East Dunbartonshire Council

Social Work Services

Aims and Objective for Home Care Service

Revised March 2013

Underpinning Values

The following values and principles describe what is most important to the Home Care Service and underpins how we want to behave as an organisation and how we value customers. These values guide every decision that is made.

The values of the Home Care Service are based on the social work core values of:

- Respecting the right of customers to self determination
- Promoting participation
- Taking a whole person approach to the customer
- Understanding each customer in the context of family and community
- Identifying and building strengths of customers and sustaining the people who care for them

In addition, we adopt the principles contained in the National Care Standards to ensure the customers':

- dignity
- privacy
- choice
- safety
- realising potential
- equality and diversity

We adopt a personal outcomes approach operating with re-ablement processes including:

- working with customers to set their personal goals
- empowering customers
- enabling independence in skills for activities of daily living
- building confidence
- connecting people to their community
- improving mobility

- providing monitoring information
- Maintaining and support, where possible, customers to live in the community for as long as possible.
- Working with all stakeholders including private providers

Staff demonstrate and model their values in their actions, management approach, personal work behaviours, decision-making, contribution and interpersonal interaction. Active participation of all members of the service is seen as important in ensuring that a positive and collective culture is shared. Recruitment and selection will appoint people whose outlook and actions match with the above values. To that end they will be:

- Person centred - recognising that each person's needs are unique to them and require to be met in highly personalised ways.
- Communicate effectively - staff must know the person well to support them effectively, be skilled enough to meet their needs and be familiar with their support plan.
- Be consistent - seeking, wherever possible, to ensure support is provided in a consistent and reliable way.
- Be flexible - providing support when it is required and being able to respond to changing circumstances and needs.
- Enabling - supporting people to maximise their capacity for independence by respecting their dignity and recognising their strengths and abilities.

We want customers to feel satisfied with the service and consider it important that there is a good relationship with staff and the way in which care is delivered. The most important aspects that lead to good relationships with customers are:

- Staff reliability
- Consistency and Teamwork
- Continuity of care and of staff
- Confidentiality
- Personalisation, outcomes focus and re-ablement
- Customer focus

- Competent and confident staff encouraged by their managers
- Caring understanding, enthusiastic, sensitive approach of care workers
- Flexibility of responsiveness to changing needs
- Information about the services that will be provided including where changes need to be facilitated at short notice
- Appropriate sharing of information between the care workers in different agencies and between people from the same agency visiting at different times of day
- Response to emergency situation

Aims of Home Care Services

The overarching aims of the service are:

- To improve the lives of customers and the people who care for them
- To empower customers' to have confidence and motivation that increases independence
- To ensure the welfare and safety of vulnerable customers
- To provide a quality local authority home care service to vulnerable people in their own home
- To ensure the wellbeing of customers by responding effectively to emergencies where customers activate Telecare or community alarm devices
- To contribute to the Council's corporate priorities and objectives
- To know how well we are doing through measuring performance and continuously improving and innovating to enhance the quality of our service

Objectives of Home Care Services

The following objectives are set out with accompanying actions.

- **To provide fair and equitable access to the service through the Council's eligibility criteria by:**
  o To operate within national eligibility criteria

- o Treating everyone with dignity and valuing different backgrounds, cultures, points of view
- o Providing public information leaflets about what the service can provide
- o Targeting the service to people who have the greatest need for the service
- o Providing a speedy access to the service
- o Assessing or contributing to the assessment of need

- **To involve service users and their carers in the assessment, re-ablement period and formulation of the care package by**
  - o Having a written care plan
  - o Personalisation by designing the service around the needs of customers through, for example, customer service agreements and focusing on personal outcomes for customers through use of goal planning and performance information
  - o Providing a service level agreement between the service and the customer and their carers
  - o Feeding back to customers about changes to package of care resulting from improved skills in daily living

- **To provide a quality service using the National Care Standards by**
  - o Having and reviewing routinely a range of procedures that reflect highest standard of practice
  - o Having a comprehensive induction programme for new staff
  - o Having a personal development plan and training strategy for Home Care
  - o Developing a learning culture that ensures training and development of a confident competent workforce
  - o Developing the effectiveness of teams of staff
  - o Having a highly skilled and motivated workforce
  - o Training staff in the national care standards
  - o Staff operating to SSSC Codes of Practice
  - o Including the national care standards in our procedures

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- o Managing risk and protecting vulnerable children and adults
- o Using quality assurance to measure the effectiveness of practice
- **Develop the 're-ablement' approach as part of the in house service;**
  - o Ensuring the best possible outcomes for customers and their carers
  - o Providing customers with intensive short term re-ablement support in their own home
  - o Providing customers with a high quality flexible approach to meet their individual needs
  - o Demonstrating improved personal outcomes for people through maximising capacity for independence.
  - o Providing a service that enables independence rather than doing things to or for people
  - o Promoting customers' independence by helping them to regain skills and the confidence they need to complete everyday tasks
  - o Developing the skills, support networks and level of independence in order to live safely and happily at home, with or without an on-going support package
  - o Helping customers to practise everyday activities to help them regain their normal routine
  - o Helping people to develop tailor-made packages of care to help achieve maximum independence within an agreed time period
  - o Reduce the need for long term Domiciliary Care services (help at home) or reduce the number and length of calls required in the home
  - o Reviewing services speedily in order to ensure that the service is at the correct level that ensures independence for the service user and efficient use of resources

- **Work with individual service users to provide assistance which meets their personal needs**
  - o Providing the service when the customer needs it and at the time they need it particularly those who need a service in the evenings and at weekends

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- o Supporting customers in managing their condition and maintaining their independence by providing advice and information
- o Operating in a multidisciplinary way with anticipatory care planning
- o Responding to changes in need flexibly to increase and decrease services
- o Help prevent unnecessary admissions to hospital
- o Achieve safe and prompt hospital discharge
- o Reduce the number of residential and nursing care admissions

- **Reducing social isolation**
  - o Supporting family members and other unpaid carers
  - o Considering goals that are outside the home as part of the package of care
  - o Support and engage with the Voluntary sector and private providers of homecare service to improve the provision of services to customers. Including the monitoring/audit/review of private provision service
  - o To introduce new technologies to support the aims and objectives of the service
  - o To regularly consult with stakeholders, customers, carers to determine lessons learned approach for service improvements

- **To provide a response to Telecare and community alarm devices by**
  - o Assessing the need for Telecare or community alarm equipment
  - o Working in conjunction with the Council emergency Control Centre operator who will when an alarm is activated:
    - ▪ Communicate with customers using a two way speech system
    - ▪ Log information about calls on the control centre computer system and calls may be recorded for added safety.
    - ▪ Summon a mobile home care worker and the emergency services i.e. Police/Ambulance service.
    - ▪ May also be required to notify relatives of the incident of an alarm call

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- May be required to summon emergency services in other circumstances i.e. when a system user or indicates that they are finding an immediate threat to the well-being of property or have suffered an accident.
- Provide home carers with details of the alarm call and characteristics of the alarm call user.
- Respond to other alarm signals which may be monitored to the system e.g. smoke alarms, temperature alarms or habit monitoring alarms

o Testing Telecare equipment during re-ablement period as part of the goal setting

o Operating a fleet of vehicles used to by staff to respond to an activated alarm where there is a need to assess the situation.

o Initiating calls to customers where regular monitoring, routine contact or reassurance is required

o Carrying out routine checks on the effectiveness of the alarm and communications system

o Compiling of the routine statistics on the operation of the system

o Organising administration of Telecare equipment, alarm service and maintenance

o Providing a shift system covering a 24 hours/ 7 day period

o Developing and implementing of systems both manual and technology based

o Maintaining and update the data base and files on users of the system and assist in the provision of statistics

o Operating to the national care standards for housing support and the Association of Social Alarm Providers (ASAP) Code of Practice. This ensures that customers are treated with dignity, their privacy is respected, they can make choices, they are safe and secure, they can realise their potential and equality and diversity are emphasised. To guarantee this, the following elements are applied:

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- An introductory pack is issued to customers, which clearly explains how the service works. Everything is written in plain English or in a language and format that is suitable for the tenant
- Customers receive a written agreement which clearly defines the service that will be provided to meet their needs
- The service is provided by management and staff whose professional training and expertise allow them to meet customers' needs
- Customers are fully involved in developing their personal plan and in any later reviews
- Participation in the decisions about the service is encouraged and opportunities for customers to be involved in developments will be maximised.
- Customers can be assured that the service will operate in a way that enables customers to continue to live their life in keeping with their own social, cultural or religious beliefs or faith
- Customers have the right to make decisions about their life, helped and supported by the service
- Customers can express their views about the quality of the service and their experience of it, and the service will take their comments, concerns and complaints seriously

o Social, cultural and religious belief or faith are respected by the service

o The customer's personal plan explains their rights and responsibilities as a user of the service, in order that they know what is expected of them and what they can expect of the

o Customers will not suffer any form of abuse from the service

o Customers have the right to confidentiality, unless any specific legal provision applies.

o Customers do not have to give the service any information, which is not essential for their housing support services. The service will tell customers why they need information about them

o Customers' personal information will be kept secure and easily available to them and anyone else they want to be able to look at it.

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- o The service will respect privacy when talking to customers and when talking to other people living in or visiting the customer.
- o The service will not gossip about customers, their home or their family.
- o The service will deal with requests for help politely and quickly.
- o Customers will be encouraged and helped to make their views known on any aspects of the service.
- o Customers can choose when to leave or end the service and the service will plan and discuss how to end the service
- o The service provides, in conjunction with the Emergency Control Centre, an emergency response for tenants in sheltered housing when their warden ifs off duty. This is generally between 4pm and 10pm in the evening, however, some complexes do not have a warden sleeping over and the service provides a service.
- o The service can also provide, in conjunction with the Emergency Control Centre, cover to a complex in an emergency, for example, if the warden is ill at short notice or on a planned basis for warden training or if the warden requires to leave the complex, for example to pick up an emergency prescription for a tenants
- o The service will operate within a performance framework where management will monitor how the service is provided, what evidence there is to support how well the service is being provided, opportunities for continuous improvement will be maximised, procedures will assist staff and customers' views will inform practice. Performance indicators outlined by ASAP are used to measure performance.
- o The service is managed through the Home Support Manager who reports directly to the Resource Manager for Home Care, Sheltered Housing

- **To Monitor the effectiveness of the service by**
  - o Identifying improvements in the delivery of services on a continuous basis and using quality assurance of performance
  - o Use monitoring technology to ensure that visits by home carers take place within a tolerable period of time before or after a planned visit

- o Providing customer diaries that identify progress and significant incidents for customers, their carers and multi disciplinary teams that work with the customer
- o Providing performance management information targets and reports
- o Monitoring and reporting on enquiries, concerns and complaints in a routine way
- o To work closely with the in house Contract and Compliance Team to aid more effective management and review of private provision services.
- o Work in partnership with our Private Providers to participate in utilising our new technology to improve monitoring service delivery to our customers as part of our new Tendering/Contract Agreement Frameworks.

- **To provide effective management and leadership of the service by**
  - o Having good recruitment and retention arrangements
  - o Training managers
  - o Registering Managers with SSSC
  - o Introducing new time scheduling technology (CM2000)
  - o Clarifying roles and responsibilities in all procedures
  - o Having financial arrangements and budgetary controls in place and charging systems are operated fairly taking account of ability to pay
  - o Ensuring appropriate health and safety of the workforce including risk and hazard assessments
  - o Deploying staff effectively
  - o Using face to face supervision/Performance Development Review
  - o Having routine management and team meetings
  - o Using evidence based information for decisions
  - o Providing management autonomy within a framework of accountability
  - o Ensuring that administrative process support the front line service

- **To ensure that processes are effective by**

o Ensuring consistency of operational practice and support to the workforce through clear, regularly reviewed polices and procedures that identify frameworks for roles and responsibilities and accountability

o Having systems for distribution of policies and procedures

o Following up distribution of procedures through face to face supervision and team meetings

o Developing business systems that support the workforce to meet the needs of customers and provide management information

- **To work in partnership with service users, unpaid carers and other agencies by:**
  o Being honest, consistent and professional and communicating openly and welcoming feedback

  o Communicating effectively with customers and their unpaid carers about changes to processes, practice and developments in the service using a communication strategy

  o Consulting effectively with customers and the people who care for them

  o Working in partnership with unpaid carers

  o Undertaking equality impact assessments where appropriate

  o Promoting advocacy for service users using a joint agreement and procedures

  o Ensuring that integrated joint working takes place with Community Health Services particularly in sharing information

  o Having regular meetings with key partners

  o Developing joint protocols, procedures and agreements

- **To provide leadership and direction of the service and support for staff**
  o Communicating effectively with staff

  o Embodying clear and strong example by management

  o Developing a clear vision for the service

  o Making decisions that make the staff confident in the service

  o Working with the community to increase community capacity

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o Involving Staff in the weekly customer meetings as part of the reablement process to help provide the most appropriate and effective homecare service to aid the customer independence.