

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE : 3 NOVEMBER 2005

ENHANCEMENT OF OLDER PEOPLE SERVICES

Report by the Executive Director of Educational and Social Services

1. PURPOSE OF REPORT

- 1.1 To advise Committee of proposals to further develop the delivery of services to older people including Care at Home and Day Services.
- 1.2 To seek approval to develop the staffing infrastructure to meet the current needs of the service.

2. BACKGROUND

- 2.1 The introduction of the NHS and Community Care Act 1990 and more recently the Community Care and Health (Scotland) Act (2002) has significantly influenced the growth of community care services. The Joint Future Agenda directs services to become;
 - flexible and responsive to peoples needs
 - remove duplication
 - promote seamless transition from hospital to the community
- 2.2 East Ayrshire Council has been successful in shifting the balance of care to comply with new legislation and progress the Joint Future Agenda. The Council has made significant investment in a range of services for older people to assist them to remain independent in their own homes. These services include community alarms, equipment / adaptations, meals at home, day care, respite and home care.
- 2.3 This investment has realised positive outcomes for older people in our communities that are evidenced through significant reductions in delayed hospital discharges, and an increased capacity to support older people with complex care needs at home instead of institutional care.
- 2.4 The recommendations within this report are necessary developments to ensure our services continue to meet the objectives of the Joint Future Agenda, adhere to National Care Standards and meet the requirements of the Care Commission for the registration of services.

3. HOME CARE

- 3.1 The Home Care service currently provides 1407 hours of care per week to older people. To meet assessed need people require different levels and patterns of support that are flexible enough to meet their individual requirements. Our personal carers now support a greater number of vulnerable older people with complex needs in their own homes. Over 76% of home care service users are supported with their personal care, often requiring several visits per day.
- 3.2 This care is provided throughout the day and evening over 7 days/365 days per year. The level of service which is delivered in the evenings and at weekends has increased significantly over recent years and is presented in table 1:

Table 1

	2004	2005
Home Care – %of home care service users receiving a service during the evening or overnight.	30%	34.3%
Home Care - % of home care service users receiving a service at weekends.	54%	61%

This equates to approximately 100 staff working in the evenings and 200 staff working at weekends.

- 3.3 Development of the service over recent years to meet requirements outwith office hours has primarily been addressed by enhancement of the personal carer workforce. To ensure effective service delivery and support safe working practices we also now require to ensure appropriate management cover is available to meet the changing profile of service delivery.

4. INDEPENDENT LIVING

- 4.1 Services which support people in the community will assist them to achieve their full potential, to enable people to do things for themselves rather than having things done for them. This enabling approach is currently adopted within all services for older people.
- 4.2 Our Day Services, in addition to the valuable social contact they provide, now work with people to maintain independent living. We believe this activity could be enhanced by involvement of an occupational therapy assessment in care plans where appropriate.
- 4.3 Occupational Therapists can provide complimentary supports in relation to rehabilitation. By extending the scope of the Occupational Therapy service we would benefit rehabilitative work within Day Care, Home care and Residential Care.

5. PROPOSAL

- 5.1 To provide direct management support to Home Care staff who are working in the evening and at weekends it is proposed that additional Home Care Manager hours (53 hours per week) are added to the current establishment. This will ensure management cover from 8am to 10pm, 7 days per week with management on-call arrangements covering overnight supports.
- 5.2 To support rehabilitative work in older people's services it is proposed that one additional Occupational Therapist post is added to the current establishment.

6. PERSONNEL IMPLICATIONS

- 6.1 Trade Unions have been informed of proposals in section 5 and are generally supportive.
- 6.2 Summary of implications of this report are 53 hours per week additional Home Care Manager hours and 1 additional Occupational Therapist.

7. FINANCIAL IMPLICATIONS

- 7.1 The resources for the Home Care Manager post are available through Resource Transfer monies from Health following closure of continuing hospital care beds. Resources for the Occupational Therapist post are available from additional new monies for the development of older people services received from the Scottish Executive.

8. COMMUNITY PLANNING IMPLICATIONS

- 8.1 The proposals within this report directly support the Improving Health and Improving Opportunities themes of the Community Plan.

9. RECOMMENDATIONS

- 9.1 It is recommended that Social Work Committee
- (i) approve the proposals in section 5;
 - (ii) refer the Personnel Implications in section 6 to Corporate Governance Committee.
 - (iii) otherwise note the contents of the report.

John Mulgrew
Executive Director of Educational and Social Services
6 October 2005
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LIST OF BACKGROUND PAPERS

Nil

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