

NORTH LANARKSHIRE COUNCIL
REPORT

TO: Social Work Committee	Subject: Provision of Day Care Service for Older People - Sir John Mann Centre
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 22nd March, 2001.	
REPORT AUTHOR: Jim Nisbet, Principal Officer, Community Care	
REF: JN/HH	

1. PURPOSE OF REPORT

- 1.1 To seek Committee approval for the establishment of a 40 place day care centre for older people in the former Sir John Mann Home for older people in Bellshill.

2. BACKGROUND

- 2.1 The Sir John Mann Home was a local authority residential home for older people, located in Bellshill, North Lanarkshire. The home was closed in 1998 as it did not meet the standards expected of residential care moving into the 21st Century. However, the building itself was essentially sound and could be put to alternative use.
- 2.2 At the time of the closure, a commitment was given to the local community that the Sir John Mann premises would be retained for future use in the social care sector to meet the needs of older, and vulnerable people locally. To this end the building was retained within the Social Work Department's property portfolio.
- 2.3 In November 1999, a tender was accepted for refurbishment work to the Sir John Mann building at a cost of over £120,000. The refurbishment comprised demolition of some internal walls, creation of new partition walls, removal of flooring, installation of new radiators and toilet adaptations. The refurbishment was completed in the year 2000.
- 2.4 The proposal realises the commitment which the Council gave to the local community at the time of the home closure, similar to the development of the Merrystone Care Base at the closure of Merrystone Home.

3. CURRENT SITUATION

- 3.1 The Sir John Mann building is now fully refurbished and ready for use as a social care facility.

- 3.2 Two areas of the building are already in use, one providing a crisis service to children and families and the other providing specialist dementia care for older people and their carers. The latter service is provided in partnership with Alzheimer's Scotland.
- 3.3 The remainder of the building is ideally suited to the provision of day care for older people, being equipped with a range of large and small lounge areas, visiting services rooms, hairdressing, laundry and dining facilities and toilet, bath, shower and cloakroom areas. This area is wheelchair user accessible throughout and the building itself is also easily accessed.
- 3.4 In a departmental review of day care services for older people, reported in June 2000, Committee recognised the need for day care in each of the 6 larger townships of North Lanarkshire. At present, neither Bellshill nor Motherwell have Local Authority day care facilities for older people and Sir John Mann home is geographically suitable to provide a service to both townships.
- 3.5 In the Member/Officer report "A Home for the Future", endorsed by Committee in November 2000, a clearly expressed wish of older people in North Lanarkshire was for the expansion of day care services.

4. THE PROPOSAL

- 4.1 The proposal is to provide a day care service of 40 places on 5 days per week with 20 places being available Saturday and Sunday and one evening session per week and is in line with the aspirations of both the Day Care Review and "A Home for the Future", both previously reported to Committee. The service will be targeted towards frail older people and will assist support individuals and their carers to avoid the need for institutional care.

5. STAFFING IMPLICATIONS

- 5.1 Staffing is required on the basis of a 1:10 staff to user ratio at all times, this being in line with present standards within social work and the recommendations of Registration and Inspection for this service. Staff will be employed on residential conditions as in other recently developed centres, this to allow flexibility of care over seven days.
- 5.2 Management of the service will be provided by a group of staff comprising the Unit Manager and Senior Care Workers, ensuring a management presence at all times when the centre is opened.
- 5.3 Staff and Management grades are consistent with current agreements in this field and are detailed in the attached appendix.

6. FINANCIAL IMPLICATIONS

6.1 Funding for this development can be met from existing departmental resources and development monies available to Social Work under the Modernising Community Care and Winter Pressures initiatives.

7. CONCLUSION

7.1 This proposal will provide a service, which is highly valued by older people, to two under resourced areas of North Lanarkshire. This is a positive achievement by the Council, realising as it does its fulfilling a commitment to the local community at the time of the closure of the residential unit.

7.2 The development of such day care services is consistent with the principles of care in the community, Modernising Community Care, Council policy, the Joint Community Care Plan and the aspirations of the majority of older people.

7.3 The service will be provided in a former residential home which has been refurbished and adapted to a high standard, an ideal resource for the purpose. The development will also fulfill a commitment to the local community to retain the establishment as a social care resource.

8. RECOMMENDATION

8.1 Committee is asked to

(i) Approve the establishment of this 40 place day care centre for frail, vulnerable older people in the Sir John Mann building;

(ii) Agree the staffing arrangements detailed in section 5.3 of the report;

(iii) Remit this report to the Personnel Committee for approval of the staffing establishment.

(iv) Otherwise note the contents of this report.



JIM DICKIE,
DIRECTOR OF SOCIAL WORK
26 FEBRUARY 2001

(For further information on this report contact Jim Nisbet, Principal Officer, Community Care - Telephone 01698 332031).

**PROPOSALS FOR COUNCIL RUN DAY CARE SERVICES
FOR FRAIL OLDER PEOPLE**

**7 DAY SERVICE + 1 EVENING
SIR JOHN MANN BUILDING**

1. **Outline Proposal**
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Outline Proposal

To develop Council operated day care services from the Sir John Mann base offering a planned programme of care for up to 40 frail older people per day on a flexible 7 day, 52 weeks per year basis. These day services will serve service users from the Motherwell and Bellshill area i.e. 20 place for each Area Team. These proposals are in line with the recommendations of the day care review.

Summary of Services

- Day care operating 52 weeks per year 7 days per week for up to 40 people midweek including 20 attendees one evening per week and 20 people at the weekend.
- Availability of at least two emergency day care places per day.
- Care Staffing ratio of 1:10 with management structure to ensure responsible person always on duty. (Detailed in Appendix C).
- Individual assessment of need and a planned programme of care including assistance with personal care and hygiene and a range of therapeutic activity.
- Written care plans shared with service users.
- Group and individual activity based on assessed needs.
- Hot meals being a positive feature of the service. Sandwich service will be offered to those who wish a 'take away' service.
- Contact point for information and advice and access to other resources as appropriate.
- User and carer involvement in planning, delivery and evaluation of services.

Accommodation

The development plans for the accommodation have been assessed by registration and found to have adequate toilet facilities, disabled access, showering and bathing facilities. It is anticipated that Sir John Mann Home will offer comfortable homely accommodation for day care and provide generous space standards for 40 service users at any one time which will take account of the personal needs of people who use walking aids and wheelchairs.

Objectives

- A. To maintain the service users level of function to slow the rate of deterioration of such.
- B. To enhance the service users relationship with carers/ relatives by reducing stress levels on the latter.
- C. To provide a Day Service which respects the rights and views of the individual and which offers the service users a sense of dignity.
- D. To support the service user in a process of rehabilitation on their return from hospital to enable them to remain in their own home. To work closely with geriatrician and psycho-geriatrician at Law Hospital making referrals as appropriate. (This will be a two-way process).
- E. To support community based care.

Core Services will provide:

- The provision of quality individual care of service users.
- The provision of therapeutic and Social Care activities of service users.
- The provision of practical support which impacts the daily lives of service users, e.g. support with personal care - showering, bathing, assisting with toileting - assistance with medication, uplift collection and delivery of prescriptions.
- The provision of respite for carers and relatives.
- The provision of meals, refreshments which reflect the service users reasonable requirements.
- Assist with access to occupational therapy, special medical input as reviewed of the individual, e.g. chiropodist, nail clipping, support of local nursing services.

This should be accessed through inter agency working via GP, District Nurse, CPN's, S.W.D., Day Hospitals and other appropriate agencies and will be subject to a community care assessment.

Screen current medication in order to rationalise current medication given.

Access for District Nurses to provide services, e.g., bathing, dressing wounds etc.,

Care Group:	Frail Elderly Persons
Age Group:	60+
Level of Disability:	Frail elderly people who may suffer from mild confusion and / or mild dementia.

Criteria

- 1) People who are physically and mentally frail and who require a high level of support and care to maintain them safely at home.
- 2) Individuals who have varying degrees of mild confusion and/ or mild dementia.
- 3) Individuals who require a high levels of personal support / reassurance, e.g. people with mild controlled mental health problems, sensory impairment epilepsy.
- 4) Individuals who require a period of rehabilitation, e.g. home from Hospital.
- 5) Individuals who are being looked after by a carers who is providing a high level of personal support.
- 6) Individuals who are being looked after by a carer who is under considerable stress.
- 7) Individuals who wish to be maintained with their own community and avoid unnecessary institutional forms of care.

Catering Recommendation and Detail of Catering Service

Options looked at:

A range of catering options have been explored.

- **Frozen Meals** These were tasted and discounted as they lacked taste, looked unappetising as well as being texturally dissimilar to fresh food. Additionally there are health and safety concerns around re-heating these meals safely.
- **Catering direct** Costs obtained were considered prohibitive because they were in the region of £70,000 per annum. Details of estimates are available.
- **School Meals** Reasonable cost although limited choice and difficulty of assessing quantities beforehand which fully take account individual tastes, individual diets and suitable alternatives.

- **Cooking on premises: the preferred option** Number of catering Staff required and cost of food provisions have been costed in overall budget. Represent value for money and positive advantages of flexibility as well as added value of staff getting to know attendees. Excellent kitchen facilities to cook on premises already in place at accommodation.

A hot meal will be available each day including weekends. Sandwiches will be available to take away for those who need this service and soup and sandwiches available on the late evening opening. Staff have been rostered to accommodate this and also to provide cereal, tea and toast for people arriving each morning. A client contribution will be required towards food provided and will be in line with North Lanarkshire Council charging policy.

Transport

It is proposed to use a local taxi service to transport service users, this would give:

- Complete flexibility for day care users
- genuine choice and user control
- reduction in travelling time
- normalise the process

Escort requirements could be arranged through a sessional budget.

Assumption is £4 per local return journey per person. This will be negotiated in terms of the usual tendering procedures to serve best value for the Council. Advice is being taken from the Transport Officer with regard to taking this forward.

Monitoring Arrangements

Monitoring and development of the service will include service user and carer representation. The key worker for each service user will play a significant role in evaluating levels of satisfaction against clearly stated objectives, shared in written form with users and carers.

Unit Manager Job Description

The day service will be managed on a day to day basis by the Unit Manager who will have the responsibility to formalise the aims and objectives of the unit in accordance with North Lanarkshire Council policies and procedures and manage their implementation. The Unit Manager will ensure that practise in relation to referrals, admission, care plans and reviews for service users is carried out effectively and ensure that service users are offered a range of activities that are stimulating and appropriate to their needs.

The Unit Manager will be responsible for the establishment, maintenance of standards of care and practise, the co-ordination to staff development and training opportunities.

The Unit Manager will be responsible for the maintenance of appropriate records, administration, financial systems, budgetary control and absence management. They will also be responsible for the Health and Safety of staff and service users. This includes Fire Regulations, moving and handling, food hygiene and management of medication etc.

STAFFING CALCULATION

Staffing arrangements to always ensure 1 support staff per 10 clients per shift, at any one time and to afford Managers 38 hours to be free, for management tasks, equates to:-

7 day service 52 weeks per year.

Care Staffing:

Monday to Friday

(8 hours daily)

4 staff x 8 hours x 5 days = 160 hours (9 am - 5 pm / 40 clients)

Saturday / Sunday

2 staff x 6 hours x 2 days = 24 hours (10 am - 4 pm / 20 clients)

Wednesday evening

2 staff x 5 hours x 1 day = 10 hours (5 pm - 10 pm / 20 clients)

Managers differential for
management tasks = 38 hours

Varied shift pattern as required

Total hours required for week = 232 hours

Minimum total hours required to ensure adequate staff on duty continually (233 hours)
translated into posts as per Rota 1.

Catering Staffing:

Monday to Friday

(5 hours daily)

1 staff x 5 hours x 5 days = 25 hours (10 am - 3 pm / 40 clients)

Saturday / Sunday

1 staff x 5 hours x 2 days = 10 hours (10 am - 3 pm / 20 clients)

Wednesday evening

1 staff x 5 hours x 1 day = 5 hours (2 pm - 7 pm / 20 clients)

Additional hours for cleaning / ordering = 8 hours

Total hours required for week = 48 hours

Minimum 5 hours required to ensure adequate staff on duty for food preparation, 48 hours
weekly translated into posts as per Rota 1.

APPENDIX A (1)

Domestic Staffing:

Monday to Friday

(4 hours daily)

1 staff x 4 hours x 5 days = 20 hours (2 pm - 6 pm / 40 clients)

Saturday / Sunday

1 staff x 4 hours x 2 days = 8 hours (1 pm - 5 pm / 20 clients)

Wednesday evening

1 staff x 4 hours x 1 day = 4 hours (6 pm - 10 pm / 20 clients)

Additional hours for special cleaning = 6 hours

Total hours required for week = 38 hours

Minimum 4 hours daily required to ensure adequate staff on duty for cleaning, 38 hours weekly translated into posts as per Rota 1.

APPENDIX B

ESTIMATED COST OF PROPOSALS

Staffing Costs (see Appendix C) £169,225.00

<u>Other Costs</u>	£	
Rates (5,900 less relief)	0	
Electricity	2575.00	
Gas	1133.00	
Oil	2575.00	
Cleaning Materials	300.00	
Total Property Costs		£ 6583.00

Furniture & Fittings	2000.00	
Machine Rental	1000.00	
Provisions	20,000.00	
(Although income will be generated standard shortfall is projected)		
Clients Requisites/Craft Materials/Activities	2500.00	
Laundry/repairs/maintenance	1500.00	
Total Supplies/Services		£ 27,000.00

External Hires	45,000.00	
Additional Staff Travel	750.00	
Total Transport		£ 45,750.00

Stationery	500.00	
Postages	200.00	
Telephones	1500.00	
Total Administration Costs		£ 2,200.00

Total Cost of Proposal £250,758.00

- (a) **Represent Unit Cost** £2.48 per hour
- (b) **Existing budget available**
(from closure of Sir John Mann RHE) £68,880

APPENDIX C

STAFFING COSTS

Designation	Hours/Grade	Assumptions	Estimated Costs (£)
1 x Manager	38 hours RW 26 SCP 30-33	management duties - not included on rota	19,224
3 Senior Care Worker	2 x 30 hours RW 23 (17,322) 1 x 22.5 hours SCP 27-30	as per day care review 2 x £15, 579 1 x £11,684	42,841
5 x Care Workers	22.5 hours RW16 SCP 20-23 (12,699)	5 x £9,304	46,521
1 x Clerical Assistant/Typist	25 hours GS1/2 SCP 3-13		7,298
1 x Cook	24 hours	Food prepared on premises i.e. 4 hours per day (primarily lunch)	11,000
1 x Assistant Cook	24 hours	To assist 4 hours per day in absence of cook	8,000
2 x Kitchen/Domestic Assistant	38 hours (19 x 2)		11,000
+ 16% Employer Cost	23,341		23,341
Total			169,225

