

### Committee Inquiry Scope: 15 Min Domiciliary Care Visits

<b>Title</b>	15 Minute Domiciliary Care Visits
<b>Signed-off by</b>	Select Committee Chairman, Angela Macpherson
	Head of Member Services, Sara Turnbull
<b>Author</b>	Kama Wager, Committee Advisor
<b>Date</b>	To be agreed by committee on 28 <sup>th</sup> April
<b>Inquiry Group Membership</b>	Confirmed: Ms Angela Macpherson (Chairman), Ms Shade Adoh, Mr Nigel Shepherd, Mrs Margaret Aston, Mr Roger Reed.  Additional members to be confirmed at committee.
<b>Member Services Resource</b>	Member Services will provide the following officer support: <ul style="list-style-type: none"> <li>• Sara Turnbull, Head of Member Services – Policy Advice and Report Quality Assurance</li> <li>• Committee Adviser – Policy Lead &amp; project management 15 hours per week over 2-3 months.</li> <li>• Committee Assistant – Administrative support (as needed)</li> </ul>
<b>Lead Cabinet Member</b>	Patricia Birchley
<b>Lead HQ/BU Officer</b>	Alison Bulman, Service Director- Service Provision
<b>What is the problem that is trying to be solved?</b>	Members want to be assured that the care needs, dignity and wellbeing of service users are appropriately met within the time allocated for 15 min visits.
<b>Is the issue of significance to Buckinghamshire as a whole?</b>	Yes – This is an issue being raised nationally and will affect all residents who receive domiciliary care services in Bucks.
<b>Is the topic of relevance to the work of BCC?</b>	Yes
<b>Is this topic within the remit of the Select Committee?</b>	Yes – specific to Health and Safeguarding of vulnerable adults.
<b>What work is underway already on this issue?</b>	The committee received an update in October 2014 but concerns still remain, therefore they want to carry out a short, focussed inquiry to examine specific areas in more detail to alleviate concerns and/or identify areas of recommendation to share with the Cabinet Member.  A project is being scoped with Quality Care Team and Health Watch looking at dignity of care in care homes. Although this appears to be on a different issue (care homes), the inquiry group will consider the proposal when it is drafted and consider if there are any opportunities for the pieces of work to complement each other, and avoid duplication.

<b>Are there any key changes that might impact on this issue?</b>	NO?
<b>What are the key timing considerations?</b>	<ul style="list-style-type: none"> <li>• Inquiry takes place after May elections due to member availability.</li> <li>• Service area capacity only available from May.</li> </ul>
<b>Who are the key stakeholders &amp; decision-makers?</b>	<p>Patricia Birchley, Cabinet Member for Adult Social Services  Susie Yapp, Service director adult social services  Alison Bulman, Service Director Service Provision  Graham Finch, Contract Manager  Service users/Families  Carers, frontline staff</p>
<b>What might the Inquiry Achieve?</b>	<p>The inquiry will aim to;</p> <ul style="list-style-type: none"> <li>• Address and gather further evidence on outstanding concerns members have in relation to 15 minute visits.</li> <li>• To enable voices of service users and carers to be heard.</li> <li>• Improve member understanding of the service and how it works by speaking to people who receive as well as those who deliver the service.</li> <li>• Enable members to observe front line services in action and understand first-hand the service user experiences of the service provided and the complexities of service delivery.</li> <li>• Ensure that domiciliary care visits are meeting peoples care needs and considering them in the context of the overall care package. Gathering sufficient evidence to assure members that the process is effective</li> <li>• Further evidence and information on instances of 5 min visits or less than 15 mins. Members would like to be assured through further evidence that these shorter visits are balanced out over the course of other visits within the care package and that all needs are being met. (Audit trail of care plans).</li> <li>• Understanding staff views and all stakeholders ( visits)</li> </ul>
<b>What media/communications support do you want?</b>	<ul style="list-style-type: none"> <li>• Press release to launch inquiry evidence-gathering</li> <li>• Social media to promote member activity on the inquiry (photos, tweets, and comms activity).</li> <li>• Press coverage linked to the visits</li> <li>• Videoing support to capture the first hand stories of carers/service users (where appropriate with agreement)</li> <li>• Press release to promote the report once published.</li> </ul>

## Evidence-gathering Methodology

<p><b>What types of methods of evidence-gathering will you use?</b></p> <ul style="list-style-type: none"> <li>• Meetings and briefings with senior officers</li> <li>• Audit of sample of anonymised care plans for 15 min visit recipients.</li> <li>• Interviews and visits with service users and carers – shadowing carers.</li> <li>• Desktop-research (best practice, national context etc.)</li> </ul>
<p><b>How will you involve service-users and the public in this inquiry?</b> Shadowing carers on visits within each district across the county.</p>

## Outline Inquiry Project Plan

Stage	Key Activity	Dates
Scoping	Inquiry Scope Agreed by Select Committee	28 <sup>th</sup> April 2015
Evidence-gathering	Evidence-gathering phase <ul style="list-style-type: none"> <li>- Audit of care plans</li> <li>- Member Briefing</li> <li>- Shadow visits</li> </ul>	06 <sup>th</sup> May- End of June  End of May End of May End of May June
	Final Evidence Session & private wash-up meeting to agree areas of recommendation	must be the week of 22nd June
Developing Recommendations		
Reporting	Draft report emailed to Inquiry Group for comment	Friday 3 <sup>rd</sup> July
	Draft report sign off	
	Report published for Select Committee after Chairman's Sign-off	Fri 10 <sup>th</sup> July
	Select Committee agrees report to go forward to decision-makers	End of July hold special meeting for committee to agree draft report.
	Cabinet/Partner considers recommendations	7 <sup>th</sup> Sept Deadline for papers 26 <sup>th</sup> August