North Tyneside Council

Freedom of Information Request FOI2124

Request:

Council Care Overview

1. Which system is used as the main Client Index System, such as Mosaic / Liquid Logic - Controcc / Northgate? If not one of these, which system is in place?
2. How long have you been using this system?
3. When does the contract with this system expire?
4. Can you confirm which system is used for managing the financials (invoicing clients and paying providers) for your care provision?
5. How long have you been using this system?
6. When does the contract with this system expire?
7. Do you monitor outcomes for all your care service users?
8. Which assessment/outcomes models are in use for domiciliary based care?
9. Which assessment/outcomes models are in use for reablement services?
10. How is this information captured currently and where is it stored?
11. What reports (locally or nationally) does this produce?

External Providers - Domiciliary Care

1. How many service users do you currently support?

2. How many care providers do have contracts with?

3. Is this on a block or spot contract or on any other basis?

4. How many visits are carried out per week?

5. How many hours of care are carried out per week?

6. What is your average invoice charge per hour?

7. Does the council pay providers based on commissioned or actual delivery?

8. Does the council pay providers based on per minute or a 15mins banded model? If neither, is there any other model which is used?

9. How much resource (people and £) is required by the council in processing provider invoices?

10. How much resource (people and £) is required by the council in processing delivery queries and dispute?

11. When is the next framework contract due to start?

12. How long will they be in place for / when will they end?

13. At what stage during the contract will the provider require monitoring to be in place?

14. Do you use an electronic monitoring and financial solution, if so which one are you using?

Reablement Service

1. Does the council offer a reablement service?
2. If "No", has this service been passed out to the private sector? If so, who has picked this up?

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3. How big is the reablement service in terms of:

   a. How many careers?
   b. How many service users
   c. How many visits are carried out per week?
   d. How many hours of care are carried out per week?

4. What type of care does the reablement service carry out?
5. What % of the total adult health and social care does the Reablement Team carry out?
6. Do you use an electronic scheduling/rostering tool?
7. When does the contract with this system expire?
8. Do you use an electronic monitoring tool?
9. When does the contract with your existing system expire?
10. Are the Reablement Team looking at electronic monitoring?
11. Do you charge for reablement at any stage? i.e. after a 6-week period?
12. How does the council currently charge for reablement services?
13. What electronic system do these charging rates go into?
14. Do you take on packages with expected hours/care?
15. Is this stored as Purchase Orders or Commissioned Records within the Client Index System?
16. Which system do you use to processes payroll?
17. Are the staff salaried or on 0 hours?
18. Do you include travel time as part of salaried hours?
19. Is downtime payable or non-payable?
20. How is downtime recorded?
21. Is your reablement team integrated with health?

Submitted on 03/01/20.

Response:

Council Care Overview

1. Which system is used as the main Client Index System, such as Mosaic / Liquid Logic - Controcc / Northgate? If not one of these, which system is in place? **Liquidlogic LAS**
2. How long have you been using this system? **Since November 2017**
3. When does the contract with this system expire? **Dec 2021 with the option to extend until Dec 2023**
4. Can you confirm which system is used for managing the financials (invoicing clients and paying providers) for your care provision? **Controcc**
5. How long have you been using this system? **Since November 2017**
6. When does the contract with this system expire? **Dec 2021 with the option to extend until Dec 2023 (part of the Liquidlogic contract)**
7. Do you monitor outcomes for all your care service users? **All service users receive an annual review to ensure their Care Act eligible needs are being met and any outcomes identified in the support plan are also being met.**
8. Which assessment/outcomes models are in use for domiciliary based care? **Internal assessment process and documentation**
9. Which assessment/outcomes models are in use for reablement services? **EQ 5D5L**
10. How is this information captured currently and where is it stored? **internal database**
11. What reports (locally or nationally) does this produce? **local reports measuring outcomes**

External Providers - Domiciliary Care

1. How many service users do you currently support? **943**
2. How many care providers do have contracts with? **24**

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3. Is this on a block or spot contract or on any other basis? **Spot.**
4. How many visits are carried out per week? **18,255**
5. How many hours of care are carried out per week? **10,367**
6. What is your average invoice charge per hour? **It is not possible to calculate an average. The currently 60 minute rate is £ 14.56**
7. Does the council pay providers based on commissioned or actual delivery? **Providers invoice the Council based on actual delivery.**
8. Does the council pay providers based on per minute or a 15mins banded model? If neither, is there any other model which is used? **Fixed price costs for 15/30/45/60 minute visits.**
9. How much resource (people and £) is required by the council in processing provider invoices? **information not held, this i part of several people's roles, but as it is not their only role it cannot be identified.**
10. How much resource (people and £) is required by the council in processing delivery queries and dispute? **information not held, this i part of several people's roles, but as it is not their only role it cannot be identified.**
11. When is the next framework contract due to start? **Likely to be 1st July 2024**
12. How long will they be in place for / when will they end? **Do not know. Timescales will be linked to procurement requirements.**
13. At what stage during the contract will the provider require monitoring to be in place? **Quarterly monitoring arrangements in place.**
14. Do you use an electronic monitoring and financial solution, if so which one are you using? **LAS and ContrOCC manage domiciliary care case management and finance information.**

Reablement Service

1. Does the council offer a reablement service? **Yes**
2. If "No", has this service been passed out to the private sector? If so, who has picked this up?
3. How big is the reablement service in terms of:

a. How many carers? **63 Reablement Support Workers**
b. How many service users **110**
c. How many visits are carried out per week? **925**
d. How many hours of care are carried out per week? **1,300**

4. What type of care does the reablement service carry out? **Personal Care, meal preparation, medication support, Therapy i.e. mobility practice and exercises**
5. What % of the total adult health and social care does the Reablement Team carry out? **information not held**
6. Do you use an electronic scheduling/rostering tool? **Yes, CM2000**
7. When does the contract with this system expire? **June 2020**
8. Do you use an electronic monitoring tool? *Yes, CM2000*
9. When does the contract with your existing system expire? **June 2020**
10. Are the Reablement Team looking at electronic monitoring? **No already in place**
11. Do you charge for reablement at any stage? i.e. after a 6-week period? **Yes means tested through financial assessment when bridging package is in place awaiting a care provider.**
12. How does the council currently charge for reablement services? **invioce**
13. What electronic system do these charging rates go into? **Controcc**
14. Do you take on packages with expected hours/care? **No**
15. Is this stored as Purchase Orders or Commissioned Records within the Client Index System? **n/a**
16. Which system do you use to processes payroll? **in-house payroll services**
17. Are the staff salaried or on 0 hours? **Salaried**
18. Do you include travel time as part of salaried hours? **Yes**
19. Is downtime payable or non-payable? **Payable, if any**
20. How is downtime recorded? **Electronically**
21. Is your reablement team integrated with health? **Yes**

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