

## NORTH LANARKSHIRE COUNCIL

## REPORT

TO: Social Work Committee	Subject: Best Value Service Review: Day Services for Older People
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 24 May, 2001.	
REPORT AUTHOR: Jim Nisbet, Principal Officer, Community Care	
REF: JN/HH	

**1. CONTENT AND PURPOSE OF REPORT**

- 1.1 This report seeks Committee approval for the Social Work Best Value Review of Day Care Services for Older People, and for the Action Plan which has been produced to drive future development and continuous improvement of the service.

**2. BACKGROUND**

- 2.1 Day Care Services for Older People are one of a number of services reviewed under Best Value within the Social Work Department at the present time.
- 2.2 The Best Value review comes at an appropriate time, following a more general review of Day Care Services for Older People, reported to Committee in June, 2000.
- 2.3 Information and issues gathered from the review of day care services for older people are appropriately incorporated into the Best Value Review of the same services.

**3. THE BEST VALUE REVIEW**

- 3.1 At the time of the Best Value Service Review, Day Care Services for older people operate from a variety of settings managed by a range of providers in the local authority and independent sectors. The Review considers all services which are directly provided or purchased by the Social Work Department.
- 3.2 Services reviewed provide day care for around 780 individuals in any one week in 314 day care places available on a sessional basis from one day per week to seven days per week. The annual budgeted expenditure for day care services to older people is in excess of £2 million.

- 3.3 The review process included a comprehensive sampling exercise with service users, their carers, staff directly and indirectly involved in services and other key stakeholders. This survey of key stakeholders sought to sample views, expectations and aspirations for the service.
- 3.4 The Improvement Action Plan which sets out the agenda for continuous improvement of the service and identifies timescales for improvements is attached and the main report including all nine appendices has been placed in the Members Library. It provides comprehensive detail of the service provided, analysis of stakeholder views and details of the strengths and areas for improvement in the service.

#### **4. CONCLUSION**

- 4.1 The Best Value Service Review indicates that Day Care Services for Older People are highly valued services providing an important component of community care services to vulnerable people and their carers.
- 4.2 Day Care Services are provided from a range of settings at varying times to suit older people and their carers.
- 4.3 Services are provided at low unit costs and resources are used effectively and with some imagination.
- 4.4 A number of service developments and improvements have been identified and will be addressed in the implementation of the Improvement Action Plan.

#### **5. RECOMMENDATIONS**

- 5.1 Committee is asked to -
- approve the terms of the Best Value Review of Day Care Services for Older People
  - agree the Action Plan
  - remit this report for information to the appropriate Scrutiny Panel which deals with the Best Value agenda.

request the Director of Social Work to make regular reports to Committee advising of the progress of the implementation of the Action Plan

- otherwise note the contents of the report.

A handwritten signature in black ink, appearing to read 'Jim Dickie', with a horizontal line drawn through the middle of the signature.

**JIM DICKIE,  
DIRECTOR OF SOCIAL WORK  
MAY, 2001.**

**A copy of the full report, including all nine appendices is available in the Members Library**

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

Planned	Why has this improvement been chosen	What is this improvement intended to achieve? This should be both specific and measurable	What are the key project improvements. These should include timescales?	Key milestones for this improvement. These should detail both relevant action/ milestones	How will this improvement be achieved?
Information from carers and	Information from user/carer survey	Better informed stakeholders	Develop leaflets with definition of day care and eligibility criteria. Develop Brochures	September 2001	Further s
care	Information from service providers	Consistent, better quality care management	Introduce a standard care plan. Develop an operational procedure for reviews	September 2001	Sampling Monitoring
of services	Inconsistency in service availability	More service availability greater flexibility	Produce a plan for SMT then Committee Approval	August 2001	Service w to 7 days
aged the 6 large Lanarkshire	Lack of such Provision in 2 townships	Consistency and equity of service provision per geographical patches	Report to Social Work Committee, proposing new development in Motherwell/ Bellshill Implement if approved	March 2001 August 2001	New servi
and k for	Inconsistency shown in Financial information Information and service Profiles	Cost efficiency	Set up joint group of Community Care and finance officers to review costs	Report by June 2001	Reconfigu and less v
of meals	Information from user Carer Survey	Increased user satisfaction. Better quality service	Working Group with Social Work and catering. Service user involvement in menu planning	June 2001 May 2001	Further s user view
opportunities	Information from employee survey	Better trained staff. More qualified staff Higher quality service	Develop a training audit for centres. Develop Unit and individual training plans	June 2001 September 2001	Further s No's of s training/c
situation	Information from employee survey	Staff 'ownership' of continuous improvement agenda. Team building	Provide staff with a copy of full report Develop systems for team meetings, briefing sessions, staff development days Encourage staff suggestions	Immediate August 2001 Ongoing	Distribut Inspectio Sampling