

To: SOCIAL WORK COMMITTEE		Subject: A HOME FOR THE FUTURE – IMPLEMENTATION PLAN
From: JIM DICKIE, DIRECTOR OF SOCIAL WORK		
Date: 23 RD AUGUST, 2001	Ref: JN/AMJ/HH	

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1 This report updates Committee on the implementation plan regarding “A Home for the Future”. The report advises of progress in the implementation of those recommendations contained within the original report and approved by Committee in November, 2000.

2. BACKGROUND

- 2.1 The Homes for the Future Working Group was established following a report to Social Work Committee in October, 1999. The report outlined a need for a major review of the Council’s own residential provision in view of forthcoming changes in registration standards, deterioration of buildings, a need for a best value perspective and the impending introduction of external scrutiny through the new Scottish Commission for the Regulation of Care.

3. PROPOSALS / CONSIDERATIONS

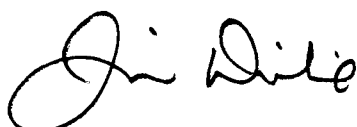
- 3.1 The Implementation Plan is attached to this report as an Appendix. The Plan identifies separately each of the recommendations contained in the final report, indicates action taken to date and identifies further action required. The plan also identifies a lead officer for each outstanding issue and proposes a time scale for each recommendation.
- 3.2 Since the last report to Committee in May, 2001, further progress has been made in a number of areas. It is anticipated that arrangements for the ongoing consultation with older people can be finalised by the end of August, 2001, although the first meeting will probably not take place until September, 2001.
- 3.3 Regarding the maintenance of local authority homes, a £1 million programme has been embarked upon following detailed reports received from design services to reflect a three year refurbishment programme. A commitment of £500,000 spending towards the programme will take place during the current financial year.
- 3.4 Arrangements for review of staffing, management and catering services within residential homes did not begin until after the implementation date for the restructuring of the Social Work Department. The timescale for completing this exercise continues to be September, 2001.
- 3.5 The proportion of single to shared rooms in residential homes will now be monitored regularly and will be reported to Committee on an annual basis. Arrangements for ensuring and monitoring this standard, in both local authority and independent sector establishments are now in place.

- 3.6 The new day care service in the Sir John Mann Centre is now approved with a target date of September, 2001 set for the unit being fully operational.
- 3.7 Housing are leading an inter-departmental group to take forward the key issues in developing sheltered/very sheltered housing. Senior officers from Housing and Social Work form the core membership of this group under the title of "Housing for Older People"
- 3.8 The Assisted Living Development at Airbles Road is still on target for completion in mid September, 2001 and the conversion of units in the Kirk Care (Camp Street) development is also progressing well.

4. RECOMMENDATIONS

4.1 Committee is asked to –

- note the contents of this report
- ask the Director of Social Work to present further reports in due course.
- Ask the Directors of Social Work and Housing to present a joint report to the next Committee cycle on progress from the Housing for Older People working group.
- Approve the Action Plan detailed at Appendix 1



Jim Dickie
Director of Social Work
August, 2001.

For further information on this report please contact Jim Nisbet, Manager, Community Care (Older Peoples Service) – Telephone 01698 332031.

**NORTH LANARKSHIRE COUNCIL
SOCIAL WORK DEPARTMENT
A HOME FOR THE FUTURE - IMPLEMENTATION PLAN**

DECISION	ACTION REQUIRED/TAKEN	LEAD OFFICER	TARGET DATES
1. A regular consultative forum be established between older people and Council Services/ Elected Members	<ul style="list-style-type: none"> - Discussion on strategy with Assistant Chief Executive - Item table on Social Inclusion Officers Group meeting -Elected member to chair consultation forum to be identified -Consultation forum established 	Manager, Community Care (Older People)	Completed
2. The Council should continue to be a major provider of residential services for older people.	None	N/A	Ongoing
3. Local authority homes should be maintained to an acceptable standard	<ul style="list-style-type: none"> - Routine inspection and prompt reporting of repairs and maintenance needs. - Immediate programme of refurbishment initiated in all ten homes at a cost of £200,000. Monitoring and scrutiny of refurbishment programme over 3 year period 	Unit Managers/Operational Managers Operational Managers Head of Resources	Ongoing Completed March, 2002
4. Management structure in residential homes to be reviewed.	Review grades, tiers of management and consider scope for redesignation and/or restructuring of posts.	Operational Manager (Resources)	September 2001
5. Basic grade and senior staff numbers/hours in each home should reflect the current staffing template.	Review staffing in each home and re-model to fit the approved template.	Operational Manager (Resources)	September 2001
6. The cost of catering in each home should be realigned with that of a nationally recognised benchmark.	Renegotiate service level agreement with catering services and establish a catering service based on a national benchmark, ensuring variety, choice, quality and nutrition are not compromised.	Head of Resources	September, 2001

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7. The proportion of single to shared rooms in residential homes to be regularly reviewed.	Careful scrutiny of comparative benchmarking information from the Scottish Executive will allow a review at least annually and a comparison with other authorities and with the independent sector	Operational Manager (Older People)	Ongoing and Annual.
8. Flexible Home Care should be expanded at evenings weekends. The Director of Social Work to introduce targets	Out of Hours Home Care has increased from 1700 contracts per week to over 8000 contracts per week in the last 2-3 years. This significantly exceeds the target set in the 2000/2003 Service Plan which sought a 10% increase year on year. Further targets of 10% annual increase in out of hours home care are being implemented	Co-ordinator Home Care Operational Managers Co-ordinator Home Care Operational Managers	Completed Ongoing
9. The number of service users receiving 20+ hours of home care per week should grow. Targets should be established for service growth.	A target of 10% growth per annum in 20+hours cases has been established. This is to be monitored at Area Team and Headquarters levels. At present there are 160 cases receiving 20+hours home care per week. This should grow to at least 214 cases by March 2004	Co-ordinator Home Care Operational Managers	Completed Monitoring Ongoing

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<p>10. The Director or Social Work should establish the feasibility and cost implementations of providing community alarms on request to older people living alone, prioritising the oldest first.</p>	<p>Timescales for this have required to be revised as supplier was unable to meet deadline for delivery and further supplier is being sought.</p> <p>Target set to provide Alarms to all people over 75 years and living alone, on request is being met on an ongoing basis</p>	<p>Manager, Community Care (Older People)</p>	<p>October, 2001</p> <p>March 2001</p> <p>Ongoing. This timescale has been revised to reflect the ongoing nature of referrals.</p>
<p>11. Consideration should be given to the expansion of daycare services.</p>	<p>Proposals to introduce a 40 place day care centre in the former Sir John Mann home, Bellshill, were approved by Committee in March. Implementation will be completed by September 2001.</p>	<p>Operational Manager (Older People)</p> <p>Operational Managers Central and South</p>	<p>Completed</p> <p>September 2001</p>
<p>12. Significant development of very sheltered housing provision and adaptation of existing sheltered housing is essential and central to the development of services for older people. There is a need to establish a partnership forum to take forward the key issues</p>	<p>Partnership work has begun on an Assisted Living Development in Airbles Road Motherwell. This will create 30 varying needs housing units and will augment provision presently under under resourced in this area.</p> <p>Further plans to convert 9 units of an existing Sheltered Housing Complex to very sheltered standards are underway. This development, managed by Kirk Care in Motherwell, will provide the type of development endorsed by the Council in "A Home for the Future".</p> <p>A partnership group involving senior officers from Housing and Social Work requires to be established to take forward the key issues in developing sheltered housing provision.</p>	<p>Housing Development Manager Operational Manager (Older People)</p> <p>Housing Development Manager Kirk Care Housing Association Senior Community Care Officer Area Manager Motherwell</p> <p>Operational Manager (Older People)</p>	<p>Completed</p> <p>October 2001</p> <p>Group established June 2001.</p>