

East Lothian Council

East Lothian Council

FOI Ref: 2018/489275

The information requested

We ask the council to provide a response to the following questions.

For the avoidance of doubt, references to "home-based care and support" and "homecare" should be interpreted as meaning domiciliary care services, also known as "care at home", regulated by the Care Inspectorate.

Section 1. The Council's calculation of the cost of homecare

1. Please provide any calculation undertaken by the council to assess the hourly cost of delivering homecare services for older people during 2017-18, for example by undertaking a cost of care exercise, with providers, or by the council conducting its own modelling.

For the avoidance of doubt, we ask the council to provide a numerical breakdown of its assessment of what it should pay for homecare service, taking into account the component costs, which include: careworkers' wages; National Insurance and pension contributions; holiday and sickness pay; mileage reimbursement and the providers' operating costs and profit or surplus.

2. Has the council undertaken a cost of care exercise for homecare services in consultation with its local homecare providers within the last 3 years? Please answer 'Yes' or 'No'.
3. On what date did the council last increase the prices it paid for care to the majority of its homecare providers in response to inflationary cost pressures? The "majority" of providers should be interpreted as at least 75% of homecare providers with which the council trades.

Section 2. Service users whose care was affected by the care provider handing a contract back to the council

During the 12 month period ending February 2018, please specify:

4. The total number people aged 65 years and above receiving home-based care and support purchased by the council;
5. The total number of people in question 4, above, whose provider of care changed during this period for any reason;
6. For the figure provided in question 4, above, the total number of people whose provider of care changed as a result of:
 - a. a request by the provider;
 - b. a request by the service user;

East Lothian Council

FOI Ref: 2018/489275

- c. a safeguarding concern;
 - d. a decision by the council other than for a safeguarding concern;
 - e. a mutual agreement of the council and the provider.
7. For the figure provided in question 6a, above: the total number of homecare providers who have made such a request.

Section 3. "Approved provider" lists

8. Please confirm whether the council, or another organisation acting on the council's behalf, maintains a list of contact details of homecare agencies in the local area from which people, either from their own means or by using a Direct Payment, may purchase homecare services? Please answer 'Yes' or 'No':
9. If the answer to question (i) is 'Yes', does such a list contain details of:
- a. all the registered homecare providers in the local area, or,
 - b. a selection of local homecare providers which have approved or vetted by the council, or
 - c. a selection of homecare providers which have agreed to have their details appear on the list, whether or not the council has approved or vetted such providers?

Section 4. Commissioning

During the 7 day period, which includes Monday 5 February 2018, please specify:

10. The total number of homecare visits commissioned by the council for people aged 65 and above;
11. The percentage of homecare visits commissioned by the council for people aged 65 and above that were shorter than 30 minutes.

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Section 1

1.

ELC MODEL

Contract Year	1	
Financial Year	2018/19	
		£
Hourly rate for contact time		8.75
Travel time (11.4 min per hour of contact)	11%	0.96
	Gross pay	9.71
National Insurance & Superannuation	10.5%	1.02
Holiday pay	12.07%	1.17
Training	1.73%	0.17
Sick pay		0.01
Distance travelled (4 miles to 1 hr of contact)		0.18
Mileage rate (£0.35 per mile)		
		12.25
Running the business	29.4%	3.60
Profit or Surplus	3.0%	0.50
		16.35

2. Yes this involved some discussions with providers, but not full consultation.
3. April 1st 2018
4. 1,303 people over 65 received a purchased Care at Home service at some point during those 12 months
5. 55 people
6. Not recorded.
7. Providers are not allowed under our Framework to not work with individuals unless it is mutually agreed between HSCP and Providers and as a result of risk to provider or service user.
8. No-we would advise people to be in touch with the Care Inspectorate.
9. N/A
10. 15,631 total purchased visits in the requested week
11. 36.34% (5,680) of these visits were under 30 minutes