

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE : 22 MAY 2003

HOME CARE PERFORMANCE REPORT

Report by the Director of Educational and Social Services

1. PURPOSE OF REPORT

- 1.1 To advise members of progress made 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 proposals to address these.

2. CONTEXT

- 2.1 The changing environment within which home care services are delivered in East Ayrshire was detailed in Social Work Committee paper reporting stage 1 of the Home Care Review on 9 April 2002.
- 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 employees.
- 2.3 To ensure we deliver quality services that meet National Standards, we require to have in place robust management and monitoring arrangements

3. PERFORMANCE AND IMPLICATION FOR SERVICE

- 3.1 Appendix 1 provides details of Statutory Performance Indicators for Home Care over the past 2 years.

In summary they show a positive picture and include:

- 3.1.1 An overall increase of 25% in the number of hours of care provided.
 - 3.1.2 An overall increase of 10% in service users receiving a home care service.
 - 3.1.3 An increase of 36% 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 41% in the number of people receiving care in evenings.
- 3.2 These statistics evidence that the Home Care Service is developing into a more responsive service able to increasingly meet the needs of the most vulnerable and in so doing enabling people (particularly older people) to continue living at home.

- 3.3 In future the service requires to be increasingly targeted to ensure that those with the greatest need are consistently given priority, and that access to services are equitable.
- 3.4 In order to achieve this it is proposed that clear eligibility criteria for accessing the service is developed in which priority is given to:
- (i) People who are terminally ill and their carers.
 - (ii) People who require Personal Care and their carers (as defined in schedule A1 of the Community Care and Health (Scotland) Act 2003).
 - (iii) Prevention of admissions to care or hospital and the facilitation of early discharge where appropriate.

In addition, a fastrack system will be explored with Housing to ensure flexibility and speedy access to essential supports is introduced in critical situations.

- 3.5 It is clear that the increase in service provision has significant cost implications. It is equally important that all assessment is based on need and it is not proposed that a definitive ceiling is introduced for the maximum cost of a care package. However, before implementing support packages account must be taken of available resources when deciding how to meet identified need and a framework will be developed to ensure this takes place.

4. IMPLICATIONS FOR EMPLOYEES

- 4.1 Following extensive negotiations the Home Care Review was implemented in various stages and presented to Social Work Committee: Stage 1 – 9 April 2002, Stage 2 – 23 May 2002 and Final Stage – 7 November 2002, for approval.

Early implementation would indicate that the service is more robust, flexible and sensitive to the needs of the individual. At the same time, and in order to achieve this flexibility, employees have begun to benefit from an improved career structure, training opportunities and better work/life balance.

- 4.2 Over the past year the number of permanent Personal Carers (previously Home Helps) has increased. This reflects both an increase in the number of hours of care delivered and a move to redress a situation where staff were required to work excessive hours to meet service needs.
- 4.3 As a consequence of increased hours and the need to continue to expand home care services additional Personal Carers have been and will continue to be recruited. (New recruits amount to 50 at this time with plans to expand further). In addition the more complex role now associated with Personal Carer, means staff require greater support and guidance. Consequently there is a need to introduce robust management arrangements to ensure staff are supported and that the home care service is developed to the highest possible standard for vulnerable residents in East Ayrshire.

This increase in service and staffing coupled with an increase in the broad responsibilities associated with Single Shared Assessment for Home Care Managers means that an additional two Home Care Managers are needed to ensure the delivery of safe high quality services in East Ayrshire. (See Section 6).

5. FINANCIAL IMPLICATIONS

- 5.1 The Scottish Executive has recognised that developing care at home services will require additional resources. Both increased “Free Personal Care” funding and new funds provided specifically to develop care at home in 2003 have been made available. Consequently, the additional Home Care Manager posts and administrative supports will be funded through these additional monies. Namely £3.5 million to implement Free Personal Care. £476,000 to develop new care at home services.
- 5.2 The service will continue to be managed within available resources including the new monies outlined above and money recently realised through the Supporting People Initiative.

6. PERSONNEL IMPLICATIONS

- 6.1 To reflect the increase in quantity and quality of home care delivery two additional Home Care Managers posts are added to establishment.
- 6.2 To provide the necessary administrative and clerical support to community care services 1½ posts are added to establishment.
- 6.3 Trade Union agreement has been reached in respect of these proposals.

7. POLICY/LEGAL IMPLICATIONS

- 7.1 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.
- 7.2 The proposed additional staffing will contribute to ensuring that quality services are delivered in line with the Regulation of Care.

8. RECOMMENDATIONS

- 8.1 It is recommended that Social Work Committee:
- (i) approve the proposals (3.4 & 3.5) to improve the future delivery of service;
 - (ii) refer the staffing implications to the Corporate Governance Committee for consideration; and
 - (iii) otherwise note the contents of this report.

John Mulgrew
Director of Educational and Social Services
7 May 2003
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:
Eddie Fraser, Service Unit Manager Home Care, telephone 01563 554825

IMPLEMENTATION OFFICER : JACKIE DONNELLY

