

## **EAST AYRSHIRE COUNCIL**

### **IRVINE VALLEY LOCAL COMMITTEE**

#### **HOME HELP SERVICE**

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

### **1. PURPOSE OF REPORT**

- 1.1 To report back to Local Committee on the changing pattern of home care in East Ayrshire Council and in particular the number of home helps employed since 1997.

### **2. BACKGROUND**

- 2.1 East Ayrshire Council is committed to providing high quality flexible services tailored to meet individual needs. Services can be made available as required at critical intervals of need over 24 hours per day 7 days per week. This involves working in partnership between statutory , voluntary and private agencies in delivering these services. In 1997, 390 home helps delivered services to 1600 people. At that time 36.6% of home care service users were receiving home care services between 2 to 4 hours per week. A low number of intensive care packages were provided and figures highlight that people receiving 10 hours or more home care was only 8.3% of the total caseload. This is also reflected in each service user on average receiving below 5.1 hours of home care per week (1999 statistics).

### **3. PRESENT SITUATION**

- 3.1 In 2001 , 377 home helps delivered services to 1,348 people.
- 3.2 Although the number of service users has decreased the figures that should be seen as paramount is the intensity of provision of services for the number of people. The community care strategy supports people in the community by providing services to those in greatest need to enable them to stay in their own homes and prevent unnecessary admission to residential/hospital settings.
- 3.3 Today the needs of people receiving intensive home care services have changed to reflect a service which delivers a larger percentage of care at home to people who require over 10 hours care per week (23.7%). Within East Ayrshire Council since 1997 the numbers of people receiving over 10 hours home care services has increased from 133 in 1997 to 311 in March 2001, an increase of over 200%. This highlights that some 300 older people are being helped to stay in the community with external support, which reflects their and their carers wishes.

- 3.4 Since 1997 the number of employees has also reduced, but more importantly the number of hours worked each week by employees has risen. The Local Authority provision of home help hours per service user (6.8 hours in East Ayrshire) is above the Scottish average of 5.6 per service user.
- 3.5 This in effect highlights people within East Ayrshire are receiving increased home care services which are more intensive in nature than the Council provided in 1997.
- 3.6 Throughout 1998- 2000 a number of sessional staff have been recruited to ensure flexibility in service provision over evenings and weekends.
- 3.7 To ensure continuity of provision to service users and to encourage permanent employment in the area, all sessional staff with over 2 years service have been offered permanent contracts ranging from 16 -25 hours per week (approximately 50 employees). The department will continue to recruit sessional staff to ensure immediate and flexible access to care at home when service users and carers require it. This staff group will complement contracted home care staff.

#### **4. RECOMMENDATION**

- 4.1 It is recommended that Local Committee: -
- i) Note the content of the report.

**John Mulgrew**  
**Director of Educational & Social Services**

**08 May 2001**

Enc: (0)

#### **LIST OF BACKGROUND PAPERS**

**Nil.**

For further information on this report please contact Denise Brown, Service Unit Manager, Home Care on (01563) 554825.

**Implementation Officer: Denise Brown**

**AGENDA**