

Paragraph to indicate the vision, context and phases of Home Care Modernisation in City of Edinburgh Council

The City of Edinburgh Council Health and Social Care Department reviewed their current Home Care provision in 2007. This was with a view to modernising the service to meet the growing needs of an increasing older population.

The development of Home Care Re-ablement was one element of a wider vision to redesign the service around the needs of people who use the service and their carers by introducing improved management arrangements and valuing staff; arranging the service around the service users' needs; making best use of technology; working in partnership with service users, their carers and other agencies.

The context of the modernisation also included addressing the relative costs of the in house service versus purchased service with no distinction between provision; some elements of the service that were inflexible including large number of Home Helps working Monday to Friday 9am to 1pm when the service users needed the service at different times during the day and at weekends; there was an emphasis on time and task rather than outcomes for the service users.

Following option appraisal and benchmarking the solution developed by the Home Care Modernisation Project Board was to develop the in house service to provide two elements: the Home Care Re-ablement Service and a service to meet the needs of people with the most complex unpredictable fluctuating needs (this included people with dementia, people with long term conditions, people with end of life home care needs and older people with mental health problems. People with more predictable care and support needs would be provided in partnership with the independent sector. In addition, the redesign included improvements to practice issues such as small team working, senior practitioner team leader and decentralising scheduling to localities.

The first phase of modernisation to implement Home Care Re-ablement started in October 2008 in the South East locality and was completed across the city by March 2009. The lead in time for phase 2 for a Service for People with Complex Needs starts in August 2009 with implementation starting in the Spring of 2010.