

Service Continuity and Care Market Review: Self-Assessment by Councils

Service Continuity and Care Market Review: Self-Assessment by Councils

The Government's Adult social care: [coronavirus \(COVID-19\) winter plan 2020 to 2021](#), says that the Department of Health & Social Care (DHSC), in partnership with the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA), will carry out a **Service Continuity and Care Market Review** this Autumn.

This self-assessment questionnaire (SAQ) is the essential building block of this review. It will provide an invaluable understanding on a council by council basis of your analysis of the risks to the continuity of services in the provider sector across each care setting. It will explore the plans that you have to mitigate these risks particularly with regard to the impact of COVID-19 and EU transition alongside your winter planning arrangements.

An important feature of this questionnaire is that it gives you a full opportunity to share examples of good practice and what works well both at individual council and regional level. I am aware of the very significant work and developments both in councils and in regions to support and develop your commissioning activities particularly as these impact on market sustainability and capacity. Many of these plans are well advanced.

You are asked in this questionnaire to specifically set out, based on your own analysis, where additional support could be targeted. We are already working with the LGA, ADASS and with the Care and Health Improvement Programme (CHIP) to consider targeted intensive support as part of the response to these challenges.

The date to complete the guided self-assessment questionnaire is midnight Wednesday 21st October. We are encouraging councils to share their self-assessments with other councils in your region. As part of the partnership approach that we are taking, ADASS regions and CHIP will also provide support you during the process, as well as adding a regional picture and overview as part of the feedback to DHSC.

The questionnaire and process are designed to enable you to enter information and then update or develop your responses up until your final submission is made. Once the final submissions have been made both the SAQ and regional overview will be available in full for DHSC to draw the information together alongside other sector and market information and to produce a final report in mid-November. This report will be shared with the LGA, ADASS and councils. It is anticipated that an overview and summary will be published.

Throughout the next three weeks the LGA, ADASS and DHSC will be working together to support you in getting the very best outcomes from this questionnaire. For information and support about the purpose and use of the self-assessment please contact servicecontinuitysaq@dhsc.gov.uk. If you have any other questions that relate to this process, please email adass.lga.covid@local.gov.uk. All questions to this email account will be anonymised and responded to by DHSC, LGA or ADASS, as appropriate. This could include technical questions or anything in relation to the requirements of this self-assessment. All questions and responses will be included in a [Frequently Asked Questions \(FAQ\) document](#).

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

Thank-you for taking the time to complete this questionnaire particularly in this time of unprecedented demand on services.

Ian Winter CBE,
DHSC, Service Continuity and Care Market Review Project Delivery Director
30th September 2020

Section 1 - Understanding Risk

The purpose of this question is to understand the council's assessment of risk across different service types for both council funded and self-funded people. You will be asked to assess risks to capacity and sustainability in all types of service provision.

Using local intelligence and your knowledge of the market and current challenges, what is your level of concern about the ability of the local care market to provide the capacity needed between now and the end of March 2021? Each level of concern relates to the council's ability to ensure service continuity and / or secure appropriate alternative provision where needed. This includes the provision for both council commissioned services and self-funded care.

Please use the following guidelines to indicate your level of concern:

Extremely concerned – A point of crisis that compromises our ability to ensure continuity of care has already been reached, or is expected to be reached before Christmas (between now and 15/12/2020)

Moderately concerned – Expect to reach a point of crisis that compromises our ability to ensure continuity of care between Christmas and the end of March 2021 (between 15/12/2020 and 31/03/2021)

Somewhat concerned – Expect serious challenges which may compromise our ability to ensure continuity of care between now and the end of March 2021

Slightly concerned – Expect serious challenges between now and the end of March 2021, but are confident that these will be addressed through our plans to ensure continuity of care is not compromised.

Not at all concerned – Given current knowledge, intelligence and plans we don't expect to face a crisis or serious challenges in relation to continuity of care before the end of March 2021

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

	Levels of concern				
	Extremely concerned	Moderately concerned	Somewhat concerned	Slightly concerned	Not at all concerned
Nursing care				X	
Residential care - older people			X		
Residential care – working age adults				X	
Home care				X	
Home based reablement			x		
Supported living or extra care housing				X	
Support provided through direct payments				X	
Community / day opportunities			X		

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

The purpose of this question is to understand the council's view on the underlying causes of the risks highlighted in Q1. The key measurement relates to the requirements of the Care Act as it applies to continuity of care for the provision for both council commissioned services and self-funded care.

Using the prompt list of challenges, please assess the extent to which you feel they will present a risk to your council meeting its duties and responsibilities under the Care Act, between now and end of March 2021. Please provide a number between 1 and 3 for each challenge and for each type of care, where the numbers signify the following:

- 1-** It will present a risk to the service area in question **to a great extent.**
- 2-** It will present a risk to the service area in question **to a moderate extent.**
- 3-** It will present a risk to the service area in question **to a small extent.**

Please leave any of the boxes blank where you feel there is no notable risk to the service area.

	Nursing care	Residential care - older people	Residential care – working age adults	Home care	Home based reablement	Supported living or extra care housing	Support provided through direct payments	Community based & day services
Recruitment of care staff	2	2	2	2	2	2	3	3
Retention of care staff	2	2	2	2	1	2	3	3
COVID-19 - Staffing	3	3	3	2	2	3	3	3
COVID-19 - Infection control	3	2	2	3	3	3	3	2
COVID-19 - Access to testing	2	2	2	2	2	2	3	3
COVID-19 - Zoning and cohorting	2	1	1	3	3	1	2	1
Fee rates	3	3	3	2		3	3	3
Provider costs	1	1	1	2	3	1	3	2
Safeguarding issues	2	2	2	2	3	2	3	3
Quality issues	2	2	2	2	3	2	3	3
Insufficient local provision	3			2	3	3	3	3
Insurance issue	2	2	2	3		3	3	3
Voids	2	2	2			3		1
Other (please specify)								

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

Section 2 - Contingency Planning

The purpose of this question is to understand the specific steps councils have taken in relation to policy and practice, to prepare for provider service change or closure.

To what extent do you have in place or use the following measures, plans and contingency approaches to reduce the risks to continuity of care from provider failure?

Please provide a number between 1 and 3 for each measure and for each type of care, where the numbers signify the following:

- 1- The measure is in place within the service area **to a great extent.**
- 2- The measure is in place within the service area **to a moderate extent.**
- 3- The measure is in place within the service area **to a small extent.**

Please leave any of the boxes blank where the measure is not in place at all within the service area. Where a measure has been used in different service areas, please use the numbers to help differentiate the scale of support provided.

a. Local authority funded care and support

	Nursing care	Residential care - older people	Residential care – working age adults	Home care	Home based reablement	Supported living or extra care housing	Support provided through direct payments	Community Services /Day services
Use of IPC funding	1	1	1	1	1	1		
Other financial support	1	1	1	1	1	1	2	1
Contractual support	1	1	1	1		1	2	1
Other support	1	1	1	1	1	2	2	2
Access to additional provision	2	2	2	2	2	2	2	2
Changes to how people are supported		2	2	2	2	2	2	1
Other (Please specify)								

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

b. Self-funded care

	Nursing care	Residential care - older people	Residential care – working age adults	Home care	Home based reablement	Supported living or extra care housing	Support provided through direct payments	Community Services / Day services
Use of IPC funding	1	1	1	1	1	1		
Other financial support	3	3	3	3	3	3		
Contractual support								
Other support	2	2	2	2		2		
Access to additional provision	2	2	2	2	2	2		3
Changes to how people are supported	3	2	2	2	2	2		2
Other (Please specify)	1	1	1	1	1	1		

Commissioned support funded by NHS D2A funding

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

The purpose of this question is to understand the steps the council has taken in developing their contingency plans and, crucially, partners' involvement.

What policy and practice arrangements do you have in place in the event where a provider closes, or alternative provision needs to be made for other reasons?

This includes the provision for both council commissioned services and self-funded care

	People supported through council commissioned care			People supported through self-funded care		
	Yes, already in place	Arrangements in progress	No, not in place	Yes, already in place	Arrangements in progress	No, not in place
Policy (e.g. transfer arrangements)	X			X		
Partnership (e.g. data sharing agreement with providers)	X				X	
Other (please specify)						

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

The purpose of this question is to understand the council's view of risk to service continuity, in light of the actions they are taking.

To what extent have the following local or partnership arrangements for managing and responding to risks been part of your contingency planning approach?

	To a great extent	To a moderate extent	To a small extent	Not at all
Working with partners (e.g. other councils, the region, service users, providers, Healthwatch, HWB, LRF)	X			
Information and intelligence (e.g. regional market intelligence, CQC, safeguarding, QA, etc.)	x			
Other (Please specify)				

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

Section 3 - Support

The purpose of this question is to give councils an opportunity to highlight the three issues of greatest concern and explain likelihood, timing and support plans.

What are the three most significant issues that cause you concern as a risk to your ability to deliver on Care Act responsibilities / continuity of care between now and the end of March 2021?

Please describe below the issues that cause you most concern.

	How confident are you that your mitigation and contingency plans will minimise / address this risk?			
	Very confident	Fairly confident	Not very confident	Not at all confident
Concurrent incidents (i.e. failure plus bad weather, winter flu)		X		
Financial stability			X	
Carers / Family strain		x		

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC

The purpose of this question is to understand what type of support a council would most want and when this may be required.

What further support would you want to see in place to help you deal with the expected service continuity challenges between now and the end March 2021?

Please include support from, for example the Care and Health Improvement Programme (CHIP), including the LGA and ADASS, neighbouring councils and others within your region, the Department for Health and Social Care. If there is a specific delivery channel that is not clear in the type of support detailed, please expand in the comments alongside.

	When will this support be needed?			
	Needed urgently	Needed within the next three months	Needed in response to a specific event (e.g. a tipping point)	Not needed
Legislative (e.g. Market oversight)				X
Flexible funding		X		
Peer support			X	
Market Intelligence		X		
Other (Please specify)				

Note: Comments and text boxes and their contents have been omitted from this standard template for publication to Cabinet as they may contain sensitive or commercially confidential information. The scorings attributed to each question are draft and may change on submission to DHSC