

**Catherine Buntun**  
**Assistant Director of Commissioning and Partnerships**  
**Adult Care and Wellbeing Directorate**  
Floor 1, Howden House, 1 Union Street, Sheffield, S1 2SH



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 care changing our home care services to a new service called the **Care & Wellbeing Service**, from June 2024.

**What this means for you.**

**The new service will begin on the 3 June 2024.**

**Your current home care provider will not change.** Your home care will continue to be provided by:

**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](mailto: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** 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
<b>Manor Library (Community Space)</b> Ridgeway Road, Sheffield, S12 2SS	South West	Friday 26 April 2024, 10am to 4 pm.
<b>Chapeltown Library (Community Space)</b> Nether Ley Avenue, Sheffield, S35 1AE	North East	Wednesday 24th April 2024, 10:00 – 16:00.
<b>Stocksbridge Library (Community Space)</b>	North West	Monday 8 April 2024, 10 am to 4 pm.

Manchester Road, Sheffield, S36 1DH		Monday 29 April 2024, 12 noon to 4 pm.
<b>Crystal Peaks Library (Community Space)</b> 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.
<b>Darnall Library (Community Space)</b> 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.
<b>Firth Park Library (Community Space)</b> 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.
<b>St Mary's Church (Pavilion Room)</b> 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 Buntin**  
**Assistant Director, Commissioning & Partnerships, Adult Care & Wellbeing**

## **Frequently asked questions about changing care providers.**

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?**

We have 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.

The new Care & Wellbeing Service separates Sheffield into 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. As your current home care provider has been successful in the area you live, you will remain with the same provider.

### **2. What is the Care and Wellbeing Service**

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

- More 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 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 carers, 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.

The new service also brings benefits for home care staff:

- Stronger leadership and management from 14 home care providers with long term, sustainable contracts.
- Long-term job security from the 7-year contract, with an option to extend for another 3-years.
- Smaller geographical areas will mean less time travelling and more time providing care, with the opportunity to introduce home care workers operating 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 home 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, and recruitment.

### **3. Will my current costs change?**

There are no changes to the hourly rate for care for the new contract. The hourly rate may change after we have reviewed the rate we pay our providers. This review and change usually takes place in April each year, though will be seen in June charges. 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