

OVERVIEW AND SCRUTINY COMMITTEE

7 June 2007

THE ORDER OF ST JOHN CARE TRUST
BLOCK CONTRACT FOR RESIDENTIAL CARE
ANNUAL SERVICE REVIEW 2006 - 2007

Purpose of Report

1. To present to Scrutiny Members the Annual Review of the services contract with The Orders of St John Care Trust (OSJCT) for the provision of residential care, including respite and day care, to older people and older people with mental health problems and to recommend any remedial or performance enhancement measures that may be appropriate.

Background

2. Following a competitive tendering process, Wiltshire County Council (WCC) transferred the operation of its 18 residential care homes to OSJCT in 1999 and 2000. The Council retained ownership of the buildings but awarded OSJCT a 25 year lease on all of the properties until September 2025.
3. In October 2005, the Council entered into a new 20 year arrangement with the Trust for the provision of residential services. A review of day care services is currently underway in consultation with OSJCT with the aim to re-pattern services to meet the changing requirements both of older people in Wiltshire and commissioning requirements in line with the Independence, Well-being and Choice agenda.

Main Considerations for the Council

Scope

4. WCC has a contract with OSJCT for the provision of residential, respite and day care services to older people and older people with mental health problems.
5. This report covers the first reporting period for this new contractual arrangement (1st April 2006 to 31st March 2007).
6. The Council's procures approximately 57% of its total residential purchasing volume from OSJCT. Thus the remaining 43% is purchased from the independent sector.

Continuous Improvement

7. The Council under the new contractual arrangements is committed to purchasing a minimum of 490 beds throughout the contract term. These beds comprise five types dependant on the needs of the Service User. These dependency bandings are:
- Residential Standard
 - Residential Enhanced
 - EMI (Elderly Mentally Infirm) Residential standard
 - EMI Residential Enhanced
 - EMI Specialist

This new system of dependency levels has enabled the Council to have more flexibility regarding placements where the needs of the Service User are higher but nursing care is not required.

8. At the commencement of the new contract (October 2005) the dependency level of WCC clients was a 50/50 split between Residential Standard and Residential Enhanced needs. Both parties to the contract intend that this balance should be altered during the course of the contract so that in 3-5 years the ratio becomes 40/60 of Standard to Enhanced.
9. To meet the increased dependency levels OSJCT has increased its staffing levels across all the Care Homes with an increase of in excess of 900 care hours per week. The Trust is refocusing its structure within Wiltshire and is creating 4 Locality Managers each responsible for 5 Care Homes, together with 6 Heads of Care posts within the Homes.
10. All placements within the OSJCT contract are now made via the central Brokerage team, with a dedicated Placement team. The contract requires OSJCT to notify vacancies within one working day. The Brokerage team now hold the centralised waiting list for placements. This enables District Directors to more efficiently identify the most appropriate person waiting for a residential placement in order to minimise delay.

Contract Management

11. The Wiltshire Contract Monitoring Group meets quarterly and is responsible for reviewing the contract as a whole. OSJCT provides the meeting with specific statistical information relating to both quantitative and qualitative measures. This includes information on Complaints received and their outcome together with any Safeguarding Vulnerable Adults issues. At the April 2007 Contract Monitoring meeting the previous quarter's report gave the following CSCI (Commission for Social Care Inspection) ratings for each of the Care Homes:

12.

Home	CSCI Rating
Anzac House	GOOD
Bartlett House	ADEQUATE
Bemerton Lodge	GOOD
Brookside	EXCELLENT
Buckland Court	GOOD
Burnham House	ADEQUATE
Fives Court	GOOD
Hungerford House	GOOD
Marden Court	GOOD
Ridgeway House	ADEQUATE
Seymour House	GOOD
Southfield	ADEQUATE
Stratford Court	GOOD
The Cedars	ADEQUATE
The Paddocks	GOOD
Watersmead	GOOD
Willowcroft	ADEQUATE
Woodmead	GOOD

It is worth noting that where OSJCT Care Homes are receiving “Adequate” ratings that this is due to issues relating to the fabric of the buildings rather than to care delivered. Existing Homes do not have to meet the Minimum Standards for Care Homes and so no OSJCT Homes have bedrooms of the minimum requirements in the Standards or on-suite facilities.

13. Additionally monthly locality meetings have been established to be responsible for the day-to-day operation of the contract. These meetings, involving Contract staff, OSJCT Care Home Managers and Operational Team Managers, are the first point of call for all complaints and any issues that may affect the smooth operation of the contract. In the event that a particular issue could not be resolved at a local level, it would be referred to the Wiltshire Contract Monitoring Group for a decision.

Proposal

14. That Members:

- (i) Note the Annual Report of The Order of St John Care Trust.
- (ii) Acknowledge the level of performance of OSJCT under the contract.

Reasons for Proposal

15. Officers are required to report the performance of all significant contracts, i.e. those with a value of over £1 million, to Members on an annual basis. This report advises Members of the performance of The Orders of St John Care Trust over the period of service review, April 2006 – March 2007.

Financial Implications

16.

Element	Estimated Gross Value 2007-08* £000's	Actual Gross Spend 2006-07 £000's
<i>Main Contract:</i>		
Main Block Beds	9,973	9,137
Respite	596	526
Day Care	192	483
Total	10,761	10,146

* Includes 2.1% uplift from 1/4/07 and assumes main contracts will be fully utilised up to contract limits.

Environmental Impact of the Proposal

17. None.

Risk Assessment

18. All risks associated with the contract were taken into account during the original evaluation of the contract. The risks associated with the dependency levels of the existing residents and the staffing ratio required continues to be monitored as well as the risk associated with the declining state of the buildings and facilities.

SUE REDMOND

Director: Department of Community Services

Unpublished documents relied upon in the production of this report:

Author: Lesley Entwistle, Contracts Manager
Telephone: 01225 757549