

PENPAL MESSAGE

15TH July 2016

Living Well at Home Goes Live on Monday 18th July

Dear Provider

After two years of very hard work, our new Living Well at Home service begins on Monday. This is not just a new contract – it signals a very different way of working together to support people to lead full and independent lives in their own homes.

The key to success over the coming years will be the partnership between the Council, the CCGs (and the wider health care system) and independent sector providers. In the three months since the contracts were awarded we have worked very hard with the new Primary Providers - Mears, Mihomecare and the Northern Devon Health Care Trust (the latter operating as Devon Cares), to prepare for the future.

Yesterday afternoon we held a final “readiness meeting” with each Primary Provider and I am delighted to say that everyone was confident that everything is in place for a successful launch on Monday.

We are working as a team across Devon, bringing together our collective experience to achieve the very best we can for the people of our county. But the partnership goes wider than this. Each Primary Provider has been developing links with partners in their zone and they will be building on these foundations in the coming months. The Council and CCGs will also be continuing to build relationships with both those providers who are part of Living Well at Home and those who have chosen not to be.

Devon County Councillor Stuart Barker, Cabinet Member with responsibility for adult social care and health, expresses the commitment of the three commissioning authorities, saying:

“Good quality community-based care is essential to help support vulnerable people to live independently at home for longer. Our new contracts are an important step in helping to improve the quality and supply of personal care services, and to bring greater pride in the sector.

Our three new Primary Providers are key partner in helping us to deliver better services, and by working closely with the many existing local providers we hope they can help us to drive improvement, increase efficiency and boost supply across the county.

Crucial to the future of this service is the workforce, upon whom we so heavily depend for the quality and reliability of the care and support which we want to deliver. We are investing in them through this contract – rewarding them through better terms and conditions of employment (ensuring that travel time is paid and that they are paid at least at the National Living Wage), and ensuring that they receive the training and support which reflects the value we place upon them. We hope this will make working in the sector an attractive career and that they will be “Proud to Care”.

We are delighted that so many of you have entered into agreements with the Primary Providers but we also respect the decision of those of you who prefer at this time to pursue a different direction. In line with our Care Act responsibilities, we will have continued dialogue with you in the months and years to come.

From Monday all new business, other than Direct Payments, will be arranged by the Primary Providers. They will also take responsibility for the unfilled care packages list, working closely with us. This means that you will no longer receive any communication from the Arranging Care Teams (in the CDPs) for these care packages.

Whilst we expect that a great deal of the existing work will transition to the new contract this will take some time to achieve. Our priority over this time is to maintain service continuity to the people who are in receipt of your service.

Until those existing, "legacy" care packages have been transferred to the new contract you should continue to refer to the CDPs, CHC Hubs or care teams for any issues that arise, including any adjustment you wish to discuss in relation to Service Agreements.

We are very positive about what we can achieve together through this new approach – applying our combined experience to improving the outcomes of those people who we all serve. The contract is the vehicle. Success will be built on our relationships, our commitment and our openness to change and innovation.

It is bound to take a little time for things to settle down but we will work hard with you in the coming months to embed the changes as smoothly as possible and to lay the foundations for achieving the ambitions of the contract in the years to come.

We want to thank you for your advice, your professionalism and your absolute commitment to providing the best possible service during what has been an unsettled time. We now turn our attention from design to delivery and do so with optimism.

If you have any questions or issues please either direct them to the Primary Provider for your zone (see below) or send them to the social care business relations mailbox: socialcarebusinessrelations-mailbox@devon.gov.uk

We are also attaching, for your information, the presentation that was delivered by commissioners and Primary Providers at the recent event at Exeter Football Club.

Best Wishes

Ian Hobbs
Devon County Council

Chris Morley
NEW Devon CCG

Becky Foweraker
South Devon and Torbay CCG

MEARS – ZONES 4,5,6 AND 7

MIHOMECARE – ZONE 8

DEVON CARES – ZONES 1,2, AND 3