

To: SOCIAL WORK COMMITTEE	Subject: ROSEPARK CARE HOME - SOCIAL WORK ROLE	
From: DIRECTOR OF SOCIAL WORK		
Date: 11 MARCH 2004	Ref: MF/JM	

1. PURPOSE OF REPORT / INTRODUCTION

1.1. To advise Committee of the role of Social Work in relation to the Rosepark Care Home fire;

- as part of the Council's Major Incident Response Team and
- the provision of Social Work Services

2. BACKGROUND

2.1. Rosepark is a privately managed Nursing Home registered by the Care Commission to provide care to 43 residents. The Home opened in February 1992 and had a good reputation with residents, their relatives and within the local community.

2.2. The majority of the residents had been assessed by North Lanarkshire Social Work staff (Bellshill Area Team), including those who died and most were publicly funded by the Council. Staff from the Department's Monitoring and Standards section held responsibility for the monitoring of contract compliance.

2.3. On 31 January 2004 a tragic fire occurred within the home which resulted in the deaths of fourteen residents. The remaining residents were evacuated from the building by the Emergency Services and were temporarily located in a nearby Care Home.

2.4. Social Work staff were deployed to attend the incident as part of the Council's Major Incident Response Team.

3. ROLE OF SOCIAL WORK

3.1. Social Work involvement can be categorised as follows:

- (i) Immediate provision of alternative accommodation (1 February 2004)
- (ii) Deployment of the Lanarkshire Major Incident Support Team (MIST)
- (iii) Liaison with Care Homes
- (iv) Liaison with other Councils/Agencies
- (v) Ongoing support to residents, relatives and staff from Rosepark
- (vi) Service continuity arrangements

4. PROVISION OF ALTERNATIVE ACCOMMODATION

- 4.1. Following their evacuation from Rosepark, residents were temporarily located within a nearby Care Home.
- 4.2. The criteria used by staff to identify suitable accommodation included:
 - Homes registered with the Care Commission
 - Homes with a number of vacancies to enable groups of residents to be accommodated together
 - Geographic accessibility
 - Homes willing to accommodate staff from Rosepark to enable residents to be supported
- 4.3. Residents have been able to be accommodated in two care homes which meet the requirements in 4.2 above. They each had the added advantage of being able to accommodate residents and staff in "dedicated wings".
- 4.4. All residents were screened by paramedics and Social Work staff to enable appropriate placements to be identified.
- 4.5. All residents were assisted to transfer to their new accommodation by Social Work staff on 1 February 2004. Relatives who were in attendance were fully involved in the arrangements.

5. MAJOR INCIDENT SUPPORT TEAM (MIST)

- 5.1. The MIST team is part of the Council's Major Incident response arrangements. The team is deployed when there may be support needs required by either members of the public or Council staff affected by a major incident.
- 5.2. The team is made up of staff from North and South Lanarkshire Council Social Work and Health staff. Deployment in North Lanarkshire is the responsibility of the Head of Social Work Services.
- 5.3. Following the Rosepark fire, Health staff from the MIST team were deployed to provide support to managers and staff from Rosepark and its sister home, leaving Social Work staff to provide support to residents and relatives where required.
- 5.4. Managers from the team liased closely with the Police Family Liaison Officers (FLO's) to share appropriate information and to prepare for the FLO's concluding their remits.
- 5.5. MIST staff were also involved in the Critical Incident Debriefing of Social Work staff involved in the incident.
- 5.6. The Deployment of the MIST Team appears to have operated successfully.

6. LIAISON WITH CARE HOMES

- 6.1 Three senior social work managers acted as Liaison Officers with the relevant Care Homes - Orbiston, Kittochglen and Coftbank/Rosepark to facilitate communication and provide support.
- 6.2 Meetings have also taken place with managers, staff and relatives in the respective homes to address issues raised.
- 6.3 Social Work staff have also assisted with financial arrangements for individual residents and placements.

6.4 These arrangements will continue until more permanent care arrangements are made for the residents.

7. LIAISON WITH OTHER COUNCIL'S / AGENCIES

7.1 As part of the Council's Emergency Response, Social Work staff liaised with a number of local authorities who had responsibility for some of the residents at Rosepark, including some of those deceased.

7.2 Staff arranged for the provision of information and undertook some duties on behalf of other Authorities.

7.3 Links were also made with the Care Commission who have responsibility for the registration of Rosepark.

8. SUPPORT TO RESIDENTS AND RELATIVES FROM ROSE PARK

8.1 Social Work support continues and includes the following:

- Each resident has a nominated Social Work member of staff who links with the residents / relatives to address any individual concerns
- Arrangements for the urgent retrieval of personal items such as hearing aids and walking sticks
- The return of personal clothing which staff laundered in advance (possible smoke penetration). Clothes were also returned in personal boxes to ensure the preservation of the dignity of the residents
- Additional payments of £25 made by the Department to residents / relatives to meet additional costs such as travelling expenses
- Attendance at funerals (some staff received personal invitations from families because of the previous assessment contact)

8.2 The owner of Rosepark has written to the Director of Social Work expressing his appreciation for the support and assistance provided throughout by Social Work staff. Other relatives have also made direct contact with the Chief Executive to thank the Council for its support during the incident.

9. SERVICE CONTINUITY ARRANGEMENTS

9.1 The Social Work response to the incident required the deployment of a significant number of staff from the Bellshill Area Team, in particular and Headquarters over the weekend of the incident.

9.2 Whilst responding to the incident, Social Work managers also required to ensure that arrangements were in place to provide a full range of Social Work services, from the Bellshill Office on the Monday.

9.3 Previously determined Departmental Emergency arrangements were implemented over the weekend. Arrangements were introduced to ensure shift arrangements were in place to spell staff.

9.4 Pre planned arrangements ensured that as of Monday 3 February 2004, managers and staff were properly deployed to attend to the follow up to the emergency and ensure continuity of area team provision.

9.5 Emergency planning arrangements worked well.

10. FINANCIAL / LEGAL / PERSONNEL ISSUES

- 10.1 There will be some cost to the Department arising from the response to the fire which will be met from the Social Work budget.
- 10.2 The Departments response was consistent with the statutory duties of the Council.

11. RECOMMENDATIONS

11.1 Committee is asked to:

- (i) note the role of Social Work in the emergency response following the fire and the provision of ongoing Social Work services
- (ii) otherwise note the contents of the report



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Director of Social Work
17.02.04

For further information on this report please Mary Fegan, Head of Social Work Services Tel: 01698 332001