



Service Specification: Domiciliary Care

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1 Introduction

- 1.1 This document sets out the service specification, outcomes and standards which apply to the provision of **Domiciliary Care** services to **Individuals** in receipt of services purchased by Somerset Council (**SC** or the **Council**) which are delivered to Individuals by the **Provider**.
- 1.2 This document will be read in conjunction with:
 - The contract and its appendices and schedules
 - The Council's Generic Service Specification
 - Homecare in Somerset DPS (Dynamic Purchasing System) Speciation
- 1.3 It is a statutory requirement that all Providers of regulated care services for adults are registered with the Care Quality Commission (CQC). Therefore, the regulations required for registration (and their associated standards), and the monitoring of the achievement of those regulations and standards (including any training requirements), are not duplicated in this specification.
- 1.4 This Service Specification along with the Generic DPS Specification reflects national policy advice and guidance and sets out the philosophy and standards to be adhered to by providers in the provision of Domiciliary Care services.

2 Scope

- 2.1 **Domiciliary Care: As defined by CQC:**
By domiciliary care we mean care delivered to people living in single household accommodation that is owned or occupied by the person receiving care, and that occupation is entirely independent of the care arrangements (which remain at all times a visiting arrangement).
- 2.2 Somerset Council have a DPS that is specifically designed for overall domiciliary care : '**Care And Support At Home**' Otherwise known as the **Homecare DPS**. The Care and Support at Home DPS is where all generic Homecare should be sourced. The only time that Homecare should be sourced through this specific DPS, is where there is a need for any type of specialism that cannot be achieved through generic homecare providers.
- 2.3 The main requirements of service delivery fall in line with the generic specification for Care and Support at Home and this document should be delivered in conjunction with the above specifications.

- 2.4 This specification only applies to those who require a bespoke level of domiciliary care and have needs that are in addition to Care sourced through the Care and Support at Home DPS.
- 2.5 This specification also includes packages of care that are covered within Short Breaks, but that is delivered away from a residential setting, such as, support at home or in the community. The ethos of the provision will be around the deliverables of providing respite to carers, within the registration DPS of domiciliary care.
- 2.6 Where care is sourced through this DPS the Individual **MUST** require bespoke support in addition to generic domiciliary home care which may include but not limited to:
 - An element specific to a person's learning disability that may require bespoke support.
 - An element specific to a person's mental health diagnosis or recovery that may require bespoke support.
 - An element specific to a person's physical health diagnosis or recovery that may require bespoke support.
 - An element specific to a person's substance misuse that may require a bespoke support.

Night Working (Waking Nights and Sleep Ins)

- 2.7 In certain circumstances, there may be a requirement for the provision of a night service to ensure the needs of an individual are met.
- 2.8 The requirements for these services will be identified during Assessment and will be outlined in the individuals Support Plan.
- 2.9 A bed shall be provided by the individual receiving the service which shall be fit for purpose and of an acceptable standard.
- 2.10 Depending on the needs of the individual, the night service may require the Staff member to remain awake throughout the night or to sleep and only be disturbed as and when assistance is required.

3 Service Standards

- 3.1 The Service Standards that SC wishes all Domiciliary Care services to achieve, are that:
 - Services are outward looking and focussed on promoting the independence and wellbeing of the Individual.
 - Individuals have personal privacy within their home, experience respect for their personal possessions and are able to exercise choice and control over when staff enter.
 - With Individual consent, the Provider works in partnership with the Referrer and health services to ensure Individuals' needs are met.

- All staff are respectful towards Individuals' homes and living environments and treat them in the same way as any other person's private space.
- The Provider learns from other services to make successful improvements.
- The Provider is able to show Individuals that they are responsive to comments and prepared to learn from both compliments and complaints to improve everybody's experiences.

4 Service Outcomes

- 4.1 The Services will be provided in and from the Individual's home to support them with aspects of their life as described in their Care and Support Plan.
- 4.2 The referrer will undertake a review 28 days after the initial start date with the Individual, the provider and any support network to ensure services commissioned meet the needs of the Individual.
- 4.3 The Provider will have a full support plan completed and documents ready for the initial 28 day review.
- 4.4 The service will be deliverable 24 hours a day, 365/6 days per year, including Bank and Public Holidays.
- 4.5 The Provider will work flexibly and collaboratively with other providers and/or volunteers, where Individuals receive support from more than one organisation, or type of service, in order to meet their needs and outcomes.
- 4.5 The types of support that the Council wishes to Commission are:
 - Personal care and support to meet an Individual's assessed eligible needs that meet the National Minimum Eligibility Threshold
 - Practical daily support to maintain and/or promote the Individual's independence.
 - Practical daily support to help Individuals to remain safe and secure in their homes.
 - Advocate for the Individual to have good quality, safe accommodation. Where this is in doubt, support the Individual to raise this or raise this on their behalf

5 Accessing Services

- 5.1 Somerset Council, or an organisation authorised to act on its behalf (the Referrer) will make the initial referral to the provider, via mechanism(s) to explore expressions of interest.

- 5.2 Services will be accessed through the referrer's Sourcing Care service. The Sourcing Care Service will ensure that opportunities of Individuals seeking domiciliary care services are shared with all providers signed up to the DPS.
- 5.3 The start date for each Individual's service will be agreed with the Individual and/or their representative(s) and the referrer based on the individual needs and the urgency of the service.
- 5.4 The Provider will arrange an introductory visit for each prospective Individual and, with their consent, their Carer and/or their representative(s) and/or referrer in order to support planning and decision making. A Person-Centred Transition Plan will be agreed to support the Individual to move in the best possible way and to assist the Provider with arranging the appropriate services to meet the Individual's needs.
- 5.5 Please see additional information regarding accessing services in the Generic Specification.

6 Service Provision

- 6.1 The following standards are for the Providers, and they set out what Individuals can expect from them:
- Acknowledge that all Care Workers are visitors in Individuals homes and should act accordingly.
 - Introduce themselves and have the appropriate ID when they arrive and announce when they are leaving.
 - Confirm identity of the client.
 - Understand the Individual's Care and Support Plan, any updates and medicine administration records.
 - Meet the Care Certificate standards.
 - Be trained to the appropriate level to deliver the outcomes within the Care and Support Plan.
 - Always deliver care and support to a high standard.
 - Be pleasant and treat the Individual and those around them with dignity and respect.
 - Ensure the Individual is always comfortable and safe.
 - Ensure Services are provided in a way that acknowledges and respects the Individual's gender, sexual orientation, age, disability, race, religion, culture, lifestyle, marriage and civil partnership, communication needs etc.
 - Aim to arrive on time and will always call the Individual to say if they are going to be early or late.
 - Provide notification to the Individual if a visit is going to be missed and ensure the Individual will be safe and well in the meantime. If the missed visit is likely to put the person at risk, the Provider will contact ASC Duty Team via Somerset Council Contact Centre immediately.
 - To ensure that there are protocols in place to protect staff and Individuals in the event of an emergency, such as non-response whilst attending a visit to a client.
 - Report any changes needed to the care and support required.

- Make sure at the start of each visit that they agree what support they are assisting with and record it in the Daily Care and Support Plan. A record of any incidents or changes must also be made.
- Check that the Individual is happy with the support provided, they share anything that could be improved, and the relevant action taken.
- Will have policies and procedures in place for staff on the safe handling of money and property belonging to the Individual.
- Ensure appliances that have been used are turned off after use and prior to leaving.
- Be aware and respect the Individual's property for example: covering footwear to avoid leaving mud on the carpet.

6.2 The following checklist is for the Provider to complete with the Individual:

- The Individual is informed and able to influence the way in which care is provided in a flexible and appropriate way, ensuring that the Service is being responsive to the needs and preferences of the Individual.
- The Individual has an agreed plan that tells them how and when they will be supported with clear outcomes for the period of the support.
- The Individual will have access to their care and support plan with choice and control on how their care and support is provided.
- The Individual knows the name of the Provider and Care Workers supporting them.
- The Individual is made aware that they will be expected to always treat Care Workers with dignity and respect.
- The Individual knows how to contact the Provider when they need to, including out of hours.
- The Individual knows what to expect from the Provider supporting them.
- The Individual can review their Daily Care and Support Plan regularly with the Provider who supports them.
- The Individual is clear that the support will enable them, wherever possible, to increase their independence.
- The Provider is aware of and respects the wishes of the Individual including any Advance care or escalation plans as well as my wishes for Do Not Attempt Resuscitation (DNAR).

6.3 The Service model must be consistent with the five key principles of the Mental Capacity Act 2005 and the associated code of practice, which are:

- Principle 1: A presumption of capacity
- Principle 2: Individuals being supported to make their own decisions
- Principle 3: A person is not to be treated as unable to make a decision merely because they make an unwise decision
- Principle 4: Best interests
- Principle 5: Less restrictive option

Times of the Service

- 6.4 The service must be available seven days a week in the main between the hours of 7am and 10pm, and where night-time needs have been identified, SC considers this to be between 10pm and 7am. The times of delivery should be agreed between the Provider and the Individual as part of the daily care planning and SC should be informed to ensure financial agreements reflect this.
- 6.5 Somerset Council will consider if a task is needed at a specific time, such as the need to be ready for a hospital appointment or the need to take medication at an exact time. Such tasks will be deemed to be 'time critical'.
- 6.6 If an Individual is assessed by Somerset Council as being 'time critical' this will clearly be identified in the Care and Support Plan and the service will be delivered within 10 minutes either side of the specified time.
- 6.7 Where care is not 'time critical' there is an acceptable tolerance for Providers to arrive to a scheduled visit either 30 minutes early or late of the specified time, unless separately agreed between the Individual and Provider.

Out of Hours

- 6.8 The Provider must ensure that outside of normal office opening hours, that there is a dedicated responsible person(s) with sufficient knowledge and training to be a point of contact for enquiries and emergencies. The Provider will ensure the out of hours contact service has telephone and email capabilities as a minimum. The out of hours contact details must be clearly communicated to those who may need to use them.

7 Meeting Health Needs

- 7.1 The Provider will, wherever possible, encourage and support Individuals to manage their own health conditions.
- 7.2 Where Individuals have additional health needs and are in receipt of a specialist health assessment and advice the Provider must ensure that, where applicable, all staff providing care and/or support are aware of, and actively implement, any specialist health recommendations into the Individual's Person Centred Plan.
- 7.3 Where an Individual is admitted to Hospital, the Provider will ensure that the referrer is informed as well as their family and/or anyone who is important to them.
- 7.4 Where applicable, the Provider will ensure that staff maintain good practice at all times in the control of infection (e.g. washing of hands when dealing with bodily functions, wearing of gloves etc).
- 7.5 Where applicable, the Provider will ensure that staff are provided with adequate protective clothing and equipment, including (where necessary) disposable aprons, gloves and appropriate polythene bags for the disposal of soiled clothes, dressings, linen, drugs, instruments and other waste matter.

8 Training

- 8.1 The Generic Specification for this DPS outlines the minimum staff training and induction standards expected.