

# frontlines



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## Next phase of Home Care Modernisation

### How will the next phase of Home Care Modernisation affect me?

#### What was the first phase of modernisation?

The first phase of modernisation of the Home Care Service resulted in Home Care re-ablement teams being set up in each locality across the city. This took place over 6 months from October 2008 with the first team in South East. It was completed with the North West localities on 30<sup>th</sup> March 2009. North West locality was split into two localities NW1 and NW2. 225 Home Care staff received retraining and were transferred to the new re-ablement service. They are now working with around 700 service users every 6 weeks. This has matched the numbers we expected to be referred and the service up to 6 weeks is similar to authorities in England who provide re-ablement. The changes have been received favourably by staff and service users with the vision being welcomed unanimously.

#### What is the next phase of home care modernisation?

The next phase of the Home Care modernisation is reviewing our long term provision for service users which will focus more proactively on people who have complex needs. This next phase is vital to fulfil our vision for a modernised home care service which will provide the specialised training and added value of specialisms that will make this part of the service different from purchased services and ensures the viability and stability of the service into the future. If Edinburgh City Council did not adapt and improve its services to meet the changing needs of service users now and in the future, then this would put the long term viability of the in house service at risk.

#### What is the difference between people with complex and non complex needs?

For Home Care, the provision of services for people with complex needs is about the

distinction between providing a care and support service for those people with straightforward and stable needs and providing a service to those people with unpredictable and frequently changing needs.

Over time, our in house service will deliver services to people who have more frequent and unpredictable changing needs whereas the independent sector will deliver more straightforward and stable needs.

#### What types of people have complex needs?

The definition that is being widely discussed includes:

##### People with a diagnosis of dementia, for example

- People with dementia and/ or challenging behaviour, with a condition that will change over time. (Staff will be trained to respond appropriately in order to minimise aggressive behaviours).
- People who require support and encouragement to regain lost skills due to lack of confidence following their diagnosis

##### Long term conditions, for example

- People who are either high cost and/ or intensive users of health and social care services, including community services, urgent and emergency care and acute services
- Coronary heart disease, Heart failure, Stroke and transient ischaemic attack, Hypertension, Diabetes, Chronic obstructive pulmonary disease, Epilepsy, Asthma, chronic kidney disease
- Anticipatory Case Planning including frequent hospital admission/ discharge
- Coordination requiring close teamwork and partnership with NHS staff

##### Palliative and end of life care rather than life prolonging care, for example

- People with cancer and other life threatening conditions including cystic fibrosis, heart failure, HIV/AIDS, motor neurone disease, multiple sclerosis, muscular dystrophy, Parkinson's disease, renal failure, respiratory failure
- People who need practical support and personal care from trained staff who understand condition specific aspects of caring and support
- Coordination requiring close teamwork and partnership with NHS staff

#### People with mental health care at home treatment programmes who require intensive care and support, for example

- People with eating disorders

#### How long will it take to put this in place?

It will take longer than the restructure of Home Care Re-ablement Service. It is likely to take a few years to implement. This is due to number of existing service users we provide home care to and the current shape and tasks of the workforce, i.e. a larger number of Home Helps than Social Care Workers.

#### So does this mean Home Helps will be out of a job?

No. A commitment has been made to keep the existing Home Helps for as long as they want to work for Health and Social Care. However, the age of the Home Help workforce means that around 100 retire or leave the service each year.

#### Can Home Helps retrain to be Social Care Workers?

Yes. This was successful for some Home Helps during the move to Re-ablement and we think that as the new service evolves a number of Home Helps will apply and be successful for posts as Social Care Workers

#### What type of training will Social Care workers receive to work with people with complex needs?

Social Care Workers receive excellent training at present and a very high percentage have completed SVQ2. We need to provide more specialised training about the conditions above so that Social Care Workers can feel confident delivering these tasks to the most vulnerable of service users with these conditions. Another aspect of moving to complex care delivery is that Social Care Workers will be working closely with NHS professionals because of the nature of the above conditions. We will provide training and procedures to assist, Social Care Workers and there will also be greater partnership with Community Nurses.

#### When will I see changes starting?

We will be preparing for implementation of the changes at the end of 2009 and in 2010 with a view to setting this up in the initial area before phasing this across the City.

## Opportunity to transfer to Children and families

An opportunity has arisen for Home Helps to transfer from the Department of Health & Social Care to the Department of Children and Families.

Following recent agreements on service provision, a limited number of Home Helps will now be able to transfer to the Department of Children and Families.

If you decide to transfer to the Department of Children and Families your terms and conditions will remain unchanged. Your new role will change to one of providing care and support to families with young children only.

Duties will include

- Domestic tasks - help with housework and basic cookery
- Help with bathing
- Supporting parents / carers with parenting skills and advice
- Working and supporting families whose child has learning disabilities
- Travel / escorting duties

Workers will require to set up routine care with families and some manual handling will be involved from time to time. As with all new roles, training will be provided as required and good staff support is available.

The main periods of work during the week are mornings (with peak times 7 am to 10 am) and afternoons / evenings (peak times from 3.30pm to 9pm). There are also opportunities for weekend work.

If you are interested in transferring to this service or wish an informal chat with a Home Care manager - please contact - Dionne Yorkston, Home Care Service Manager - tel - 529 5383

For further information on the role of the post , please contact Carol Chalmers, Service Manager, Disability (C&F ) tel - 469 3348

Staff interested in transferring will do so after an informal discussion.