

Response to Request for Information

Reference FOI 000361
Date 12 August 2016

Adult Social Care Provision

Request:

Please find below a number of questions relating to adult social care provision to be considered under the Freedom of Information Act. Please answer each question in respect to the area covered by your local authority.

Terms used in this request - **2015/16** refers to the financial year 1st April – 31st March

Domiciliary care refers to social care commissioned by the local authority and provided in a person's home, and may also variously be referred to as homecare, care at home, or support at home.

FOI questions

1. (a) In total, how many adults received domiciliary care commissioned by the local authority from external providers in 2015/16?
1,571 Clients
- (b) Of this total, how many were aged i) 18 -64 ii) 65+.
18 -64 – 365 Clients
Over 65 – 1,206 Clients
2. In the past year (up to 29 July 2016), what percentage of domiciliary care visits commissioned from external providers were delivered in:
 - a) 15 minutes or less
10% domiciliary care visits were 15 minutes or less
 - b) 16 – 30 minutes
76% domiciliary care visits were 30 minutes
3. In total, how many adults who received domiciliary care commissioned by the local authority in the year 2015/16 received any visits lasting 15 minutes or less as part of their care package?
288 clients received domiciliary care visits lasting 15 minutes in the year 2015-16
4. In 2015/16 did the local authority commission any 15-minute visits for personal care? Please provide a copy of the local authority's policy (or other relevant documents) on commissioning domiciliary care visits lasting 15 minutes or less.
The Council does commission 15 minute calls. These tasks usually, but not exclusively, relate to the oversight of a service user taking prescribed medication. The relationship between paid carers, their employing provider agencies and our

Brokerage team is one which allows flexibility for paid carers to respond appropriately to a service user whose needs may require a longer visit on a given day. The Council does not hold a specific policy for 15 minute calls.

5. In total, how many hours of domiciliary care were commissioned by the local authority from external providers in the year 2015/16?

There were 1,037,431 hours of domiciliary care commissioned from external providers in 2015/16

6. (a) In total, how many

i) Complaints 5

ii) Appeals 0

did the local authority receive related to a local authority decision made under Part 1 of the Care Act in the year 2015/16.

- (b) How many of these:

(i) complaints - 5

(ii) appeals were upheld? - 0

(If the local authority categorises these complaints and appeals please provide a breakdown across categories recorded).

7. In 2015/16 how many people:

(a) requested and = 156

(b) received support from an independent advocate arranged by the local authority under s. 67 (2) of the Care Act 2014?

Breakdown of individuals who received advocacy support:

- April to June 2015: 28
- July to September 2015: 31
- October to December 2015: 56
- January to March 2016: 29
- April to June 2016: 19