

CARE AT HOME SERVICES

1.0 EXECUTIVE SUMMARY

The main purpose of this report is to provide elected members an ongoing update of the 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

Bute and Cowal continues to provide a high level of home care services to those requiring support within the home environment. This continues to be a challenge in some of our areas due to geographical and rurality issues and the ongoing issue of home care availability.

3.0 RECOMMENDATIONS

3.1

As stated the national shortage of carer's continues to have a significant impact on Argyll and Bute. This is especially significant as a high number of the work we do is to facilitate swift discharges from hospital. We are currently looking at a number of options that will support this. One is the introduction of a new integrated reablement model which is currently being worked upon by the Occupational Health Department. The first joint meeting is to be arranged by the end of June 15 therefore details are to yet to be finalized.

3.2

From a local perspective, our challenges remain the same. However, as previously stated we have instigated a zoned system for Colintrive and Tighnabruaich. This has been running since 23/3/15 which we continue to monitored and will be reviewed within the next quarter.

3.3

Work continues 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.

4.0 DETAIL

4.1

Bute and Cowal current activity:

Data Period 01/04/2015 - 08/05/2015	Bute	Cowal	Total
No of Clients receiving a Service	158	204	362
Projected hours of care	11,657	10,412	22,069

4.2

We current have a total of 3 service users awaiting provision (w/e 15/5/15) which is a 50% reduction within the last quarter. All are situated in our outlying areas. 2 are receiving partial care support from an agency and 1 is currently in a step down bed following discharge from hospital due to no home care available in their area. The Extended Community Care Team (ECCT) continues to support discharges from home but again there are ongoing issues with their capacity to sustain this.

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 362 service users for Bute and Cowal and this number only varies depending on incoming demand and attrition. To date we have 3 people currently awaiting partial services and it is hoped that the implementation of a new reablement model and the zoning of agencies will alleviate this. Work continues at strategic level to boost the 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 | Negating the potential creation of 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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