

Commissioning Block Hours for Domiciliary Care Providers



Project Team

The project team consists of four contract managers:

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About the Project

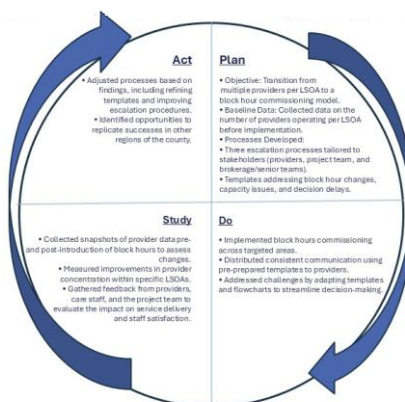
This poster outlines the implementation of a commissioning cycle focused on block hours for domiciliary care providers. Using the fundamentals of the Plan-Do-Study-Act (PDSA) cycle, the initiative addresses market management challenges and seeks to improve efficiency in service delivery. The approach aims to optimise resource allocation, enhance care quality, and promote workforce stability.

Aims & Objectives

The project is designed to address specific challenges in domiciliary care commissioning:

- **Efficiency:** Reducing travel times for care workers and ensuring care hours are allocated efficiently within smaller geographic areas.
- **Retention:** Supporting job retention by providing care staff with reliable hours and minimising income volatility.
- **Provider Consolidation:** Reducing the number of providers per area to simplify coordination and strengthen accountability. These objectives align with the Gloucestershire County Council's broader aim of creating a sustainable and effective care market that delivers high-quality services.

Quality Service Improvement and Redesign (QSIR) Tools: Methodologies used and contribution to your project



SMART Objectives

1. **Specific:** Reduce the number of providers operating in each LSOA by 25% within 2 years.
2. **Measurable:** Monitor monthly provider distribution and staff retention rates using council data.
3. **Achievable:** Leverage pre-existing data collection processes and provider relationships to streamline implementation.
4. **Relevant:** Align objectives with the council's commitment to efficient market management and improved care quality.
5. **Timely:** Complete rollout across all target areas within 12 months.

Project Outcomes, Progress and Impact

Challenges:

1. Initial inconsistencies in communication and decision-making.
2. Providers struggling with capacity management.
3. Achievable: Leverage pre-existing data collection processes and provider relationships to streamline implementation.
4. Relevant: Align objectives with the council's commitment to efficient market management and improved care quality.
5. Timely: Complete rollout across all target areas within 12 months.

Solutions:

- Introduced templates and flowcharts to standardise communication and decision-making.
- Developed clear escalation processes for providers, project teams, and senior management.
- Pre-prepared messaging reduced workload and ensured consistency.

Measures Used

- **Provider Data:** Comparison of pre- and post-implementation snapshots of provider numbers within LSOAs.
- **Travel Time Reduction:** Analysis of staff feedback and route optimisation metrics.
- **Retention Rates:** Increased stability in care staff employment.
- **Efficiency Gains:** Reduction in time spent by brokerage and contract teams on case-by-case responses.