

CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP



COMHAIRLE NAN EILEAN SIAR

NHS
Eileanan Siar
Western Isles

Western Isles Integration Joint Board

Homecare Slides

Fair Work Convention

We believe that fair work is work that offers **effective voice, opportunity, security, fulfilment and respect**; that balances the rights and responsibilities of employers and workers and that can generate benefits for individuals, organisations and society.



350,000 visits every year

365 days a year

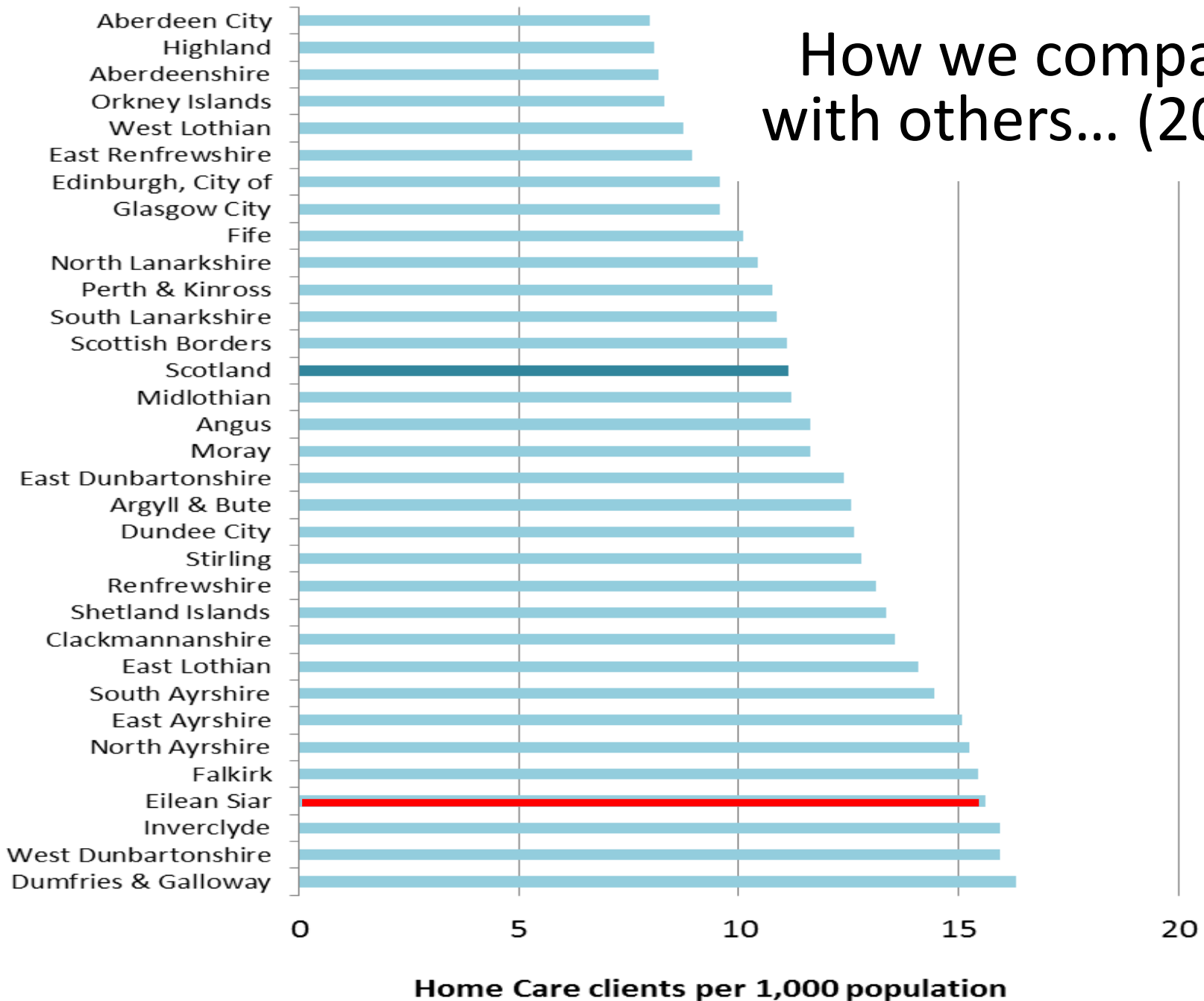
7 days a week

6.30am-1.30am

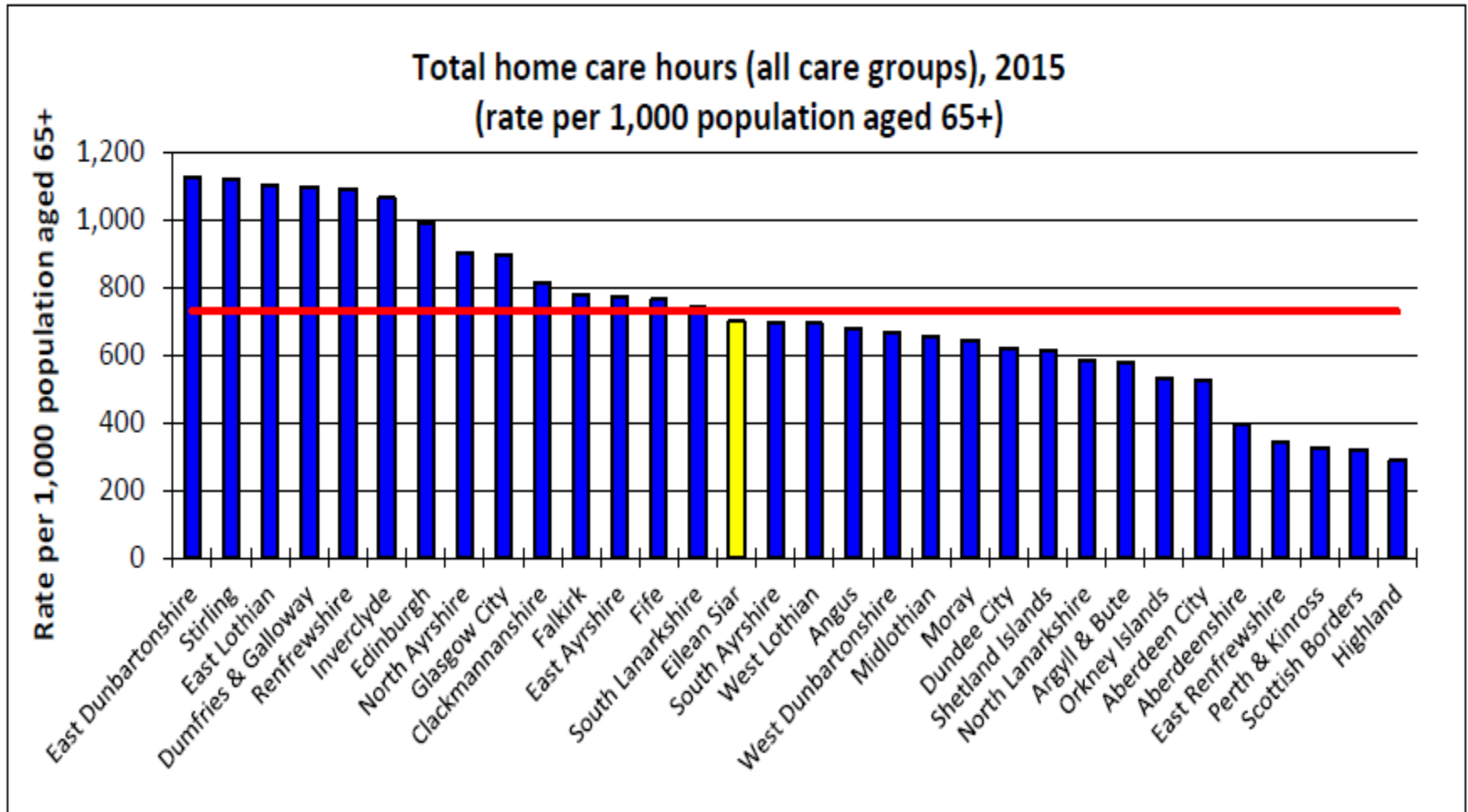
400 people supported
at any one time

188 carers delivering
support

How we compare with others... (2016)

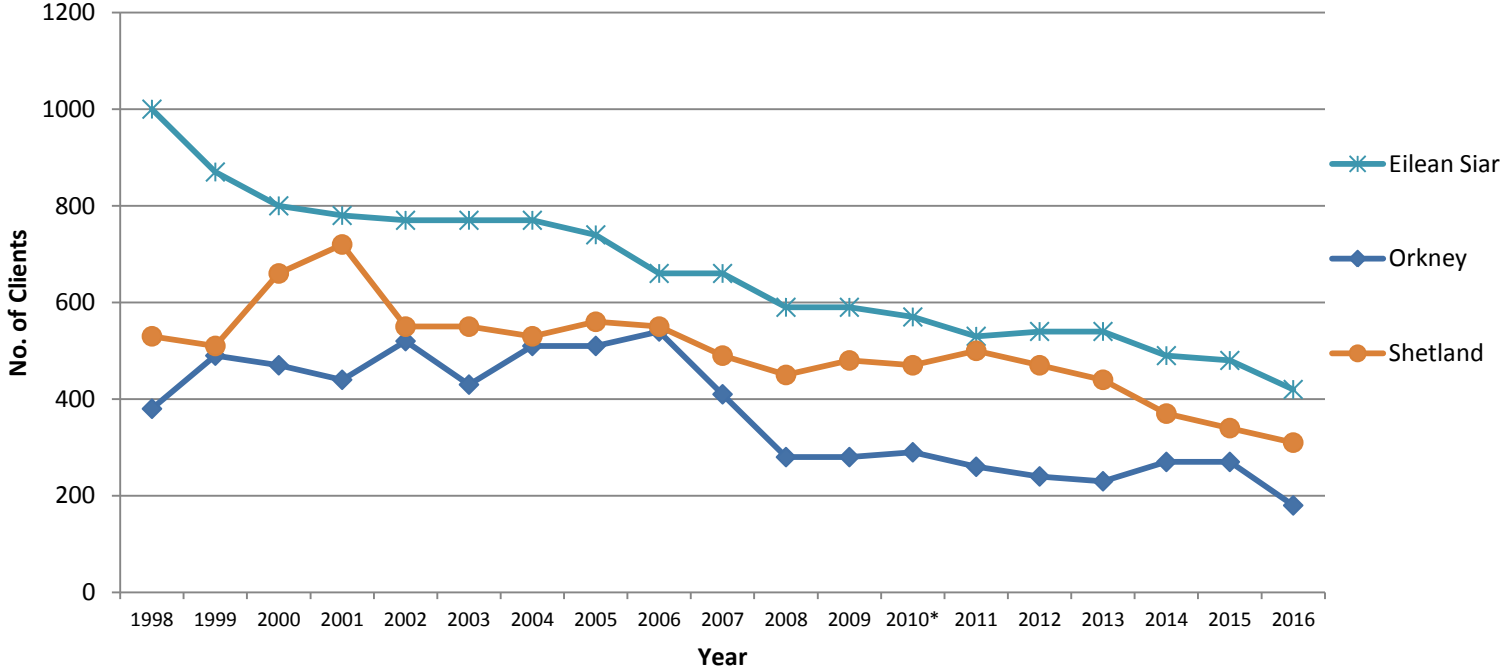


How we compare with others...



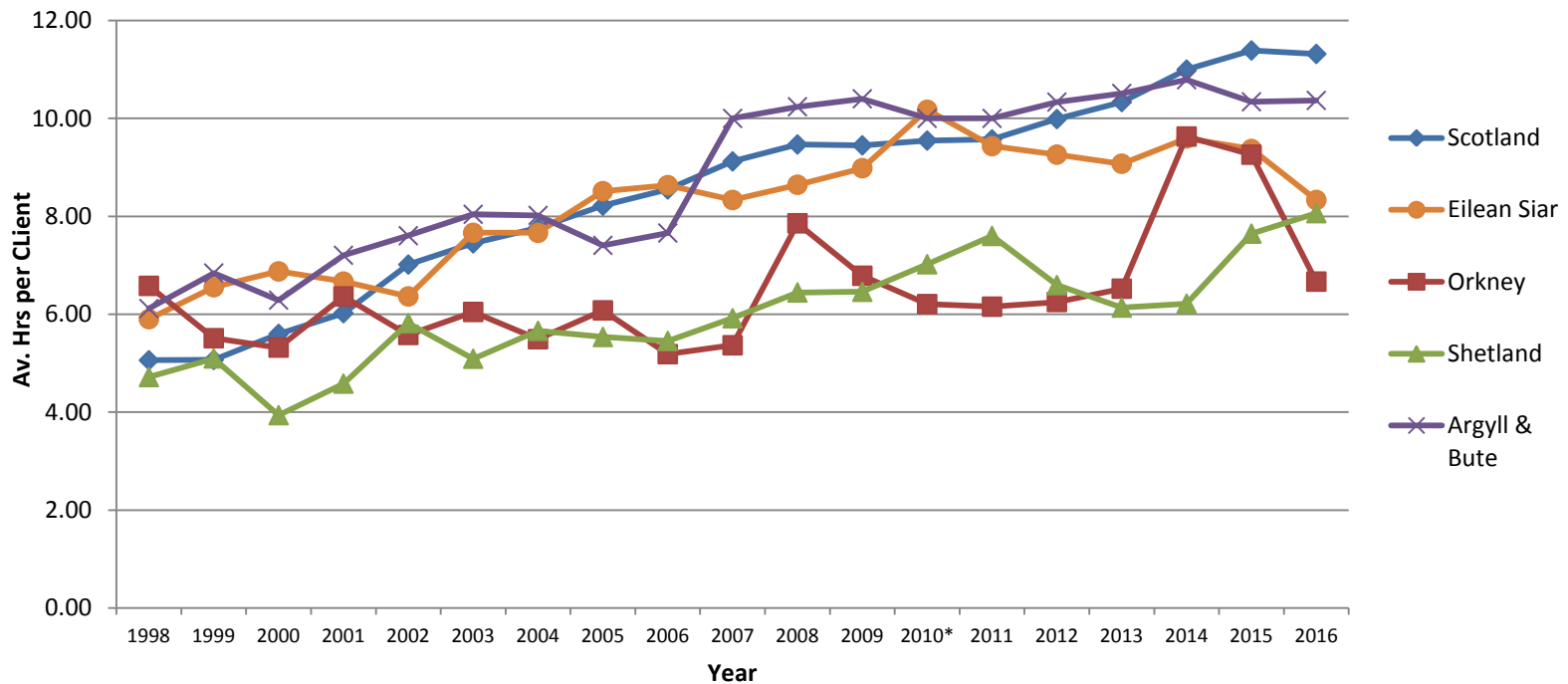
Number of Service Users

Home Care Client Base in selected areas - 1998 to 2016

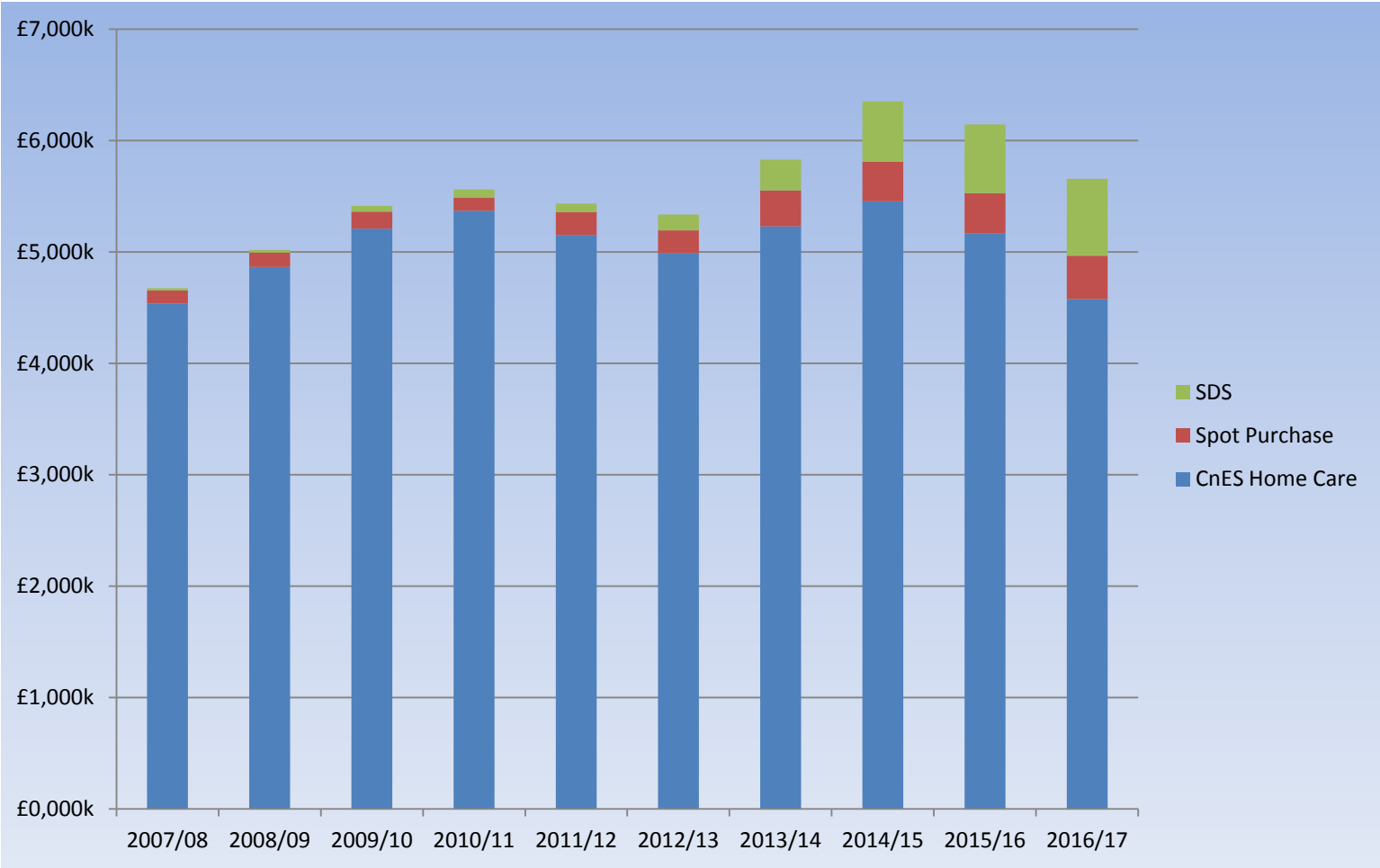


Number of Hours per Client

Home Care Client Average Hrs in selected areas - 1998 to 2016

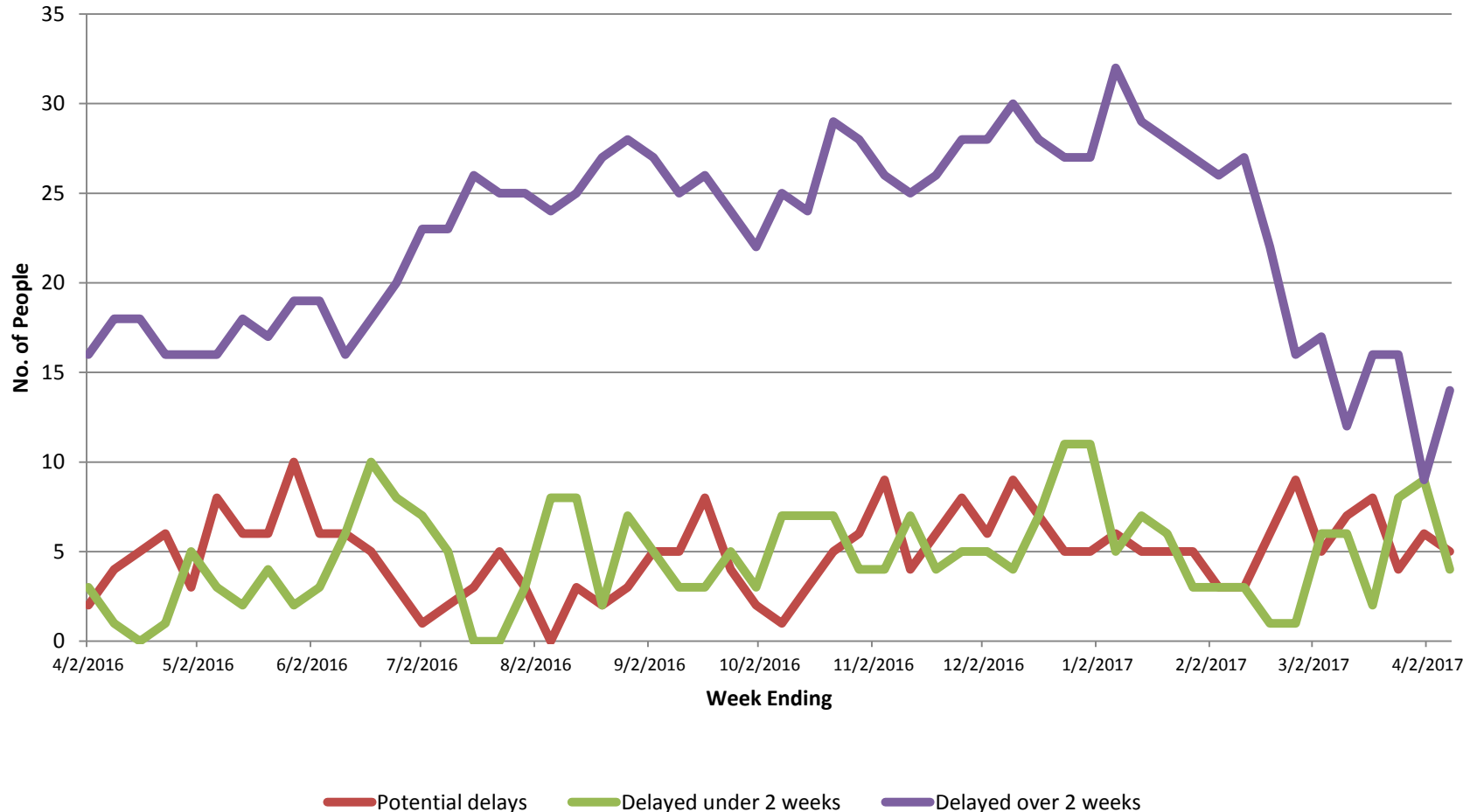


Resources



Progress in tackling delayed discharge

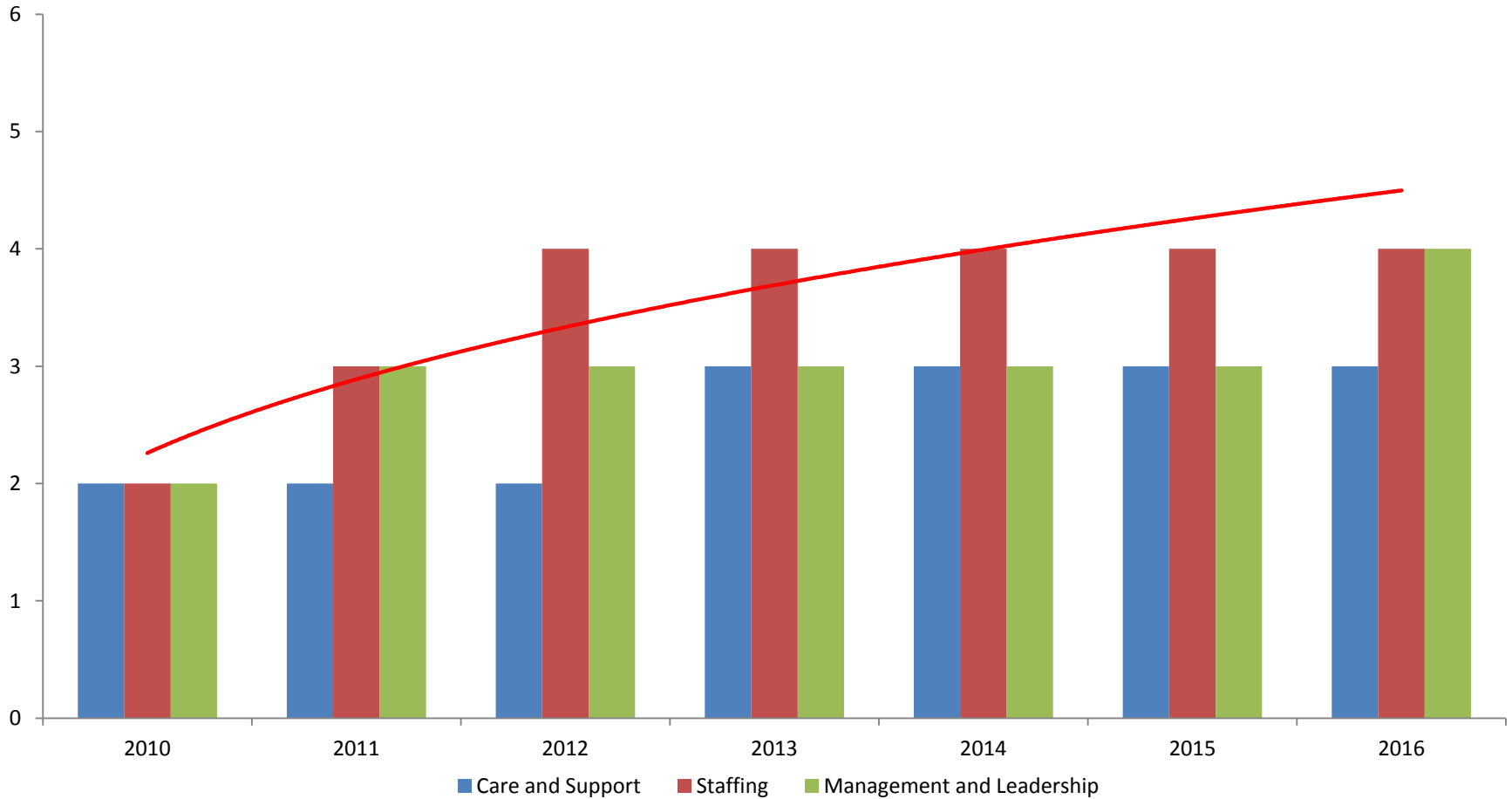
People experiencing a Delayed Discharge or Potential Delay 2016-17



Legislative and Regulatory Change

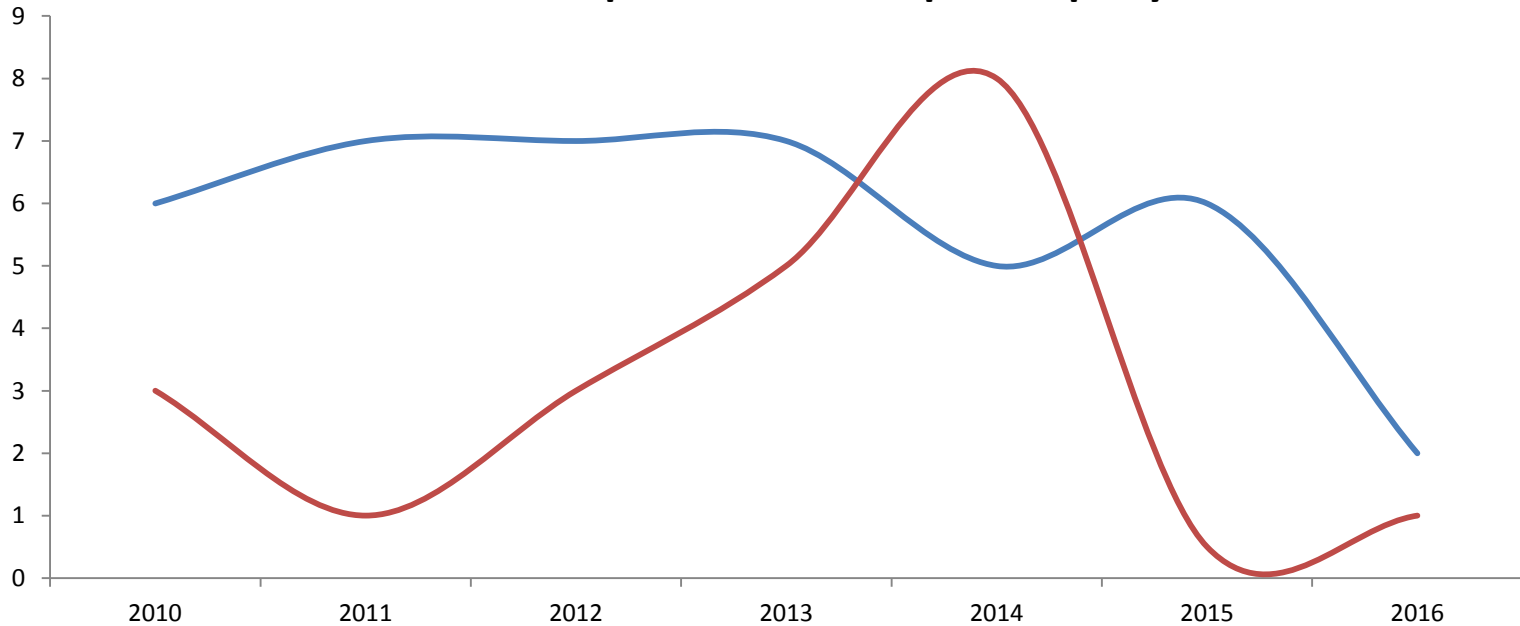
- Free Personal Care
- Professionalisation of the workforce: from home-help to personal care to reablement
- Focus on vocational qualification: SSSC requirements – registration by Sept. 2017
- Self-directed Support
- Carers Act
- National Health and Social Care Standards

Improvement in Care Inspectorate Grades: 2010-16



Requirements and Complaints

Number of requirements/complaints per year



Reviews not undertaken

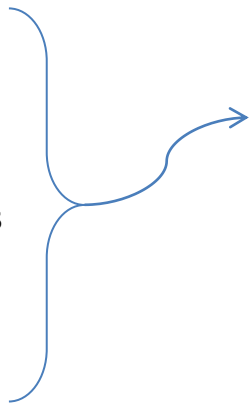
Care plans not completed

Statutory training – poor uptake

Communication with service users/carers

Quality assurance audits not in place

Agreed care not taking place



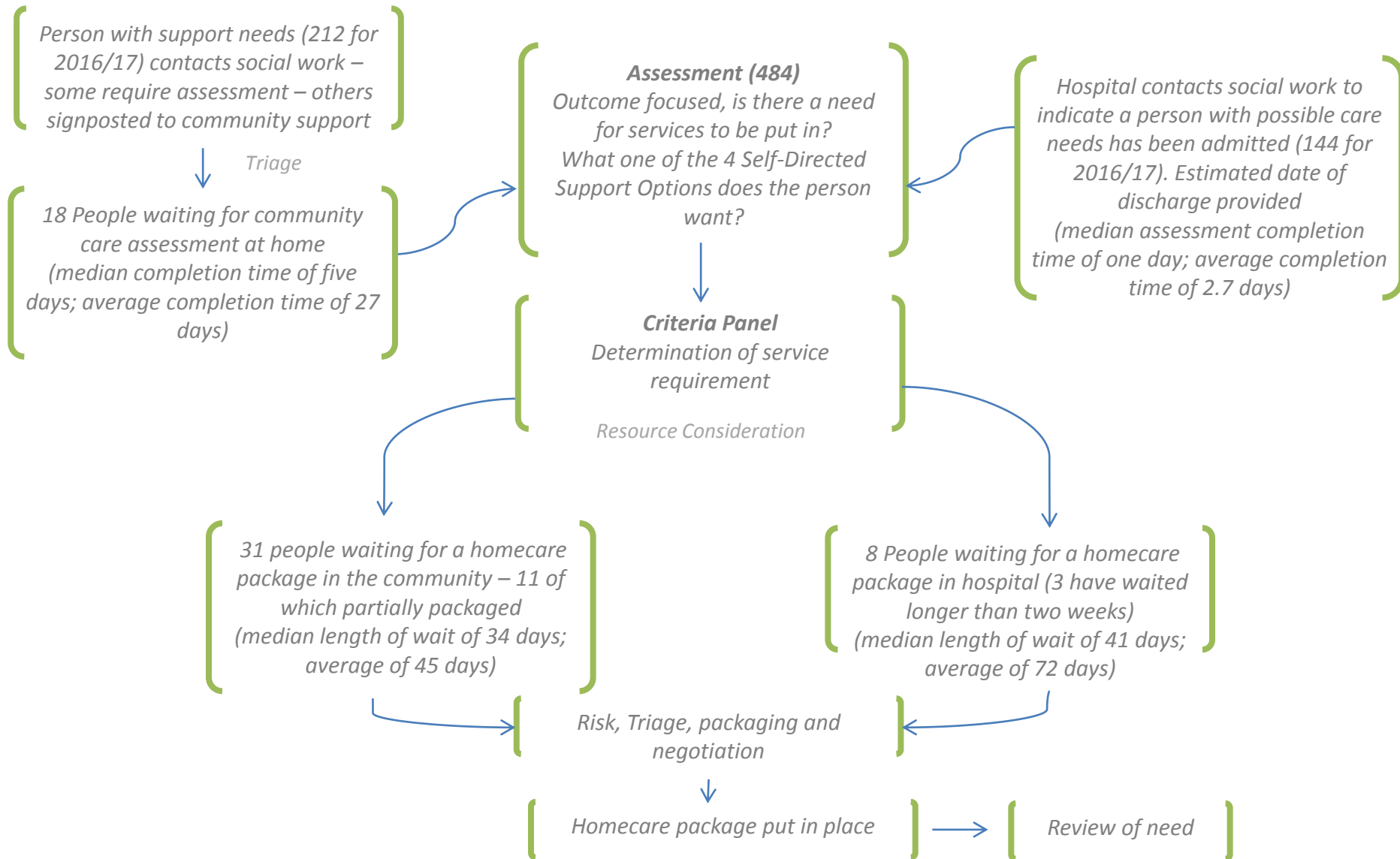
Implementation of safe medication practice

Employing sufficient staff within the service

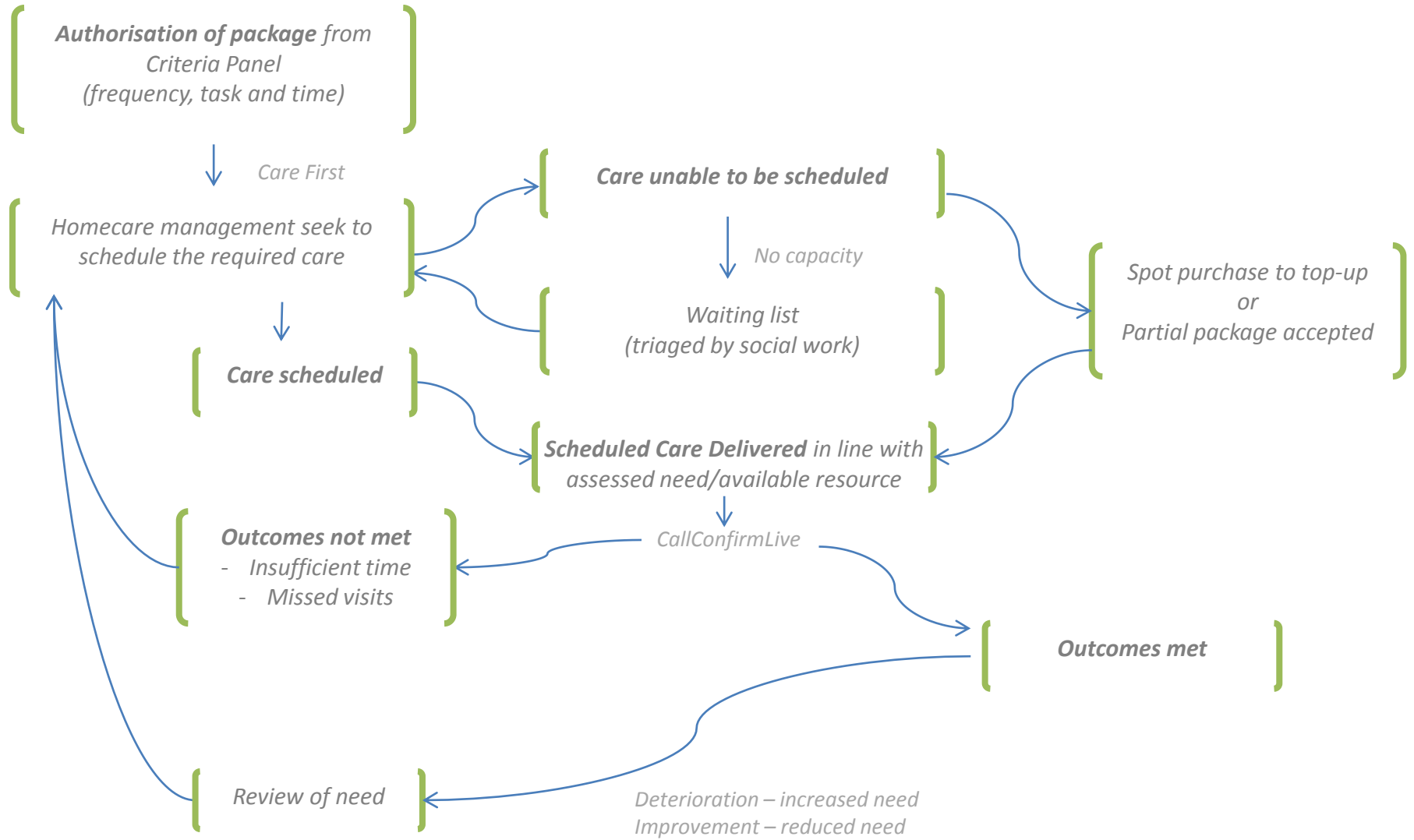
Service Reform

- A revised structure
- Better management information
- A new deal for home care staff
- A caseload management approach
- Reassessment work
- Communication and coordination with other professionals

The Assessment Process: A Snapshot (2016/17)



The Delivery Process: A Snapshot



Unmet Need

Supply-side factors

- Resource
- Vacancies
- Geography/Rurality
- Conditions of service
- Career structure
- Structure of the local economy
- Community capacity
- Availability of unpaid carers
- Service focus:
 - Assessment
 - Reablement
 - Reassessment

Demand-side factors

- Demography/age
- Epidemiology

Profile of Homecare Packages (March 2017)

- 29,334 visits
- Over one third of visits require at least two carers
- Average duration of 24 minutes
- Over one fifth of visits last longer than 30 minutes
- One third of visits take longer than the planned time

Service User Experience (147 returns)

Does your carer treat you with respect?	Yes	96%			
Do you receive care from care staff already known to you?	Yes	73%			
Do you receive regular visits from a Home Care Supervisor?	Always	27%			
	Sometimes	43%			
	Rarely	20%			
	Not answered	10%			
When you contact the office with an issue, do you feel you are listened to?	Yes	50%			
	Usually	20%			
	No	5%			
	Not answered	25%			
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Answer
How satisfied are you with the overall service we provide?	62%	34%	2%	1%	1%

Questions

