

DUNDEE CITY COUNCIL

REPORT TO: Personnel and Management Services Committee - 10 February 2003

REPORT ON: Social Work Department - Revised Staffing to Assist with Hospital Discharge Arrangements

REPORT BY: Director of Social Work & Director of Personnel and Management Services

REPORT NO.:- 113-2003

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek the agreement of the Personnel and Management Services Committee to revise staffing arrangements for the process of assessment and service provision for people leaving hospital.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Committee approves the establishment of:-
- 2.1.1 3 posts of Social Care Organiser, graded SCP27-30, £18,878 - £20,897;
- 2.1.2 4 posts of Care Manager, graded AP4/5+1, £18,878 - £23,930, for a temporary period of 12 months;
- 2.1.3 400 Social Care Officer hours, SCP16-23, £13,976 - £16,673;
- 2.1.4 1 post of Clerical Assistant, graded GS1/2, £9,680 - £12,899.

3 FINANCIAL IMPLICATIONS

- 3.1 The cost of these services will be £397,700 in 2003/04. These costs will be met from resources allocated to social work to improve community care infrastructure.

4 LOCAL AGENDA 21 IMPLICATIONS

- 4.1 The introduction of these additions to service will improve equality of access to services.

5 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 The introduction of these additions to service will improve services for vulnerable service users and their carers.

6 BACKGROUND AND PROPOSALS

The local authority is committed to taking appropriate action to ensure that services are in place which minimise the risk of individuals entering or remaining in hospital inappropriately.

Strategic and operational processes have been put in place to monitor progress towards this objective.

Based on the examination of these processes it is recommended that the service infrastructure is extended on three fronts - assessment in the community, co-ordination of home care services from hospital and the delivery of social care supports in the community.

- 6.1 **Assessment**; achieving a smooth transition from hospital to community is dependent upon a consistent approach being taken to assessments. Detailed monitoring of discharge activity over the last year has demonstrated that the level of delays in hospitals is very sensitive to even short term interruptions to the process of assessment.

It is therefore recommended that the staffing complement of the care management teams is increased by four care managers, for a period of one year in the first instance, to ensure that hospital assessments can be covered as consistently as possible. It is further recommended that these posts be reviewed after 9 months.

- 6.2 **Co-ordination of home care services**; the timely organisation of home care services is often the key to a successful move from home to hospital. Monitoring and examination of the process of discharge management over the last 6 months suggests that home care co-ordination from hospital may improve moves home to previous or revised home care arrangements. It is therefore recommended that three social care organiser posts to work from hospitals be temporarily established for 1 year. It is further recommended that these posts be reviewed after 9 months.

- 6.3 **Delivery of social care supports in the community**; sustaining timely moves between hospital and community and the maintenance of the confidence of service users and their carers is dependent upon our ability to provide services to the level and at the times they are needed. Research and service monitoring undertaken over the last year suggests that our ability to respond to service requirements would be enhanced if we increased our capacity for the provision of short term urgent social care services. It is therefore recommended that we extend the current social care infrastructure in each of our four localities by an additional 100 hours of social care support per locality, to be directed towards meeting short term urgent needs for home care support. It is further recommended that we increase our clerical support by 1 clerical officer.

- 6.4 The measures recommended to Committee should help ensure that the way and means of providing services are extended and improved to better provide for people leaving hospital to return home.

7 CONSULTATION

- 7.1 The Chief Executive, Director of Finance and the trade unions were consulted in the preparation of this report. Partners in health and service user and voluntary sector representatives were consulted through the Older Person Strategic Planning Group and Discharge Partnership Planning Group.

8 BACKGROUND PAPERS

- 8.1 No background papers as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

A. Baird
Director of Social Work

27 January 2003

J.C. Petrie
Director of Personnel and Management Services

27 January 2003

Appendix**Financial and Staffing Implications**

	<u>Cost</u> <u>2003/2004</u> £
<u>Assessment</u>	
4.0 FTE Care Managers	89,600
<u>Home Care Co-ordination</u>	
3.0 FTE Social Care Organisers	65,200
<u>Social Care Support</u>	
10.8 FTE (400 hours) Social Care Worker	168,500
1.0 FTE Clerical Assistant	12,800
Total pay	336,100
NI & Superannuation	61,600
Total	397,700