



CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

INTEGRATION JOINT BOARD – COMMUNITY CARE SENIOR MANAGER REPORT

OVERVIEW

Residential Care – All residential facilities continue to have very high occupancy rates and high demand for beds when they become available. As of the 17th June there were 6 people awaiting a residential bed in Uist and Barra and 10 waiting in Lewis and Harris.

Staffing is tolerable in all care homes other than at Ardseileach, where Day Services staff who had been supporting Ardseileach have returned to Day Services due to remobilization. At Ardseileach, there are a number of staff on maternity leave and other, more routine sickness absences. Two care homes have been piloting 12 hour shifts over recent months and this has gone down extremely well, offering those staff working the 12 hour shift a better work/life balance. This may help with staff recruitment and retention. Discussions are about to take place with trade unions and Human Resources in terms of making this a permanent change to staffing schedules.

The water tank replacement and associated plumbing works at St Brendan's have commenced.

The Goathill Development continues at pace and the project manager is quietly confident that the project will be completed as per the completion date in Feb 2022, with transition commencing April 2022. Staff from Dun Berisay and Dun Eisean have begun visiting the complex and their feedback has been very positive. We are currently working on the staffing schedules. It is anticipated that 6 new social care apprentices will be recruited in time for the opening of the facility. Many of the other newly created posts will be filled by relief staff from Dun Berisay and Dun Eisean, most of which have stated their interest in having contracted hours at Goathill.

There have been recent discussions about making one of the four wings at the Goathill care home specific to those residents with the more complex and challenging of needs.

Day Services – Day Services have almost returned to 'business as usual'. The new premises on Barra have now opened and the feedback from staff, service users and their families has been very positive. It is a truly remarkable facility and credit must go out to all those involved in the years of fundraising and delivering on the vision.

Day Services on Uist have transitioned to their new premises at the LEC. This again has transformed the service with far greater opportunities for service users, in addition to the service being more central and accessible to a greater number of people.



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Care at Home – There are currently 35 people on the waiting list for Lewis and Harris and only 1 on Uist and Barra. Despite more robust sickness absence reviews and staff welfare arrangements, staff absence rates continue to be running at 10%. An examination of the individual causes for staff absence confirm that many can be explained through the age profile of the workforce and age related illnesses. An example of the age profile of the workforce is that on Barra, the average age of a Home Carer is 59.5 years. Recruitment to posts continues to be challenging, with the number of suitable applicants as per the essential criteria falling short of the number of vacant posts. We are currently reviewing the essential criteria with a view to making it easier for those with more limited care experience to enter the profession. We are also going to run a further social media recruitment campaign. We have also contacted every local authority in Scotland, seeking support with social care staffing. Thus far, every response has been along the lines of them being in a similar situation as the Western Isles. We continue to depend on agency staff but recent experiences have taught us that agency staff can be depended upon, as some agency staff have failed to arrive or have left without proper notice. Orkney and Shetland have experienced this themselves, with difficulties securing accommodation for agency staff proving an obstacle.

PROGRESS/SUCCESS

Remobilization of Day Services and the transition to new premises on Uist and Barra.

Managed to reduce the number on the Care at Home waiting list on Uist and Barra.

RISKS/MITIGATIONS

The lack of capacity within the residential sector coupled with the lack of capacity within the Care at Home service is placing pressure on the hospital in terms of discharge. The weekly delayed discharge meeting ensures robust monitoring of this situation occurs.

OPPORTUNITIES

The social care integration model on Barra is proving effective in terms of workforce resilience.

Jack Libby
June 2021



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