

Freedom of Information Act 2000 – homecare services

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

You asked:

Your Unitary Authority is responsible for providing home-based social care (also called domiciliary social care) to vulnerable adults. I am enquiring only about your use of externally procured/ commissioned homecare service providers. Regarding service user types, I am enquiring about all types: learning disability, elderly, mental health, physical disability, dementia, etc. Regarding service user age, I am enquiring about all service users aged 18 or above. I am NOT enquiring about residential social care, residential nursing care, or health care in the community.

Leicester City Council has a Framework Agreement with a number of organisations to provide home care services to the people of Leicester. The Framework Agreement is split into 4 'Lots' that define the service to provide:

- LOT 1: Generic Domiciliary Support Service (15 providers + 5 reserve)
- LOT 2: Specialist Domiciliary Support Service (3 providers + 3 reserve)
- LOT 3: Specialist Domiciliary Support Service- Acquired Brain Injury Domiciliary Support ((1 provider + 1 reserve provider)
- LOT 4: Generic Domiciliary Support Services Extra Care ((1 provider + 1 reserve provider)

Organisations may be contracted to provide services under one or more 'lots'. Providers were 'ranked' according to the quality and price of their bids.

Organisations are contracted under our Framework Agreement to provide services under a 'call-off' procedure. The 'Call-Off' procedure defines the steps taken to award a package of care. The call-off procedure is split into three steps:

- 1 Call-Off by Service User / Carer Preference i.e. where a service user expresses a preference to receive services by one of the providers.
- 2 Call-Off from the list of providers – Where a service user does not express a preference, providers are invited to accept an order according to the rankings described above.
- 3 Call off following Mini Tender Process – Where procedure 1 and 2 are not applicable in cases where the terms of the agreement reflect the particular circumstances of a package then providers will be invited to submit a tender in response to a package.

Leicester City Council maintains a list of 'reserve' providers who may be invited to apply for a package of care where providers on the primary list are not able to meet the specification of the package.

The providers who are contracted to provide services under the Leicester City Council Framework Agreement (by lot) are:

LOT 1: Generic Domiciliary Support Service	
R	Age UK Leicester Shire and Rutland
	Always There Homecare Ltd
	Amicare Domiciliary Care Services
	Care UK Homecare Ltd
R	Choices Care Ltd
	City & County Care Services Ltd t/as Carewatch Leicester
	Comfort Call Limited
	Direct Health (UK) Limited
	Domiciliary Care Services (UK) Limited
	GP Homecare Ltd t/a Radis Community Care
R	Hales Group Ltd
	Help at Home
	Housing 21
R	LHA Support Services
	MEARS CARE LIMITED
R	PRIVATE HOME CARE UK LTD
	Sevacare UK Ltd
	Universal Care Services (UK) Limited
	Westminster Homecare Limited

LOT 2: Specialist Domiciliary Support Service	
R	Amicare Domiciliary Care Services
R	Castlerock Recruitment Group Limited
R	City & County Care Services Ltd t/as Carewatch Leicester
	Creative Support Ltd
	MEARS CARE LIMITED
	Voyage Care

LOT 3: Acquired Brain Injury Domiciliary Support Service	
R	City & County Care Services Ltd t/as Carewatch Leicester
	Voyage Care

LOT 4: Generic Domiciliary Support Services Extra Care	
	Care UK Homecare Ltd
R	MEARS CARE LIMITED

*R – Denotes Reserve Provider

1. What is the hourly rate you currently pay service providers to provide

homecare services:

a) average hourly rate for all service providers?

£12.38

b) lowest hourly rate for the service provider paid the least per hour?

£11.75

c) highest hourly rate for the service provider paid the most per hour?

£12.95

2a. How many service users were provided homecare services during 2013/14?

3,806

2b. How many homecare packages of care were provided during 2013/14?

4,828

3. What was the total volume of homecare hours provided during 2013/14?

892,141

4. What was the total expenditure on homecare (excluding via direct payments) provided during:

(i) 2011/12?

(ii) 2012/13?

iii) 2013/14?

13/14	12/13	11/12
£10,174,100	£11,619,900	£11,710,400

5. What was the total Direct Payments expenditure (on homecare, day care, other care, etc ... ie all types of uses) in:

(i) 2011/12?

(ii) 2012/13?

iii) 2013/14?

Source: RMS - based on Support Plans, may not represent what actual funds were spent on

	Gross Spend		
	13/14	12/13	11/12
Direct Payment - Transport	133,293	122,513	106,055
Direct Payments - Equipment	4,653	5,348	5,976

Direct Payments - for Carers	300,040	185,528	146,504
Direct Payments - Homecare	7,987,956	6,298,345	5,764,446
Direct Payments - Mobile Meals	9,672	11,693	12,373
Direct Payments - Respite	472,306	445,971	392,283
Direct Payments - Social Inclusion / Day Care	3,919,692	2,819,482	2,293,042
Direct Payments - Supported Living	531,959	356,475	304,856
Grand Total 2013/14	13,359,571	10,245,355	9,025,536

6. Sometimes a service user is in hospital, or is in an interim care bed in a residential home, awaiting to go back home. But it is not possible to find a homecare service provider who has capacity, or who agrees to provide the service. As a result the service user is stuck, and cannot go home, because they are awaiting homecare. Other people are living at home but need homecare services, but no service provider has agreed to provide the care; so again the service user is awaiting homecare.

a. At this moment right now, how many service users do you have awaiting homecare?

57 Service Users were awaiting homecare as at the 27th May 2014

7. How many homecare service providers do you use currently (i.e. that your Authority has a live contract with them to provide homecare services)?

A total of 22 providers are contracted under the Framework Agreement. 3 of which have not been 'called-off' at this time.

**8. List the names of the homecare service providers that provide:
a) an initial intensive reablement service**

Intensive reablement services are provided by Leicester City Council's in-house reablement service and not contracted to private or voluntary providers.

b) an ongoing reablement service (i.e. after the service user has received a period of intensive reablement)

All providers contracted to provide services under the Leicester City Council Framework Agreement

c) a service where your Authority sets outcomes (instead of Time & Task) that the service provider then has to achieve

All providers contracted to provide services under the Leicester City Council Framework Agreement are required to achieve outcomes set out in the service users support plan

9. List the top ten service providers that you spend the most money on each year.

This list is the top ten service providers based on the projected cost of care packages for 2014/2015.

- 1 City & County Care Services Ltd t/as Carewatch Leicester
- 2 Amicare Domiciliary Care Services
- 3 Westminster Homecare Limited
- 4 Domiciliary Care Services (UK) Limited
- 5 Care UK Homecare Ltd
- 6 Housing & Care 21
- 7 Always There Homecare Ltd
- 8 Help at Home
- 9 Direct Health (UK) Limited
- 10 Sevacare UK LTD

10. State the name, job title and email address for the officer who manages the homecare contracts for your Authority?

Tanya Sheehan, Head of Contracts & Assurance,
Tanya.Sheehan@Leicester.gov.uk

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

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

Information Governance Manager
Information and Support
Leicester City Council
Bosworth House
9 – 15 Princess Road West
LEICESTER LE1 6TH
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 may also seek independent advice from 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 requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.