

# REPORT

 Item No: \_\_\_\_\_
 

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<b>SUBJECT:</b>	Update on Community Alarm Service Developments
<b>TO:</b>	<b>Integration Joint Board</b>
<b>Lead Officer for Report:</b>	Alison Gordon, Head of Children, Families and Justice Social Work Services
<b>Author(s) of Report</b>	Jim McCreanor, Community Social Work Manager
<b>DATE:</b>	30 October 2018

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## 1. PURPOSE OF REPORT

This paper is coming to the IJB

For approval	<input type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input checked="" type="checkbox"/>
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To update the Integrated Joint Board (IJB) on the progress made on further developing the Community Alarm Service (CAS) since the initial report to the IJB in March 2018.

A further final report will be brought to the IJB in May 2019 with the conclusions for the implementation of the service review and modernisation of the Community alarm Service.

## 2. ROUTE TO THE BOARD

This paper has been:

Prepared	<input checked="" type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input type="checkbox"/>
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By: Jim McCreanor / CAS Project Board

## 3. RECOMMENDATIONS

Note the progress made in developing CAS within North Lanarkshire.

## 4. BACKGROUND/SUMMARY OF KEY ISSUES

4.1 The Integrated Joint Board agreed on 27<sup>th</sup> March 2018 that following the consultation work undertaken in autumn 2017 that a change to the eligibility criteria and future service planning be undertaken.

4.2 The key areas to be covered included:-

- The implementation of a needs led assessment for all new referrals to the service.
- Expanding the range of professionals who can undertake a needs led assessment.

- Building on our work through MLE (Making Life Easier) to develop a guided self-assessment.
- Establishing a service review group to address the challenges facing the service including an increase in demand, improve response times going forward, and revisit the aims and objectives of the service.

#### **Progress to date: Assessment, Signposting and Service User Engagement**

- 4.3 A needs led assessment was introduced in June 2018 and all requests for the service since this date, circa 600 have had a full assessment (this includes consideration of wider needs including social isolation, financial and carer's needs, if applicable).
- 4.4 As part of the introduction of the new assessment process we wrote to all existing users of the service to assure them that there would be no change to their service and offering a needs led assessment. In addition we asked that they complete an updated personal information template to ensure our records were accurate. Some 3550 people returned these forms and their records are currently being updated
- 4.5 As well as updating an individual's personal information via the above method we have also been undertaking a "test of change" in partnership with Voice of Experience. This has seen 675 people contacted with 526 home visits carried out, in the 12months to May 2018, the data on signposting individuals and updating their personal information is attached in appendices 1 & 2.
- 4.6 We now have the ability via rolling out our live MySWIS database to the discharge hub at University Hospital Monklands to allow the discharge co-ordinators to refer directly to CAS. This test of change is going live in October 2018.
- 4.7 In partnership with ADL Smartcare we have undertaken a piece of work to enhance Making Life Easier to allow the public to complete a guided self-assessment to access the service. This development will be tested by 2 focus groups of users and carers in early November 2018.

#### **Wider Service Review**

- 4.8 The service review group we has focused on areas of development that assist in streamlining operational service delivery, these include:
- The investment in technology which allows us to deploy single crew teams.
  - Testing tracker devices on vehicles to support better, more efficient deployment of staff.
  - Sourcing and identifying bases for staff deployment out with normal office hours, to streamline break times and support staff and promote their health and wellbeing. (We are currently piloting a test site in Motherwell with the Scottish Ambulance Service).
- 4.9 The work streams are all overseen by a Project Board chaired by the Head of Children Families and Justice Social Work Services. This board meets approximately every 6 weeks to take forward this important area of work and has representation from localities, 3<sup>rd</sup> sector, acute hospital services, trade union and human resources.
- 4.10 A significant focus of ongoing work is the review of the aims and objectives of the service and associated service standards. As well as the above areas the Project Board will also

consider going forward other areas which will impact on the service in current and future years, namely:

- The Councils review of Sheltered Housing, which was agreed at the Transformation Committee on 9<sup>th</sup> September 2018. (an implementation group with colleagues in Enterprise and Communities Service will take this work forward).
- Telecom providers plans to move all households to Digital landlines by 2025, has implications for the Council/IJB in terms of interoperability of our current stock of alarm units and pendants. In addition there is potential future costs in terms of the digital solutions proposed to overcome these issues. Consultation is ongoing across Scotland between the Scottish Government Digital Office, local authorities and the telecom providers to attempt to resolve the potentially significant operational and financial implications.

## 5. CONCLUSIONS

The implementation of the new eligibility criteria has progressed smoothly with no adverse customer feedback. Parallel activity to enhance the quality of information held on existing service users and to enhance signposting to other appropriate supports has also progressed well. The outcomes of the wider service review will be reported to the IJB in May 2019.

## 6. IMPLICATIONS

### 6.1 NATIONAL OUTCOMES

**Outcome 1:** People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.

**Outcome 2:** People who use health and social care services have positive experiences of these services, and have their dignity respected.

**Outcome 3:** Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

**Outcome 4:** Health and social care services contribute to reducing health inequalities.

### 6.2 ASSOCIATED MEASURE(S)

As a registered service the service is subject to external evaluation by the Care Inspectorate. A number of performance measures are currently recorded and will be reviewed as part of ongoing service development referenced above.

### 6.3 FINANCIAL

This paper has been reviewed by Finance:

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
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The financial impact of changes to the eligibility criteria has been marginal with the individual community alarm units and installation costs continue to be absorbed within existing resources.

There is the potential for increased costs as a result of a range of factors including demand pressures and the potential infrastructure changes highlighted at 4.10 above. The proposed report to the IJB in May 2019 at the conclusion of the review will address any changes in future resourcing requirements.

6.4 PEOPLE

None

6.5 INEQUALITIES

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
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7. BACKGROUND PAPERS

None

8. APPENDICES

Appendix 1. - Voice of Experience - Contacts, Visits and Service User Information  
Appendix 2. - Voice of Experience - Signposting and Customer Satisfaction

9. VARIATIONS TO DIRECTIONS?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
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IJB - Variation to Direction.docx



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CHIEF ACCOUNTABLE OFFICER (or Depute)

Members seeking further information about any aspect of this report, please contact Alison Gordon, Head of Children, Families and Justice Social Work Services on telephone number 01698 332001.

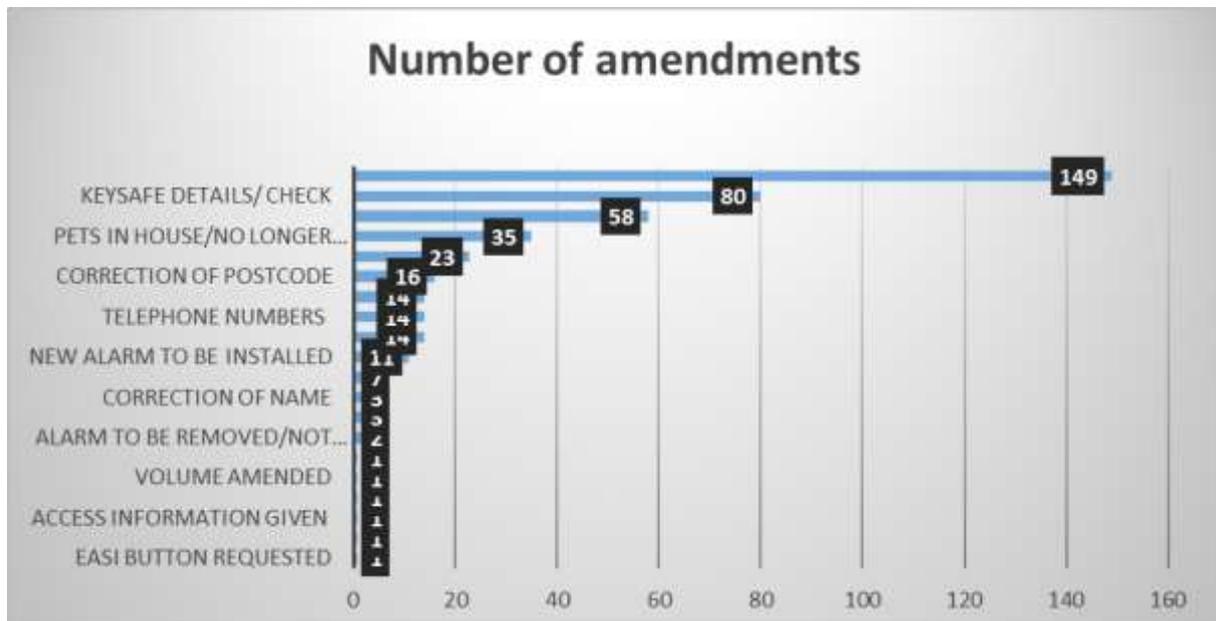
**Voice of Experience, Community Liaison Service**  
**Contacts, Visits and Service User Information**

- **Contacts and Visits**

No of clients contacted - May 2017 / May 2018	675
No of visits completed - May 2017/ May 2018	526
Average age of those visited	80 years
Usage figures	Yes 38% No 62%

- **Amendments to Service User information.**

As all the contact details etc held were checked during the visit this allowed any amendments which required to be changed to be done either during the test or by report.



## Voice of Experience, Community Liaison Service Signposting and Customer Satisfaction

- **Signposting**

A vital part of the visits made is the signposting done as a result of the conversations held in the course of the time spent with the client

Making life easier	296
Active Health	68
Home Library	200
Care & Repair	145



The total number of individual signposting's until May 2018 came to **1205**

- **Customer Satisfaction**

During the course of visits a number of questions were asked to those who had recently activated the alarm. These asked about the speed of call answering, politeness and helpfulness of staff as well speed of response and quality of service received.



In all but 2 cases 100% were extremely satisfied.

