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Title of meeting:	Cabinet Member for Housing and Preventing Homelessness
Subject:	Update on Ian Gibson Court Care
Date of meeting:	22 March 2022
Report by:	James Hill, Director of Housing, Neighbourhood and Building Services
Report Author:	Mark Fitch - Head of Local Authority Housing
Wards affected:	Charles Dickens Ward

1. Requested by Councillor Darren Sanders

2. Purpose

- 2.1. To provide an update on Ian Gibson Court Care Service, and to highlight the work done by them, and the wider Sheltered Housing service, in providing support of the residents through the challenges posed by the pandemic, maintaining vital services throughout.
- 2.2. To outline the proposed pilot to expand the service.

3. Background

- 3.1. On 4th February 2020 Cabinet agreed that the Ian Gibson Care Service should be made permanent and to allow for the service to be expanded with either a provision in another Sheltered Housing scheme, such as Hale Court, or to expand the service to a geographical area, in the proximity of Ian Gibson Court.
- 3.2. Ian Gibson Court is a Category 2.5 Sheltered Housing Scheme operated by the city council, offering independent living accommodation to those who are predominantly over 55.
- 3.3. As a Cat 2.5 scheme, it has 24-hour staff cover to support tenants with their housing needs. In addition, some tenants require a Package of Care (PoC) to help support them in areas of personal care, that is classified as statutory care under the Care Act. This is usually where the tenant has additional needs to ensure that they are

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safe and can meet their health needs, often to ensure medication is taken appropriately, assistance with washing and dressing, food preparation, eating and drinking etc. Prior to 2017, this care would be commissioned by Adult Social Care and provided by a care provider.

- 3.4. As a result of a review, the city council's Local Authority Housing Service piloted its own in-house care provision known as Ian Gibson Court Care and has been delivering care to residents of Ian Gibson Court since 2017. It is registered as a Care Provider with Care Quality Commission (CQC) and has a Registered Manager in post.
- 3.5. This pilot became a permanent provision following a Cabinet decision on 04 February 2020, and the purpose of the service remains as **"To provide the right care at the right time"**.
- 3.6. It was intended to pilot the expansion of the Ian Gibson Court Care service following the decision to make the service permanent, but this was not possible during the Covid pandemic as the service needed to focus on continuing to provide care during lockdowns which had significant impacts for residents and staff.
- 3.7. Since the start of the pandemic, personal care has been provided to the residents with a PoC, following the current Government and Public Health guidelines for personal care provision. All care staff have been offered, and taken up, vaccinations. In addition, the use of Persona Protective Equipment (PPE), safe working practices, and restricted access to communal areas has ensured that the service continued to be delivered and all residents kept safe. During this period a number of residents from Ian Gibson Court were admitted and discharged from hospital, increasing the risk to staff and other residents, and the CQC monitored the service remotely to ensure that it was operating safely.
- 3.8. This service continues to be operated with a staffing complement consisting of a full time Registered Manager, 30-hour Care Service Manager and 9 Care Assistants, each working 22.5 hours per week. Ian Gibson Court Care Service also has access to two casual members of staff that can be called upon when cover is needed for the employed team. This is typically only about 18 hours per month.
- 3.9. The service has maintained staffing levels with good staff retention levels, and when staff have left, have replaced these with existing casual staff that were keen to progress to permanent posts within the service.
- 3.10. Despite the challenges posed, such as the current national shortage of care staff, and increased demand due to Covid, the service continues to be unique in the provision of care in the city.

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4. Current Service Provision

- 4.1. There are currently 18 residents of the 45 residents in the scheme, have a Package of Care (PoC) and receiving the service. This figure fluctuates depending upon the needs of the residents, and since the service began it has delivered packages of care to 57 residents.
- 4.2. On average, the service is providing between 60 to 65 individual care visits every day, seven days a week, 365 days a year. These are typically between 07:00 and 22:00, but as the purpose is to provide the right care at the right time, this is completely dependent on the residents needs and wishes.
- 4.3. Since the service was established in 2017, it has delivered over 100,000 individual care visits with less than 40 missed visits due to error or exceptional circumstance, equating to 0.04% of all visits.
- 4.4. The residents report very high satisfaction levels, with the average satisfaction score being 9.7 out of 10.
- 4.5. In November 2021 the Service was inspected by the CQC and the rating remained Good. In addition to this, the CQC monitored the provision of care delivered throughout the pandemic remotely, with virtual meetings and electronic evidence gathering. The CQC had no concerns with Ian Gibson Court Care during this time.

5. Funding

- 5.1. The fixed payment for packages of care was agreed with Adult Social Care, which in 2019 at 1000 hours per month. This has provided Ian Gibson Court Care with the financial stability required to maintain the service.
- 5.2. This financial stability was introduced to reduce the financial risk due to hospital admissions. This has proved to be critical during the pandemic because:
 - 5.2.1. Hospital admissions increased by nearly 30% during the pandemic.
 - 5.2.2. New client take up of the service was slower than anticipated between January and November 2021. This led to a reduction in the expected number of clients who received packages of care.
- 5.3. Since November 2021, demand for the service has risen and Ian Gibson Court Care now have more clients who are paying directly for their care, rather than being referred via Adult Social Care. Currently 33% of clients are self-referrers.

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5.4. With this increase in demand, the service has learnt that both clients and their families are coming to it for care and services, as the service is considered generally flexible and responsive. The following is provided as part of a package of care:

5.4.1. Visits that are not at set times each day, unless requested. Staff visit when the client wants, and these can change dependent on their care needs and wishes.

5.4.2. Staff will take clients out into the community for a variety of reasons:

- Shopping
- Leisure
- Mental well being
- Visit family and friends

6. Future of the Service & Further Services

6.1. The decision taken in 2020 was to allow for the service to be expanded with either a provision in another Sheltered Housing scheme, such as Hale Court, or to expand the service to a geographical area, in the proximity of Ian Gibson Court

6.2. With the recent removal/reductions in national restrictions, and the learning of how services can be provided safely during a pandemic, Ian Gibson Court Care are now ready to resume to piloting of services in other locations.

6.3. The pilot of the Ian Gibson Court Care service elsewhere needs to be taken carefully for the following reasons:

6.3.1. The team size is currently designed only around Ian Gibson Court, and expansion needs to be done in a way which retains quality, whilst increasing resources and resilience.

6.3.2. There is a national shortage of care staff, making recruitment difficult.

6.3.3. The current management structure can manage the start of an expansion in the number of care staff but may need to restructure when capacity is reached.

6.3.4. The expansion needs to prove financial efficacy and operate on a full cost recovery basis.

6.4. Therefore, using the decision made, Ian Gibson Court Care will continue with the plan to pilot the expansion of care, and will focus on the geographical model with city council housing stock in the proximity of Ian Gibson Court.

6.5. Ladywood House is a Category 1 Sheltered Housing Scheme within a mile of Ian Gibson Court. It is understood that there are currently 108 sheltered residents within the scheme, and currently 18 of these are receiving a PoC.

6.6. The pilot will therefore offer the Ian Gibson Court Care Service to the residents of Ladywood House, accepting them on a voluntary basis. To do this, the service will need to make the following changes:

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- 6.6.1. Amend registration with CQC to cover a further location
 - 6.6.2. Vary some contracts with care staff as to hours and place of work
 - 6.6.3. Expand the number of care staff resources, either by increasing contract hours or by increasing staff numbers.
 - 6.6.4. Alter the block arrangement with Adult Social Care to pilot the cover of Ladywood House
 - 6.6.5. Understand the demand in terms of current PoC being delivered by other care providers at Ladywood House, and offering choice to those residents
 - 6.6.6. Offer direct private PoC to any residents in Ladywood House considering their care needs.
- 6.7. It is likely to take some time to establish and reach a number of residents that makes the expansion of the service financially viable, so will be monitored jointly by Ian Gibson Court Care and Adult Social Care.
- 6.8. When a sustainable number of PoC at Ladywood House is reached, the pilot will be reviewed to determine if it should be made a permanent offer. At this point the service may also consider other schemes or buildings in the area, such as Tipton House and Edgbaston House, or any properties within an agreed geographical area, to continue to grow the service gradually.
- 6.9. In addition, the feedback from Adult Social Care is that they would need to undertake a financial appraisal and the management arrangements would need to be reviewed before a permanent change could be proposed. In addition, it is likely that a registered manager for the new scheme would be required, and Adult Social Care would need to agree supervision arrangements to support them.
- 6.10. If the service has successfully established a larger team and increased the management structure as part of the gradual expansion in the geographic area, it will then consider the potential to expand the service to other sheltered schemes outside the geographic area such as Hale Court. The details of this will depend on demand, and the external environment at that time.
- 6.11. Officers will bring updates to councillors on the progress of the expansion as appropriate, highlighting successes and achievements to date, as well as any barriers to successfully expanding the service.
- 6.12. A decision report will be brought to make permanent the pilot expansion. At that stage it may be possible to set out a road map to consider if the in-house care provision should be rolled out wider.

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7. Next Steps

7.1. The service will begin consultations with all stakeholders to progress the potential expansion of the service to residents within Ladywood House, as a pilot.

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Signed by **Director of Housing, Neighbourhood and Building Services**

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Report to city council's Cabinet on 04 February 2020 - Domiciliary Care at Ian Gibson court	Domiciliary care at Ian Gibson Court final draft.pdf (portsmouth.gov.uk)
Care Quality Commission review of Ian Gibson Court Care	Ian Gibson Court (cqc.org.uk)