

## Appendix 3.

# Overnight Community Support Services.

## 1. Existing Overnight Support Services in the Community

### 1.1.

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.

### 1.2.

The current out of hours social work are:

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

### 1.3.

The social care supports available overnight are:

- Community Mobile Responder.
- Night Support Worker.

## 2. Community Mobile Responder Service

### 2.1.

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.

### 2.2.

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.

### **2.3.**

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.

### **2.4.**

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.

### **2.5.**

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.

## **3. 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.