National Local Authority Feedback  
Domiciliary Care Consultation Questionnaire

Service Overview

1. Approx. how many service users do you provide domiciliary care to via providers directly contracted to the Local Authority?

2. Approx. how many care calls are delivered each week?

3. Approx. how many hours of care are delivered each week?

4. Could you give a brief description of your local authority area to give an idea of the concentration of care delivery in your area? (e.g. rural, high-density urban etc)

5. How do you commission individual care packages? (Eg via a Care Brokerage team / social work team / IT mini-competition system etc)

6. Do you block purchase any dom care services (emergency night sits, day time rotas) etc to increase capacity availability?

7. Do you commission specific start times for dom care calls, or do you indicate an appropriate time banding / time of day for the call to be delivered? (Eg between 8:00 – 9:00am, 'morning call' etc)

Commissioning of Services

8. Do all of your dom care service users fall under the same contract, or do you have separate contracts for Learning Disability dom care, Mental Health dom care etc?
9. Could you give a brief description of your model of domiciliary care provision?

Quality Monitoring

10. What various forms of monitoring are utilised to evaluate the quality of the service?

11. What are your KPI’s?

12. How do you monitor missed calls? Do you rely on providers reporting this to you, or do you monitor their electronic call monitoring systems independently / run reports?

13. What time period do you apply to deem a care call as ‘missed’? Eg any call delivered 1 hour earlier / later than the agreed commissioned call time is a ‘missed’ call

Payments

14. What is your average hourly rate for standard day time dom care?

15. Do you pay the providers on commissioned hours, or actual hours delivered?

16. Do you pay in “blocks” of time? (e.g. 15 minute minimum, 30 minute minimum, minute-by-minute etc) Have you found this method to have any advantages/drawbacks?
17. Do you use Electronic Call Monitoring (ECM) to calculate payments for dom care packages, or are invoices still used?

General Information

18. What difficulties are you finding that face the dom care market currently? (Eg staff recruitment and retention, appropriate management at local level, communication, staff wages etc) Has there been any activity (successful or unsuccessful) taken to try and resolve this, and what was the result?

Other feedback

Please add any other feedback or comments here: