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| To: SOCIAL WORK<br>(OPERATIONS AND SERVICES)<br>SUB COMMITTEE | Subject: THE HOME SUPPORT WORKER HANDBOOK |  |
| From: DIRECTOR OF SOCIAL WORK                                 |   |  |
| Date: 7 DECEMBER 2004   | Ref: JD/JN/CC                             |  |

## 1 Purpose of Report/Introduction

The purpose of this report is to advise Committee of the production of a handbook for home support workers.

## 2 Background

- 2.1 The traditional 'home help' service provided mainly domestic assistance to a large number of older people who each received a very small number of hours, in essence a shopping and housework service.
- 2.2 In view of people's wishes to remain at home with support and a commitment to shift the balance of care, a new approach to care at home was required that included flexibility of the times at which home support was provided whilst ensuring continuity of care, responsiveness and the types of tasks undertaken.
- 2.3 The current range of tasks that any particular home support worker can undertake is wide and varied. Staff require clear guidance on key elements of their work and as a result, the handbook has been developed. Whilst it cannot be prescriptive, the handbook does provide practical information for a dispersed workforce.
- 2.4 Contributors to the Handbook's production include home support workers, Officers from Health and Safety Team, Internal Audit, Community Services, and partner agencies such as Health and the Police.

## 3 The "Home Support Worker Handbook"

- 3.1 A range of topics on how to deal with many of the day to day situations that occur for home support workers are contained within the handbook. It gives information, guidance and instruction to home support workers, and will act as a guide to the "do's and dont's" of frequently undertaken tasks.
- 3.2 The handbook covers the main aspects of the service and is divided into six main sections:
  - Health and Safety at Work
  - Hazards in the Home and Emergency Procedures
  - Tasks and Procedures
  - Financial Procedures
  - Quick Guide
- 3.3 The handbook will be produced in a format to enable it to be part of the Home Support Worker's equipment carried on a daily basis.
- 3.4 Consideration is being given to the best way to launch the handbook.

**4 Personnel/Legal/Policy Implications**

4.1 There are no legal or financial or personnel issues.

4.2 The cost of the production of the Handbook will be met from existing resources.

**5 Recommendation**

5.1 Committee is asked to:

note the contents of the report.



**Jim Dickie**  
**Director of Social Work**  
**(18 November 2004)**

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