

Catherine Buntin
Assistant Director of Commissioning and Partnerships
Adult Care and Wellbeing Directorate
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Dear

I'm writing to tell you about improvements we are making to care and support services in Sheffield.

We wrote to you in January to let you know we are changing our home care services to a new service called the **Care & Wellbeing Service**, from June 2024.

We completed a thorough process to select which home care providers we will contract with to provide home care services on behalf of the Council.

We're very excited about the Care & Wellbeing Service and the benefits it will have for everyone receiving care - and for the home care staff providing this care.

We have included more about this below.

What this means for you.

Your current home care provider will change. From the start of the new service on 3 June your home care provider will be:

Our new Care & Wellbeing Service providers will cover one of 16 geographical areas in Sheffield and (except for a very small number of cases) all home care provided in each area will be provided by just one home care provider.

The new Care & Wellbeing Service brings a range of benefits for people receiving care and their families

- Flexible care that is based on what matters to the person, making sure people are connected to their community and can live the life they want to live.
- Better continuity of care through fewer home care providers working in more local geographical areas.
- A strong voice for people receiving care, their families, and carers, helping us continue to improve these services.
- Improved training, (including Advanced Dementia Care) and a better working environment for home care workers, with less travel between care visits, all of which will have a positive impact on the care people receive.
- Improved use of technology, such as Smartphone Apps, will allow families and carers to confirm home care visits have been made and the person's outcomes achieved.
- Improved communication and better relationships between social work, community health teams and home care providers, due to neighbourhood working in compact geographical areas.

- Where there is a need to transfer home care workers to one of the new home care providers, every effort will be made to make sure people receiving home care continue to receive care from the same home care workers.

The new service also brings benefits for home care staff:

- Stronger leadership and management from 14 home care providers with optimum sized sustainable contracts.
- Long-term job security from the 7-year contract, with an option to extend for another 3-years.
- The consolidated geographical areas will mean less time travelling and more time providing home care, with the opportunity to introduce home care workers on foot, who do not have access to vehicles.
- Greater empowerment of home care providers and workers by introducing outcome-based services, enablement, and a trusted reviewer role, providing a better quality of care to people.
- Improved technology, giving home care workers better tools to provide care, improving job satisfaction, retention, and recruitment, and giving care workers more time to care.
- Improved and consistent workforce development opportunities, improving training, knowledge, and skills (such as Advanced Dementia and Falls Prevention), created by Sheffield City Council and our new home care providers working together.
- Introducing career pathways, improving personal development, retention, and recruitment.
- Where home care workers are transferred to a new home care provider, every effort will be made to make sure people receiving care continue to receive care from the same home care workers.

Not all our current home care providers will move onto this new contract, and this means that some people may see their home care provider change. Other home care providers will continue to provide care but may no longer be working in the area of the city you live in.

Contact us.

We know that you may have questions, and we are here to help with any you might have.

We have also included a Frequently Asked Questions document with this letter, which may answer some of your questions.

Please don't hesitate to contact us if there's anything that you don't understand.

Email: asc.crystalpeaks@sheffield.gov.uk

or call your local Living and Aging Well Social Work Team on: **0114 205 7326**.

You'll also find information on our website [sheffield.gov.uk/care-and-wellbeing-service](https://www.sheffield.gov.uk/care-and-wellbeing-service) to keep people receiving care, their families and carers, and home care staff, up to date. We will also write to people who do not have access to the website.

If you want to talk about the service changes in person, we're holding drop-in sessions where you can speak to Sheffield City Council staff about the changes.

Dates and times of these sessions below. Simply drop in and enjoy a cup of tea, coffee, and biscuits.

Location	Region	Date & Time
Manor Library (Community Space) Ridgeway Road, Sheffield, S12 2SS	South West	Friday 26 April 2024, 10am to 4 pm.
Chapelton Library (Community Space) Nether Ley Avenue, Sheffield, S35 1AE	North East	Wednesday 24th April 2024, 10:00 – 16:00.
Stocksbridge Library (Community Space) Manchester Road, Sheffield, S36 1DH	North West	Monday 8 April 2024, 10 am to 4 pm. Monday 29 April 2024, 12 noon to 4 pm.
Crystal Peaks Library (Community Space) 1-3 Peak Square, Crystal Peaks, Sheffield S20 7PH	South East	Tuesday 9 April 2024, 10 am to 1 pm. Wednesday 1 May 2024, 12 noon to 4 pm.
Darnall Library (Community Space) Britannia Road, Sheffield, S9 5JG	South East	Monday 15 April 2024, 10 am to 4 pm. Friday 10 May 2024, 10 am to 4 pm.
Firth Park Library (Community Space) 443 Firth Park Road, Sheffield, S5 6QQ	North East	Wednesday 17 April 2024, 10 am to 4 pm. Wednesday 8 May 2024, 10 am to 4 pm.
St Mary's Church (Pavilion Room) Bramall Lane, Sheffield, S2 4QZ	South West	Friday 19 April 2024, 10 am to 4 pm. Thursday 9 May 2024, 10 am to 4 pm.

Yours sincerely,



Catherine Bunten
Assistant Director, Commissioning & Partnerships, Adult Care & Wellbeing

Frequently asked questions about changing care providers.

We want to reassure you that you will not be left without care.

We recognise that changes to care can cause anxiety and we want to assure you that we are working hard to make sure that your transfer of home care provider is as smooth for you as possible.

Below, we've tried to answer some of the questions you may have about how this will work and the reasons for this change.

1. How has my home care provider been decided?

The new Care & Wellbeing Service separates the City in 16 'contract areas'. The new contract has one home care provider for every contract area in the city. The home care provider that will support you is the provider who has the contract for the area in which you live.

2. What do I do next?

You do not need to take any action; we will transfer all the necessary information to the new care provider on your behalf and ensure that there are no gaps in your care during the transition period.

3. Can I keep my current provider, or can I choose my own provider?

Whilst your provider is changing, we are working closely with home care staff in the city, so if your home care worker chooses to move to your new home care provider you may continue to be supported by them.

You also have a right to request a Direct Payment, so you can organise your own care and support. If you wish to talk about this option, you can contact your Living and Ageing Well Social Care Team for more information.

To make sure that you continue to receive the care and support that you need, your home care will be transferred to your new home care provider if you don't have a Direct Payment by June. We have included more information about Direct Payments below.

4. When will this happen?

We are working to make sure that where a home care provider is changing, this happens on or before 3 June 2024.

5. Will my current costs change?

There are no changes to the hourly rate for care for the new contract. The hourly rate change after we have reviewed the rate we pay our providers. This review usually takes place in June each year. We will write to you if the review changes the hourly rate.

If the care you need changes, your charge may change because of this. Any change would be agreed with your social worker and discussed with you.

The way we calculate your weekly charge will change. Your charge will be based on the amount of care the provider plans to provide. This should mean you receive simpler,

more consistent bills. It will also make sure your care provider is focussed on providing care so you can meet your outcomes, not logging the exact times of each call each day.

Your maximum contribution will continue to be based on your financial assessment. This may change if you receive more state benefits when the Government reviews benefits each year. We will write to you if your maximum contribution changes because of the changes to state benefits.

6. What are Direct Payments?

Direct Payments are an alternative to having your care and support arranged by the Council. You, or someone acting on your behalf, receive an amount of money to use to arrange services to meet your eligible care and support needs.

You must manage the bank account that is used for your payments. There is information available on what services you can buy and keeping records of your spending. Find out more on our website www.sheffield.gov.uk/social-care/adults/direct-payments-managing-your-care.

You can talk to different providers about the support you want and the cost for this. Or you can choose other ways to get support like a Personal Assistant.

How can I request a Direct Payment?

If you are aged over 18 and have support arranged by the Council, speak to your social worker, or contact our First Contact Team on 0114 273 4908 and ask for a review of your support and the option of Direct Payments. The review will look at your support and if Direct Payments are a good option for you.

If you are 16 to 18 years old and get support with a disability from the Council, or you have parental responsibility for a child or young person that receives care and support from the Council, speak to your social worker or MAST worker about the option for Direct Payments. Or you can speak to the Children and Families SNIPS Team on 0114 273 5368