

## **EAST AYRSHIRE COUNCIL**

**SOCIAL WORK COMMITTEE : 11 SEPTEMBER 2003**

### **EXTENDING CARE SUPPORT SERVICES**

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

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

- 1.1 To advise members on the development of support services complimentary to Social Work frontline services which will increase the opportunity for vulnerable people to stay in the community.

#### **2. BACKGROUND**

- 2.1 Social Work in East Ayrshire provides a range of Community Care Services to meet the needs of the most vulnerable in society. These services are rightly prioritised to firstly meet the needs of those requiring personal care and intensive supports.
- 2.2 The report by the Joint Future Group (November 2000) also envisaged a new style of service operated through the local voluntary or independent sectors focusing on low intensity practical support.
- 2.3 The overall aim of these services is to promote wellbeing, particularly for those living alone or without family support, by helping older people and disabled people to retain their independence, ensure they live in a healthy and safe environment and prevent further deterioration in health.

#### **3. EAST AYRSHIRE RESPONSE**

- 3.1 In response to the above challenges Social Work in East Ayrshire has worked to build on the existing positive partnerships we have with local community and voluntary organisations. There are three specific services being developed at this time: Low Level Home Maintenance, Carer Respite and Advocacy.

#### **4. HOME MAINTENANCE SERVICES**

- 4.1 Through ongoing assessment we have identified a need for a low level Home Maintenance service in approximately 800 households of community care service users in the North of the Authority, including the Irvine Valley. Over the past 2 years we have established a partnership with the Helping Hands organisation to provide this service on a small scale. Building on this partnership provides the opportunity to meet this identified need.

- 4.2 Each service user referred from East Ayrshire Council will receive:
- a) One planned visit per year.
  - b) Access to additional services as per service specification throughout the year.
  - c) Each service user will be given a leaflet on services available and details of how to contact Helping Hands in between visits.
- 4.3 The partnership also provides an opportunity for this community organisation to create flexible local employment.
- 4.4 Work is underway to ensure that as soon as is practically possible, this, or a similar service will be delivered across the full Council area.

## **5. CARER RESPITE**

- 5.1 Through assessments and discussion with carers, particularly through The Princess Royal Trust (East Ayrshire) Carers Centre, we have identified the need for a more responsive, flexible carers respite service.
- 5.2 This service will not replace planned respite or short break support packages to service users and carers. It is nevertheless intended to improve the quality of life of carers by providing easier access to respite for them when required. This might be to give the carer time to go to the hairdressers, attend a wedding or the freedom to catch up on the day to day things that we all take for granted. The service will be available across the Council area.
- 5.3 We plan to build on our current partnership with Crossroads Care Attendant Scheme to meet this need with carers directly accessing the service through the Princess Carers Trust or Crossroads itself.
- 5.4 This carer respite service will:
- Be available 7 days per week, 52 weeks per year.
  - Be provided on an “as and when required basis”.
  - Provide a notional 160 hours respite per week.

## **6. ADVOCACY**

- 6.1 East Ayrshire Council recognises that vulnerable people often require assistance, support and independent representation to communicate their views, aspirations and choices effectively. The East Ayrshire Advocacy Service is the main provider of independent advocacy services for adults and older people in East Ayrshire. It was established in 1994 and has been supported by East Ayrshire Council and NHS Ayrshire and Arran since 1998. It has also recently developed and expanded significantly in the field of older peoples services.

- 6.2 We are building on our existing partnership with East Ayrshire Advocacy Service to develop a service across the Council area that will be easily accessible to older people. This part of the service will consist of a team of workers providing 140 hours per week advocacy support.
- 6.3 Individuals are able to be either referred to the Advocacy Service or can refer themselves should they feel that they require advocacy to assist them to represent their views.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 Dedicated revenue resources have been identified through, the Supporting People programme and the monies allocated by the Council this year to further develop services for older people.

## **8. LEGAL/POLICY IMPLICATIONS**

- 8.1 Development of these additional supports demonstrates that east Ayrshire Council is delivering services in line with National and Local Policies and increasingly meeting the needs and aspirations of older people in East Ayrshire through partnership working with the voluntary sector.

## **9. RECOMMENDATIONS**

- 9.1 It is recommended that Social Work Committee:
- (i) note the content of the report.

**John Mulgrew**  
**Director of Educational and Social Services**  
**26 August 2003**  
**Enc (0)**

### **LIST OF BACKGROUND PAPERS**

1. Community Care: A Joint Future – November 2000
2. Fair Care for Older People – Care Development Group Report – September 2001

For further information regarding this report please contact:  
Eddie Fraser, Service Unit Manager Home Care, telephone: 01563 554825

**IMPLEMENTATION OFFICER: JACKIE DONNELLY**