

TO: SOCIAL WORK COMMITTEE	Subject: A HOME FOR THE FUTURE -- IMPLEMENTATION PLAN
FROM: DIRECTOR OF SOCIAL WORK	
DATE: 24 <sup>th</sup> October 2002	

## 1. CONTENT AND PURPOSE OF REPORT

- 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 PROGRESS TO DATE

- 3.1 An updated 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 timescale for implementation of each recommendation.
- 3.2 Committee will note that of the 12 improvement action plan recommendations, 9 have been concluded and 4 of these are subject to annual review.
- 3.3 The three recommendations yet to be implemented in full are as follows
- 3.3.1 A review of the management structure in residential homes. (Implementation Plan - Point 4). The review is awaiting implementation following final negotiations with the Trade Unions. A recent further exchange of correspondence between the Department and the Trade Unions appears to have resolved all of the outstanding issues and questions raised by staff. This item will be the subject of a separate report to committee in due course.
- 3.3.2 The realignment of catering costs with those of a nationally recognised benchmark. (Implementation Plan - Point 6). Negotiations with catering services require to be concluded before this recommendation can be implemented and any proposals that have staffing implications will require to be discussed with the Trade Unions. It is expected that this matter will best be served by establishing a service level agreement for catering services within residential homes for older people and detailed recommendations will be the subject of a separate report to committee in due course.

3.3.3 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. (Implementation Plan - Point 12). Committee will recall that it was this recommendation which resulted in the creation of the Housing for Older People working group. Since its establishment, the group has taken forward a number of proposals.

- A change in the allocation process to include assessment of need and thus target resources to those in greatest need of sheltered/very sheltered housing.
- Commissioning of a fabric report and survey of existing sheltered housing stock with a view to consider the upgrade of some units from sheltered to very sheltered status.
- The development of a programme of new-build very sheltered units in partnership with the independent sector. This programme will create one additional unit per year on an ongoing basis.

It is proposed that a joint report to Social Work and Housing and Property Services Committees will be tabled when the present review of services is concluded.

3.4 Given that most of the improvement action plan recommendations have been concluded, future reports to committee on this agenda will concentrate on those outstanding issues in sections 3.3.1 to 3.3.3 of this report and will be tabled as separate reports.

#### 4. RECOMMENDATION

4.1 Committee is asked to –

- note the contents of this report.
- ask the Director of Social Work to present further reports to Committee in due course.



**Jim Dickie**  
**Director of Social Work**  
**17<sup>th</sup> September 2002**

*For further information on this report please contact Jim Nisbet, Manager, Older Peoples Services  
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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 Member Representation.	Remitted to Council Wide Cross Cutting Best Value Review of Older Peoples Services.	Manager, Community Care (Older People)	Concluded
2. The Council should continue to be a major provider of residential services for older people.	Approved by Social Work Committee November 2000	N/A	Concluded
3. Local authority homes should be maintained to an acceptable standard	a) Programme of refurbishment carried out in all ten homes at cost of £200,000 b) Further programme of essential Health & Safety measures and Inspection Unit recommendations is underway.	Head of Resources/Manager Community Care Older People	a) Concluded  b) Concluded
4. Management structure in residential homes to be reviewed.	Review concluded and proposals have been agreed with Trade Unions.	Manager, Resources and Information	Report to Committee in October cycle.
5. Basic grade and senior staff numbers/hours in each home should reflect the current staffing template.	Staffing in each home has been reviewed and re-modelled to fit the approved template.	Manager, Resources and Information	Concluded
6. The cost of catering in each home should be realigned with that of a nationally recognised benchmark.	Work ongoing to 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	End of Financial Year
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.	Manager, Community Care (Older People)	Subject to Annual Review

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<p>8. Flexible Home Care should be expanded at evenings weekends. The Director of Social Work to introduce targets</p>	<p>Out of Hours Home Care has increased from 1700 contacts 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</p>	<p>Service Manager, Homecare Operational Managers</p>	<p>Concluded</p>
<p>9. The number of service users receiving 20+ hours of home care per week should grow. Targets should be established for service growth.</p>	<p>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 people receiving 20+hours home care per week. This should grow to at least 214 cases by March 2004</p>	<p>Service Manager, Homecare Operational Managers</p>	<p>Concluded and Subject to Annual Review</p>
<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>Target set to provide Alarms to all people over 75 years and living alone, on request is being met on an ongoing basis. 1200 New Community Alarms purchased in December 2001. Further 1000 Alarms to be purchased in 2002-3</p>	<p>Manager, Community Care (Older People)</p>	<p>Concluded and subject to Annual Review</p>
<p>11. Consideration should be given to the expansion of daycare services.</p>	<p>a) Review of Day Care concluded and Action Plan approved. b) Sir John Mann Day Centre now opened. c) Stewarton House (Wishaw) increased from 5 to 6 days per week service. d) Proposal to introduce 7 day service in all Centres subject to Committee Approval.</p>	<p>Manager, Community Care (Older People)  Operational Managers Central and South</p>	<p>a) Concluded b) Concluded c) Concluded d) Implementation Phase and Subject to Annual Review</p>

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<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 resourced in this area.</p>	<p>Housing Development Manager Manager Community Care (Older People)</p>	<p>Completed</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>Housing Development Manager Kirk Care Housing Association Senior Community Care Officer Area Manager Motherwell</p>	<p>Completed</p>
	<p>A partnership group involving senior officers from Housing and Social Work has been to be established to take forward the key issues in developing sheltered housing provision. Developments being considered at Cumbernauld and Motherwell Feasibility studies ongoing into conversion of sheltered housing and client need.</p>	<p>Manager Community Care (Older People)</p>	<p>Group established June 2001</p>
	<p>Eligibility criteria for Sheltered Housing now based on assessed need.</p>	<p>Housing Development Manager</p>	<p>Report to Committee when Working Group concludes.</p>