

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.