

To: SOCIAL WORK COMMITTEE		Subject: BEST VALUE REVIEW OF HOMECARE - UPDATE
From: JIM DICKIE DIRECTOR OF SOCIAL WORK		
Date: 9 MAY 2002	Ref: JD/JN/TJC	

1. PURPOSE OF REPORT / INTRODUCTION

- 1.1. The purpose of this report is to advise Committee of progress in the implementation of the Improvement Action Plans contained within the Best Value reviews of Home Care Services.

2. BACKGROUND

- 2.1. Within the Social Work Department, four Best Value reviews have been conducted around the broad heading of Home Care Services. A review of Day Care Services was approved by Committee in June 2000. The review of the Community Alarm Service was approved in December 2000. A review of the Community Meals Service was approved in August 2001 and finally, the review of in-house Home Care Services was approved in February 2002.
- 2.2. The Best Value Reviews came at an appropriate time, following implementation of a major departmental review of all Home Care Services, resulting in a number of significant changes to in-house Home Care provision. The information and issues gathered from the review of Home Care Services were incorporated into the Best Value reviews during the review process.
- 2.3. Each individual Best Value review within Home Care contained an Improvement Action Plan and the Improvement Action Plans have also been approved at previous Committees.
- 2.4. In order to drive future service developments and overview continuous improvement of the individual services as well as the combined services which come under the Home Care umbrella, a Member Officer Group has been established to implement the improvement and development agendas.

3. MEMBER OFFICER GROUP

- 3.1. The Best Value (Home Care) Implementation Group is chaired by an Elected Member and includes further representation from three Elected Members, Officers of the Social Work Department and representatives from other relevant Council departments and other stakeholder agencies. The remit of the group is to oversee implementation of the Action Plans from the Best Value Reviews and to drive future developments in the services.
- 3.2. The group meets on a monthly basis and considers two of the four areas of service each month, resulting in all four services being considered on a bi-monthly basis.
- 3.3. The group will report to Committee periodically and as required.

4.0 AREAS OF PROGRESS

Areas of progress to date in the four areas include:

4.1 Day Care Services

- Agreement on the staffing grades.
- Extension to 7 days opening is currently underway.
- Members have visited all local authority day centres for older people and are seeking views from staff and service users.

4.2 Community Meals

A multi-departmental working group has been set up to take forward the major issues from the Improvement Action Plan.

4.3 Alert Services

It is anticipated the provision of the 7000th alarm unit will occur around the summer of this year. Arrangements underway for an article highlighting this achievement to be included within the next issue of the North Lanarkshire News.

4.4 Home Care Services

A major Home Support Worker Recruitment Campaign will commence in May 2002. Week commencing the 6 May 2002, radio and national press will run recruitment adverts. The process will be repeated on a quarterly basis.

A poster campaign to build interest and awareness will also commence in May 2002.

All new Home Support Workers attend a three day Induction Training Course which includes Moving and Handling and Food Safety. Within 3-6 months of being in post Home Support Workers progress to undertake a three week college based training course which leads to a Scottish Progression Award. This new award involves work based assessments for Home Support Workers.

Home Support Managers have recently completed an extensive training programme which includes Care Management, Time Management, Stress Management and Supervision.

5. CONCLUSIONS

5.1. Committee is asked to note the contents of this report.



Jim Dickie
Director of Social Work
26 April 2002

For further information on this report please contact J Nisbet, Manager, Community Care, Older People (TEL: 01698 332023)