

Market Position Statement

Independent Living Support Service (ILSS)

May 2023

Overview



Home Care services in Newham are commissioned via the Independent Living Support Service (ILSS) Framework contract. There are 24 Providers on the framework (8 Lead that work in specific Neighbourhood patches, 2 LD/MH specialist, and 14 Approved Providers who work across the whole borough.)

The framework went live on 12th July 2021 and will run until 20th July 2025.

The Council currently pays providers £19.16 p/h for the delivery of an ILSS service. This amount is uplifted every year in line with inflation and Fair Cost of Care survey results. All ILSS providers are required to pay London Living Wage to their staff and to sign up to the UNISON Ethical Care Charter.

The framework works on a 'patch-basis' and has been designed to maximise resident independence, generate community wealth and upskill and empower the local workforce.

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Demand for Home Care Services



Over the last decade, the Council has aimed to support its residents to stay safely and independently in their own home for as long as possible. This (coupled with population growth) has seen an increase in the number of residents receiving Domiciliary Care. The Council anticipates this demand will continue to grow as the local population ages and the needs of residents continue to become more complex.

- the prevalence of Dementia is expected to double for residents aged 65+ over the next 20 years;
- the prevalence of Autistic adults in Newham is projected to increase by 15% by 2040, compared with 11% nationally;
- the prevalence of Learning Disabilities among adults in Newham is higher than among adults nationally and is projected to increase faster (a 13% increase in Newham by 2040 vs a 11% increase nationally);
- the prevalence of adults with complex Mental Health conditions in Newham is projected to increase by 6% by 2040, compared with 2% nationally.

Supply of Home Care Services



Capacity within the ILSS Framework Agreement is sufficient to meet current and projected future demand. Since the start of the Agreement (on the 12.07.2021) 99.82% of all new referrals have been placed on Framework (i.e. 5 out of the 2,704 who have been placed).

From January 2021, the Council has been calling-off Reablement Packages via the Agreement - providing some additional demand. The delivery of Reablement packages via the Framework has supported to further embed the focus on outcomes-based delivery to maximise independence.

The ILSS framework is currently able to meet our local demand, and in some instances there may be over-supply in the framework. The focus moving forward for Commissioners will be on working with the Market to make our Home Care services as locally embedded, enabling and empowering as possible, and integrating with Health to further maximise resource, independence and contain demand for residential services.

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Commissioning Priority 1: Embedding & enhancing the Trusted Assessor model



The Trusted Assessor function is a central and innovative element of the current ILSS framework contract. Designed to empower care staff, reduce bureaucracy and embed a strengths-based and enabling approach, the model enables qualified provider care staff to:

- Assess and directly prescribe non-complex items of equipment via the ELMS portal;
- Signpost residents into and mobilise local support services and informal care networks;
- Work in partnership with residents and their families to mobilise informal support networks and safely reduce packages of care where appropriate (with a gain share incentive in place to share any savings achieved with the Council).

Significant systems and culture change has been required to introduce the model over the first year of the contract but Trusted Assessor activity is now starting to increase – generating benefits for residents, providers and the Council. Over the next 2-3 years the Council will work with providers to further evolve and expand the model, empowering Trusted Assessors to take on low level health tasks and Carer training activities. The Council will be looking to commission the Trusted Assessor function again when it re-tenders in 2025.

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Commissioning Priority 2: Parent / Carer empowerment & education



Over the next 2-3 years the Council want to start commissioning Parent/Carer empowerment and education services from Home Care providers. This would involve intensive, time-limited support to the parents / carers of residents that Providers are working with to help them build skills and confidence in a number of areas including (but not limited to) behaviour management, nutrition, sleep, toileting, etc.

This 'strengths based' approach will provide familial carers with the skills that they need to better support their loved ones, reduce reliance on statutory services over time, and help to prevent Carer burn-out.

The Council will be working with current providers to test and develop this approach over the next 2 years and formally commissioning this as part of the new tender in 2025 if it is successful.

3. Developing pathways in to and directly delivering 'Extra Care'



In line with our aspiration to maintain independence for residents wherever possible, the Council are keen to expand the size and quality of the local Extra Care market. Extra care settings can provide a 'middle ground' between Home Care and a residential setting – enabling the resident to have their own space and maintain independence for longer.

The Council are keen to work with providers who can help to establish a clear pathway for customers from Home Care into Extra Care as and when it is required. This is particularly important when supporting residents with Learning Disabilities / Mental Health needs to transition into an Extra care scheme if/when their Parent becomes too old to look after them.

In the future the Council will be looking to Commission Extra Care services that:

- a) Have a whole family focus and welcome continued support/contact from the broader caring network
- b) Enable short periods of stay on a respite basis and/or to help residents get used to their new surroundings
- c) Support step down from hospital (i.e. as part of the Discharge to Assess process, before the resident is ideally stepped down further into Home Care/the community)
- d) Continue to focus on delivering outcomes and maximising independence

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