

Recommissioning of the care and support offer within Extra Care Housing

Evidence based equality analysis

Main aims, purpose and outcomes and how does it fit in with the wider aims of the organisation:

The Council has contracts for the provision of care and support to residents who reside within Extra Care Housing. Extra Care Housing offers independent living to those aged fifty-five and over. Residents are able to maintain their independence, living in a community with others and accessing support tailored to meet their needs. There are eight Extra Care Housing units across the borough, totalling 658 apartments.

This contract ceases on 31 March 2021 and Cabinet have agreed to recommission services from the market in order that the council can continue to provide care in line with statutory duties. These services are crucial in supporting vulnerable residents and significantly contribute to the corporate priorities of;

- Older people and vulnerable adults are compassionately supported to lead and fulfilled and independent lives
- Vulnerable adults feel safe and protected.
- Offers support to those with a wide range of needs, including those with housing related needs
- Offers support to those with physical and cognitive needs

The provision of quality and timely care packages has a direct impact on the key performance measure of delayed discharge (LA Outcomes Plan Ref.57). These services will also support the wider health and social care system to help meet its delayed transfer of care targets and Domain 2 of the NHS Outcomes Framework Enhancing Quality of Life for people with long term conditions.

The services will be recommissioned to align with the core priorities of the council's Pathway to Independence Programme in which adult social care services should be designed to promote the following for our customers:

- Independence and self-managed care
- Early intervention, prevention and use of technology/alternative solutions
- Support and recovery at home/in the community
- Personalisation
- Efficient and effective services

- Support for long term conditions
- Crisis avoidance

Lead officer: Lesley Brown/Rebecca Cooke; Commissioning for Older Peoples Services

Stakeholders: Current and future customers and their families and carers, a wide range of council officers in teams having contact with these customers and services, and partners including the NHS and community groups

Equality analysis is a valuable tool to help embed equality into everything we do

While process is important, equality analysis is essentially about outcomes

Lack of evidence of discrimination is not evidence of a lack of discrimination

It is not acceptable to say that a policy is applied uniformly to all groups and is therefore fair and equal. Applying a policy or procedure consistently may result in differential outcomes for different groups.

For each of the areas below, an assessment needs to be made on whether the policy has a positive, negative or neutral impact, and brief details of why this decision was made and notes of any mitigation should be included. Where the impact is negative, this needs to be given a high, medium or low assessment. It is important to rate the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact –some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

Target group / area	Neutral	Positive	Negative
Race and ethnicity (including Gypsies and Travellers;	There are no additional/new race and ethnicity impacts from the new contract proposed. Adults aged 55	The new contract has been reviewed to ensure that the care and support provided at the	

migrant workers, asylum seekers etc.)	and over will continue to receive information and support, irrespective of their race and ethnicity.	council's extra care housing schemes meets the cultural and religious needs of all residents	
Disability (as defined by the Equality Act - a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities)	<p>The contract will require providers to show respect and care to all adults, irrespective of their capacity or ability to perform day-to-day activities. Providers will be expected to accommodate and meet the needs of adults with minor disabilities.</p> <p>It is likely that in some instances there may be service users who have a more severe disability or those who have additional needs. The service will not discriminate against service users with disabilities and where professionals feel that their needs cannot be met through the contract, specialist services will be sought to better meet their individual needs.</p> <p>The referral process into Extra Care Housing has a panel and assessment pathway in place so that suitability of the service can be assessed prior to the service being offered.</p>	<p>As with the current contract, all providers will be required to adhere to the council equality and diversity principles of equity and compassion to all residents. The recommissioning of services provides an opportunity to reiterate the council priorities to the market and ensure there is a robust performance monitoring framework in place to effectively monitor the quality of care to all service users.</p> <p>One of the key principles of extra care housing is to maintain or enhance independence and adapt to the changing needs and circumstances of the residents. This is based on an assessment of current needs and reviews to pick up changes in those needs.</p>	
Gender	Neutral impact. There will be no change from the current contract in relation to gender as all providers will be required to operate within the guidance of The Equality Act 2010		While the council has, and will continue, to provide specific gender of carers to those who request this, it cannot always be

	<p>which provides the legislative framework, guidelines for assessments and specifies that all assessments should be specific to individual.</p>		<p>guaranteed. For example, it can be particularly challenging to recruit male carers therefore if male service users request a male carer this cannot always be accommodated for every call, although every effort will be made to do so.</p>
<p>Gender identity (gender reassignment)</p>	<p>Neutral impact. There will be no change from the current contract in relation to Gender Identity as all providers will be required to operate within the guidance of The Equality Act 2010 which provides the legislative framework, guidelines for assessments and specifies that all assessments should be specific to individual. Care providers train their staff to understand gender identify and how to deliver care in a personalised manner to all of their service users.</p>		
<p>Religion and belief</p>	<p>Neutral impact. There will be no change from the current contract in relation to religion and belief as all providers will be required to operate within the guidance of The Equality Act 2010 which provides the legislative framework, guidelines for assessments and specifies that all assessments should be specific to individual.</p>		

<p>Sexual orientation (including heterosexual, lesbian, gay, bisexual)</p>	<p>Neutral impact. There will be no change from the current contract in relation to sexual orientation as all providers will be required to operate within the guidance of The Equality Act 2010 which provides the legislative framework, guidelines for assessments and specifies that all assessments should be specific to individuals.</p>		
<p>Age (children and young people aged 0 – 24, adults aged 25 – 50, younger older people aged 51 – 75/80; older people 81+. The age categories are for illustration only as overriding consideration should be given to needs)</p>	<p>Extra Care Housing is for adults aged 55 and over. This is part of the housing eligibility criteria that has to be met in order to allow a person to be offered an apartment in any of the eight schemes across the borough of Cheshire West and Chester. The contract will provide care for all adults aged 55 years and over. There is no discrimination towards adults of any age over 55 years old.</p>	<p>The recommissioning of services will positively impact all adults aged 55 years and older as it will ensure that high quality, compassionate support is available to residents who are assessed as requiring care at home.</p> <p>It is envisaged that the new contract will include a number of innovative changes which will allow providers to offer more flexible and outcome-focused support to service users. For example, the Council aims to embed a trusted assessor model with the providers whereby the care package could be increased or reduced on a temporary basis to ensure the package accurately reflects the needs of the adult. The care provider would work directly with the resident to achieve this ensuring that the</p>	

		<p>care planning and care delivery process is personalised. Trusted Assessor allows a resident to assess and make care plan changes directly with their care provider, rather than going through the current process of requiring a reassessment from a social worker. The Trusted Assessor model allows for flexible care and gives more control to those in receipt of care. It also ensures that social worker interventions only occur when absolutely essential and it prevent residents from having to retell their story to different professionals.</p>	
Carers		<p>The changes in the new contract should ensure that servicer users receive high quality care which will reduce demand/dependence on carers and ensure that carers have time and space to achieve their personal ambitions in life.</p>	
Rural communities		<p>Some of the Extra Care Housing schemes are located in rural areas which has an impact on time and cost for support workers. Consideration to rates of pay may therefore be appropriate for these schemes. The outcome of the fair cost of care review is that the rate for Extra Care Housing has increased to support providers to</p>	

		remain viable. There may also be links made to the Care at Home Contract to allow for more robust support to be offered in areas where it can be difficult to procure care.	
Areas of deprivation	There will be no change from the current contract; the contract will be required to provide care to service users across the borough who reside in any of the eight schemes.	The eight extra care schemes are located throughout the Borough, including in areas which have greater incidences of deprivation.	It is important that service users are clear that giving inadequate notice to providers that care is not required (for example, due to holidays or not being at home) may still incur charges. The new contract will have a more consistent and rigorous application of this, which would impact on costs to users.
Human rights	The Human Rights Act 1998 underpins all of our social work practice when working with families. Due regard should be given to sharing information and consideration given to all our interventions in infringing upon individuals Human Rights.		
Health and wellbeing (consider both the wider determinants of health such as education, housing, employment, environment, crime and transport, as well		The recommission of these services will focus on remodelling the care offer to enable residents to remain in their own home, avoiding hospital admission or full-time care. The contract will establish links with landlords and care providers to ensure that wellbeing is promoted and that	

<p>as the possible impacts on lifestyles and the effect there may be on health and care services)</p>		<p>residents have access to opportunities that promotes that health and wellbeing. The contract puts great emphasis on partnership working to promote residents' best interests.</p> <p>The contract provides important services to provide personalised care to residents and enable them to remain independent in their home; within their local communities and services. This is important to people's mental wellbeing and sense of value/role within the community.</p>	
<p>Procurement/ partnership (if project due to be carried out by contractors/partners etc, identify steps taken to ensure equality compliance)</p>	<p>The recommissioning will comply with corporate procurement guidance and processes which includes guidance on equality compliance.</p>	<p>The recommissioning of services is an opportunity to develop a robust performance management framework which requires providers to evidence how they will embed practice which is equality compliant.</p>	

Evidence (see guidance note for details of what to include here):

ASC Survey Data:

The Adult Social Care Survey was conducted in Spring 2019 and collated views from service users on adult social care services. The following feedback comes from over 550 service users living in a community setting, which represents 84% of overall respondents (674 total respondents):

- **Satisfaction:** 87% of services users were satisfied with the care at support services they receive
- **Quality of Life:** 87% of service users felt that the care and support services help them to have a better quality of life

- **Choice:** 63% of services users felt they had the choice they needed about care and support services
- **Clean and Presentable:** 67% of services users felt that the care and support services help them keep clean and presentable in appearance
- **Food and Drink:** 63% of services users felt that care and support services help them to get food and drink
- **Assistive Technology:** 48% of services users had *not* been spoken to about assistive technology and equipment in the last 12months.

Care at Home Consultation findings 2018: Between July and September 2018 a questionnaire was sent to all current services users to gather their views on our commissioned Care at Home Services. The findings were as follows:

- 82% were very satisfied or satisfied with the service they receive from the current Care at Home offer. 6% reporting they were fairly dissatisfied or very dissatisfied. The findings show that the actual delivery of this contract does not require major redesign.
- Generally the consultation reflected a very good service that made people feel secure and enabled to stay at home. Concerns raised included, timing of calls, carers not staying for the full time and consistency of care. Respondents told us that well trained and caring staff were most important to them.

The findings from this consultation have led to a number of recommendations for the future contract including: customer priorities will be reflected in the key performance indicator of the contract, the Unison Ethical Care Charter will be adopted to further support the council commitment to commission care calls of a minimum of 30minutes, and to promote carer continuity within the contract. This evidence supports that some re-design is necessary which will introduce positive changes to the care provided to vulnerable adults within the community.

Internal evidence: The Pathway to Independence Programme outlines a new strategic vision for adult social care: *‘Our vision is that people who require support will get information and advice in a timely way, have a range of high-quality providers to choose from and that accessing services will be fair and as simple and straightforward as possible. We also want to ensure that people receive the right level of support, in the right setting at the right time to help them to recover quickly or prevent their needs from increasing so they don’t have to wait for a crisis to get help.’* As outlined, having a range of high-quality providers is an integral aspect of the vision and enable the development of an adult social care service which is fit for the changing demands of the future.

Action plan:

Actions required	Key activity	Priority	Outcomes required	Officer responsible	Review date
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Procurement documentation	Ensure the procurement document (tender documents, evaluation etc.) are accessible and include a requirement to consider equality compliance.	High	<p>Ensure that the specification and contract reflect the council's commitment to provide high quality care to all adults and that no adult is discriminated against on the basis of protected characteristics</p> <p>The procurement has been successful and providers who expressed an interest in delivering this service were clear on the model and the Council's expectations. The Council will work with any successful providers throughout the lifetime of this contract to ensure that requirements of the specification are met.</p>	Kevin Cliffe	August 2020 Achieved
Contract Monitoring and Performance Framework	Performance and quality of the contract to be monitored to ensure that service users are not discriminated against on the basis of protected characteristics.	High	<p>Ensure that the specification and contract reflect the council's commitment to provide high quality care to all adults and that no adult is discriminated against on the basis of protected characteristics</p> <p>The contract for the care and support delivered within Extra Care Housing will be monitored on a monthly basis by the Council's Contracts</p>	Kate Phillips	August 2020 Achieved Ongoing work from 1 April 2021

			teams. Providers will be expected to share data and results which the Council will use to measure the providers performance and quality of care. This will be ongoing throughout the lifetime of the contract.		
Market engagement	Market engagement events to outline the council's priorities and equality framework so that providers are aware of their responsibilities and duties in partnering with the council to provide services.	High	<p>Providers have a clear understanding of the need to provide equitable services and that no adult is discriminated against on the basis of protected characteristics</p> <p>Market engagement events take place with every recommission and procurement exercise. Market engagement events for the care and support in Extra Care Housing will take place again when the contract is due for renewal.</p>	Sarah Bowker	November 2019 Achieved

Sign off	
Lead officer:	Rebecca Cooke
Approved by Tier 4 Manager:	Hayley Doyle
Moderation and/or Scrutiny	

9 September 2020	Virtual moderation by People Directorate Equality Group
Date analysis to be reviewed based on rating (high impact – review in one year, medium impact - review in two years, low impact in three years)	