

# EAST AYRSHIRE COUNCIL

## SOCIAL WORK COMMITTEE : 20 MAY 2004

### CARE AT HOME PERFORMANCE REPORT

#### Report by the Executive Director of Educational and Social Services

#### 1. PURPOSE OF REPORT

- 1.1 To advise members of progress in meeting National and Local objectives in Home Care Services.
- 1.2 To report on implications of the above progress for the delivery of service and management actions to address these.

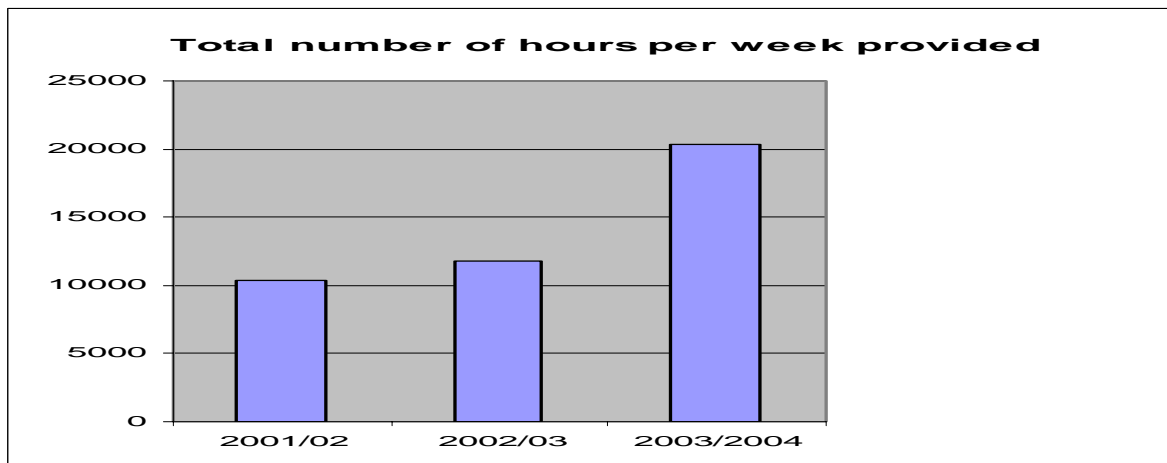
#### 2. BACKGROUND

- 2.1 The background to the development of Care at Home Services was detailed to Social Work Committee on 9 April 2002 – Home Care Review stage 1.
- 2.2 To meet the needs of service users we require to provide a flexible, responsive service, 7 days per week, delivered by well trained and motivated staff.
- 2.3 To ensure we deliver quality services that meet National Standards, we require to have in place robust management and performance monitoring arrangements

#### 3. PERFORMANCE AND IMPLICATION FOR SERVICE

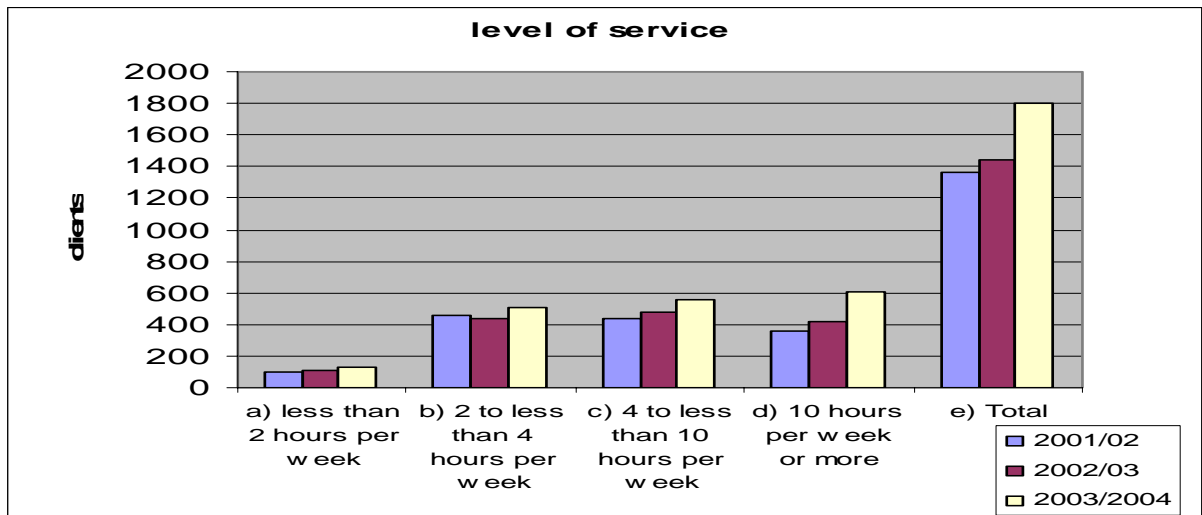
- 3.1 Appendix 1 provides details of Statutory Performance Indicators for Home Care over the past 3 years.

3.1.1 An overall increase of 97% in the number of hours of care provided.



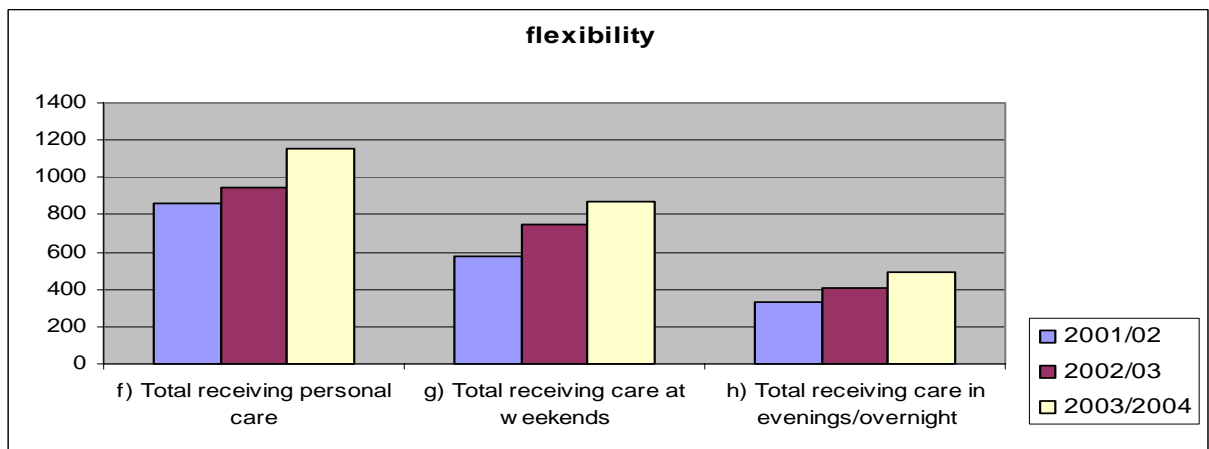
3.1.2 An overall increase of 32% in service users receiving a home care service.

3.1.3 An increase of 70% in the number of people receiving comprehensive support packages (10 hours per week or more).



3.1.4 An increase of 50% in the number of people receiving care at weekends.

3.1.5 An increase of 52% in the number of people receiving care in evenings.



3.2 In summary the statistics show a positive picture and sustained increases particularly in overall number of hours provided and number of people receiving comprehensive supports – these particular increases reflect not only improvement in service delivery but also improved performance reporting within social work:

- The significant increase in hours provided per week comprises approximately 3,000 hours like for like increase over previous years and 5,500 hours per week that relates to services provided to adults with learning difficulties and mental ill health.

- The data in relation to services to adults has increased this year due to developments in Supporting People agenda and hospital retraction. It is also an area where significant development has been achieved in performance reporting.
- 3.3 These statistics evidence that the Council is developing services to people at home that are more responsive services, able to increasingly meet the needs of the most vulnerable and in so doing enabling people to continue living at home.
- 3.4 This service development has also had significant positive contributions on addressing delayed hospital discharge by providing viable opportunities for people to return home when appropriate.
- 3.5 Services require to be targeted to ensure that those with the greatest need are consistently given priority, and that access to services are equitable.
- 3.6 It is clear that the increase in service provision has significant resource implications. This requires robust management and monitoring arrangements.
- 3.7 All assessments are based on need and regular reviews.
- 3.8 Service provision is based on eligibility criteria agreed by Social Work Committee on 22 May 2003.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 In 2004-2005 the service will continue to be managed within existing resources and will include monies dedicated for free personal care and other monies realised through the Supporting People Initiative.
- 4.2 It should be noted that the cost of care in the community is significantly increasing given levels of frailty and need in older people living at home. This, in conjunction with demographic projections, in which older people are forming an increasing proportion of the general population has led to dialogue between CoSLA and the Scottish Executive to explore the future balance of care.

#### **5. LEGAL AND POLICY IMPLICATIONS**

- 5.1 The outcome of the Statutory Performance Indicators is to demonstrate that the Home Care Service is delivering services in line with National and Local policy and increasingly meeting the needs and aspirations of older people in East Ayrshire.

## **6. RECOMMENDATIONS**

6.1 It is recommended that Social Work Committee:

- (i) approve the continued targeting of care at home services at those with the greatest need; and
- (ii) otherwise note the content of this report.

**John Mulgrew**  
**Executive Director of Educational and Social Services**  
**20 April 2004**  
**Enc (1)**

### **LIST OF BACKGROUND REPORTS**

1. Fair Care for Older People – Care Development Group Report September 2001
2. Free Personal and Nursing Care in Scotland: Guidance for Local Authorities and The NHS and Other Service Providers – April 2002
3. Community Care and Health (Scotland) Act 2002

For further information please contact:  
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**IMPLEMENTATION OFFICER : JACKIE DONNELLY**

# East Ayrshire Council

## Variance Report Pro-Forma 2002/04

Department Educational and Social Services

Indicator number 6

### 1. Variance

Detail	Present year (2003/04)	Prior year (2002/03)	Prior year (2001/02)	Variance % (2001/04)
<b>Level of Service</b>				
a) Less than 2 hours per week	129	108	103	25%
b) 2 to less than 4 hours per week	512	436	461	11%
c) 4 to less than 10 hours per week	558	478	442	26%
d) 10 hours per week or more	603	422	355	70%
<b>e) TOTAL</b>	<b>1802</b>	<b>1444</b>	<b>1361</b>	<b>32%</b>
f) Total receiving personal care	1154	950	862	34%
g) Total receiving care at weekends	867	744	577	50%
h) Total receiving care in evenings/overnight	496	406	327	52%
i) Total number of hours per week provided	20317	11790	10335	97%