

# SCRUTINY BRIEFING UPDATE



## **Recommissioning of Adult Care Homes 2025**

Caroline Paterson, Strategic  
Commissioning Manager

Jodie Myles, Commissioning Officer

# PLYMOUTHS CARE HOME MARKET



- Within the Plymouth city boundary, we have 89 care homes for adults 18+, ranging from those who support under 65's with complex needs to nursing homes for older residents.
- We currently have 1,302 of the Council's Adult Social Care clients placed in residential and nursing care.
- The annual spend on residential and nursing care for our adults is £50m so this is a significant part of our support for those with adult social care needs.

# SERVICE SPECIFICATION



The service specification for Care Homes with and without nursing services has now been further developed, we have looked at other examples and worked with providers and partners and it is now in its final stage albeit some further responses need to be added.

This is a contract that covers PCC and ICB commissioned placements under our integrated commissioning model

Following our Voice of the Service User program we have developed a vision and values statement to ensure that we keep our service users at the heart of the care home contract.

# VOICE OF THE SERVICE USER PROGRAM



**PLYMOUTH**  
CITY COUNCIL

Commissioners have developed a voice of the service user program specifically dedicated to hearing their voice. We have held a number of engagement events and activities. This allows us to understand lived experiences and will help to further shape our care home market with what is important to residents/service users and their families and friends

## **Service Users & Residents Coffee Morning**

A monthly in person coffee morning which is facilitated at one of the homes and attended by service users across the city and representing a wide cohort of residents such as Learning Disability, Under 65, Frailty and Over 65

## **Healthwatch**

We have commissioned Healthwatch Plymouth, an independent consumer champion for people using local health and social care services in Plymouth to support us in gathering thoughts of the service user

## **Resident Meetings**

Commissioners have visited residents in their homes and met one to one, in groups and with families and friends

## **Residents Survey**

Following up on our resident meetings and visits, we have developed a short 12 question survey which will allow for residents and their families to complete in their own time

# WHAT HAVE WE LEARNT SO FAR?



## Family

- The overwhelming response when asked '*what is the most important thing to you when living in a care home?*' was how important it is for families, friends and loved ones to be welcomed into the home.

## Staff

- Residents told us how staff kindness and caring natures positively impacts on their wellbeing. One resident told us how she loved to hear staff laughing in the kitchen and corridors as it was infectious and brightened her day.

## Personal Possessions

- Residents who have been able to bring items from their home into their rooms and personalise it using items such as bedding and photographs, have said that this has really helped them settle and feel like the room is now their home.



# VISION AND VALUE STATEMENT



*A care home that is my home, where my family, friends and loved ones are welcomed, where my voice can be heard and is listened to.*

*My health needs and independence are both supported. A home where I am treated with dignity and respect and where my individual values and cultures are supported.*

*A home that feels safe, staff are caring and kind and ensure that I have a good quality of life with stimulating activities and where I still feel part of the community.*

*A care home that reminds me of what it's like to truly be at home, surrounded by my precious belongings and fond memories.*

# MARKET UPDATE 23/24



- Dignity Forums are ongoing, and our next focus is on wrap around support for care homes
- Although there were a series of home closures through 2022/23 this has now settled through 2024.
- The majority of older persons residential and nursing placements continue to be made at the Plymouth City Council banded rates.
- Healthwatch will now start their care home program in January 2025

# MARKET UPDATE 23/24



- 8,240 new clients requested adult social care support
- 4,326 people accessed long term adult social care support
- 1,302 in residential or nursing care
- 24/7 care in residential or nursing care to circa 1,000 people on any day



# CARE HOME QUALITY



The quality standards of Plymouth's overall care home shows 86% of Plymouth homes were rated Good or Outstanding as at May 2024, which is notably higher than the national picture.

<b>National overall - Care Homes</b>	<b>National (14,709)</b>	<b>Local (89)</b>
<b>Outstanding</b>	4%	11%
<b>Good</b>	70%	75%
<b>Requires Improvement</b>	16.5%	13%
<b>Inadequate</b>	1%	1%
<b>Not Yet Inspected</b>	8.5%	N/A

# NEXT STEPS



We need further market analysis of the current supply and demand in the market with a clearer narrative around capacity.

Using the market analysis findings, we will then develop our agreed procurement process.

We need to collect our service user and family questionnaires and collate all responses and share this with providers.

