

To: SOCIAL WORK (OPERATIONS AND SERVICES) SUB COMMITTEE		Subject: NATIONAL CARE STANDARDS : CARE AT HOME
From: DIRECTOR OF SOCIAL WORK		
Date: 5 October 2004	Ref: JN/BD	

1. Purpose of Report/Introduction

To advise Committee of the Department's preparation to meet the introduction of the Care Commission's National Standards for "Care at Home" Services and the registration of the service.

2. Background

- 2.1. The National Care Standards *Care at Home* form part of a series of standards, for a number of care settings, produced for use by the regulatory body, The Scottish Commission for Regulation of Care (SCRC). The *Care at Home* standards became effective from April 2003.
- 2.2. The key principles in the production of *Care at Home* standards were:
 - i) to secure the achievement of quality home care services
 - ii) to use as part of the accreditation process and
 - iii) to use as part of contract monitoring and compliance.
- 2.3. The *Care at Home* standards identified 22 main areas where standards are to be introduced. Also within these sections were listed a number of performance targets and indicators that would assist the main standards to be achieved.
- 2.4. A workbook based on the 22 *Care at Home* standards was formatted by the Department to enable comparisons to be made and measurements to be drawn. This would also help identify the tasks to be undertaken by social work teams to fulfil the standards required. The workbook also identifies 7 methods of measuring and monitoring each of the standards.
- 2.5. Copies of the workbook have been circulated to area teams to test its content and format. A small work group was remitted to examine current practice against each care standard. This exercise established that a substantial number of care standards were not exclusively the responsibility of the Home Care service. The standards were separated into workbooks for Home Care Services and workbooks for other care or administrative sections. The workbooks and the decisions behind their production were presented to the Department's Senior Management Team for approval.
- 2.6. The complete workbook was presented thereafter to the Care Commission and received favourable comment.
- 2.7. The Care Commission announced late in 2003 that it did not intend to inspect home care services during 2004. The Department took the view that, irrespective of the Care Commission's decision to defer inspections for a year, a rollout programme should be devised to introduce the care standards across the authority. A 'critical path' was devised that outlined the Department's rollout programme.

- 2.8 Running parallel to the introduction of the National Care Standards was the registration process between the Care Commission and Local Authorities. This involved a series of consultative meetings and correspondence to determine the formal registration for integrated services (Home Care and Housing Support).
- 2.9 The Department was successful in its representation to limit the number of sectors that required registration (and associated fees). The Care Commission recognised that an element of duplication was present in its initial registration process and amended this in favour of the Council.

3. **Current Situation**

- 3.1. The Council is about to complete its formal registration with the Care Commission.

4. **Financial / Personnel / Legal / Policy Implications**

- 4.1 There is no additional cost to the Council to implement National Care Standards. Registration fees have been accounted for within existing budgets.

5. **Recommendation**

Committee is requested to:

- (i) note the contents of this report
- (ii) request that the Director of Social Work provide further reports on the registration and implementation of the National Care Standards "Care at Home" in due course.


Jim Dickie
Director of Social Work
(20th September 2004)

RE.

For further information on this report please contact Jim Nisbet, Manager, Community Care (Older People) on telephone 01698-332031.