

HOME CARE SERVICES

1.0 EXECUTIVE SUMMARY

The main purpose of this report is to provide elected members an update of the current home care service in Bute and Cowal. The report highlights recent developments in improving the service and Bute and Cowal current service provision activity. It also shows the number of service users awaiting services and the review activity to date.

CARE AT HOME SERVICES

2.0 INTRODUCTION

2.1

As reported at previous committees, Bute and Cowal provide a high level of home care services to those requiring support within the home environment. This has proved challenging for a number of factors including the availability of home care to some areas and the effects the national shortage of home carer's has impacted on our ability to provide a responsive service at a local level.

3.0 RECOMMENDATIONS

3.1

As stated above the national shortage of carer's has had a significant impact on Argyll and Bute and there are a number of factors. One of which is that often caring is not seen as an attractive career of choice. However, Jim Robb Head of Service held the first of a series of workshop on 16/1/15 with provider agencies to look at the recruitment and retention of staff for Argyll and Bute and the long term sustainability of the service. This work is ongoing.

3.2

From a local aspect there continues to be issues regarding the availability of home care especially to the rural areas. In Bute and Cowal we have been in negotiations with a Carr Gomm agency to take over the Collintraive area therefore freeing up capacity for Allied so they are able to focus on Tighnabruaich. This will be monitored and reviewed but it is hoped it will assist in reducing waiting and travel times for services in those particular areas so we can provide a swift sustainable responsive service. The above action will be implemented on 23/3/15 and all current service users that are affected will be informed in advance.

4.0 DETAIL

4.1

Bute and Cowal current activity:

Details up to week ending 13/03/15	Bute	Cowal	Total
No of clients receiving a service	152	189	341
Projected hours of care	2,235.50	2,194.25	4,429.75

4.2

We current have a total of 6 service users awaiting services (w/e 13/3/15). All are situated in our outlying areas. 3 are receiving partial care support from an agency and 3 are being supported by family and friends with back up for the Extended Community Care Team (ECCT). However, one of the service user self-discharged from hospital against medical advice before an assessment could be completed therefore this has been done retrospectively.

4.2

Initial reviews are undertaken by the Home Care Procurement Officers at 4 weeks after services are introduced and are all up to date at the time of writing. Further reviews are done at regular intervals and at least once a year if situation is stable. However, a review can be called at any time depending on the individual need of the service user.

5.0 CONCLUSION

5.1

You will see that we provide a high level of care to a total of 341 service users for Bute and Cowal and this number only varies depending on incoming demand and attrition. To date we have 6 people currently awaiting services and it is hoped that the implementation of zoning of agencies will alleviate this. Work is continuing at strategic level to support agencies with their recruitment and retention of staff to support the long term sustainability of home care services in Argyll and Bute,

6.0 IMPLICATIONS

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| 6.1 | Policy | May affect our ability to support those in Argyll to live Independently and therefore tip the Balance of care. |
| 6.2 | Financial | May affect our ability to generate future income for ABC. |
| 6.3 | Legal | NA |
| 6.4 | HR | Ongoing issues regarding HR for our external partners |
| 6.5 | Equalities | Potentially creating a post code lottery approach to service delivery. |
| 6.6 | Risk | Risk to the sustainability of the home care service in B&C. |
| 6.7 | Customer Service | We aim to provide the best possible home care service to those in B&C. |

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