

**REPORT TO: THE EDUCATION AND SOCIAL SERVICES COMMITTEE ON 9  
APRIL 2008**

**SUBJECT: OLDER PEOPLES SERVICES: DRAW DOWN**

**BY: DIRECTOR OF COMMUNITY SERVICES**

**1. REASON FOR REPORT**

- 1.1 To inform Committee of plans for utilisation of new funding of £350k for Older People's Services, approved as part of the Budget for 2008/09 by Council on 13 February 2008.
- 1.2 This report is submitted to Committee in terms of Section D (23) of the Council's Administrative Scheme relating to Social Work Services.

**2. RECOMMENDATION**

- 2.1 **It is recommended that Committee agree to establish the following additional posts in local area teams:**
- **4.75 wte Community Care Officers**
  - **0.50 wte Care Organisers**
  - **1.00 wte Day Care Officer**
  - **Begin new Home from Hospital services in Buckie and Forres**
  - **0.50 wte admin support, proposed Grade 3**

**3. BACKGROUND**

- 3.1 An increase in Community Care Officers is required to improve access to commissioned services.
- 3.2 Community Care Officers assess the needs of Older People in order to identify the range of support services required to meet these needs e.g. home care, day care, residential care. These support services cannot be accessed without assessment. This means that insufficient staffing of Community Care Officers prevents older people accessing and being supported correctly.
- 3.3 Currently all teams have waiting lists of around 40 people for assessment by Community Care Officers. The increase in staffing in Community Care Officers will improve access to support and decrease the amount of time that older people must wait to have these needs assessed.
- 3.4 Additionally, by increasing the number of qualified staff in the services the quality of assessments will be further improved. Improved assessments can mean that clients are supported by less services as their needs are more accurately identified. More experienced staff are more able to promote an enabling agenda that avoids making clients dependant upon services, but rather helps them to identify and strengthen their own skills and capabilities.

- 3.5 Increased staffing in Community Care Officers will also enable: improved carers assessment, assessment for telecare equipment and accurate recording on the Carefirst system.
- 3.6 An additional 0.5 Care Organiser is required in Buckie to manage the Home Care workforce. Current staffing levels in Buckie mean that quality monitoring with staff and maintaining contact with clients and families is being compromised.
- 3.7 One local area office has no dedicated administration staff for the locality team and other offices have insufficient staff to adequately support the Community Care Officers. This means that Care Officers are filing, typing and answering routine phone calls. Increasing administrative staff will help improve the efficiency of the locality teams.
- 3.8 In particular, as improved procedures have been put in place to comply with the requirements of improving key processes in the SWIA action plan, there are increased team administration needs i.e. to fax and receive service agreement forms from providers to help maintain a spreadsheet of expenditure on external provision and to assist Community Care staff to maintain the Carefirst Information system.
- 3.9 The initial Home from Hospital service was established in Elgin in November 2007. This has proved very successful. Faster and well planned discharges from Dr Grays have been achieved with the hospital staff having a high degree of confidence in the service. As a result of the team, spending on external domiciliary services has been reduced. The Home for Hospital service has been successful in enabling people to regain their confidence after discharge meaning that they need less help at a later stage.
- 3.10 A Day Care Officer is required to lead the team of day care staff and Older Peoples Day Services. This will enable the quality of day care to be enhanced and the regulatory requirement from Care Commission for more supervision of care staff in day care.
- 3.11 All these proposals together should mean that access to Older Peoples services improve and that the strategic shift in resources from institutional settings to home based care is progressed, beginning with an improved ability to assess and identify the re-ablement needs of Older People. So more Community Care staff will not necessarily lead to higher spending on support services. However at present there is an underspend on all care budgets, allowing for some growth in demand as a result of an increased number of assessments.

#### **4. SUMMARY OF IMPLICATIONS**

<b>(a)</b>	<b>Corporate Development Improvement Plan</b>	<b>Plan/Community</b>	<b>Plan/Service</b>
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This report relates to the Council's Social Programme to achieve a cohesive health & social care system

**(b) Policy and Legal**

To meet the Council's priority for Older People's Services.

**(c) Resources (Financial, Risks, Staffing and Property)**

Funding available from the £350k allocated to Older Peoples Services

**(d) Consultations**

The Director of Community Services; Head of Community Care; Lorraine Paisey; Principal Accountant, and Katrina McGillivray, Senior Personnel Advisor have all been consulted and agree with the contents of this report.

**5. CONCLUSION**

**5.1 To commence the strategic redesign of Older Peoples Services the following staff are required:**

- **4.75 wte Community Care Officers**
- **0.50 wte Care Organisers**
- **1.00 wte Day Care Officer**
- **Begin new Home from Hospital services in Buckie and Forres**
- **0.50 wte admin support, proposed Grade 3**

Author of Report: Jane Mackie, Lead System Manager, Social Work

Background Papers:

Ref: