

NORTH LANARKSHIRE COUNCIL

REPORT

TO: Social Work Committee	Subject: Review of Home Care Services
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE:	
REPORT AUTHOR: Ronnie Paul	
REF: RP/LMcA	

1 PURPOSE OF REPORT

To advise committee on the outcome of consultation on the Home Care Review and to obtain approval for implementation of the roles, tasks and conditions of employment of home support workers arising from the Social Work Department Home Care Review.

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 Council approved a report in September of this year which outlined the progress which has been made in the Review and requested that a further report be brought forward on the results of the trade unions consultation on the proposals arising from the Review.

3 OUTCOME OF TRADE UNIONS CONSULTATION

- 3.1 The three trade unions (UNISON, GMB and T&G) who were consulted throughout the review, arranged a series of meetings across North Lanarkshire to consult with their members on the proposals.
- 3.2 Meetings took place during August and September at which approximately five hundred attended.
- 3.3 The proposals for changes in conditions of service for Home Care staff (Appendix 1) were presented at these meetings and discussed.
- 3.4 The proposals were positively received by the vast majority of those attending the meetings as being in the best interest of the workforce and the future of the service and over 80% voted in favour of the proposals.

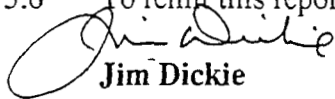
4 CONCLUSION

- 4.1 The department should implement the proposals as outlined in the attached report incrementally with a view to full implementation being achieved by 1st April 1999.
- 4.2 The implementation of the proposals can be achieved within the existing resources of the department. (See Appendix 2).
- 4.3 The timescale for implementing the proposals to be agreed with the trade unions taking account of tasks which must be completed before implementation is possible, personnel processes which require to be agreed and operational considerations.

5 RECOMMENDATIONS

Committee is asked:

- 5.1 To approve that there should be a single set of conditions covering all Home Care staff.
- 5.2 To approve that Home Care staff should be employed under the nationally agreed APT & C Residential Conditions.
- 5.3 To approve that there will be two grades of Home Care Support Workers with salaries set by fixed point on the APT & C Conditions as follows:
- | | | | | |
|----------|---------------------|------|----------|---------|
| Grade I | Home Support Worker | SCP6 | £ 9285pa | £4.71ph |
| Grade II | Home Support Worker | SCP6 | £10242pa | £5.18ph |
- 5.4 To approve that the department in consultation with the trade unions incrementally implement the above conditions and the proposals as outlined in the Home Care Review with a view to full implementation being achieved by 1 April 1999.
- 5.5 To note that further reports will be brought forward on the proposed changes in organisational structure of assessment and care management and the creation of an out-of-hours home care service.
- 5.6 To remit this report to the Personnel Committee for its attention.


Jim Dickie
 Director of Social Work
 September 1998



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.

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**NORTH LANARKSHIRE COUNCIL
DEPARTMENT OF SOCIAL WORK**

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
		<u>200,000</u>
Reduction in overtime enhancements and shift payments	208	-221,000
		<u><u>-21,000</u></u>