

Appendix 2

Assessment of ESCC Home Care contract against the Unison Ethical Care Charter

Ethical Care Charter – Requirements

Stage 1	Met / Partially Met / Not Met	Commentary
The starting point for commissioning will be client need and not minutes or tasks. Workers will have the freedom to provide appropriate care and will given time to talk to their clients.	MET	Adult Social Care and Health assesses on the basis of need.
The time allocated to visits will match the needs of the clients. In general 15 minute calls will not be used as they undermine the dignity of the clients.	MET	Home care will be delivered for a minimum of 30 minutes, with incremental implementation from April 2020. There is still however value in retaining 15-minute calls in extra care settings.
Homecare workers will be paid for their travel time, their travel costs and other necessary expenses such as mobile phones.	MET	All homecare providers need to demonstrate a cost of travel time and mileage prior to the issue of a contract.
Visits will be scheduled so that homecare workers are not forced to rush their time with clients or leave early to get to the next one on time.	PARTIALLY MET	We can, and do, identify from data we collect the details of call times and identify sufficient travel time between calls. We do not routinely report on this and in the case of providers submitting paper invoices have no mechanism to monitor.
Those homecare workers who are eligible must be paid statutory sick pay.	MET	All homecare providers need to demonstrate a cost of sick pay prior to the issue of a contract.
Stage 2	Met / Partially Met / Not Met	Commentary
Clients will be allocated the same homecare worker(s) wherever possible.	PARTIALLY MET	We can, and do, identify from data the details of carer continuity. We do not routinely report on this and in the case of providers submitting paper invoices no monitoring mechanism.

Zero hour contracts will not be used in place of permanent contracts.	PARTIALLY MET	Large providers offer a menu of full contracts of employment and zero hours contracts. We are aware of a number of smaller providers who still only offer zero hour contracts.
Providers will have a clear and accountable procedure for following up staff concerns about their clients' wellbeing.	PARTIALLY MET	This is a contract requirement, we do not routinely monitor all providers separate to the Care Quality Commission regulatory regime.
All homecare workers will be regularly trained to the necessary standard to provide a good service (at no cost to themselves and in work time).	PARTIALLY MET	This is a contract requirement, we do not routinely monitor all providers separate to the Care Quality Commission regulatory regime.
Homecare workers will be given the opportunity to regularly meet co-workers to share best practice and limit their isolation.	PARTIALLY MET	This is a contract requirement, we do not routinely monitor all providers separate to the Care Quality Commission regulatory regime.
Stage 3	Met / Partially Met / Not Met	Commentary
All homecare workers should be paid above Living Wage	MET	All homecare providers need to demonstrate pay rates in line with National Living Wage prior to the issue of a contract.
All homecare workers will be covered by an occupational sick pay scheme to ensure staff do not feel pressured to work when they are ill in order to protect the welfare of their vulnerable clients.	NOT MET	This is not a contract requirement.