

## **EAST AYRSHIRE COUNCIL**

### **SOCIAL WORK COMMITTEE : 4 NOVEMBER 2004**

#### **OLDER PEOPLES RESIDENTIAL AND DAY CARE SERVICES PROGRESS REPORT**

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

### **1. PURPOSE**

- 1.1 To advise Committee of the progress achieved with the implementation of the Best Value Review of Older Peoples Residential Services previously presented to Committee in September 2003.
- 1.2 To request approval to make permanent, existing temporary staffing arrangements across Residential and Day Care Services, and standardise practice in relation to recognition of employment qualifications across residential services.

### **2. BACKGROUND**

- 2.1 In September 2003 Committee endorsed a range of proposals as recommended by a Member/Officer Group on Best Value Review of Residential Services for Older People.
- 2.2 These recommendations included:
  - Agreement to refurbish Ross Court, Galston and create a Resource Centre for older People.
  - A new purpose built facility to be commissioned on the Dalsalloch site through contracting within the independent sector. Affleck House would close and the residents would have the choice to move to the new facility, the Council block-purchasing 28 permanent places and 2 respite places to secure this provision for the residents of Affleck House.
  - Agreement to the refurbishment of Cessnock Gardens (2005/2006) and Rosebank (2006/2007) to improve the accommodation to fully meet National Standards.

### **3. PROGRESS**

- 3.1 Ross Court - the refurbishment commenced in September 2004 and is scheduled to finish in March/April 2005. It is proposed it will reopen in May 2005.
- 3.2 Affleck House - The commissioning of new facilities with an independent sector provider to replace the home is concluded. The contractors are currently on site and the building work is scheduled to be completed by April 2005. The remaining twenty six residents in Affleck House will then move to the new care home (Glennie House). When this is achieved Affleck House will close as a residential facility. The process of redeployment of staff is almost complete with the majority of staff redeployed to other social service posts.

- 3.3 Cessnock Gardens - the refurbishment is scheduled to commence in July/August 2005. The number of permanent residents within Cessnock Gardens has reduced to twelve. This is in preparation for the closure of Cessnock Gardens on a temporary basis until the refurbishment is complete.
- 3.4 Rosebank – The refurbishment for this home is scheduled for 2006. Preparation has begun to reduce the number of permanent residents, to both provide capacity for the temporary relocation of residents from Cessnock Gardens and subsequently to facilitate the building works required.

#### **4. STAFFING PROPOSALS**

- 4.1 The implementation of the review has required an incremental shift of posts and temporary staffing arrangements to achieve this. These changes, in line with the ethos of the review, have shifted management and manual grade posts to direct care posts, where appropriate, which now require employment qualifications .
- 4.2 To ensure the three remaining Local Authority Homes are staffed at the appropriate level and comply with the National Care Standards temporary posts have been created. The posts recommended for deletion no longer fit the model of care required and will fund the replacement posts recommended. (See appendix 1, Figure 1).
- 4.3 It is proposed that the changes indicated in Figure 1 are made permanent to sustain the service improvement.
- 4.4 The cost of the posts are already being met through the existing Community Care Budget, as staff are already in the posts on a temporary basis.
- 4.5 There is further work in progress in relation to establishing staffing ratios across all of the remaining care homes. This will reflect work currently being undertaken by the Care Commission and CoSLA to develop a new tool to help inform appropriate levels of care in homes in the future.

#### **5. DAY SERVICE**

- 5.1 National Care Standards recommend that Residential services and Day Care services require to be separate entities to ensure that the needs of different service users are adequately met.
- 5.2 In the past the model of care adopted has resourced both services from the same staff group. In addition, the emerging model of day care has deliberately focused on more vulnerable older people's needs with greater flexibility including evening and weekend access to support services.
- 5.3 To facilitate these changes incremental shifts in post have occurred which have required temporary staffing arrangements. These are indicated in Appendix 1, figure 2. Posts which previously sat across both residential and day care services are recommended for deletion and posts dedicated to the provision of Day Care Services have been created.

- 5.4 It is proposed that the temporary arrangements are made permanent to separate out residential and day care posts, which are now separate stand-alone services.

## **6. STANDARDISING CONDITIONS OF SERVICE**

- 6.1 Historically there has been an inequity across the residential sector within Social Services. Children and Families residential workers who achieve SVQIII currently move to a higher increment on the salary scale to reflect this achievement.
- 6.2 Adult and Older People residential staff who achieve SVQIII are not currently rewarded in this way. To achieve National Standards it is required that we have an appropriately trained workforce across care settings. It is therefore recommended that conditions of service within children's services are equalised across all residential staff who achieved SVQIII, and this is relevant to their post.

## **7. PERSONEL IMPLICATIONS**

- 7.1 Temporary staffing arrangements created through the incremental changes described above are consolidated into permanent posts within Residential and Day Services.
- 7.2 A standardised grading approach is taken across all residential staff to the achievement of SVQIII.
- 7.3 The Trade union has been consulted and agrees with the recommendations proposed.

## **8. FUNDING IMPLICATIONS**

- 8.1 There are no funding implication for the consolidation of temporary staffing arrangements into permanent posts.
- 8.2 The cost or recognition of achieving SVQ III across residential service will be a £1,350 maximum per person. It is proposed that these changes are implemented from 1 December 2004 with part year costs of £4,000 for 2004/2005 and full year costs of £24,000 for 2005/2006. The cost will be met through the additional revenue agreed by the Council for the implementation of the Best Value review of residential services.

## **9. LEGAL/POLICY IMPLICATIONS**

- 9.1 The Council will be best placed to:
- meet National Care Standards
  - achieve recommended training targets in relation to registration of the workforce and Regulation of Care (Scotland) Act 2001.

## **10. RECOMMENDATIONS**

10.1 It is recommended committee:

- (i) agree to refer the staffing proposals in section 7 in relation to Residential Services and Day Services to Corporate Governance Committee;
- (ii) agree to refer the standardisation of Conditions of service for residential staff across Social Services to Corporate Governance Committee;
- (iii) note the progress which has been achieved with the implementation of the Best Value review of older peoples residential services and Day Services; and
- (iv) otherwise note the contents of the report.

**John Mulgrew**  
**Executive Director of Educational & Social Services**  
**14 October 2004**  
**Enc (1)**

### **LIST OF BACKGROUND PAPERS**

Nil

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

## APPENDIX 1

**Figure 1 - Residential Services**

<b>Proposals</b>	<b>Home</b>	<b>Hours</b>	<b>Grade</b>
Delete Depute Manager post	Ross Court	37	RW 29/30
Delete Assistant Manager post	Ross Court	37	RW 25/26
Delete Assistant Manager post	Cessnock Gardens	37	R/W 25/26
Delete Assistant Manager post	Rosebank	37	R/W 25/26
Delete Driver / Handyperson post	Cessnock Gardens	37	Manual
Delete Escort post	Cessnock Gardens	20	SP7-10
<b>Create new posts</b>	<b>Home</b>	<b>Hours</b>	<b>Grade</b>
Senior Social Care Worker post	Ross Court	37	RW 21/23
Senior Social Care Worker post	Ross Court	37	RW 21/23
Senior Social Care Worker post	Cessnock Gardens	37	RW 21/23
Social Care Worker (2) part time posts	Cessnock Gardens	18.5	RW12/16
Social Care Worker (2) part time posts	Ross Court	18.5	RW12/16
Social Care Worker (2) part time posts	Rosebank	25	RW12/16

**Figure 2 - Day Services**

<b>Delete</b>	<b>Day Service</b>	<b>Hours</b>	<b>Grade</b>
Social Care Worker post	Roseburn	37	RW12/16
Social Care Worker post	Cessnock Gardens	37	RW12/16
Social Care Worker post	Stewarton/Gatehead	24	RW12/16
<b>Create new posts</b>	<b>Day Service</b>	<b>Hours</b>	<b>Grade</b>
Day Care Worker post	Roseburn	37	GS1/2
Day Care Worker post	Cessnock Gardens	37	GS1/2
Day Care Worker post	Stewarton / Gatehead	24	GS1/2