

3 By helping users maximise their independence

- With an ever increasing demand on our services, we will introduce a short term re-ablement service to help service users maximise independence and choice;

4 By better targeting of resources.

- By introducing more rigorous and consistent assessment and review procedures, we'll be able to ensure we're delivering the right level of care to our service users, while maximising our available resources for those who need it most.
- We will continue to work with private care providers to meet the demands on the care services in an efficient manner. To guarantee the best levels of service, we will purchase 'predictable' home care services, while utilising our in-house team to deal with more emergency and complex care services.

Consultation

We have been consulting widely on the proposals and we'll be continuing to consult with service users, carers, staff and interested groups about the new vision for Home Care in the months to come.

We have set up a 'Checkpoint Group', with involvement of service users and others to advise on changes as they are implemented. If any changes directly affect individual service users, we will meet with them to talk through these. The changes will happen over the next five to six years.

We are committed to good communication and involvement now and into the future. If you would like to hear more about Edinburgh's plan to modernise Home Care, or would like to comment, you can contact us at: HSC.Communications@edinburgh.gov.uk or write to David Bolton, Health and Social Care Department, Level 1/8, the City of Edinburgh Council, Waverley Court, 4 East Market street, EH8 8BG or <mailto:david.bolton@edinburgh.gov.uk>

A Vision for the Home Care Service in Edinburgh



What is the Home Care Service?

The Home Care service is available to people in their own homes who have been assessed as needing help with essential tasks, such as washing, dressing and preparing food.

Why is the Home Care Service changing?

The demand for Home Care is growing and will continue to grow with the rising numbers of older people in the population. This rise will mean more people living at home who require more help. More and more people say they want to live in their own home rather than in a care home or hospital. We are developing the new service to provide a long term solution to the growing demand by meeting people's preferred needs.

How will the service change?

We need to find better ways of supporting people to live at home, by helping people 'to do' rather than 'doing for' them. This new approach, known as re-ablement, has been successfully used in local authorities in England and the Hospital Discharge Teams in Edinburgh.

Starting in one area of the city from October, the home care service will be in two parts:

- A re-ablement service for up to six weeks, assisting 100% of people assessed as needing a home care service to maximise their independence.
- A long term service for people with complex needs.

The Home Care service will be provided to people at critical points in their lives. An intensive service, 're-ablement', will be provided when people need help to get back on their feet and re-learn life skills, for example, after an illness, accident or hospitalisation. We will do this by working with people at their own pace, to build up confidence in their own ability, at first over six weeks.

The long term service will be flexible and responsive and will work closely with community nursing. It will build on the skills within the in-house service.

Assessment for the service will NOT CHANGE, nor will the initial care planning

By modernising the Home Care service in this way, we'll be able to ensure we're delivering the right level of care to our service users, while making the best use of our funding to help those who need it most. The new service will help prevent admission to hospital or care homes.

What do you mean by "life skills"?

'Life skills' is a shorthand way of describing daily independent living skills such as getting up and dressed, making a meal, moving about, going to the toilet, personal hygiene or simple domestic tasks, while feeling safe.

Will there be cuts in the service?

There won't be cuts in service, but the new service will allow us to be more efficient about how we use resources. Other authorities who have taken this approach have been able to reduce the number of service users who need long term care. We are aiming to reduce long term care clients by around 5% each year; all of the English authorities who have introduced this new way of working have achieved this and most have exceeded that by a considerable amount.

How will the changes be introduced?

1 By providing the right service at the right time

- Providing our service when our service users need it – meaning more cover availability at evenings and weekends.
- Providing flexible and responsive care that is both approachable and caring as well as professional and respectful of service users, their homes and their families.

- Providing re-ablement and the long term service using the in-house service.
- Using care organisations in the independent sector to provide services to people with less complex needs.
- Throughout the changes, we will ensure that the interests and well-being of clients and staff are at the top of the agenda.

2 By improving the way we work

- Providing up to date and relevant training and increased support for staff.
- Training staff to cater for service users with complex needs.
- Working in smaller, local teams.
- Matching workers to service users,
- Improving local decision making for service user care.
- Helping staff to communicate more easily, to discuss the needs of service users.
- Improving handovers at staff change over times, when a number of different staff are caring for one person.
- Ensuring annual reviews of care plans.
- Providing greater safety for carers travelling at night and lone working.
- Introducing up to date information technology
- Working more closely with community nursing services.