



Equality Impact Assessment

EIA-670877893 - Recommissioning of Long Term Home Support (Adults)

Details

Title	Recommissioning of Long Term Home Support (Adults)
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Cabinet Member	Councillor Linda Bigham (Lead Cabinet Member for Adult Social Care)

Context and background

EIA carried out on Commissioning

This EIA is submitted with regards to recommissioning of Long-Term Home Support (LTHS) for Adults.

The Council has a statutory duty under the Care Act (2014) to provide care and support to people whose needs meet the eligibility criteria detailed in this legislation. Home support is commonly referred to as domiciliary care or home care and the terms are used interchangeably. Home support is regulated by the Care Quality Commission (CQC) and can cover a wide range of activities, including (but not limited to) the provision of personal care such as assistance with washing/bathing, getting dressed, going to the toilet as well as support with nutrition and hydration. These services are delivered in the person's home and seek to support people to remain in the community and promote independence as much as possible.

Background Long Term Home Support (LTHS) is a key feature in the delivery of good Health and Social Care Services. The service supports adults to acquire or reacquire living skills to remain residing independently in their own homes, a key policy objective for Health and Social Care. The service is a key alternative to residential or accommodation-based support, helping people maintain their independence and live in their own homes in their own communities for longer. In addition to providing support to the individual, home support can be a key means of support for informal or unpaid carers, reducing the risk of carer breakdown.

LTHS currently support approximately 1884 individuals per annum, providing an 183,600 hours annually.

With current contractual arrangements coming to an end in October 2025, Adults Commissioning will be recommissioning the LTHS service with a view to commence new contracts Winter 2025.

Stakeholders

- Coventry City Council
- Integrated Care Board (ICB)
- Providers of adult social care LTHS
- Individuals in receipt of LTHS
- Carers of individuals in receipt of LTHS
- Practitioners - CCC ASC

Responsibility Jason Bejai – Commissioning Manager

Consideration of impact

Long Term Home Support services support adults and children/young people, providing personalised care and support to people in their own homes to enable individuals to live independently. Eligibility criteria for this Adults LTHS is for social care and adults eligible for non-complex health funded Continuing Health Care. The service also assists carers/parents to maintain their caring role.

Providers under the contract support approximately 1884 individuals per annum, providing a total of 183,600 hours of care on average. The service works in a strengths-based manner, focusing on reablement principles wherever possible with practice rooted in a promoting independence style approach. The service caters for anyone with assessed eligible need who wishes to receive support at home.

The service commenced 19 June 2017 for an initial 5-year term to 18 June 2022, extended for a further 2 years to 18 June 2024.

General Data: Coventry City Population and Workforce Age

The number of older people within the City is increasing, with this group expected to accelerate and outpace other groups. Coventry City Council population and demographics data indicates there are 55,846 people aged 65+ in Coventry, around 16% of Coventry's population and a 9% increase since 2011. By 2029, the city should expect to have an additional 8900 people aged over 65 and an additional 2000 aged over 85.

Baseline data and information

The population of adults aged 18-65, alongside the general population of Coventry, also continues to increase; Census 2021 data notes an increase of 8.7% for the 15-64 age range.

Coventry also has an aging care workforce. Data from Skills for Care* indicates the average age of a worker in adult social care is 43 years; 66% are aged between 25-54, 24% above 55 and only 11% are under 25.

Diversity

33% of Coventry's population are BME, with the city expected to become even more diverse; half of Coventry pupils (52%) are from BME backgrounds. In respect of Coventry's* social care workforce, 26% of individuals are from a BME background. Only 15% of the workforce are male.

*Information is in respect of Coventry and Warwickshire ICS data via Skills for Care, February 2023

Home support specific demographics

At present, the demographics of individuals in receipt of home support provision is not aligned to general demographics of the city.

Census 2021 reported 65.5% of people identified their ethnic group as 'White', whilst 76.1% of home support provision is delivered to individuals of white ethnicity. See Figure 1 below:

Figure 1 – demographics of ASC individuals in receipt of home support services 2023/24 (as at February 2024)

Further work is required to understand potential reasons for this imbalance, with mitigating action implemented in the service specification and provider requirements to ensure positive action is taken to reduce potential for barriers to accessing support by different demographics or cultures of individuals in the city.

Protected groups

Age 0-18

No impact - The service is specifically for older adults, therefore will not be an care option for this group, however, it doesn't detract from younger person services provided in the city.

Positive impact - Positive impact - This group will be positively impacted by the recommissioning of this service.

Developing a revised and updated LTHS service offer from the local authority will benefit service users and enable people to remain healthy and well in their own homes.

Age 19-64

The recommissioned and updated service will be better able to meet the varied needs of individuals in receipt of care. It will also support recruitment and retention of provider staff within this age range, which has struggled since the beginning of the pandemic in 2020. At times provider staff turnover was over 29% (one in every three new staff members leaves within twelve weeks). With increased recruitment and retention, we expect to improve both the quality and the continuity of care received.

Positive impact - This group will be positively impacted by the recommissioning of this service.

Age 65+

The majority of individuals in receipt of LTHS in Coventry are over 65 years old. This demographic will therefore be the user group most commonly affected by anticipated improvements to the stability and quality of LTHS in the city and experience improved care outcomes, enabling people to remain healthy and well in their own homes for as long as possible.

Positive impact - This group could be positively impacted.

The updated LTHS service should positively benefit individuals with a disability supported by adult social care LTHS providers. The revised service specification will specifically outline plans to better support people with disabilities to remain in their own homes.

Key elements of the new service will focus on reablement and enablement for people to reacquire or develop new skills following injury, illness or condition specific disabilities.

Disability

For some individuals with a disability, e.g. a learning disability, the potential impact of this on staff retention and continuity of care and support may be significant; it can be particularly distressing for individuals when their support offer or individual staff members change. We therefore hope to keep continuity of this care by retaining staff who have supported individuals for prolonged periods of time and learnt an individual's communication methods and preferences, increasing the health and wellbeing of people in receipt of support. Equally, the revised service specification will include additional mandatory training requirements for all staff to ensure a fully trained workforce, including mandatory Oliver McGowan training in line with the Health and Care Act 2022.

The 2021 Census indicated 1 in 5 of the working age population are classed as disabled and a national disability employment rate of 52.7% (compared to 81% for non-disabled people). In Coventry, 8.4% of residents identified as being disabled and were limited a lot; 10% identified as disabled and limited a little.

Gender reassignment

No impact - No impact - The care provided is not gender specific therefore there is no impact.

The Council will encourage Providers to develop policies and practices to ensure services cater for the needs of our diverse communities, including support for transgender and non binary people who may experience discrimination in care settings.

Pregnancy and maternity

No impact - The service is aimed at older adults (65 years old+) 18 years older, therefore will not be an care option for this group. However, it doesn't detract from pregnancy and maternity services provided in the city.

Positive impact - The recommissioning of LTHS is expected to impact this group positively.

There is some evidence that some diverse ethnic groups may be more likely than others to have care needs. For example, disability-free life expectancy is lowest for Pakistani and Bangladeshi groups (source Gov.uk) and health-related quality of life score for older adults are lower amongst many diverse ethnic groups relative to the White British group, according to the 2017 GP patient survey (source Gov.uk). By recommissioning LTHS it may have particular benefits for some underrepresented groups and thereby encourage equality of opportunity for those who share a protected characteristic and those who do not.

Race

People from diverse ethnic communities form 31.4% of the social care workforce (source WM ADASS). The Council will work to ensure that at least a proportion of any newly contracted service is representative of Coventry's community and people in receipt of services.

We also intend to encourage involvement of smaller enterprises including potentially microenterprises that are more able to provide more bespoke services catering for specific needs e.g. cultural religious requirements.

Our service specification will contain requirements to declare the number/proportion of international recruits and will discourage over-reliance on this source of support in line with Government policy

Positive impact - This group could be impacted positively.

Some people with different religions or beliefs may have different social care needs. For example, some people may face language or cultural barriers to accessing services, while other people may have special dietary requirements or needs to mark religious days. Likewise, people of different backgrounds or faiths may not believe a career in care is open to them or be aware of the career paths available.

Religion and belief

Through the council's current recruitment initiatives for the contracted provider workforce, we hope to attract a range of individuals from different cultural backgrounds and beliefs into the adult social care workforce. We envisage (alongside facilitating jobs and recruitment) that this will bring different perspectives into the care workforce and assist in providers delivering support in line with an individual's religious preferences and beliefs by carers with shared faiths and experience

No impact - No impact - The care provided is not gender or sex specific therefore there is no impact.

Sex LTHS does not treat people differently based on their sex or gender. There are however various factors which may mean that women are more likely to benefit from LTHS. For home support, a significantly higher proportion of users are women.

Women are more likely than men to be disabled. In the 2019 to 2020 Family Resources Survey, 24% of females reported having a disability compared to 19% of males.

Sexual orientation No impact - LTHS is provided irrespective of sexual orientation.

Care experienced No impact -

Health inequalities (HI)

Many individuals accessing the service are people who finish on Short Term Home Support (STHS) and require an on-going sequential service that is council funded, will have met eligibility criteria under The Care Act 2014, specifically that their needs relate to a physical or mental impairment effecting several aspects of their daily life. Other individuals accessing the service may never have received support of adult social care, or may be moving from another care setting (for example accommodation based). LTHS is designed to support individuals in meeting their health and wellbeing outcomes – including health inequalities - and meet individual support needs in a tailored way. Such care is delivered equitably, fairly and in a proportionate way, recognising the individual need of the person.

Whilst individuals may prefer to be supported at home, there is a risk of increased isolation, reduced social contact and delay in identifying escalation in need.

Inequalities may also be faced by provider staff, or potential staff, in accessing care roles; language barriers, accessibility issues and cost of transport to interviews or work, for example, may prevent individuals accessing careers in the care sector.

The One Coventry Plan 2022-30 includes the key interconnected priorities below: -

How HI will be reduced

- Increasing the economic prosperity of the city and region
- Improving outcomes and tackling inequalities within our communities.

This service directly and positively responds to these priorities by: -

- Helping residents to maintain their independence for longer in their own homes thus reducing need for support from accommodation-based services
- Protecting the most vulnerable in Coventry through exercising their choice and control to remain in their own homes following illness or injury and often after a period of reablement
- Effectively delivering the essential services that matter most to our communities
- Working with NHS partners to encourage healthy lifestyles and provide quality healthcare to all communities across the city; this links closely to the Marmots principle “ensure a healthy standard of living for all”
- Supporting the economy by contracting locally where possible, encouraging new businesses including SMEs, microenterprises/employee-owned enterprises and stimulating the contracted adult social care market. This approach intend to enable all our communities’ benefit from job opportunities created by investment in the city. This links closely to the Marmots principle “create fair employment and good work for all”
- Tackling inequalities through a collaborative approach, with residents, communities, and partner organisations and through alignment with our Health and Wellbeing (HWB) Strategy; Coventry is a Marmot City as part of the HWB Strategy

Evidence showing how HI will be reduced

The service works to achieve outcomes including impact based on keeping people healthy and well in their own homes.

Groups of people who face HI

Groups noted in the previous Protected Groups section:

- Individuals with a disability supported by adult social care LTHS providers.
- Age 19-64
- Age 65+
- Race
- Service Users -The health of people in receipt of the services may benefit in a positive way through improved quality of life, resulting in better outcomes
- Carers of individuals in receipt of LTHS

Service Users:
The health of people in receipt of the services may benefit in a positive way through improved quality of life, resulting in better outcomes.

In re-commissioning LTHS, the following areas will be included as a

means of reducing inequalities experienced by users of the service:

- A requirement for providers to work in a preventative manner, proactively working to support people to avoid isolation and increase wellbeing. This may be through linking individuals with local community groups or support organisations or supporting the individual to build confidence to make links in the community.
- Providers will complete annual provider-led reviews, ensuring at minimum an individual's needs are reviewed (in some form) annually and their care package adjusted accordingly. This process will have oversight of the Council to ensure quality reviews and appropriate adjustments are made where required and will work to supplement statutory social care reviews. This also ensures the valuable information gleaned from the provider on a daily basis in providing direct care is put to best use, and gives the individual a further formal opportunity to be active participants in their care planning.
- A target percentage of people per year who would benefit from a reduction in their care package. Reasons for this may be due to a partial or full reablement, changes in need requiring a reduction in support, or alternative assistive technology or community provision able to meet all or part of the care package / needs requirement. Whilst the aim of this target is not to reduce support unnecessarily, we hope this will mitigate any possibility of overprovision (leading to loss of skill or independence to the individual), increase opportunities for individuals to experience alternative provision or support, and ensure the correct levels of support can be implemented at pace, tailored to individual requirements.
- A significant programme of work, 'Improving Lives', is currently underway working to improve the experiences of individuals in receipt of health and social care with specific focus on hospital discharge into care provision. Once complete, any learnings taken from this work involving the Short Term Home Support Service (STSH) will be implemented where appropriate to LTHS
- We also intend to encourage involvement of smaller enterprises including potentially microenterprises that are more able to provide more bespoke services catering for specific needs e.g. cultural religious requirements.

**How to improve HI
for groups
identified**

Provider staff:

There may be positive impact on the health of provider staff. The Council has and will continue to work with providers to ensure best use of funding within the financial envelope available. Any effect of this on provider staff will likely be positive in relation to:

- Increased job security
- Fair recruitment practices (supported by CCC)
- Payment of the NLW or above
- Good working conditions
- Increased training and knowledge

The council will work with the home support market to understand the benefits of access to green travel / electric vehicles and investigate options to facilitate this, in turn reducing both fuel costs and the carbon footprint of this method of care delivery.

The Council will also be supporting on recruitment events to assist in diversifying the workforce; Skills for Care data states only 15% of the workforce are male and 26% of the general workforce are from an ethnically diverse background. Such statistics are not reflective of the city's demographics and by assisting in recruitment in this area we hope providers will be in a stronger position to meet the cultural needs of the service users they support. Examples of events which have taken place so far have included job fayres specifically supporting refugee and migrant workers into adult social care employment.

Future events are planned to be held in a range of wards / areas across the city to eliminate barriers in respect of transport, enable ease of access by different communities and create links between local people and local businesses; likewise, events and programmes aimed specifically to support unpaid carers and individuals with a disability are also planned.

The new LTHS service will be tendered (following Cabinet approval) in the new financial year (April 2025). Specific provider and service user engagement activities will also be continued by the Council, the impact of these will be used to ensure that new services are fit for purpose and designed to meet needs of people as outlined in this EIA.

Digital inequalities (DI)

Due to recent market changes and improved use of technology, the following areas may require mitigating action to reduce the potential for digital inequalities:

Impact to DI

-Digital switchover: individuals in receipt of the support of assistive technology may experience a possible disturbance when switched over from analogue to digital. This is a national programme and control over this by the Council is minimal.

-Knowledge of digital technologies and systems to support a move towards a more digitalised care offer: We are aware provider staff may not necessarily have the skills to support a move to a more digital based care offer and its associated systems. There will also be a new requirement for providers to be DSPT compliant (a qualification that ensures all data is stored and handled appropriately).

-Advertisement of recruitment fayres: Digital advertisement of our recruitment initiatives e.g. advertising job fayres / recruitment days, job descriptions and advertisements, are largely publicised online (although also publicised via flyers, word of mouth and printed means).

Opportunities to reduce DI

-Digital switchover: We will work with providers and relevant stakeholders to ensure, as much as possible, both individuals and providers effected by the switch are informed and able to remain safe should an issue arise.

-Digital technologies / digital support offer: Support and 'digital champion' training will be offered to providers via the Coventry Connects digital training scheme to ensure staff are appropriately skilled in an effective, sensitive manner. Support, including opportunities to obtain grant funding to fund associated technology or equipment such as digital social care records, will be provided to ensure providers are able to achieve DSPT complaint. This offer is universal to the market however will be a key step in ensuring equality of access to information, training and equipment, whilst mitigating any potential data security risks, as some providers may not be digitally confident.

-Advertisement of recruitment fayres: To supplement digital advertisement, posters / paper advertisement and conversations will be utilised to ensure as many people are aware of upcoming events. Paper information will also be available during events, including the ability to complete paper job applications (online application options also available) at job fayres the day.

Next steps

Inequality	Action	Owner	Timescale

Monitor and evaluation	Monitoring of KPI's / contractual requirements at quarterly contract meetings (e.g. ensuring DPST compliance)		
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Impact on Council staff

Will there be an impact?	No
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Completion statement

Potential equality impact	Positive impact has been identified for one or more protected groups
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