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Future of Adult Social Care Commission for Cheshire West and Chester

Free Home Care in Hammersmith & Fulham

Councillor Ben Coleman

Hammersmith & Fulham Cabinet Member for Health and Adult Social Care

Lisa Redfern

Hammersmith & Fulham Strategic Director of Social Care

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Why did H&F abolish home care charges?

- End charge on disability, part of H&F's ambition to be best council for Disabled people
- Live up to NHS's founding cradle-to-grave healthcare values
- Be fair on those who've paid into the system all their lives
- Help NHS and ourselves – giving people the care they need (not just what they can afford) keeps them healthier, reduces need for hospital (re)admission and more intensive reablement care

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What else do we do?

- Pay care workers travel time and London Living Wage.
- Care visits are minimum 30 minutes, often 60-90 minutes.

- Not restrictive about eligibility, use broad definition of needs assessment.
- Expect care providers to have a Good or Outstanding CQC rating.

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Commitment to Disabled People

- Set up independent, resident-led Disabled People's Commission (Aug 2016)
- Cabinet adopted Commission's report, "Nothing About Disabled People Without Disabled People" (June 2018)
- Social model of disability – human rights approach
- Co-production
- Aim to make H&F most accessible, inclusive borough in London
- Cost of free home care in April 2015

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Cost of Free Home Care at April 2015

At the time we abolished charges:

- 1,287 residents were getting home care.
- 26% made a contribution
- Extra cost was £0.324m (= gross income of £0.4411m less administration costs of £0.117m)

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Cost of free home care now

- As expected, demand increased – people can access what they need, not what they can afford
- 40% increase – provide more care per head of local population than any other borough
- Current home care budget £23m
- Extra cost £650,000 to £1m pa

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How we did it

Set and implemented new Council values:

- Building shared prosperity
- Being ruthlessly financially efficient
- Doing things with local residents, not to them
- Creating a compassionate council
- Taking pride in H&F
- Rising to the climate challenge

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Balancing the budget – council

- Ruthlessly financially efficient – focused unceasingly on modernising, building a first-class officer team; took out huge wastefulness
- Officers have private sector negotiation training – winning record funds from developers

- Left tri-borough – were able to be tougher in managing budget and sharpening up practice and administration, with robust internal financial controls

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Balancing the budget – ASC

- Major workforce efficiencies through system redesign
- Focus on better access to appropriate care at the right time
- Focus on reablement (award winning, jointly with NHS)
- Focus on enabling people to live at home independently (co-produced Independent Living Vision with residents)
- Introduced regular, proactive reviews as people not so quick to cancel care when no longer required if it's free

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Scalable elsewhere?

- H&F has advantage of a young population and high land values
- Political will
- Anyone can make efficiencies
- Need to map need, local resources, etc.