

Nottinghamshire County **LINK**

Access and Barriers to Services

March 2010



Contents

Origination of Issue	Page 3
Participants and Partners involved in the group	Page 3
Activities, Sources and Correspondences	Page 4
Results	Page 5
Recommendations	Page 10
Monitoring of Recommendation Uptakes	Page 11
Appendix 1	Page 12

Origination of Issue

All issues raised to the Nottinghamshire County LINK are analysed by the Issues Panel (a group of LINK participants). Set questions are used to score or prioritise the issues. The same questions are used for every issue, as approved by the Nottinghamshire County LINK Executive Board in April 2009.

Ten issues were fed into the Nottinghamshire County LINK regarding Access and Barriers to services. Of these ten issues three were directly linked.

- Homecare services in rural areas - The adoption of the strategy by the County Council to hand over homecare to the independent sector without seeming to accurately assess whether it has sufficient capacity.
- Inequalities of access to care in rural communities - why are services a postcode lottery?
- Staff recruitment to homecare providers - difficulties in recruiting care staff owing to Newark and Sherwood being a rural area.

These three issues are directly linked, they share a concern with the provision of domiciliary care services and the disadvantage patients experience by living in a rural location. The direction of study therefore needed to address the issue to either support the statements that the area is not equipped in service to meet demands through lack of staff and location or to uncover another underlying issue to account for why people have the opinion that there are inequalities.

Participants and Partners involved in the group:

Participant Name / Role	Organisation (If applicable)
Mark Hunter (Chair)	LINK Executive Board Member
Adrian Hartley	Carer
Julie Hartley	Carer
Gerry Marshall	LINK member
Jane Stubbings	LINK Executive Board Member
Glen Swanwick	LINK Executive Board Member
Julia Karoly	LINK Support Team

Participant Name / Role	Organisation (If applicable)
Alison Rae	LINK Support Team
Laura Thomas	LINK Support Team

Activities

The Task and Finish group members established the following focus for the work:

The availability of domiciliary care in Newark and Sherwood.

The focus was chosen taking into account the following:

- The original referrals made to the LINK.

Patients using domiciliary care in Newark and Sherwood have expressed concern that there might be gaps in the choice of home care services available to them often due to rural locations. Having a limited choice in care services can have a large impact on lives. It can decrease the quality of life for service users and can put added pressures on their carers.

The group kept a broad minded approach to the work. An open question was used to take advantage of this opportunity to learn about the domiciliary care services in the Newark and Sherwood area and the impact this has on the lives of carers and service users.

Sources

In order to gather further information to ascertain the extent of the issue we have used Nottinghamshire Care Services Directory 2009/10 published by Care Choices and Nottinghamshire County Council. The Care services Directory gives information about care services across the county from the initial care assessment and financial considerations to choosing a care home and domiciliary care. The directory lists both council registered services and private care providers. This directory is one of the main sources of information provided by Nottinghamshire County Council to the public about the domiciliary care services available. This information is published in hard copy and is available on the care choices website at http://www.carechoices.co.uk/e_books/nottinghamshire.html

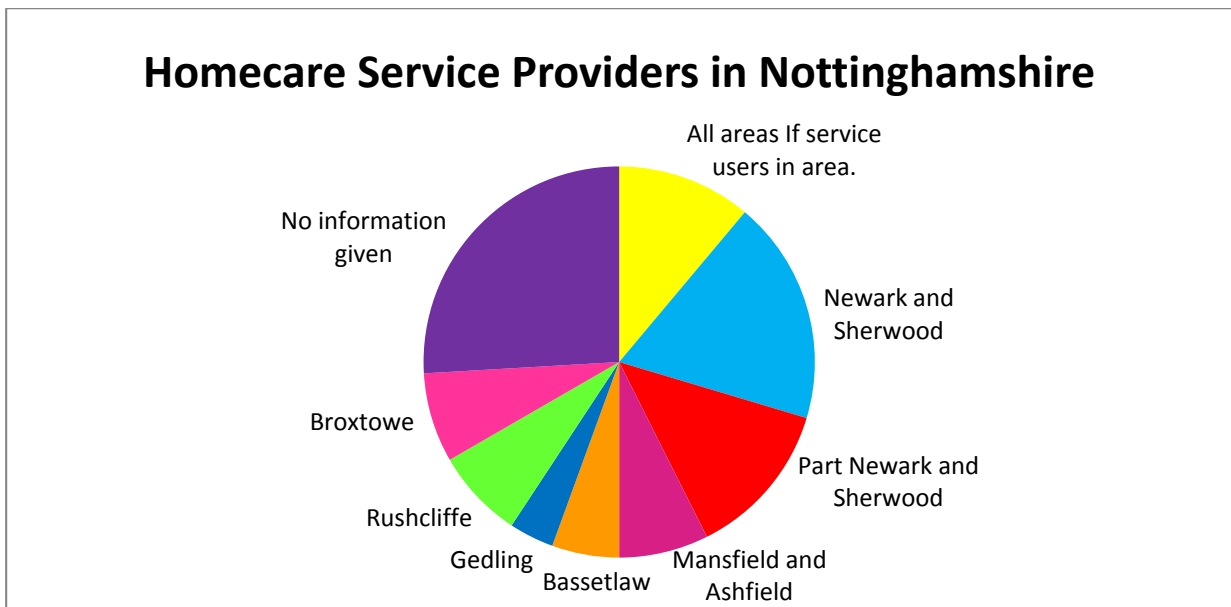
Correspondence

Using the Nottinghamshire Care services directory LINK has contacted the agencies listed under both the local authority contracted domiciliary

agencies and private domiciliary providers. For a full list of the organisations contacted please see appendix one. The organisations were asked the following questions to obtain information.

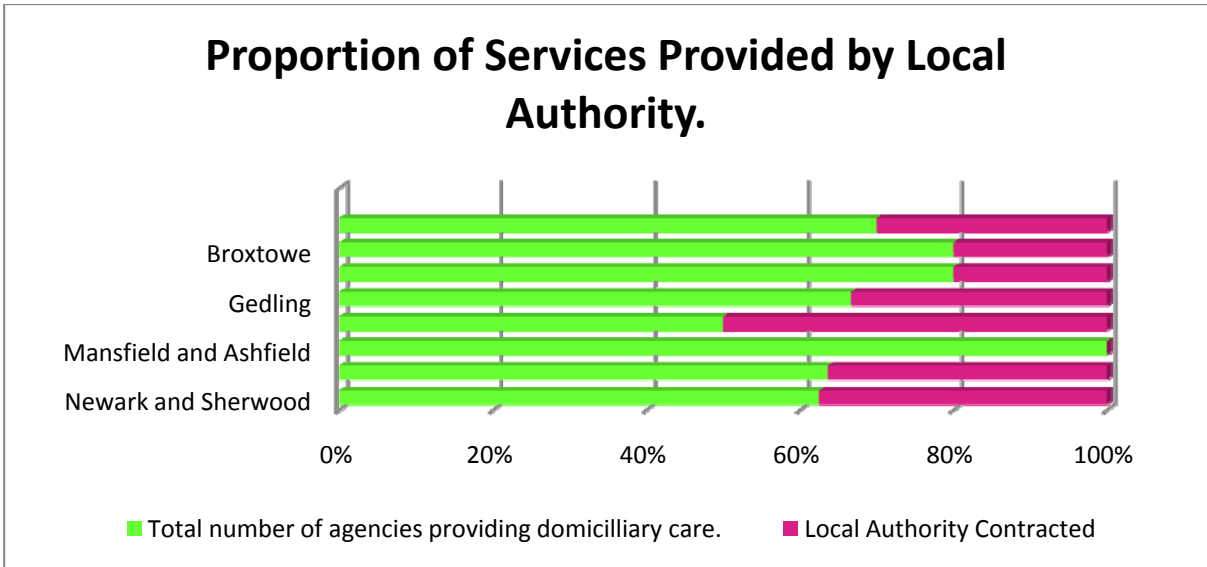
- Which areas of Nottinghamshire do you provide domiciliary care?
- What is the current ratio of staff to service users in Newark and Sherwood?
- Do you have difficulties with staff recruitment in Newark and Sherwood?
- Do you feel staff recruitment in these rural areas could be improved in any way?

Results

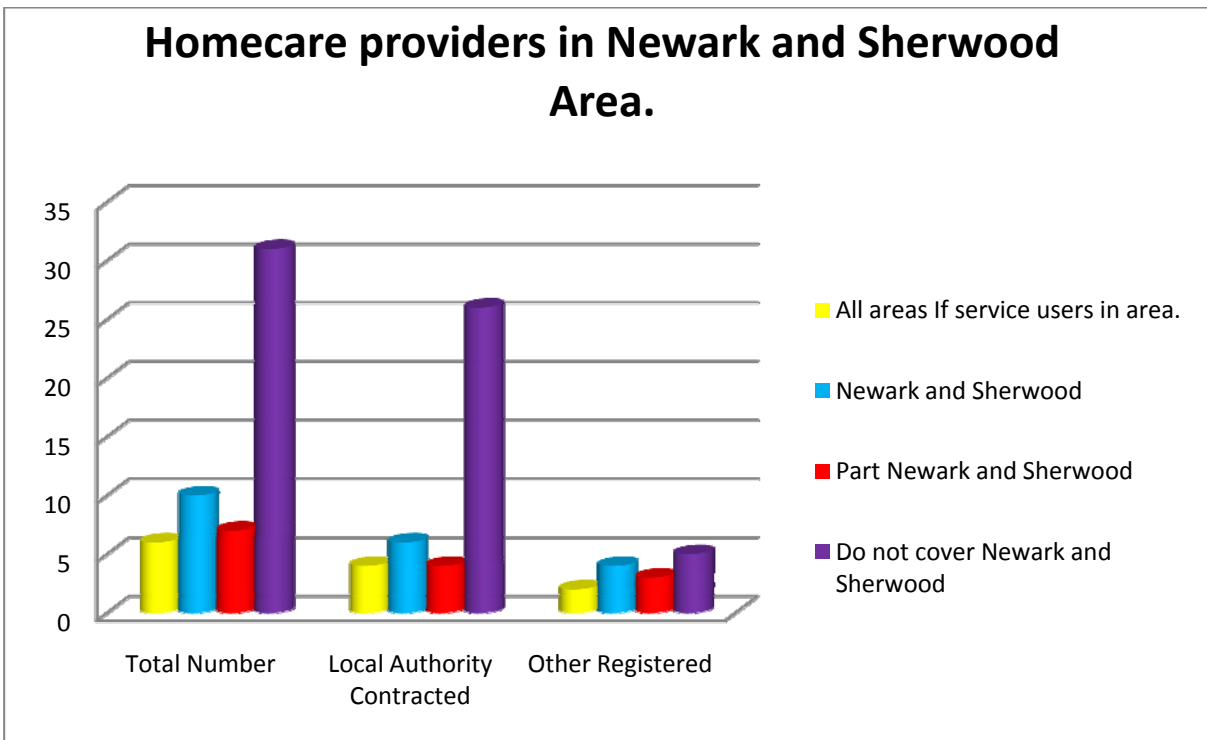


The chart represents the proportion of providers who offer domiciliary care in the districts within Nottinghamshire.

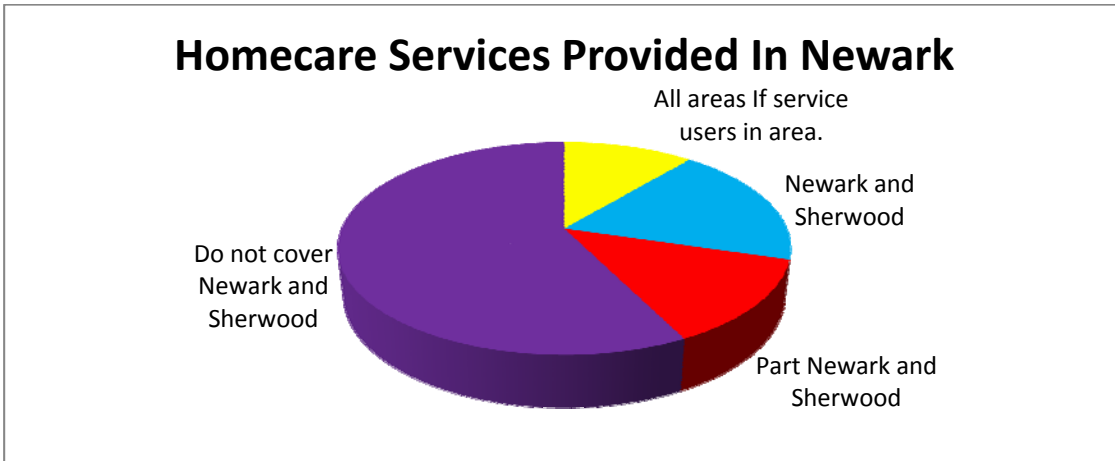
The yellow section represents domiciliary care providers who could supply care for any district within Nottinghamshire County on the basis that they had clients using the service. It is evident there are service users in all areas so concern as to why the yellow section exists.



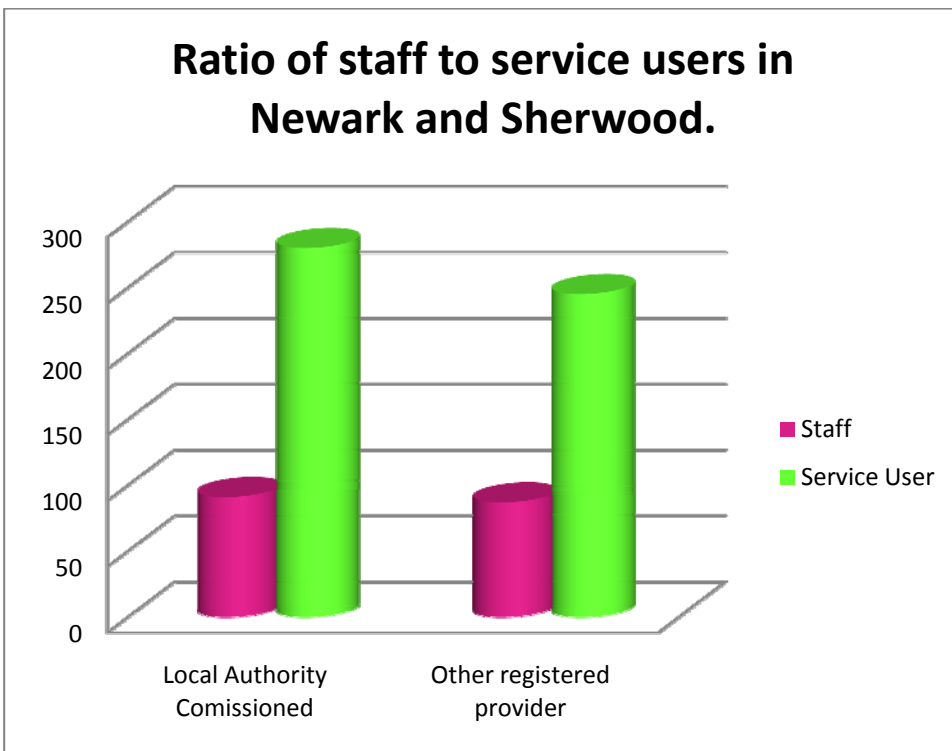
The graph shows the areas covered by Local Authority domiciliary care in relation to independent providers across the county. It shows the difference in Local Authority provision across the county. In Newark and Sherwood the majority of providers are Local Authority contracted with a lower number of private independent providers.



A Comparison of the domiciliary care service providers in the Newark area. This graph suggests a high number of agencies do not cover Newark and Sherwood. It shows clearly again the Local Authority is the main provider for domiciliary care in Newark and Sherwood.

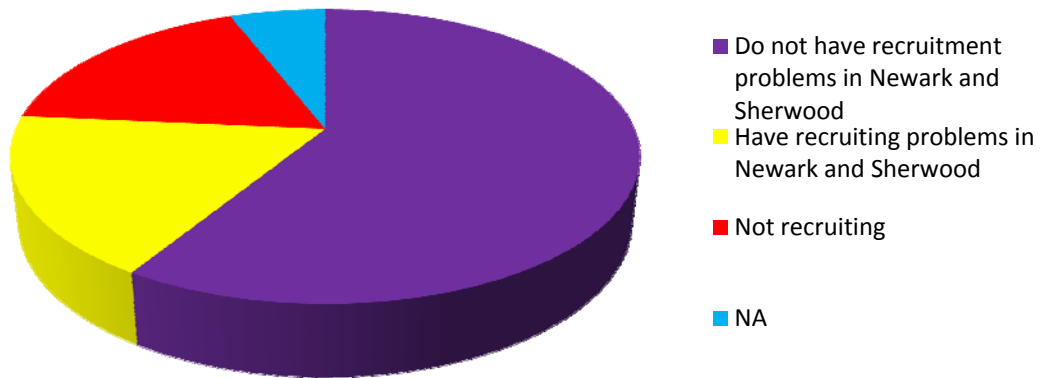


The chart shows the proportion of domiciliary care providers that cover the Newark and Sherwood borough. A large proportion of providers do not cover Newark & Sherwood this affects service user choice and has an impact on the quality of the service provided as there is limited competition for work. The yellow section of providers could provide a service in this area if they had service users.



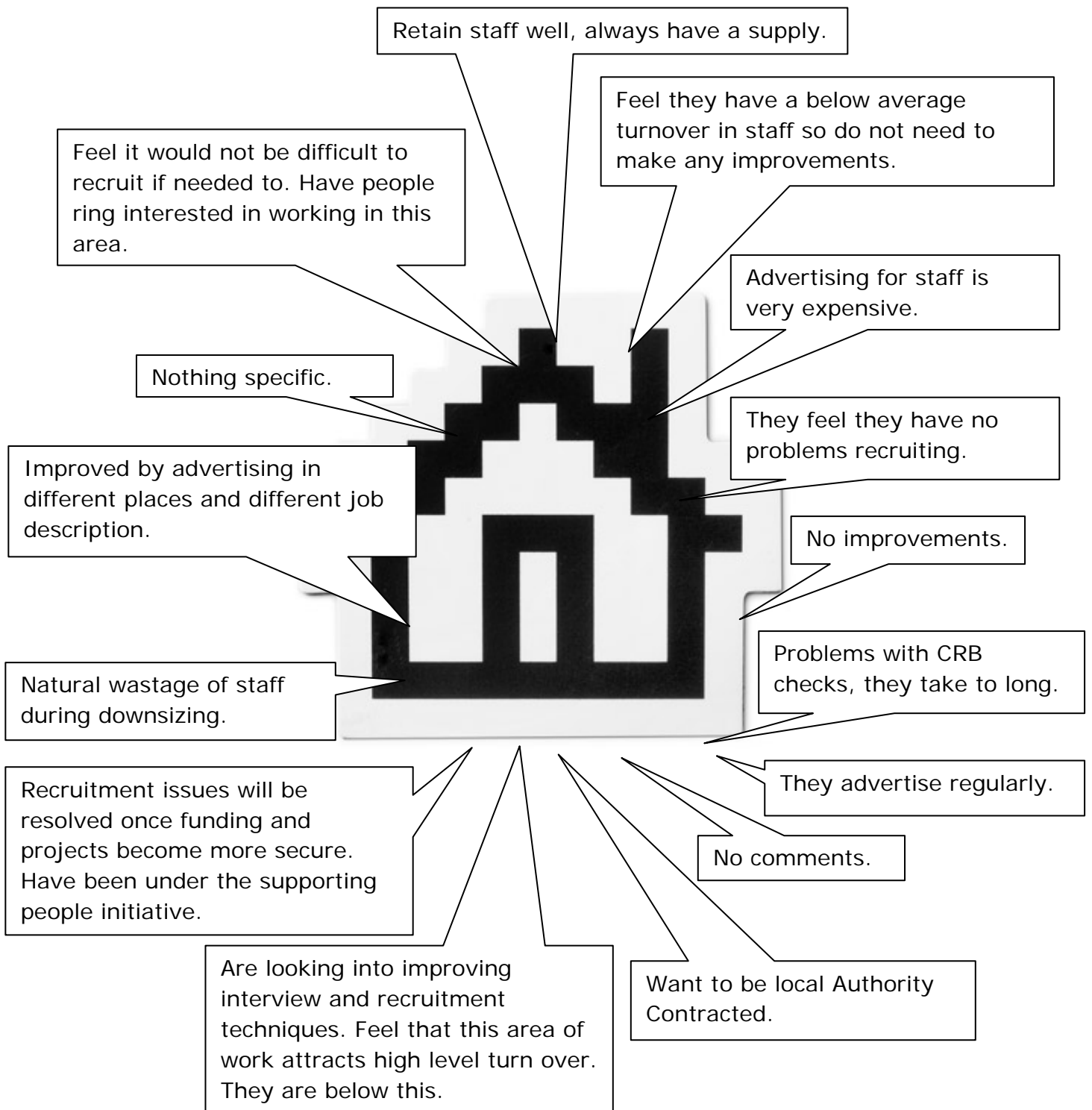
The graph illustrates the ratio of staff to service users in Newark and Sherwood, comparing the Local Authority to private independent providers. This shows that the Local Authority have a slightly higher number of service users to staff when compared with private independent providers. However as previously found the Local Authority provides more services in Newark and Sherwood yet they have relatively the same level of staff.

Does your company have problems recruiting domiciliary staff in Newark and Sherwood



The graph represents the current recruitment situation and opinions of domiciliary care providers in Newark and Sherwood. It indicates that individual providers may have problems relating to recruitment however the majority of providers do not have a problem with recruiting in Newark and Sherwood.

What does your organisation feel would improve recruitment of domiciliary care staff in Newark and Sherwood.



It seems any problems with recruitment are specific to a provider and could be managed efficiently and changed to overcome the problems for those individual providers.

Recommendations

Nottinghamshire County Council should make information about domiciliary care providers accessible to all, a hard copy of Nottinghamshire Care Services Directory kept in libraries across the county. Nottinghamshire County Council website <http://www.nottinghamshire.gov.uk/homecare.htm> must have a direct link to the directory. Nottinghamshire County Council and Social Care should signpost service users and carers to the Nottinghamshire Care Services Directory.

Expected outcome set locations for information which is accessible to all. This will enable service users and carers to make informed choices about who provides their domiciliary care.

The Care Quality Commission (CQC) star rating should be applied to the Nottinghamshire care services directory. This will allow the service users and carers to have the most relevant information about the agency they use.

Expected outcome displaying the star rating will mean the quality of the service will be easily known to the public. This will increase the demand and providers accountability for better quality services for carers and service users.

The County Council website should be updated at least every 6 months. This will enable those who need the services to have the most relevant information.

Expected outcome the correct information will be available to service users and carers.

The area covered by a domiciliary care provider should be included in the Nottinghamshire care services directory. This will make finding the appropriate service easier for service users and carers.

Expected outcome the service users and carers will be able to locate the relevant service providers in their area quickly.

Nottinghamshire County Council should encourage domiciliary care providers to operate within rural areas particularly in Newark and Sherwood, in order to generate a choice for the service users and their carers.

Expected outcome same level of care will be available across the county.

Nottingham County Council should identify the service providers who have problems with staff retention and work with them to identify the issues leading to these losses.

Expected outcome reduction in turnover of staff and increase in the recruitment of appropriate staff for sustainable services available across the county.

Monitoring

Nottinghamshire County LINK has done this piece of work to highlight community concerns and existing good practice around the availability of domiciliary care staff in Newark and Sherwood.

We are keen to receive feedback from the organisations who we have made recommendations to. We will continue to monitor outcomes from this work. The results from this monitoring will be included in the December LINK newsletter and feed back to the community and relevant organisations.

Appendix 1

Name of Organisation	Area Covered	Contact Details	Staff to service user ratio
Abacus	All if have staff and clients in area.		No information given
Advantage Healthcare Group	No Information given.		
Acorn Home Care LTD	Mansfield, Broxtowe	0115 9537377	
Allied Healthcare Group			
AMG Nursing & Care Services			
Anchor Integrated Care and Housing	Part Newark and Sherwood	01636 815429	
Anchor Trust	Broxtowe, City		
Angels Trust	No Information given.		
Appex Nursing	No Information given.		
Beaumont House	Part Newark and Sherwood	01636610556 Christine Smith	2 staff: 4 service users
Butterfly Specialist Homecare	Rushcliffe Council		
Carewatch (Newark and Sherwood)	Newark and Sherwood	01636642835 Linda Jakes	1.5 staff: 1 service user
Calverton Supreme Home care	Gedling		
Careforce Group Plc (Nottingham)	Part Newark and Sherwood	0115 8450225	No information given
Careforce Group Plc (Retford)	Bassetlaw		
Care Uk Homecare Ltd	Part Newark and Sherwood	01623 557466	No information given
Care watch (Nottingham)	No Information given.	0115 9626212	No information given
Childrens Home Care	Part Newark and Sherwood	01623 433236.	6 Staff: 6 Service Users
Claimar Care LTD	All Areas. Only where clients.	0115 8456456 Sharon	No information given
Company and Help at Home	No Information given.	Telephone number not in use.	No information given
The Corner House Domiciliary Care Service	Mansfield, Ashfield		No information given
Direct Health Group At Your Service	All areas	0115 9247030 Sam	17 Staff: 98 service users
Direct Services	Newark and Sherwood	Gill Brombley 01623 520534	45 Staff: 125 Service Users
East Midlands Crossroads		0115 9628920 Jo Leigh	No information given
Eden Supported Housing		01636 676054 Hilary Tunmore	No information given
First Care DCA	No Information given.	01909 481040 number no longer in use.	No information given
Flexible Support Options	Mansfield, Gedling, Broxtowe, Rushcliffe		No information given
Framework Domiciliary Care Services	Newark and Sherwood	0115 988 9030 David Sweetman	1 Staff: 8 Service users Mental Health Support Worker: 6 Staff:36 Service User. Homeless Support Worker: 9.5 Staff:78 Service User
Freedom Care Services	No Information given.	01623 420697 Number not in use.	No information given
GC Homecare	Newark and Sherwood	0115 8404624	No information given
Guardian Homecare Services	All areas. Only where clients.	0115 9272727	Agency staff: No Newark Service Users.
Krystal Care LTD	Rushcliffe, Broxtowe	Do not cover area	No information given
Hales Group	Newark and Sherwood	01623 867565 Sharon.	No information given
Hatzfield Homecare Services	Newark and Sherwood	01636 700077 Matt	60 Staff: 160 Service Users
Leda Homecare LTD	No Information given.	01909 712260 Linda	No information given
Leicestershire Housing	No Information given.	0115 924 8001	No information given
Lifeways Community Care (Newark)	Newark and Sherwood	01777 709921 Emma 01636 646600 Linda	17 Staff: 12 Service Users
Mediline Nurses and Carers	All Areas	Kath 01283 586600	No information given
Nestor Primicare	Bassetlaw	01427 679664	No information given
Notts Homecare LTD	Part Newark and Sherwood	01623 862491	1 Staff: 2 Service Users
Premier Nursing Agency LTD	No Information given.	01623 810100	
Priority Homecare LTD	Part Newark and Sherwood	Tom 0115 847 0015	2 Staff: 3 Service Users
PerCurra LTD	Newark and Sherwood	08445447780 Sue Have no clients in that area.	No clients in area
Pulse	No Information given.	0845 2577946	
Real Life Options	No Information given.	01977 781800	No clients in area
Sentricare	Newark and Sherwood	0115 9272727 Abad Hussain Have no clients in that area.	No clients in area
Rainbow Care services	Rushcliffe	0115 9212555	
Royal Mencap Society (Newark)	Mansfield, Newark, Rushcliffe, Worksop.	01636 708311	
Sentricare	No Information given.	0115 927 2727	
Sterling Homecare Ltd. (Bassetlaw and Newark)	Bassetlaw and Newark	01909490249 Amy Stock	
Supporta Care Ltd	Newark and Sherwood	01522569776 Laura	9 Staff
Taylor Made Care	No Information given.	01623 657117	
Total Homecare Solutions	Newark and Sherwood	01636707075 Fiona	Quite a few
Workwise Healthcare LTD	No Information given.	01623 642853	

Local Authority Contracted Domiciliary Provider	
Private Independent Domiciliary Provider	

Staff recruitment Issues	Improvements	Notes
Have no staff in some areas including Newark.	Would recruit if they needed to.	Moved without leaving forward number.
		Cover Southwell
		Wollaton and Strelley
		Number not working.
		Number not in use.
No recruitment Issues.		Work within a 13 mile radius of Newark
		Do not cover areas.
Poor recruitment in Newark. Sherwood area was better.	Advertising for staff is very expensive.	
No recruitment Issues.	They advertise regularly.	
They have a recruitment advisor	No comments.	
Have not needed to recruit yet.	Feel it would not be difficult to recruit if needed to. Have people ring interested.	Took over from Short Breaks in 2009. Do not cover area.
		No Info on internet.
		Cover Mansfield, Ashfield.
Have improved recruitment. Training now.	Improved by advertising in different places and different job description.	
Have not recruited in 2 years.	Natural wastage of staff during down sizing.	Need to downsize staff to meet targets.
		No info on internet.
		Do not cover area.
Have had a recruitment freeze for last 6 months	Recruitment issues will be resolved once funding and projects become more secure. Have been under the supporting people initiative.	Cover Newark and Sherwood. Some other County Services may pick up in Newark area but did not have specific details of those.
Full staff recruitment from agency and employed.	No comments.	Do not cover Newark only Sherwood. Receive Private and SS referrals none in that area at present.
No staff recruitment problems.	Wants to be local Authority Contracted.	No referrals in area. Only cover Rushcliffe and Broxtowe.
Have a lot applicants. Lack skills and understand job so not many successful applicants.	Are looking into improving interview and recruitment techniques. Feel that this area of work attracts high level turn over. They are below this.	Do not cover area. Do not cover area.
Do not have recruitment problems. Have not recruited anyone in the last year as the retain staff well.	They feel they have no problems recruiting.	The staff are regularly involved in training on an as and when basis.
Recruit across the county periodically.	Retain staff well, always have a supply.	
		Do not cover area. Only cover North Lincolnshire Bassetlaw and Worksop.
Not recruited for 12 months.	No improvements required.	Do not cover all of the area. Do not cover area.
Do not have recruitment problems. Have few clients in Newark and Sherwood if had more would have to recruit in area for Carers.	Feel they have a below average turn over in staff so do not need to make any improvements.	Have referrals from SS and Private but not many from Newark area.
		Do not currently have any clients in the Newark and Sherwood area, however if they did have clients in that area they would not foresee any problems recruiting staff to cover that area. The currently recruit 3-6 staff per 6 week period as they are rapidly awarded.
		Do not currently have any clients in the Newark and Sherwood area, however they potentially could cover this area.
Currently recruiting.	problems with CRB checks, they take to long.	
Some issues recruiting. Poor response, laziness.	Nothing specific.	