

Dear

I am writing to you regarding a breach of your personal data.

Last week, we sent letters to everyone in Sheffield who has a Home Care service arranged by the Council to inform them about some changes happening in April 2024.

Regretfully, when printing the letters, names were matched to incorrect addresses. This means you may have received a letter to your address, but with someone else's name.

Every letter was the same and didn't include any information about the care you receive. I have included a copy of the information we sent with this letter.

This should not have happened, and I sincerely apologise on behalf of Sheffield City Council.

The Council takes protecting the personal data of customers seriously. We have logged the data breach with the Council's Data Protection Officer, who monitors the Council's compliance with data protection law. It is currently being investigated, and we are reviewing and revising our procedures to ensure that this does not happen again.

If you have any questions or concerns, please contact me at [catherine.bunten@sheffield.gov.uk](mailto:catherine.bunten@sheffield.gov.uk)

Yours sincerely,



Catherine Bunten  
Assistant Director, Commissioning & Partnerships, Adult Care & Wellbeing

*Copy of letter sent 12<sup>th</sup> January 2024*

## **Change in Home Care Providers**

We are writing to you / everyone in receipt of Home Care to explain changes in Home Care Providers.

Sheffield Council holds contracts with several providers to deliver Home Care in the City.

Our current contracts for Home Care services are due to come to an end and we have been through a tender process to award new contracts for our new Care and Wellbeing Service. The providers who have been successful in this process will provide Home Care on behalf of the council.

We're very excited about this service and the benefits we believe it will have for everyone in receipt of care:

- More flexible care based on what matters to you.
- Providers working in local areas, providing consistent care.
- Improved training for front line care workers

Not all of our current providers will move onto this new contract, and this means that some people may see the provider of their Home Care change.

### **What this means for you.**

The new contract will begin in April 2024.

For the moment, nothing will change, but as we get closer to the 8<sup>th</sup> April 2024, we will see some changes in providers and this may include your package of care.

In some cases, even if your provider changes, you will continue to see the same care workers as we expect many care workers to transfer to new providers.

We will write to you again in the coming weeks to inform you whether your current provider will change.

We want to assure you that **you will not be left without care.**

### **Contact us.**

We know that you may have questions about this change, and we are here to help with any questions you might have.

We have also included a Frequently Asked Questions document in 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:  
or call your local Living and Aging Well social work team on the following  
number:

Yours sincerely

Catherine Bunten  
Assistant Director, Commissioning & Partnerships, Adult Care & Wellbeing

## Frequently asked questions about changing care providers.

**We want to reassure you that you will not be left without care.**

We recognise that changes to care can cause anxiety and we want to assure you that we are working hard to ensure that any transfer of care provider is as smooth for you as possible.

Below, we have 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 care provider been decided?**

The new Care & Wellbeing Service separates the City in 16 'contract areas'. The new contract has one Provider for every contract area in the city. The care provider that will support you is the Provider who has the contract for the area in which you live.

### **2. What do I do next?**

You do not need to take any action; we will transfer all the necessary information to the new care provider on your behalf and ensure that there are no gaps in your care during the transition period.

### **3. Can I keep my current provider/can I choose my own provider?**

For some people, there will be no change in provider. For many people, it is likely their provider will change.

We are unable to guarantee that you will keep your current provider. However, we are working closely with home care staff in the city, and you may continue to be supported by the same staff if they change employer.

You also have a right to request a Direct Payment to organise your own care and support. A Direct Payment isn't suitable for everyone, and there may be additional costs incurred from this process. If you wish to discuss this option further, you can contact your Living and Ageing well social care team for further information.

To ensure that you continue to receive the care and support that you require, you will automatically have your care transferred to the new provider if a Direct Payment is not in place prior to April,

### **4. When will this happen?**

We are working to ensure that where a provider is going to change, this happens on or before April 2024.

## 5. Will my current costs change?

There are no changes to the hourly rate for care due to the new contract, though costs may change following our annual uplifts, that also take effect on the 8<sup>th</sup> April 2024.

If the care you need changes you may see an increase or decrease in costs. This would be agreed with your social worker before any changes are made, and you would be involved in the discussion.