

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Social Work Committee	Subject: REVIEW OF HOME CARE SERVICES - UPDATE
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 25 August 1998	
REPORT AUTHOR: Alexis Jay	
REF: AJ/EH	

1. PURPOSE OF REPORT

- 1.1 To advise Committee of progress being made by the Social Work Department in its review of Home Care Services.

2. BACKGROUND

- 2.1 Committee approved a report in February of this year which described the background to the Home Care Review, its objectives, its methods of working and the key issues.
- 2.2 In summary, the overall objective of the review is to ensure that North Lanarkshire Council can provide a flexible, high quality Home Care Service, delivered by a skilled, trained workforce, which is focused on the needs of vulnerable people, and at a cost that represents best value to the Council.
- 2.3 In order to do this, it is necessary to consider the range of tasks performed by Home Care workers, the current configuration of services, the criteria for access to these services and the total cost to the Council.
- 2.4 Further issues concern the number of differential grades and contractual arrangements which exist for essentially the same type of work, including the position of the non-contracted workforce of approximately 200 people.

3. CURRENT POSITION

- 3.1 Since last reporting to Committee, consultation with the three main trades unions has continued on specific proposals emerging from the review. This has mainly concerned the tasks of the Home Care Worker and, more recently, job descriptions and conditions of service issues.
- 3.2 The approach to the tasks paper has involved the specification of the key areas of Home Care activity. In each of these areas, it is specified what a home care worker must do, what they must not do, when to seek assistance, and what training is required for the specific task. This approach has received a favourable response, principally because for the first time there is clarity about what is expected of this workforce.

- 3.3 The tasks paper has been fully discussed with Lanarkshire Healthcare Trust, again on a confidential basis, and broad agreement on the respective roles of Home Helps and Community Nursing staff has been achieved. A number of joint policies have now been developed with the Trust on areas such as continence management and the administration of medication. Once the overall review has been approved, it is intended to conduct joint training with the Trust on these joint policies.
- 3.4 A further paper has been developed on assessment and care management within Community Care Services, which mainly relates to the internal management arrangements within Social Work area teams. This will also be the subject of consultation with the trades unions. These proposals have no financial or conditions of service implications.
- 3.5 Work is currently ongoing on the design of a Home Care Out of Hours Service in recognition of the increasing use of Home Care staff out of hours and therefore the need for these workers to have support, advice and guidance available to them. This service will ensure that support is provided to people at the times that they need it, and at a cost that is acceptable in best value terms.

4. PROPOSALS FOR CHANGES IN CONDITIONS OF SERVICE FOR HOME CARE STAFF

- 4.1 The proposals for changes in conditions of service for Home Care staff are appended. The main proposals are:

a single set of conditions covering all Home Care staff

two grades of Home Support Worker (new designation to replace 'Home Help' and any other relevant title, such as Flexicare Worker, Mobile Attendant)

shift to APT&C Residential Conditions

sessional staff to be issued with contracts of employment as above.

- 4.2 These proposals are now the subject of formal consultation with the trades unions. Workforce meetings will begin from mid-August. Prior to releasing the appended papers, the Conveners and Vice-Conveners of Social Work and Personnel were consulted.

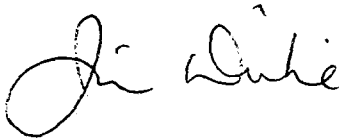
5. CONCLUSION

- 5.1 Since the last report to Committee, progress has been made in a number of significant areas of Home Care Review, in particular in relation to proposals for Home Care Worker tasks and conditions of service. These are now drawn to the attention of Committee.

6. RECOMMENDATIONS

6.1 Committee is asked:

- to note progress which has been made
- to note further reports will be brought forward on the results of the trades unions consultation on the appended proposals
- to note that further reports will also be brought forward on the proposed changes in organisational structure and the out-of-hours service
- to remit this report to the Personnel Committee for its attention.



Jim Dickie
Director of Social Work
7 August 1998

Appendix: North Lanarkshire Council Social Work Department Review of Home Care Services - Proposals

For further information on this report please contact Alexis Jay Head of Social Work Services, (01698 332001).



REVIEW OF HOME CARE SERVICES

During the last twelve months a working group have been conducting a review of the Home Care Service provision across North Lanarkshire in order to develop a service which will meet the needs of our service users.

As a result of this review, and in order to reshape and rationalise the range of services provided, the following proposals have been discussed with our Trades Unions and are now subject to wider consultation with the entire workforce.

Proposals

- 1.0 **There should be a single set of conditions covering all Home Care staff.**
- 1.1 Currently a range of staff are involved in Home Care within a number of settings, including Home Helps, Home From Hospital, Alert, Home Support and Day Care, Domiciliary Response Team, Out and About Project and various Flexicare Projects.
- 1.2 It is proposed that all such staff will be brought together under one set of conditions, resulting in staff moving from Manual and APT& C Conditions to the nationally agreed APT & C Residential Conditions.
- 1.3 The move to APT & C Residential Conditions will result in the following advantages to home care staff :
 - i. Currently Manual Conditions set the working week at 39 hours while APT&C Residential Conditions have a 38 hour week.

This means overtime rates commence after 38 hours..
 - ii. Currently Manual Workers holidays rise to a maximum of 25 days per annum after 5 years service, whilst APT & C Residential Workers holidays rise to a maximum of 30 days after 15 years service.

In addition, APT & C holidays rise incrementally over the time period :

- 26 days for service over 5 years, but less than 7 years
- 27 days for service over 7 years, but less than 10 years
- 28 days for service over 10 years, but less than 12 years
- 29 days for service over 12 years, but less than 15

2.0 Revised Home Care Pay Structure

2.1 Basic Rates of Pay

2.2 Currently there are a variety of grades both manual and APT & C within the home care setting, despite all home care staff undertaking the same set of duties.

2.3 It is proposed there will be two grades of Home Support Workers with salaries set by fixed point on the APT & C Conditions, as follows :

i. Grade I Home Support Worker SCP 6. £9285 pa £4.71 ph

 Grade II Home Support Worker SCP 9. £10242 pa £5.18 ph

ii. It is acknowledged that the Grade II requirements within the home care service will alter as the service develops its level of flexibility. Management will therefore determine the Home Support Worker Grade II requirement necessary to allow currently identified service user need to be met.

iii. Posts identified as Grade 2 will be filled by applying the matching criteria currently in place within the Department.

iv. When it becomes necessary to increase the number of Grade II Home Support Workers to meet service user needs, or to fill vacancies which arise, this will be done on a competitive basis.

2.4 Allowances

2.5 Current manual grades and a number of the APT & C grades contracts allow enhancements for working weekends and shifts.

2.6 The proposed move to APT & C Residential Pay Grades will attract a contract which covers working Sunday to Saturday as part of the basic contract, for hours worked between 7.00 a.m. and 10.00 p.m.

In addition to the above, a Waking Night Duty Allowance of one-third is payable for all full hours worked between 10.00 p.m. and 7.00 a.m.

3.0 All Home Care staff will be given a single designation

3.1 Currently there are a variety of designations used within home care across the authority attached to staffing groups undertaking the same home care tasks, e.g. home helps, flexicare workers, care workers, mobile attendants.

3.2 It is proposed all home care staff will be given the designation Home Support Worker.

4.0 Sessional Staff will be issued with Contracts of Employment attracting APT & C Residential Conditions

- 4.1 Currently sessional staff have no guaranteed hours of employment, nor do they have a right to annual leave, public holidays, sick pay and pension rights.
- 4.2 The use of sessional staff will be by exception in the future.
- 4.3 It is proposed that all session staff will be offered one of the following contracts of employment:
- i. Sessional staff with two years service will be offered permanent contracts as Home Support Workers.
 - ii. Sessional staff with less than two years service will be issued with temporary contracts of employment.

5.0 Career Structure

- 5.1 Currently this is limited opportunities for career advancement for Home Support Workers.
- 5.2 The proposed Home Care Structure and training package currently being developed will allow staff the opportunity of career advancement.

6.0 Task Guidelines

- 6.1 Task guidelines have been prepared which assist the Home Support Worker to clarify what aspects of a presenting situation would be within their remit, and those aspects which would not.

7.0 Support to Staff and Service Users Out of Hours

- 7.1 Currently the support afforded to staff and service users outwith office hours is that provided by Social Work Standby.
- 7.2 A Home Care Out of Hours Service is presently being developed which will provide support/advice/guidance to North Lanarkshire Home Care Workers outwith normal office hours.

**NORTH LANARKSHIRE COUNCIL
SOCIAL WORK DEPARTMENT**

JOB DESCRIPTION AND PERSON SPECIFICATION

POST TITLE: HOME SUPPORT WORKER (GRADE 1)

JOB PURPOSE

As a home support worker you will be involved in working with a variety of individuals and families who require assistance to continue to live within the community.

You will also provide care and support to individuals and families consistent with their needs and wishes.

MAIN ACTIVITIES

1. To be aware of the general policies of the Council and the Department to the extent that these policies affect the tasks undertaken.
2. To carry out prescribed tasks, appropriate to the grade, for all client groups, i.e. children and parents, older people, persons with learning difficulties; physical disability and others who are assessed as requiring a home care service.
3. To work to the instruction of the Home Support Manager in terms of the care plan for an individual or family.
4. To assist in formulation of care plan/review of care plan either directly or by informing Home Support Manager.
5. To maintain medication records and other departmental records as required.
6. To undertake other duties as appropriate and as directed by line manager.

**NORTH LANARKSHIRE COUNCIL
SOCIAL WORK DEPARTMENT**

JOB DESCRIPTION AND PERSON SPECIFICATION

POST TITLE: HOME SUPPORT WORKER "GRADE 2"

JOB PURPOSE

As a home support worker you will be involved in working with a variety of individuals and families who require assistance to continue to live within the community, which will include users with complex needs.

You will also provide care and support to individuals and families consistent with their needs and wishes.

MAIN ACTIVITIES

1. To be aware of the general policies of the Council and the Department to the extent that these policies effect the tasks undertaken.
2. To carry out prescribed tasks, appropriate to the grade, for all client groups, i.e. older people, persons with learning difficulties, physical disability, children and parents and others who are assessed as requiring a home care service.
3. To work to the instruction of the Home Support Manager in terms of the care plan for an individual or family.
4. To assist in formulation of care plan/review of care plan either directly or by informing Home Support Manager.
5. To maintain medication records and other departmental records as required.
6. To work as part of a multi-disciplinary team to support and service users with complex needs.
7. To provide written report to home support manager and/or care manager.
8. To attend and participate in multi-disciplinary reviews, i.e. provision of written report.

9. To formulate and assist the setting up of a budget plan.
10. To facilitate and support contact between parents and children, within the family home as deemed appropriate.
11. To support and facilitate contact between parents and children, outwith the family home as agreed within a child care plan as deemed appropriate.
12. To undertake other duties as appropriate and as directed by line manager.

HOME CARE REVIEW

FINANCIAL IMPLICATIONS OF PROPOSED CHANGES

Proposed change	Number Staff	Cost Increase/ (decrease)
Improved annual leave for home helps	1,100	39,000
Annual leave for sessional staff	160	66,000
Sick pay for sessional staff (est)	160	25,000
Promotion of 10% of workforce to Grade 2	120	70,000
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		200,000
Reduction in overtime enhancements and shift payments	208	-221,000
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		-21,000
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