

Report

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Report to:	Rutherglen and Cambuslang Area Committee
Date of Meeting:	11 May 2010
Report by:	Executive Director (Social Work Resources)

Subject:	Social Work Resources - Older People Services - Local Performance Support
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Set out progress against some of the key areas of activity relating to Social Work Resources Older People's Services in the Rutherglen and Cambuslang area.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the report be noted

3. Background

- 3.1. A report to the Executive Committee on 8 July 2009 set out proposals for reviewing the remit and roles of Area Committees. The report highlighted a revised terms of reference for Committees which included receiving local performance reports from Resources on key priorities from the Council Plan and Connect.
- 3.2. This report is the first of the new performance reports which considers key priorities and progress relating to Social Work services for Older People in the Rutherglen and Cambuslang Committee area. This sits within a suite of performance reports on Connect and the Resource Plan which are presented to Executive and Resource Committees to ensure that elected members have a clear idea of progress for all Social Work services. Connect measures relate to home care, carers assessments, and community care assessments.

4. Social Work Resources Priorities

- 4.1. The mid-term review of Connect was completed in 2009 and reiterated a clear set of priorities for the Council which will impact on improved services and quality of life for residents in South Lanarkshire. Together with the six other Resources, Social Work Resources contributes to the Council's key objectives and improvement themes. In particular the Resource contributes to:
- Develop services for Older People
 - Improve health and increase physical activity
 - Improve lives of vulnerable children, young people and adults.
- 4.2. This report focuses on the first of these Connect priorities – develop services for Older People. This reflects the significance of this agenda, both locally and nationally

and internationally. Recent decades have seen an increase in life expectancy across the developed world, and Scotland is no different. Life expectancy for men is now 75 compared with 72.4 in 1996 and 79.9 for women compared with 78.1 in 1996. In South Lanarkshire life expectancy is 74.5 for men (72.6 in 1996) and 79.3 for women (77.7 in 1996). This rise in life expectancy is reflected in the rise on the number of older people, and particularly those aged over 80 years. The table below shows the projected increase in the population aged 50+ by age band from 2007-2021 for South Lanarkshire.

Total	2007	2016	2021	2007-16	2016-21
50 to 64	59,542	67,417	69,686	13.2%	3.4%
65 to 69	14,798	18,109	18,621	22.4%	2.8%
70 to 74	12,864	14,203	16,692	10.4%	17.5%
75 to 79	10,186	11,723	12,563	15.1%	7.2%
80 to 84	6,804	8,621	9,623	26.7%	11.6%
85 to 89	3,635	5,044	6,150	38.8%	21.9%
90 plus	1,613	2,666	3,559	65.3%	33.5%
All 50+	109,442	127,783	136,894	16.8%	7.1%
% aged 50+	35.4%	39.8%	41.8%	-	-

This shows clearly an expectation that the greatest proportionate increases will be for those aged 80+, with even more significant rises in those aged 85-89 and 90+. Even though the numbers in these age groups might be relatively small, the increases are important as the very old are more likely to be frail, vulnerable and in need of social care services.

4.3. A national review of services for older people is currently underway. It has started from the premise that the way in which we currently provide health and social care services is not sustainable in the longer term as the number of older people increases. Recent reports from the Audit Commission on the English situation (Under Pressure) and the Clyde Valley Review of Shared Services by Sir John Arbuthnott also reiterate the point that we need to consider the way in which we design and deliver services if we are to cope with the additional demands on health and social care services.

4.4. This is the backdrop to work identified within the Social Work Resource Plan to develop sustainable services for older people. These are services that will promote independence, encourage service user and carer involvement in the design of care packages and support carers to continue in their caring role. The next section considers some of these in more detail, both at a South Lanarkshire and at Rutherglen and Cambuslang level.

5. Develop services for older people

5.1. The services considered in more detail in this report are:

- Home care
- Assessment and care management
- Residential and Day Care
- Respite and support for carers

5.2. Home Care

5.2.1. At the end of March 2010, there were 3,130 people in receipt of the Home Care Service across South Lanarkshire, of whom 660 were resident in Rutherglen and Cambuslang. In terms of home care hours, this equates to 6297 home care hours per week (20% of the SL total hours). Of these, 219 service users were in receipt of

intensive home care – that is a home care service of ten hours or more each week. The home care service has seen a rise in the number of complex care cases it is involved in as more care is provided at home rather than in hospital settings.

- 5.3. The rise in the demand for home care has resulted in a re-examination of the models of service that are provided. The Re-ablement concept is one possible new approach which sees individuals empowered to support themselves in their own environment. The approach is currently being piloted in the Rutherglen/Cambuslang area.
 - 5.3.1. The pilots support individuals being discharged from hospital who are assessed as requiring home care services but who could reduce their dependency on home care by increasing their confidence within the home or by learning or relearning skills. A range of home carers, occupational therapists and social workers work with the individuals to set achievable goals and review progress to ensure they are confident and safe within their environment.
 - 5.3.2. To date the pilot in Rutherglen/Cambuslang has supported 21 individuals. Building on its existing Hospital Discharge Team it has quickly seen a significant improvement in the long term independence and quality of life for these individuals.
 - 5.3.3. As part of our commitment to providing quality services and continuous improvement, Home Care has decided to apply for the Customer Service Excellence Award. This award recognises the hard work and commitment of all our Home Care staff and this will form a vital part of the assessment. The assessment provides an opportunity for us to review our services and identify areas where we can improve.
 - 5.3.4. A “pre inspection” visit from an external verifier took place on 3 March 2010 to view all our evidence of good practice and provided an indication of how our application was progressing. The results were very positive and provided us with a clear indication where we need some additional work before the final stages (finalising our response to the service users’ questionnaire during autumn 2009). The final assessment is planned for the beginning of June 2010.
 - 5.3.5. The Care Commission conducts an annual inspection of care services to view independently our services in line with national care standards and takes into account the views of staff, service users, carers and families.
 - 5.3.6. Each local home care team was inspected by the Care Commission between June 2009 and February 2010. Feedback was shared verbally at a meeting with the Care Commission Officer on 21 April 2010 and we are awaiting publication of the final reports. Based on the verbal feedback we anticipate that we will continue to improve on last year’s favourable reports.
- 5.4. **Assessment and Care Management**
 - 5.4.1. Following a review of the Social Work Resources structure, Fieldwork Managers posts have been established. Each locality has a Fieldwork Manager for Adult and Older People Services. The Fieldwork Manager has responsibility for teams that complete assessments and organise support plans for individuals.
- 5.5. The Fieldwork Manager also has lead responsibility for coordinating partnership working with other services and resources and ensuring that service provision is coordinated and meets required standards.

5.6. Residential and Day Care

5.6.1. The Council runs 8 residential care homes, one of which, David Walker House, is in the Rutherglen and Cambuslang area. Work on a replacement care home for David Walker House is on target to be completed in late autumn, with the move planned to take place before Christmas. The new facility will offer accommodation for up to 50 individuals and the design has included provision for a hair salon, fitness suite, cinema room and Starbucks café. In the meantime, the Care Commission graded the service at David Walker House very highly.

5.7. The Council runs 16 day centres, all of which cater for older people. One of these, the Harry Heaney Centre, is based in the Rutherglen and Cambuslang area. This centre recently achieved high grades in its Care Commission inspection.

5.8. Customer Services Excellence Award has been granted for day care services and the service was successful in retaining this award for our residential care homes.

5.9. 'The wee drams' was a successful initiative involving all Council care homes and day centres for older people. It delivered 600 sessions of music, dance and creative opportunities including drama, to older people using our services.

5.10. Respite and Support for Carers

5.10.1. The Resource has just completed work on an approach to short breaks (respite) which will provide the framework for the service in the coming years. At present, we do not collect data on respite at locality level. However, in the year to 31 March 2010 the Resource provided 22,815 residential respite nights to people aged 65 and over.

5.10.2. Respite can provide a welcome break from routine caring duties for relatives who provide care. Social Work Resources launched its revised Carers Strategy at an event on 30 April 2009, and this set out the strategic objectives for working with carers and partner organizations to ensure that carer needs are met and that carers are supported to remain in their caring role as long as they require that support. One of the main, formal vehicles for assessing carers' needs is the Carer Assessment. Numbers taking up an offer of a carer assessment remain small, but the Resource aspires to ensure that all Carers are offered an assessment and reasons for declining an assessment are recorded. Over 99% of carers in Rutherglen and Cambuslang who came into contact with Social Work services were offered an assessment.

6. Employee Implications

6.1. None.

7. Financial Implications

7.1. None.

8. Equality Impact Assessment and Consultation Arrangements

8.1. This work does not introduce a new policy, plan or practice and an impact assessment is not required. Any changes in practice which result from the benchmarking study will be considered in terms of impact assessment and with full involvement of service users and other stakeholders as required.

Harry Stevenson
Executive Director (Social Work Resources)
5 May 2010

Link(s) to Council Values/Objectives

- ◆ Develop services for Older People
- ◆ Improve health and increase physical activity
- ◆ Improve lives of vulnerable children, young people and adults

Previous References

None.

List of Background Papers

None.

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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