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Argyll and Bute Council
Comhairle Earra Ghaidheal agus Bhoid

Customer Services
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SUPPLEMENTARY PACK

SOCIAL AFFAIRS THEMATIC CPP GROUP – MONDAY 14 FEBRUARY 2011 AT 10.00 AM IN THE COUNCIL CHAMBER, KILMORY, LOCHGILPHEAD

I enclose herewith item 9 (**DEVELOPMENT OF TELECARE AND NIGHTTIME HOME CARE SERVICE**) which was marked to follow on the above agenda.

Douglas Hendry
Executive Director - Customer Services

TO FOLLOW ITEM

9. DEVELOPMENT OF TELECARE AND NIGHTTIME HOME CARE SERVICE

Report by Jim Robb, Head of Adult Care (Pages 1 - 8)

SOCIAL AFFAIRS THEMATIC CPP GROUP

Councillor Vivien Dance
Councillor Anne Horn
Councillor John McAlpine
Councillor James McQueen
Cleland Sneddon, ABC (Thematic Lead)
Jim Robb, ABC
Ken Macdonald, ABC
Marlene Baillie, Strathclyde Police
Derek Leslie, NHS Highland
Eleanor MacKinnon, Third Sector
Eileen Wilson, Community Planning Manager

Councillor Mary-Jean Devon
Councillor David Kinniburgh
Councillor Roderick McCuish
Councillor Elaine Robertson
Dougie Dunlop, ABC
Moira MacVicar, ABC
Glenn Heritage, Third Sector
Geoff Calvert, Strathclyde Fire & Rescue
David Price, Assoc of Community Councils
Gregg McMillan, Strathclyde Fire & Rescue

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Out of Hours Argyll & Bute Social Work / Telecare

1.General Social Work service

OLI/MAKI & Bute & Cowal:

All calls are coordinated by West of Scotland standby services and passed to local standby staff. Local; staff work additional hours in evenings and weekend as per planned rota in order to respond to emergencies such as Adult/Child Protection and emergency admissions to care.

Until recently this also included the coordination of Home Care services however this was passed to Car-Gomm(see details below)

The mental health service within Adult Care also provide a day and out of hours rota 365 days a year in response to mental health statutory work. Mental Health Officers provide cover to ensure the Council meet its statutory duties and responsibilities under mental health legislation.

Helensburgh & Lomond:

All work is dealt with by the West of Scotland standby service, there is no generic standby service provided by Argyll & Bute staff in this area. This is a historical arrangement which continued after the reorganisation of local government

in 1996. Covers This arrangement covers all services including call out for Child/ Adult Protection, urgent re-assessments etc. They also are delegated responsibility to commission emergency home care/residential care services as required.

Cost of West of Scotland Service: £77,600 p/a(2010/11)

2. MHO Rota:

The mental health service within Adult Care provide an out of hours mental health officer service to cover statutory work under mental health legislation.

The rota covers both day and out of hours rota 365 days a year.

Mental Health Officers respond to duty crisis work which may involve interventions under statute in partnership with local GP's and specialist Doctors with responsibility for mental health.

The rota is viewed as a valuable resource by medical staff, service users and carers across Argyll and Bute.

Budget: £4k per annum

3. Telecare

Telecare calls are handled by Hannover (Housing Association) with a small number being handled by Bield. Budget for handling (2010/11) is £46 k though this can vary as it is linked to the number of units provided.

4. Home Care

Standby Procedure for community overnight response teams

Aims of the Community Overnight Teams: Community Overnight Teams are being introduced in six localities across Argyll and Bute from the 24th January.

The aim of the team is to support the strategic vision of the Council and the Community Health Partnership that people are able to remain at home as independently as possible for as long as possible

The main purpose of the teams is;

- To respond to emergency Telecare alarm calls during the night – the availability of the overnight team means that service users who are unable to identify a key holder can now access a Telecare package and name the overnight team as key holders
- To support accelerated discharge from hospital – the overnight team will be able to carry out drop in visits for the first few nights after discharge if this is assessed as appropriate
- To carry out planned visits to people in their own homes overnight as part of a 24 hour community care assessment where concerns have been expressed about the need for overnight care

Who are the Teams and where are they based? The Teams are employed by Carr-Gomm and registered with the Care Commission to provide a Care at Home service. The Teams

are commissioned by the Council to carry out this service on their behalf.

There will be two members of staff on overnight every night in each of the areas. The Teams will cover a 10 mile radius of their base.

The local Teams are as follows:

Campbelltown – Lorne Campbell Court, Millknowe Road, Campbelltown, PA28 6NJ – Team Mobile Number - 07788 586233

Lochgilphead – McCracken Court, Lochgilphead, PA31 8TD – Team Mobile Number – 07788 651150

Dunoon – Cowal Community Hospital, 360 Argyll Street, Dunoon, PA23 7RL – Team Mobile Number – 07788 564809

Rothesay – Victoria Annex Hospital, Townhead, Rothesay, PA20 PJJ – Team Mobile Number – 07788 445248

Helensburgh – Alzheimers Scotland, 16 East Clyde Street, Helensburgh, G84 7PA – Team Mobile Number – 07788 567442

Oban – Eadar Glinn, Drummore Road, Oban, PA34 4JL – Team Mobile Number – 07788 657242

Other useful numbers are:

Silvia Jost (Service Manager) – 07788 668842

Denise Murdoch (Operations Manager) – 07966 048186

How do I make a referral to make a referral to the Team?

Planned referrals should be made to the Area Manager, Resources accompanied by the assessment paperwork (Personal Outcome Plan) by 3.30pm on the day you require the service. All requests that have been approved will then be relayed to Sylvia Jost, Service Manager.

Overnight emergency response; Overnight referrals should be made direct to the local teams. As far as possible the team will respond to requests that meet the criteria for the service.

Next day response to overnight emergencies: Information on Overnight emergencies will be passed to the appropriate Home Care Organiser on the next day of business by Sylvia Jost, Service Manager. The Home Care Organiser will make referral to the appropriate agency for follow up.

Review of Procedures; These procedures will be reviewed 3 monthly initially until the new teams are bedded in.

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MODEL OF CARE

Argyll and Bute Strategic Partnership have endorsed a revised model of care. The model of care is predicated on the Scottish Government's Reshaping Care for Older People Agenda and emphasises supporting older people to live as independently as possible, for as long as possible, in their own home or in a homely setting.

To establish the model of care, Argyll & Bute Council and Argyll & Bute Community Health Partnership have taken significant steps to develop existing community services and to commission new services.

The range of measures currently being developed are:

Single Point of Access

A locally based telephone response line supported by suitably trained staff to respond to requests for assistance or services for older people. The aim of this service is to ensure that older people get timely access to the right service from the right person.

Extra Care Housing

Extra Care Housing has been commissioned from Registered Social Landlords in three locations across Argyll and Bute. Extra Care Housing is provided in suitably adapted flats within Sheltered Housing complexes. Intensive Home Care packages are delivered by a Home Care provider and, if required, Community Nursing services to allow tenants to remain at home for as possible.

The places that have currently been commissioned are as follows:

Oban & Lorn

Lynne Court	10 places	from January 2011
Torosay Court	10 places	from January 2011
Ford Spence Court	10 places	from January 2011

Bute

Foley Court	10 places	from February 2011
Rothsay Court	10 places	from February 2011
Ferfadd Court	10 places	from February 2011

Campbeltown

Lorne Campbell Court	10 places	from December 2010
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Care will be taken not to exceed 10 places in each complex and to retain the ethos of supported accommodation. Existing tenants who already have intensive care

packages will be considered to be part of the 10 places and new referrals will account for the rest as voids become available.

Overnight Teams

Overnight Care at Home teams are in place in 6 locations from 24 January 2011. The overnight teams are provided by Carr Gomm and operate within a 10 mile radius of Rothesay, Helensburgh, Dunoon, Lochgilphead, Campbeltown and Oban. The main purpose of the team is:

- To respond to telecare alarm calls for people who live alone and do not have keyholders.
- To provide short term support for people who have been discharged from hospital – according to assessed need.
- To support 24 Community Care assessments.

Telehealth Care

Awareness raising training was carried out across Argyll for Care Management, Community Health Care and Ward staff over the autumn. The purpose of the training was to raise awareness about the advances in Telehealth care equipment in monitoring independence for people living at home.

Dementia Teams

Dementia Teams have been established in partnership with Alzheimer Scotland in MAKI, OLI and B&C. The emphasis of the teams is on self management and early diagnosis.

The above measures support the new model of care and are in keeping with the outcomes of the Review of Older People's Services.