



**REPORT TO: HEALTH AND SOCIAL CARE SERVICES COMMITTEE ON
19 FEBRUARY 2014**

**SUBJECT: CELEBRATING SUCCESS – SUPPORT & CARE AT HOME
SERVICES, CHANDLERS COURT, ELGIN**

BY: CORPORATE DIRECTOR (EDUCATION AND SOCIAL CARE)

1. REASON FOR REPORT

- 1.1 To inform the Committee about the function and performance of the pilot Support & Care at Home Services contract at Chandlers Court, Elgin.
- 1.2 This report is submitted to Committee in terms of Section III (E) (4) of the Council's Administrative Scheme relating to exercising the Council's powers to contribute to the expense of housing elderly, infirm or disabled people.

2. RECOMMENDATION

- 2.1 **It is recommended that the Health & Social Care Services Committee considers the performance under the contract.**

3. BACKGROUND

- 3.1 In April this year a contract was agreed between Hanover Housing (provider) and Moray Local Authority Social Care (commissioner) to run a three year pilot whereby tenants living in very sheltered housing at Chandlers Court would have both their housing support and their personal care needs met within Chandlers Court rather than their personal care needs being met by an external agency i.e. either another external home care service-provider or in-house home carers employed directly by Moray Council. The key specification of the agreement is to provide older service-users with an alternative to residential care by providing flexible, intensive care in the service-user's own homes (sheltered house/apartment within Chandlers Court); the approach will be to encourage service-users to maximise their independence by assisting them in employing the skills necessary for independent living.
- 3.2 Prior to the commencement of this pilot residents at Chandlers Court received care at home through either Allied Healthcare or Moray Council Home Care Team with housing support being provided by Hanover Housing Association (the Landlord), frequently this resulted in tenants asking for and receiving advice from a number of different agencies. By amalgamating all support

services under Hanover the residents can receive care and advice from the same source and the support required is available immediately.

- 3.3 A quality audit was carried out at the end of September 2013. The auditors arranged with Hanover Housing to visit the pilot and to have an informal conversation with tenants living on the complex at Chandlers Court during their afternoon coffee break, followed by a brief interview with the Assistant Area Manager, (acting for the resident manager who was on annual leave). Additionally a questionnaire was left with the Manager for the tenants and staff to fill out if they wished and to return to the Moray Council.
- 3.4 Chandlers Court is set in a quiet picturesque setting, the complex itself is fresh, clean and attractively decorated with a pleasant atmosphere, the tenants attending the coffee afternoon appeared relaxed, confident and happy to discuss their feelings with regard to the pilot, housing support and what they thought of living at Chandlers Court. There are 26 tenants (1 couple); Chandlers Court also provides a day care service average attendance is 16 service-users. There are currently twelve home care/support staff (including a senior home support assistant); one part-time administrative assistant and the manager of the complex, as well as relief staff. Also on site there are three cooks (2 part-time and 1 full time); and three domestic staff. Currently the contract includes a sleepover service where Hanover staff are on call between 9.30pm and 7.00am however this is not a waking night service but an “emergencies only service”.
- 3.5 All of the tenants interviewed agreed that they preferred to have their home care services provided in-house at Chandlers Court and that this increased their confidence, feelings of security and self-esteem. The tenants all agreed that their quality of life had improved since the pilot had started. Many tenants spoke of it giving them more independence in their own homes; that they had more control over the care that they received, that they were able to better organise their day; three of the tenants mentioned that they felt without this service they would have had to go into residential care, which they would not have wanted.
- 3.6 The pilot service has taken some time to bed in and initially there were problems ensuring that there were sufficient staff to cover all services however this settled following the holiday period and has remained stable since. The results of the staff survey showed that the staff enjoyed having greater contact with the residents and were able to build better relationships with all residents which has resulted in a greater flexibility in operation for both parties.

4. SUMMARY OF IMPLICATIONS

(a) Council / Community Planning Priorities

- (i) National Outcome 15 – our public services are high quality, continually improving, efficient and responsive to local people’s needs;

- (ii) Service Priority 3.5 – Improving Workforce, Standards and Infrastructure;
- (iii) Service Priority 4.1 – Improving key delivery processes and
- (iv) Service Priority 4.5 – Increase our capacity for self-evaluation

(b) Policy and Legal

This report should be considered in accordance with the statutory duties contained under section 12A of the Social Work (Scotland) Act 1968.

(c) Financial implications

The original Chandlers Court Contract for the Housing Support was for £110K and the cost of Care packages delivered external/ internal was £103K. The combined costs were therefore £213K. The current contract cost of £215K compares very favourably (allowing for a small 1.2% uplift.)

(d) Risk Implications

The main risk associated with this service is in terms of sustainability, both financial and in terms of staff availability. Comparisons will have to be made between the cost of this provision in relation to the cost of provision for separate home care and housing support and admission to residential care.

(e) Staffing Implications

There are no additional staffing implications as a result of this report. There are implications in terms of the focus of work of staff and measures have been put in place to focus staff activity on the most appropriate aspect of the service.

(f) Property

There are no property implications as a result of this report.

(g) Equalities

Positive indicators were identified for the elderly and for disabled people, no negative indicators were identified.

(h) Consultations

The following have been consulted and are in agreement with the sections of this report relating to their areas of responsibility:- Head of Community Care; Deborah O'Shea, Principal Accountant; Kathryn MacPherson, Senior Solicitor (Property & Contracts); Commissioning & Performance Manager; Service Manager (Assessment & Care).

5. CONCLUSION

- 5.1 The pilot service is much valued by the residents in Chandlers Court however further time is required to determine whether it is cost effective and viable in the longer term.**

Author of Report: Sandi Pick, Joint Commissioning Officer
Background Papers: Held by Joint Commissioning Officer
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