

Item: 7

Orkney Health and Care Committee: 15 November 2018.

Overnight Community Support Services.

Report by Chief Officer/Executive Director, Orkney Health and Care.

1. Purpose of Report

To describe health, social work and social care services that are currently available overnight on mainland Orkney that support individuals in their own homes. This support being available to an individual following a community care assessment.

2. Recommendations

The Committee is invited to note:

2.1.

The health, social work and social care services currently available overnight on mainland Orkney that support individuals in their own homes, as detailed in section 4 of this report.

2.2.

That the support services are available to an individual following a community care assessment.

3. Background

3.1.

On 12 September 2018, the Education, Leisure and Housing Committee considered a report setting out the results of a consultation and options appraisal regarding the current Sheltered Housing Warden Service. The preferred option set out in the report was removal of the sleep-in provision, to take effect as soon as reasonably practicable after 1 April 2019.

3.2.

After consideration of the options appraisal, the Education, Leisure and Housing Committee recommended that consideration of removing the sleep-in provision from the sheltered housing service be deferred. This was to enable the question of removal of the sleep-in provision at Rae's Close, Stromness, to be remitted to the Orkney Health and Care Committee, to seek its view on wider health and social care matters.

3.3.

At the General Meeting of the Council held on 9 October 2018, Councillor Rachael King sought clarification on how the recommendation from Education, Leisure and Housing Committee, referred to above, would be implemented timeously. The Council subsequently noted:

- That the Chief Officer/Executive Director, Orkney Health and Care would submit a report, to the meeting of the Orkney Health and Care Committee scheduled for 15 November 2018, outlining services which could be made available should the sleep-in provision at Rae's Close, Stromness, be removed.
- That a special meeting of the Education, Leisure and Housing Committee would thereafter be convened, to reconsider the review of sheltered housing services, including the potential removal of the sleep-in provision, bearing in mind the view from the Orkney Health and Care Committee.

4. Existing overnight support services in the community

4.1.

The current health supports operating overnight on mainland Orkney are:

- Out of Hours GP.
- On-Call Community Nurse.
- On-Call Community Mental Health Nurse.
- Scottish Ambulance Service, including First Responders who may attend an emergency.

4.2

The current out of hours social work are:

- On Call Social Worker.
- On Call Mental Health Officer.

4.3.

The social care supports available overnight are:

- Community Mobile Responder.
- Night Support Worker.

5. Community Mobile Responder Service

5.1.

The Community Mobile Responder Service is a twenty-four-hour service that operates 7 days a week, all year round. The service comprises 1 staff member on duty at any given time, covering the Orkney Mainland. During business hours the responder will carry out a range of duties including the installation of Community

Care Alarms and other telecare equipment, for example, falls monitors or door exits. In addition, they will carry out the sixth monthly check visits and trouble shoot where equipment is reported as faulty.

5.2.

They will also answer calls via the Community Care Alarm if the responder is listed as a key holder. The type of calls predominantly involved are where a service user has fallen or requires help with personal care. The service is designed to augment the provision of social care assistance to service users. When an individual is registering with the Community Care Alarm they are asked to nominate up to four key holders of choice; often one key holder may be that of the Responder.

5.3.

The aim of the Responder Service is to attend to an individual within forty-five minutes of a call being received. In many of the cases the responder is able to meet that timeline but, if it is known it will not be possible, the responder will advise the call centre operator who will take the decision based on the information available to either call a different key holder or summon alternative assistance.

5.4.

If there is any doubt about the welfare and safety of an individual, the call centre will summon the most appropriate emergency service. If, for instance the individual had fallen, the call centre would escalate to the ambulance service if no one else was available. If a client had an injury/medical emergency, the emergency services would be contacted prior to any additional key holder. If no key holders are available but the situation does not warrant medical assistance the call centre would contact the police to request a welfare check. All the tenants of Rae's Close have a Community Care Alarm in their home and could nominate the Responder Service as either first, second, third or fourth key holder.

5.5

There is a second community mobile responder team called the Green Team. This team operates over a slightly shorter day from 06:15 to 00:00. Their function is to offer short term support, including personal care, to service users who have become less well and need additional support to stay at home. Any Orkney mainland resident could be referred for the service.

6. Night Support Service

The Night Support Service operates overnight once the Homecare scheduled visits have ceased for the day. This is a single staff member who makes scheduled visits to service users who require additional personal care overnight. Individuals who require this additional support will have been assessed by a social worker.

7. Links to Council Plan

The services described in this report support and contribute to improved outcomes for individuals living in our communities as outlined in the Council Plan strategic priority theme of caring communities.

8. Links to Local Outcomes Improvement Plan

The services described in this report support and contribute to improved outcomes for communities as outlined in the Local Outcomes Improvement Plan priority of living well.

9. Financial Implications

There are no financial implications arising directly from this noting report.

10. Legal Aspects

There are no legal implications arising from this service description.

11. Contact Officers

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