

Fair Treatment Assessment (FTA) Form – DRAFT (June 2010)



Area of Assessment:	
Name of service or function etc	Older People
Which service does this affect?	Home Care
1 Is this a new, existing or revised function?	REVISED
Summary of findings	
2	Main conclusions on the likely impact of the function on different equality groups (protected characteristics)
<p>Solihull MBC is committed to supporting people to be as independent and healthy as possible and to enable them to achieve what they want in life. Promoting independence and supporting people to maintain and regain skills is crucial to meeting this aim and providing effective home care support services is a key element of the package of services that people will need. People also need more choice in how they use services to support themselves and meet their needs.</p> <p>Traditionally home care support services have been provided in a very task orientated way. A menu of services has been available or presented and assessment of an individual's needs has been led by the availability and selection of certain services for that person. Services have then been delivered to the individual often with them having limited choice over the services they receive, and little control over how these services are delivered. The new service specification for home care support will move providers away from this task orientated service delivery model towards a personalised needs and outcomes led approach. Providers will be expected to deliver services that are person centred i.e. services that the individual themselves wants and deliver them in a way that they want. Underpinning this model will be a strong focus on the outcomes for the individual. Activities that result in the most impact for individuals particularly with regard to developing or maintaining a person's independence or rehabilitation will be identified in the individuals Care and Support Plan and in the support plan between the individual and the provider. Individuals need to be enabled and supported by providers to manage their own care needs as independently as possible. Whilst there will still be a need for some provider staff to be trained to carry out more complex or specialist tasks, this will be under the direction of service users and specifically reflected in their Care and Support Plan..</p> <p>Feedback from users have raised the following issues:</p> <ul style="list-style-type: none"> • Having the same person/small group of people giving you help • Having help at the right time for you • Having choice about who helps you • Having a reliable service • Having a registered/inspected service • Having people who are flexible about what tasks they provide help with • Having people who know you well and understand what you need • Having people who understand what your hopes and wishes are • Having a service that is good value for money • Having friendly and caring people providing help • Having people providing help who are well dressed/smart • That the people providing help are punctual • Having a service that is flexible to meet your needs 	

The service specification will ask providers to demonstrate how they will evidence that their proposals address these issues and deliver a service that will improve outcomes for people. Evaluation of the tenders will then measure providers' responses so that SMBC can be satisfied that clients will be receiving a quality service.

If a service user is receiving care from a provider who is not successful in the tender process and they do not wish to change provider then they can remain with that provider and receive a direct payment to pay for their care.

There may be negative impacts on some individuals rather than specific groups, as users are unused to or not comfortable with determining their own needs and taking control of their care. Equally some individuals may not have the capacity or the inclination to do so. There may be conflict if the level of care determined for the individual is at odds as determined by the user themselves or their family/carer. This should be fully discussed, negotiated and agreed in the Care and Support Planning stage with the Care Manager. Requests may be received at an increased cost if providers feel that more time needs to be built into visits to accommodate users self direction and wishes. However efficiency savings could be made as carers are able to deliver what is required and wanted and stop doing other activities. The specification also allows for flexible use of time allocated across a 4 week period which should mitigate against ad-hoc increases or short term increases becoming a long term commitment.

The delivery by SMBC of a robust effective assessment, care management and Care and Support Planning process with robust contract performance management and effective , clear communication should mitigate these impacts. Support will be made available to providers who need and request it to manage in changes, including access to council-led training.

The focus on needs and outcomes combined with greater choice and control and opportunities to be as independent as possible remains a clear objective for most people and improves their sense of health and well being.

Actions:

Actions required to address negative impacts identified or to better promote equality, human rights, cohesive and sustainable communities and safeguarding issues

Action	Outcome	Timescale
Ensure that service specification contains outcome focussed targets	Evaluation of tenders is able to be carried out with clarity over impact on outcomes	Dec 12
Offer support offered regarding personalisation agenda	Providers, users and families clear on service delivery model and how best to use it	Oct 12
Monitor contracts	Providers are delivering outcome focussed services	Mar 13
Ensure Care First can support contract monitoring	Care First will deliver reports to support contract monitoring	Mar 13
Work closely with development of ECM	ECM will deliver information to feed into contract monitoring	Nov 12
Date Assessment Signed off		17th October 2012