



Briefing for Providers **Domiciliary Care - Time Change Request Process**

Stoke-on-Trent City Council commissioners have recently reviewed the processes which are currently in place for call time change requests, and have made some alterations to the pathway to enable changes to be made more efficiently when needed.

The main reasons that amendments have been made to the process are as follows:

- It may generate additional domiciliary care capacity because providers will have the ability to rearrange rota schedules to potentially free up gaps for extra packages (with service user approval)
- The time change process needed to be more streamlined and effective
- It will free up some First Contact assessor capacity if some of the time changes are agreed without the need for an assessor to verify every time change and update records (there will still be a formal process in place for record purposes)
- It may reduce the number of calls logged as 'missed' due to unpunctuality, which may be rectified by a time change (with service user approval), as previously providers were only allowed to request time changes following a service user request.
- It could potentially improve the quality of the service if providers have more scope when reorganising calls and full rotas.
- It will allow providers more autonomy and flexibility in terms of when they deliver the care (with service user approval), and should be able to create more personalised packages of care.

Our aims and objectives when considering how to change the process were as follows:

- Create further domiciliary care capacity
- Respond to time change requests more promptly
- Free up First Contact capacity where possible
- Ensure that the provider receives the updated SDP promptly (which would be required by CQC if they were inspected)
- Ensure that there is a process to update the service package agreement, observations, the SDP and that there is a clear audit trail of the time change
- That all time change information on the system is updated and accurate so that any reports ran by commissioners, finance etc are correct

Important: This revised time change request process will only apply to time change requests which are within **an hour either side of the originally commissioned call times.**

There are exemptions and caveats as follows:

- Commissioned call times cannot be changed by more than one hour either side of the original call time. If a time change is required beyond the hour either side, then this is to go via the usual route to be reviewed by an assessor.
- Task changes need to go via the usual route to be reviewed by an assessor
- Duration changes (increases and decreases) need to go via the usual to be reviewed by an assessor

- Changes to frequency of calls need to be reviewed by an assessor
- Time specific calls (Eg around meds, pressure sore prevention, dietary needs, continence etc) can be changed - **but** providers will have to declare on the 'Time Change Request Form' that they have allowed the sufficient gaps between care calls so that service user needs can be met safely.
- Whilst a service user is within a reinstatement period (hospital, respite, holiday etc) the commissioned call time is to remain available unless a change is requested by the service user.