

OVERVIEW AND SCRUTINY COMMITTEE

12 June 2008

THE ORDER OF ST JOHN CARE TRUST
BLOCK CONTRACT FOR RESIDENTIAL CARE
ANNUAL SERVICE REVIEW 2007 - 2008

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 care services.

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 reporting period for the second year of the new contractual arrangement (1st April 2007 to 31st March 2008).
6. The Council procures approximately 54% of its total care home without nursing purchasing volume from OSJCT. Thus the remaining 46% is purchased from the independent sector.

Continuous Improvement

7. The Council under the new contractual arrangements is committed to purchasing five types of beds 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

As reported last year to Members, this 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 by 2010 the ratio becomes 40/60 of Standard to Enhanced to reflect changing demographic needs. In 2007/08 the dependency ratios were:

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| • Residential Standard | 41% |
| • Residential Enhanced | 25% |
| • EMI (Elderly Mentally Infirm) standard | 16% |
| • EMI Enhanced | 12% |
| • EMI Specialist | 6% |

9. This reflects the increased need for services to meet the needs of older people with dementia type conditions including Alzheimer's. OSJCT has worked with the Alzheimer's Society to deliver specific Dementia training to all its Care staff and all the Care Homes now have a Dementia Champion to oversee the care delivered to residents with dementia or confusion
10. All placements within the OSJCT contract are made via the central Brokerage team, with a dedicated Placement team which has now been in operation since December 2006. The contract requires OSJCT to notify vacancies within one working day. The Brokerage team hold the centralised waiting list for placements. This enables the Heads of Service to more efficiently identify the most appropriate person waiting for a residential placement in order to minimise delay. Feedback from both the Operational staff within the Department and from OSJCT is that this system is working well. This can be evidenced by the reduction in the number of people delayed in hospital.

11. In 2007 the Department commissioned an external consultancy firm to produce the accommodation strategy for older people. The overall objective was for Wiltshire to have an overarching strategy for the provision of older people's accommodation for the next 10 to 15 years for people funded by the council and those who are able to purchase their own care. The final report of the accommodation strategy for older people has recently been received and is due to be presented to the County Council's Cabinet at the meeting on 15 July 2008. It is the Department's intention for this strategy to be used to underpin the development strategy for care homes with OSJCT. This will ensure that each area has sufficient services in order to meet the demand. Through basing the OSJCT strategy on the overarching accommodation strategy it will enable the Council to be more flexible in its approach to the services provided under the existing contract with OSJCT, thus enhancing value for money.

Contract Management

12. 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 2008 Contract Monitoring meeting the previous quarter's report gave the following CSCI (Commission for Social Care Inspection) ratings for each of the Care Homes:

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

It is worth noting that where OSJCT Care Homes are receiving “Adequate” ratings that this may be 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. The Locality contract review meetings, with a focus on the day-to-day operation of the contract have been restructured. They are now county-wide, meet on a bi-monthly basis and involve DCS Heads of Service, Contracts and Brokerage staff, OSJCT Locality Managers (who represent the Care Homes within their area of responsibility) and operational representatives from the Avon and Wiltshire Mental Health Partnership. These meetings address a range of issues that may affect the smooth operation of the contract. The new style Locality meetings have proved more effective at resolving issues at the time.
14. Members will note that the Annual Report of OSJCT provides details at Appendix 1 of the Resident Survey Summary 2007. The outcomes of the survey have been discussed as part of the contract monitoring process. Where concerns have been raised by residents, OSJCT has been proactive in addressing them and has, for example, made changes to catering arrangements and how activities are delivered within the Homes. The Survey for 2008 will be sent out to residents shortly.

Proposal

15. 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

16. 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 2007 – March 2008.

Financial Implications

17.

Element	Estimated Gross Value 2008-09 £000's *	Actual Gross Spend 2007-08 £000's
<i>Main Contract:</i>		
Main Block Beds	10,395	9,696
Respite	642	631
Day Care	606	546
Total	11,643	10,873

* Includes contractual uplift from 1/4/08 and assumes main contracts will be fully utilised up to contract limits.

Environmental Impact of the Proposal

18. None.

Risk Assessment

19. 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

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