

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

I would like to request further information regarding the system that you have in place to monitor the delivery of care services to service users within their own home, utilised by both any in-house service provider and private agencies that are also delivering care on behalf of the Local Authority

I understand that traditionally a method of recording service delivery was by means of paper documents that were signed by the service user to confirm service had been delivered. Please can you confirm if this is still the case as of 2013 within this Local Authority or if there is an electronic system that has or will be introduced to replace this paper system?

I would be grateful if you could also confirm the name of the electronic system that is or will be implemented.

An Electronic Care Management (ECM) system is used to capture and monitor the delivery of care services to service users in their own home in Leicester City and reports on the following:

- % missed calls,
- % time delivered,
- continuity of support (number of carers in a 4 week period),
- critical calls made on time,
- standard calls made on time,
- no retrospective entry (number of ECM input calls that are made after the visit i.e. not in service users home as preferred)

ECM is used by external providers of domiciliary care but not in-house. Leicester City Council has specified the requirements of the ECM but not the software to be used. Contract Officers from Leicester City Council will also undertake contract monitoring visits and quarterly contract meetings with providers to ensure that a good quality service is being delivered to service users within their own home.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: info-requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.