

Lancashire Learning Disability Preferred Provider Scheme



**Family Carers
July 2014**

Purpose



To make sure people with learning disabilities and their families know about the preferred provider review.

Produce a report about the choices we have when the scheme runs out.

The report will be about ways we can make sure people in supported living get good and affordable support.



Managing The Review



A Project Board has been set up
The Project Sponsor is Terry Mears
with representation from Contracts,
Business Intelligence, Personal Social
Care, Finance and Commissioning.



Project leads are Ian Crabtree and
Sam Leonard



Project Background



The preferred provider scheme we have now ends in June 2015.



For legal reasons we cannot just keep the scheme going without an end date.



To make sure we get it right it has been agreed we can have some extra time.



It was developed with providers and Partnership Boards



It has not been monitored since 2010



Lancashire County Council and Contracts have less staff to check a large number of providers.

Preferred Provider Scheme now



Includes:

Making sure staff have the training and support they need



Person centred planning and support

Involving people in recruitment and choosing the staff who support them



Giving people a say in how well they think staff are doing

Preferred Provider Scheme now



Helping people stay healthy



Helping people to keep safe



Helping people manage their money



Dealing with complaints

Preferred Provider Scheme now



Supporting people to communicate with others



Making sure providers speak and write to people in ways they understand



Providers working together to make services better

Helping people to have a good life

Workshop feedback



Carers



Questionnaire feedback

**Tell us
what
you
think**



1. Do you think the
idea is a good one?

Yes

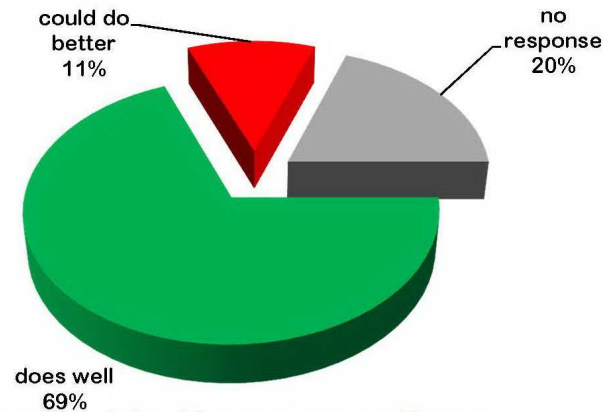
No

Not sure



Question 1

In numbers...



186 people responded to these questions

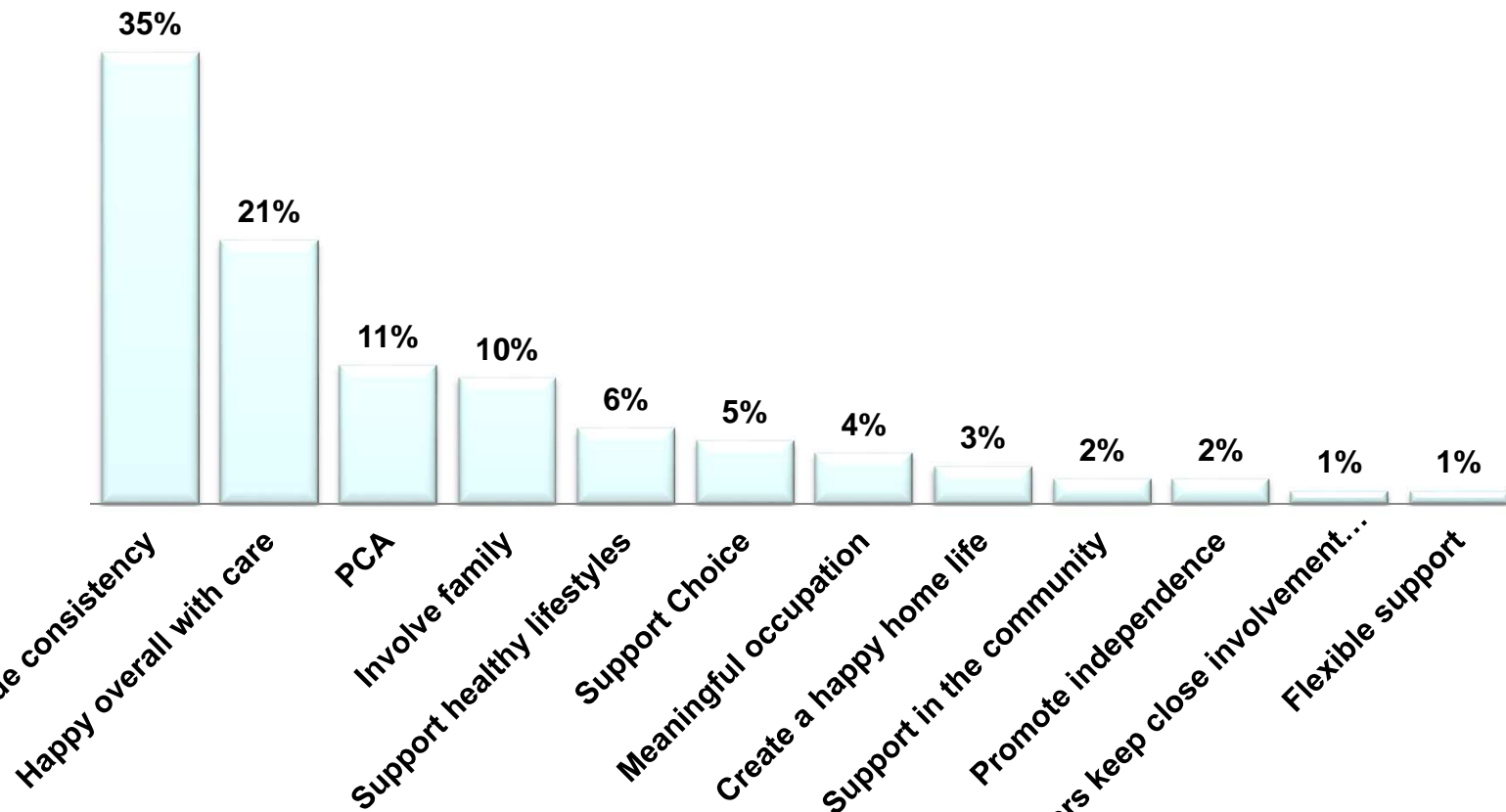
on average...

69% approved of the support provided to their loved ones

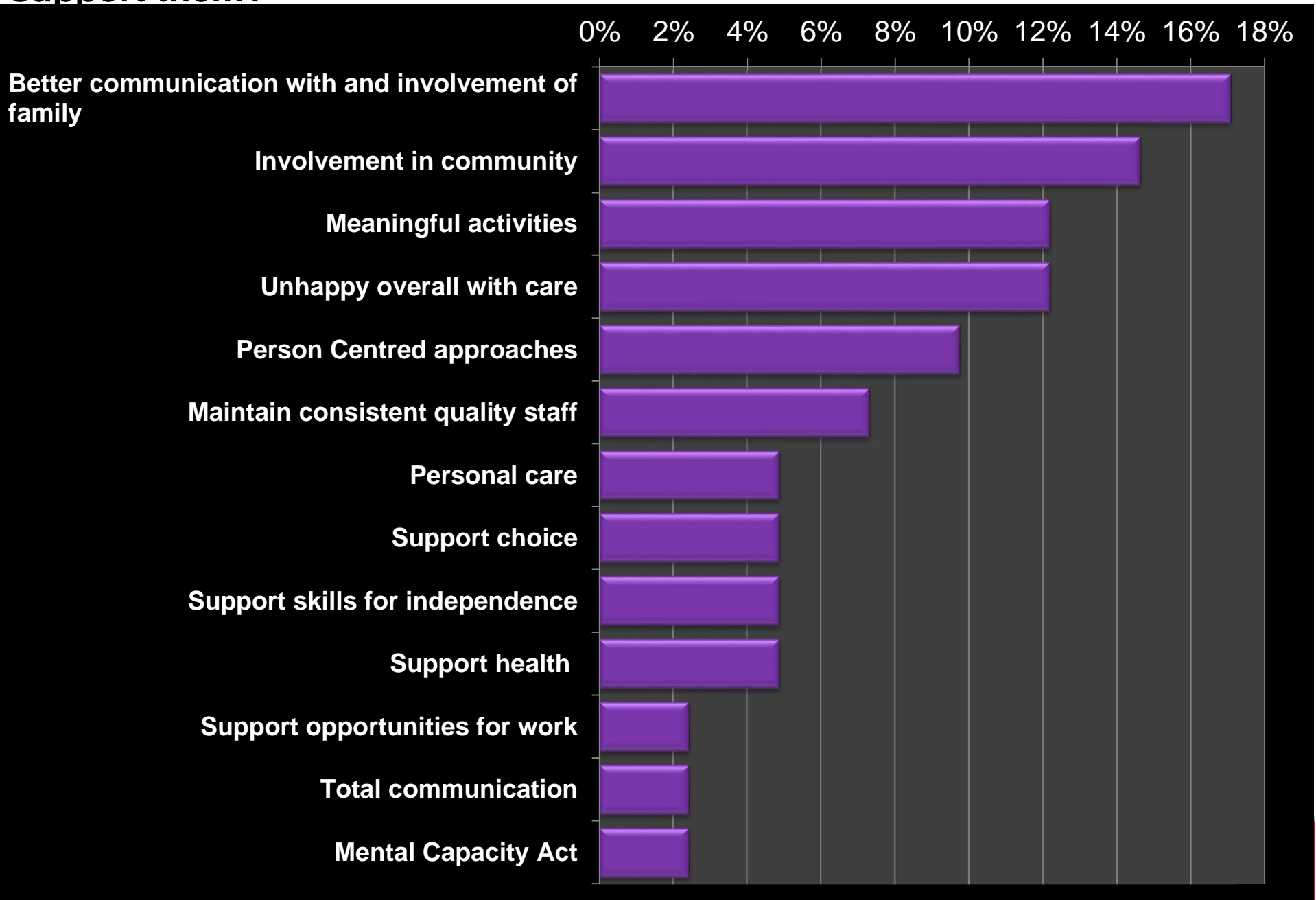
11% felt that the support provided could be better

Question 2

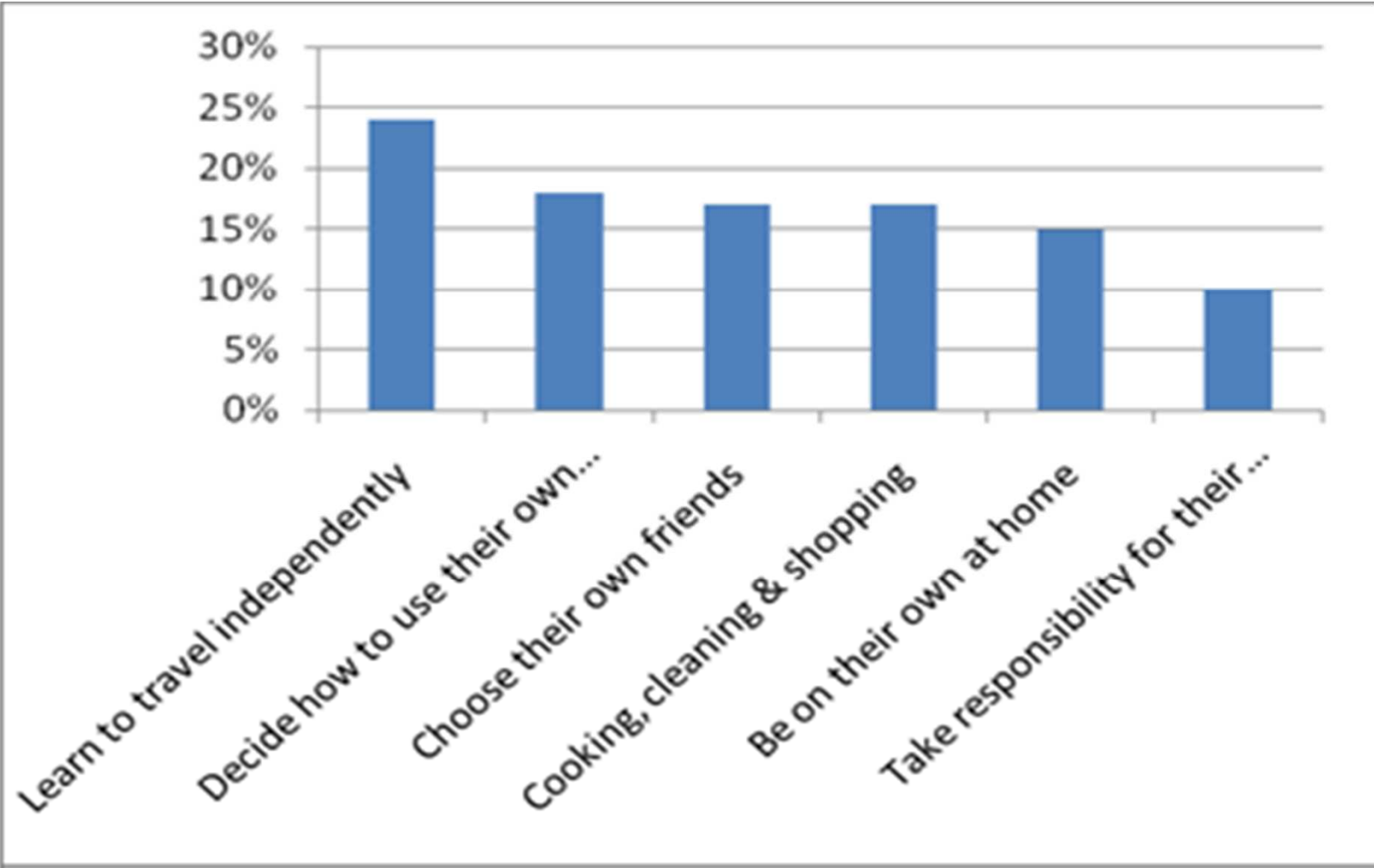
Are there other things your loved one's provider does well to support them?



Question 3 Are there other things your loved one's provider could do better to support them?

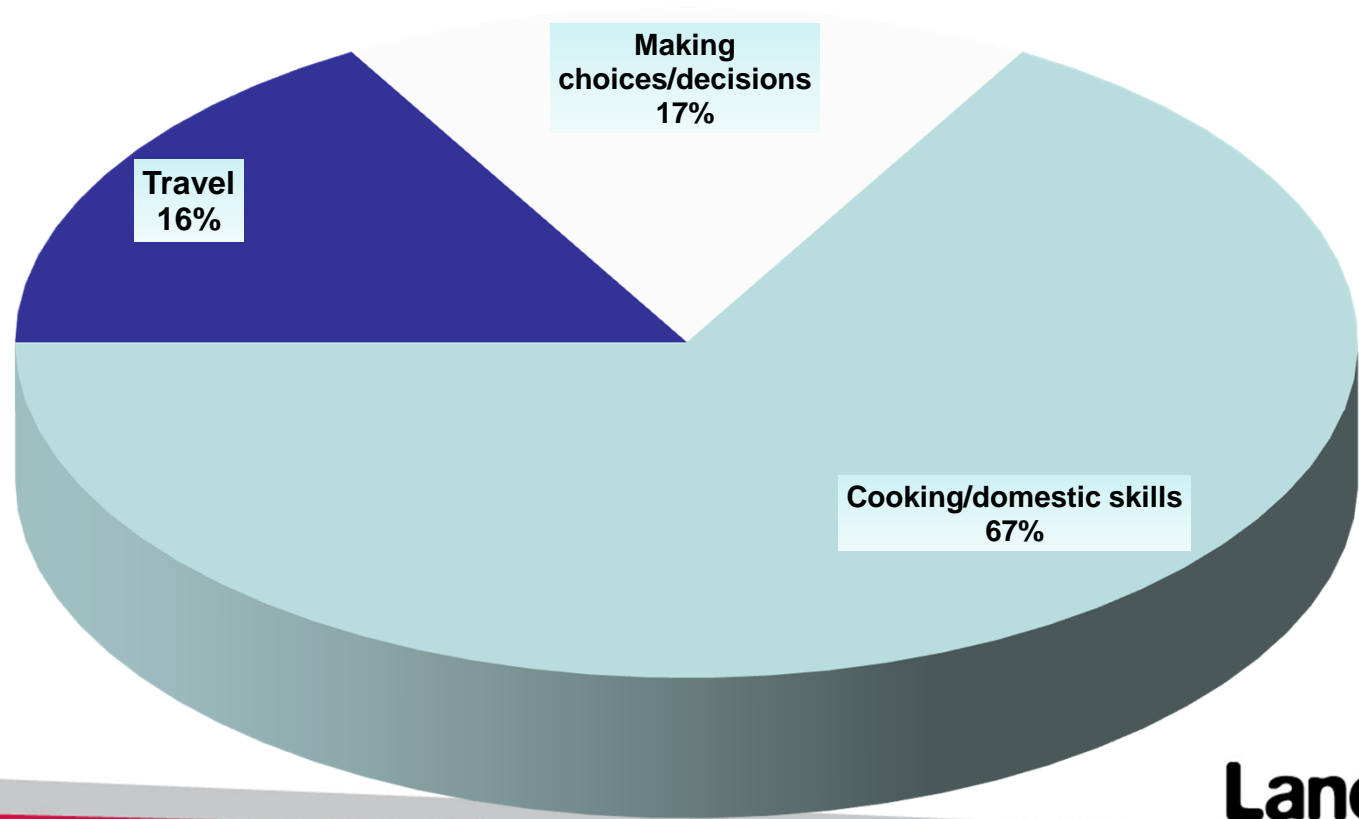


Question 4 Are there things that your loved one's support workers help them with that you think they could do on their own



Question 5

Are there other things you think your loved one could do on their own?



Question 6 Are there things you think should be added to this list?

Q6 - Preferred Provider Scheme requirements - Are there things you think should be added to this list?	%
Positive relationships with families	43%
Strong emphasis on Person Centred Approaches	19%
Monitoring	14%
Minimum staff conditions of employment	10%
Staffing, quality and continuity	10%
Sharing best practice	5%

Group work





Group work



Your views about what we told you

What do you think about the feedback from the workshops and questionnaires?



What are the good points?



Are there any not so good points?

Break



Feedback



Our ideas about what we might do next



Our thoughts for 2015 onwards

Renewing Current PP Scheme is not an option;

- Too many providers to monitor
- Too many providers to choose from
- Too focused on paperwork
- Closes the market
- Recent tenders for specialist work had to go outside of current scheme
- Suggests Quality

Option 1

- Option 1-Open market - no scheme

Advantages	Disadvantages
Rely CQC standards & Other quality marks i.e .Investors In People Allow other providers to work in Lancashire Widen 'choice' even further Allows for Innovation	No monitoring – Winterbourne factor No control of the market No consistency around quality measures No consistency around price Confusion for families and self-advocates

Option 2

- Option 2-Contract all services out in groups from end of current scheme using a framework

Advantages	Disadvantages
<p>Strategic Direction</p> <p>Poor Providers would not get through</p> <p>Ensure people can deal with all people and particularly those who are 'struggling'</p> <p>Any provider can bid for new work</p>	<p>Major disruption</p> <p>Lot of work as each tender would need to carry out a rigorous quality check</p> <p>Not be popular with families</p> <p>Does not encourage providers to work together</p> <p>Focus on cost</p> <p>Big Providers may dominate</p> <p>Lose providers who already operate in a geographical location.</p>

Option 3

- Option 3-Carry out a an initial quality check followed by a phased roll out of where the support arrangements are grouped on a geographical/zonal basis . To be completed over a 2-3 year period based (**PREFERRED OPTION**)

Advantages

Based on a number of people per area requiring support

Greater emphasis on relationships and linking with the surrounding community

Smaller number of providers per district – meaningful choice

Greater emphasis on quality

Greater emphasis on providers working together

Minimising ‘on costs’ and maximising shared support where appropriate

Providers working already in that area best placed to continue to provide services.

Mix of large and small locality zones

Quality Check completed and monitored

Option 3

Disadvantages

Change of support provider for some people

Change not always welcomed by families and self advocates

Fewer providers

Some providers may support less people/other providers may support more

Group work





Reminder

- The Preferred Provider list has 66 providers.
- No new ones are allowed to join.
- The list has lots of things we expect providers to do but it is not being checked.
- New list would have less Providers.
- It would be based on geographical areas.
- The new list might have some new providers.
- Some providers on the list now might not be on the new list.
- The list would have new things we expected providers to do based on your feedback.
- The new list will be monitored.

Your views about what we told you



What is good about option 3?



What is not so good about option 3?

Feedback





What we will do next



- The feedback from the workshops is on the website



- We will be using the feedback from workshops and questionnaires in our report



What we will do next



We will be taking our report about choices to Lancashire County Council Cabinet



We will be asking if you would like to help us look at some quality standards

Thank you for coming



If you want to look at the feedback please see the website

<http://www3.lancashire.gov.uk/corporate/consultation/responses/response.asp?ID=229>