
**Argyll and Bute Community Planning
Partnership**

**Oban Lorne and the Isles
Area Community Planning Group**

10th December 2014

Agenda Item



Bowman Court Progressive Care Centre

1. Purpose

- 1.1 To advise the Area Community Planning Group on the range of initiatives taken and to be taken in relation to the service at Bowman Court.

2. Recommendations

- 2.1 The Area Community Planning Group are requested to note the contents of this report on a range of issues associated with Bowman Court

3. Background

- 3.1 The Bowman Court Progressive Care Centre replaced the Dunaros residential unit and Salen Hospital in January 2013. The opening of Bowman Court was the result of partnership working over many years, across Argyll and Bute Council, NHS Highland, the Scottish Government's Housing Investment Division, West Highland Housing Association and the Mull and Iona progressive Care Centre Company

Bowman Court offers 12 individual supported tenancies and a modern hospital together with a range of other health facilities and related staff housing to ease recruitment. This compares to the 8 residential places available in Dunaros.

The model of Progressive Care Housing is consistent with the national policy of Re-Shaping Care for Older People and with the 2014 Joint Strategic Plan for Older People developed by the Partnership which is itself, subject to ongoing consultations with local communities across Argyll and Bute.

4. Detail

- 4.1 Previous concerns that service users may be forced to leave the island in order to receive care in a nursing home on the mainland.

We know that since January 2013 4 islanders have left to be supported in nursing homes/ residential care homes, two in each of the last two years. The

details behind each of these moves to the mainland will be examined prior to and reported on verbally at the 10th December Area Community Planning Group meeting.

- 4.2 The current profile of service users residing within Bowman Court. Of the 12 tenants, 7 are in receipt of a care at home services as follows:

Total Hours of Care at Home = 199.25 hrs

Range = 12.25 to 59.5 hrs

Age Range = 78 to 93 years

As we employ home carers with flexible working conditions we can increase/decrease staffing support as required to meet the changing care needs of individual tenants and the complex in total.

- 4.2.1 Of the 4 residents who moved to Dunaros in January 2013, only one remains.
- 4.3 In relation to concerns that the staffing levels at night were not appropriate, staffing levels were supplemented from one to two in March 2013
- 4.4 In relation to concerns that the general Telecare Alarm System that services the community was not suited to the tenants of Bowman Court, all tenants who receive care at home services now have an alarm system that is managed directly within Bowman Court.
- 4.5 An additional Home Care Manager was recruited in January 2014 who has specific management responsibility for the home care staff in Bowman Court.

4.7 **Future Proposals**

Adult Care Services are currently carrying out a review of the current service arrangements at Bowman Court. Although this is proceeding, it will result in more sustained and dedicated Management and Leadership resource. In particular it will establish the post of Progressive Care Centre Manager who will assume the responsibility for the Care at Home Service within Bowman Court and be responsible for an envisaged registered day care service for older people within the complex. This service will be accessible by current tenants and by the local community dependent upon assessed need. This matter should be subject of a further report to the Community Planning Group at a later date once operational and established, in 2015.

This review will also look at the training needs of the Bowman Court staff group especially in areas of the model of care, dementia awareness and the administration of medication.

The staff at Bowman Court will also be part of a wider initiative that is ongoing with the Trade Unions across home care. Specifically, this will look to end the position where we have zero hour contracted care at home staff. We will look to shift such staff to agree contractual hours. As part of this we will also look at the position of bank staff who operate across directly provided care at home services with a view to also shifting these staff, where they are in agreement, onto a contracted hours basis. This work is being progressed with HR and is expected to be completed over the next couple of months

5 Conclusions

The Bowman Court service has now been operational for circa two years. Many of the concerns on this model of care being able to adequately respond to the changing support needs of the islanders have now been alleviated. Adult Services will continue to review the operational effectiveness of this service, ensure robust service improvement plans are in place and report routinely to the Area Community Planning Group on performance.

For further information please contact:

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