

SERVICE DESCRIPTION FORM

Department: Education and Social Care - Community Care.

Service: Care at Home

Income (€000s)

Client income	240
Change fund (NHS)	311
Total Income	551

Description:

The home care service is a community based service with carers and team leaders operating in teams throughout the whole of Moray. The service comprises a home care service where carers visit service users in their own home and provide personal care; a home-from-hospital service where carers support speedy discharge from hospital, and an intermediate care service where carers work to prevent unnecessary hospital admission. This latter is funded by the Change Fund.

A very small amount of care is provided for people under age 65 and also non personal care is provided. This is reflected in the relatively small amount of client income noted above. Personal care for people over 65 is not chargeable.

The service is essential, both in terms of the wellbeing and care of the people of Moray but also in terms of statutory reporting requirements, including Audit Scotland requirements and also NHS HEAT targets (Health Improvement, Efficiency, Access and Treatment)

HEAT targets include: T6 - to achieve agreed reductions in the rates of hospital admission; T10 – to support shifting the balance of care and T12 - reducing the need for emergency hospital care.

The Audit Scotland indicators are set out in the table below. The increase in numbers and percentages of people being supported is clearly apparent.

Indicator Number	2008/09 Result	2009/10 Result	2010/11 Result	2011/12 Result
9 a) Number of people aged 65+ receiving homecare	1,049	979	1,034	1,052
9 b) Total number of homecare hours per 1,000 population aged 65+	491.4	475.9	493.1	512
9 c) (i) Number and percentage of homecare clients aged 65+ receiving: Personal care	84.7%	81.6%	87.2%	88.9%

9 c) (ii) Number and percentage of homecare clients aged 65+ receiving: A service during evening/overnight	35.1%	FTR – in full – Failed to Report	30.4%	42.2%
9 c) (iii) Number and percentage of homecare clients aged 65+ receiving: A service at weekends	52.9%	62.4%	65.0%	72.9%

Outcomes / impacts:

Reference to the service's contribution to Council priorities and SOA targets.
Indicate if there are government expectations

The home care service makes a direct contribution to the realisation of the following Single Outcome Agreement national outcomes:

- (i) National Outcome 2 - We realise our full economic potential with more and better employment opportunities for our people.
- (ii) National Outcome 6 - We live longer, healthier lives.
- (iii) National Outcome 11 - We have strong resilient and supportive communities where people take responsibility for their own actions.
- (iv) National Outcome 15 – our public services are high quality, continually improving, efficient and responsive to local people's needs.