

Local Members' Interest
N/A

Safe and Strong Communities Select Committee – 6th March 2017

Adult Social Care Market Failure Policy

Recommendation/s

1. To scrutinise the reviewed Adult Social Care Market Failure Procedures

Report of Cllr Alan White, Cabinet Member for Health, Care and Wellbeing

Summary

What is the Select Committee being asked to do and why?

2. To note the current levels of failure in the Adult Social Care Market and to endorse the reviewed Adult Social Care Market Failure Procedures

Report

Background

3. Staffordshire County Council contracts for adult social care services for older people, people with long term conditions, people with a physical or sensory impairment, people with a learning disability and people with mental health needs. In line with the duties placed on the Council under the Care Act 2014, the Council leads responses to provider failures in this market.
4. The procedure for undertaking such responses has been reviewed, strengthening the operational processes for responding to provider failure. The revised procedure is attached as Appendix A for the Committee's endorsement.

Summary of provider failures

5. In the last 12 months there have been 8 provider failures in adult social care that resulted in a closure.
 - a. 7 of these were in residential care, affecting 140 beds and with 92 service users requiring alternative provision.
 - b. 5 were in nursing care, affecting 219 beds and with 137 service users requiring alternative provision.
 - c. There was 1 home care closure. In addition, there were 7 home care provider failure events where 5 or more care packages were handed back.

6. During these events, the Council's Quality Assurance Team co-ordinated the Council's response, liaising as appropriate with CCGs, CQC and SSoTP (who have the lead role for reviewing and sourcing alternative placements for most adult social care service users).
7. Depending on the pace at which a provider failure event happens, residents and their families are given as much information as possible to support their decision making. Information and support is also given to self-funders and their families. The Quality Assurance Team and the Council's commissioners also liaise with other local authorities and CCGs from outside Staffordshire where people have been placed into services within the County.
8. Learning lessons from provider failure events have been incorporated into the revised Market Failure Procedure attached as Appendix A.

Link to Strategic Plan:

The people of Staffordshire will:

- Be healthier and more independent
- Feel safer, happier and more supported in and by their community.

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Appendices/Background papers

Appendix A - Provider Failure Standard Operating Procedure