

## **DUNDEE CITY COUNCIL**

**REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 28 JUNE 2010**

**REPORT ON: HOME CARE ENABLEMENT**

**REPORT BY: DIRECTOR OF SOCIAL WORK**

**REPORT NO: 355-2010**

### **1.0 PURPOSE OF REPORT**

1.1 The purpose of this report is to inform the Committee that based upon the experience of pilots it is proposed to further extend the enablement approach to the delivery of home care in Dundee.

### **2.0 RECOMMENDATIONS**

It is recommended that the Social Work and Health Committee:-

2.1 endorse the expansion of the enablement approach to the delivery of home care services across Dundee City based upon a full evaluation of the six month pilot;

2.2 endorse the measures being adopted to improve the level of independence of service users, and to increase the efficiency of the home care service.

### **3.0 FINANCIAL IMPLICATIONS**

3.1 There are no additional finances required.

3.2 It is expected that any resource associated with the release of care hours will be re-invested back into front line home care services in order to expand the enablement approach across home care

### **4.0 MAIN TEXT**

#### **4.1 Background to the Introduction of an Enablement Pilot**

The enablement approach to home care, was proposed in Committee report number 529/2009. The proposals set out in the committee report were that:

- Dundee CHP Allied Health Profession staff would work in collaboration to adopt an enablement approach to home care;
- Two enablement teams be set up, one in each half of the city. The service would concentrate on new service users who were entering the support service for the first time, either through the intake team, or via the hospital based discharge teams.

The objectives of the enablement service are:

- To maximise service user's long term independence, choice and quality of life: and
- To appropriately minimise ongoing support required, and thereby, minimise the whole-life cost of care.

There was already a body of evidence which demonstrated the success of home care enablement, both in terms of significant benefits to service users in terms of improving their levels of independence, and in the appropriate reduction in the number of care hours required, as referenced in Committee Report No 529/2009.

In light of the evidence available, the objective of Dundee City's enablement pilot was not necessarily to demonstrate that enablement was successful, although from the findings already available at this stage of the pilot, the early indication is this is the case, but to ascertain how best to implement such an approach across Dundee City.

The Scottish Government has also recently published an evaluation of Edinburgh City Council's Home Care Re-ablement Service, and Edinburgh City Council has been generous in sharing its experience with Dundee City Council and other Scottish Local Authorities. We have been able to use this information to benchmark our progress and findings in Dundee.

#### 4.2 **Brief Summary of the Current Status and findings of the Enablement Pilot**

The enablement pilot has been in operation for just over five months. On completion of a six month period of time, a full evaluation of the enablement approach will be carried out, which will be made available to committee members. The evaluation will make recommendations as to how we further develop the enablement service within Dundee City.

Although the evaluation has not yet been completed the information that follows gives a brief overview of findings so far.

The enablement approach is working well in terms of meeting the two main objectives of the service, ie increasing the independence of service users and reducing the number of ongoing care hours required.

Service users are asked to evaluate the service at the end of their time on the scheme. The results are positive with 87% of service users stating that they felt satisfied with the support they received, and 74% stating that the enablement service had benefited them. A presentation of the survey results is contained in Appendix 1.

The following tables contain data as of 24 May 2010:

##### **Numbers of Service Users:**

|  |           |
|--|-----------|
| No of Service users who have completed the enablement process          | 51        |
| No of service users who are currently receiving the enablement service | 32        |
| No of service users who were de-selected from the service              | 10        |
| <b>Total number of service users</b>                                   | <b>94</b> |

##### **Care Services Required at the end of the Enablement Process:**

|   |           |
|---|-----------|
| Service users requiring no ongoing care hours                       | 18        |
| Service users requiring a reduced number of care hours              | 10        |
| Service users requiring the same number of care hours               | 7         |
| Service users requiring an increase in hours                        | 1         |
| Service users who were re-admitted to hospital whilst on the scheme | 14        |
| Service user went into respite care                                 | 1         |
| <b>Total number of service users</b>                                | <b>51</b> |

Social care staff are positive with regard to the work they are undertaking, and this was highlighted during feedback at our recent Care Commission Inspection.

In line with expectation, Social care staff have benefited from a substantial amount of training and support in order to feel confident in their role. This has been provided by Social Work Occupational Therapists and a physiotherapist from the NHS who was seconded for a six month period. The full evaluation will contain recommendations as to how this support may best be provided in the future. There has also been input from a senior health Occupational Therapist who has been studying the role of the hospital occupational therapists and how they can best support service users coming from hospital to the community.

The service was offered to service users who were living at home and entering the support service for the first time, via the hospital social work team at Ninewells hospital. The next stage of development will involve expanding the service to include service users coming from the social work intake team, which will require an increase in the capacity of the enablement teams. To assist with this contracted care hours have been increased.

The pilot has highlighted that an unusually high number of service users have been re-admitted to hospital whilst being on the enablement scheme. The reason for this will be investigated further.

The pilot has also highlighted that there is more work to be done in relation to processes, and with regard to the provision of occupational and physiotherapy therapy support .

In summary, information available to date indicates that the enablement approach is effective in meeting the objectives set, and the service has been well received by service users and by the social care staff involved.

## **5.0 POLICY IMPLICATIONS**

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues.

## **6.0 CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services), Director of Finance and the Trade unions have been consulted in preparation of this report.

## **7.0 BACKGROUND PAPERS**

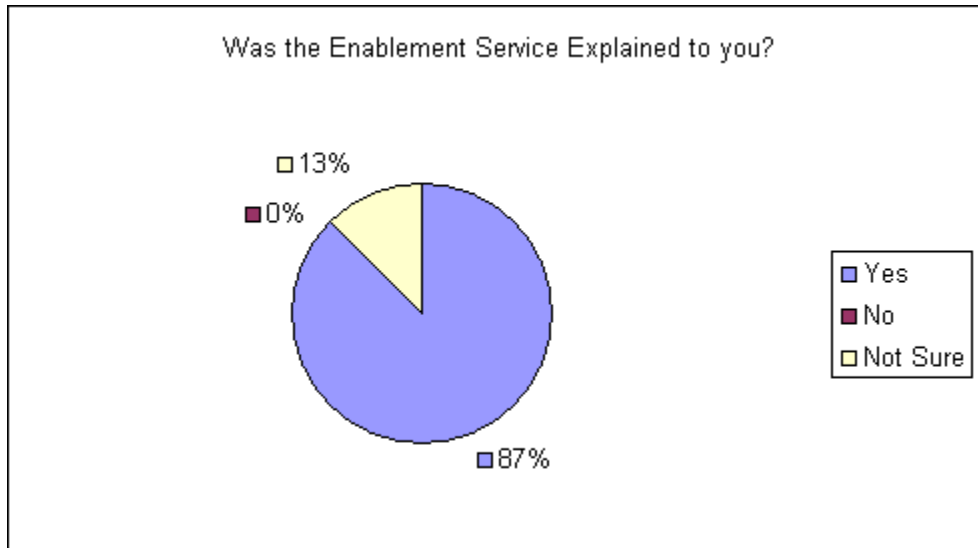
McLeod, B. and Mair, RP Associates Ltd, (2009) *Evaluation of City of Edinburgh Council Home Care Re-ablement Service* , Scottish Government Social Research"  
[www.scotland.gov.uk/socialresearch](http://www.scotland.gov.uk/socialresearch)

**Alan Baird, Director of Social Work**

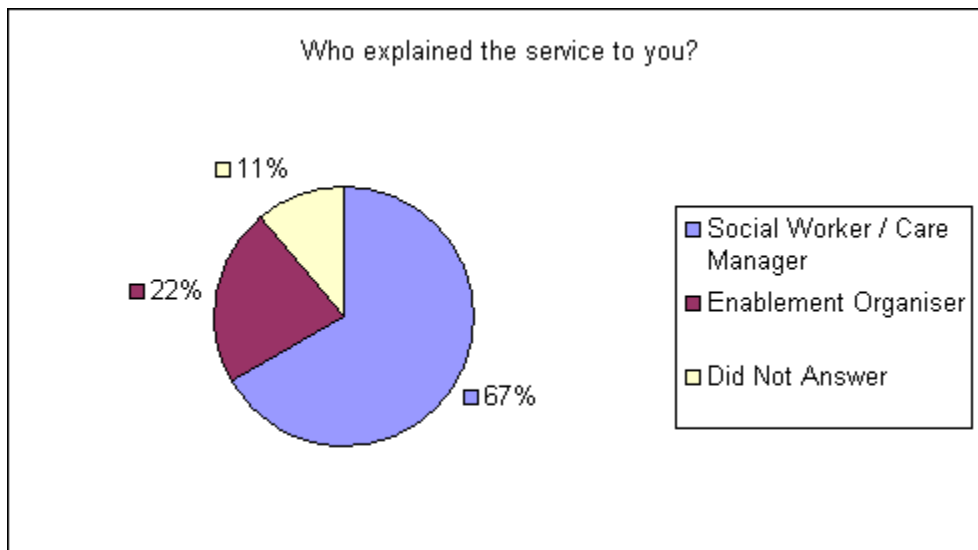
**DATE: 3 June 2010**

**ENABLEMENT SERVICE USER EVALUATION**

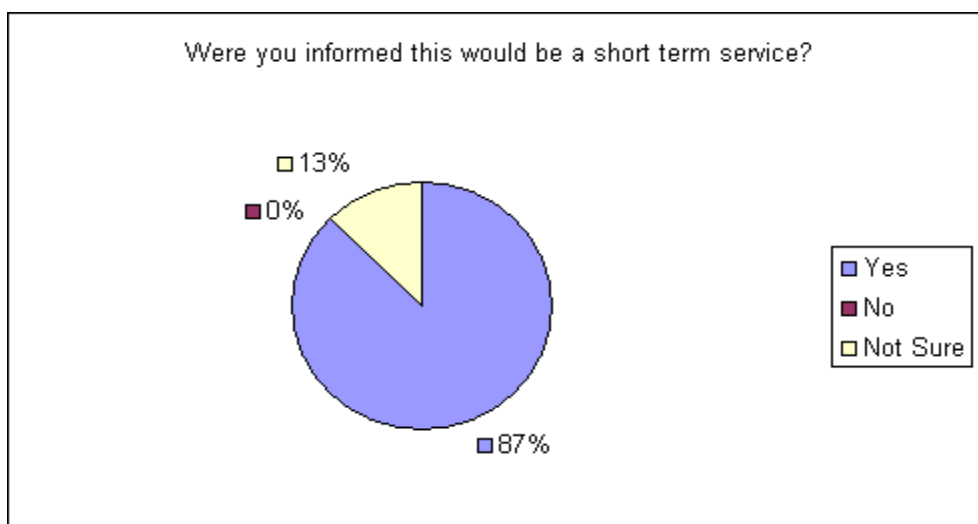
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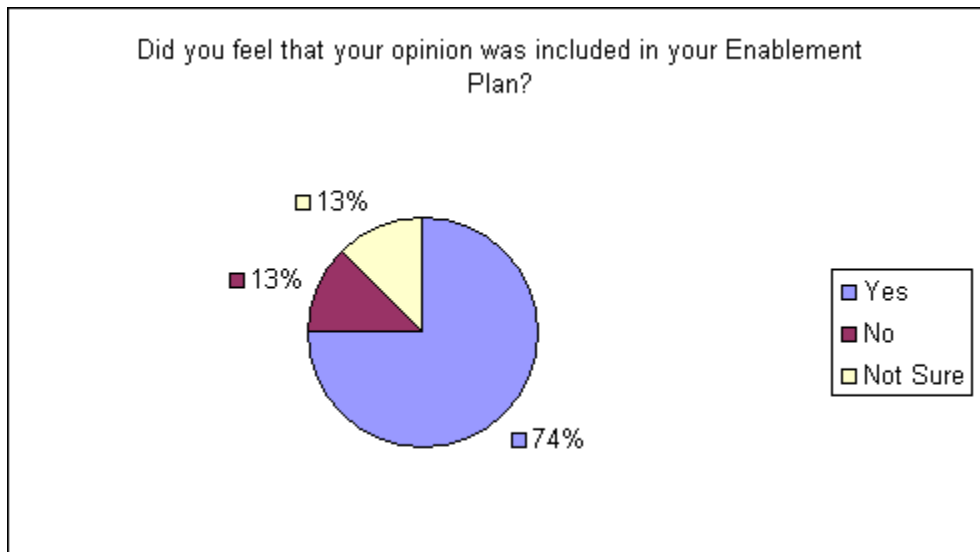
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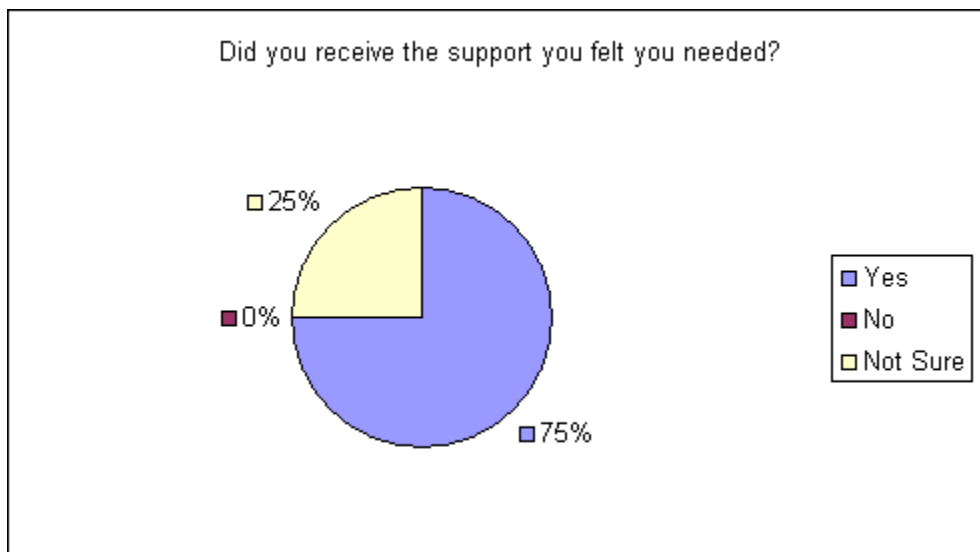
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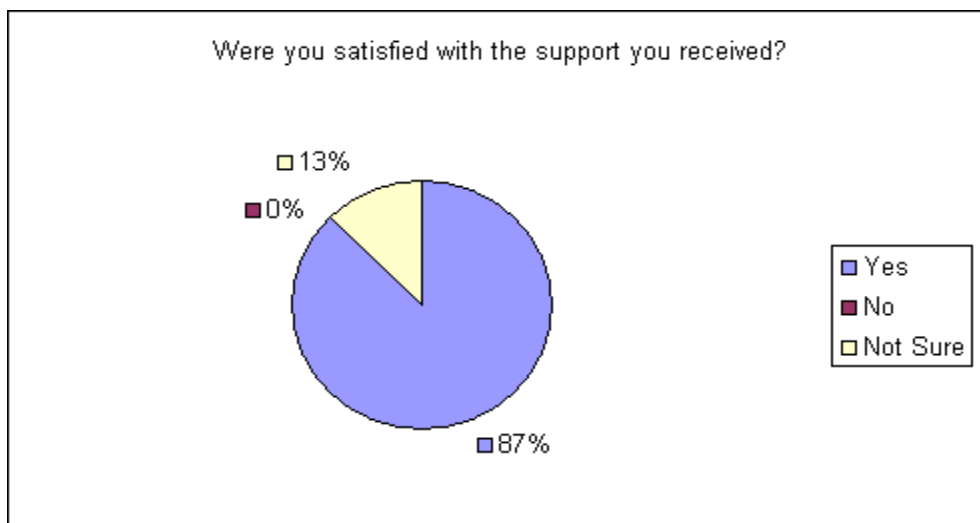
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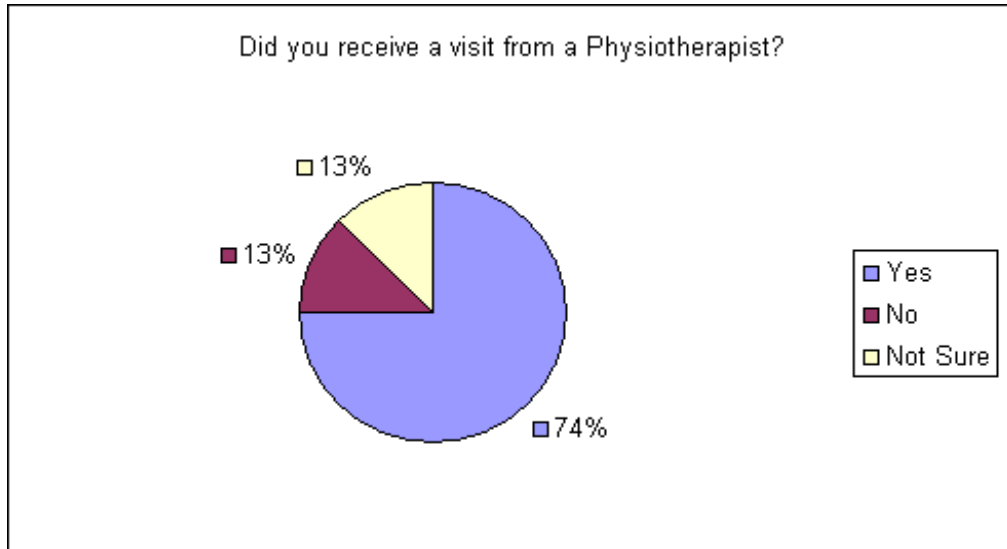
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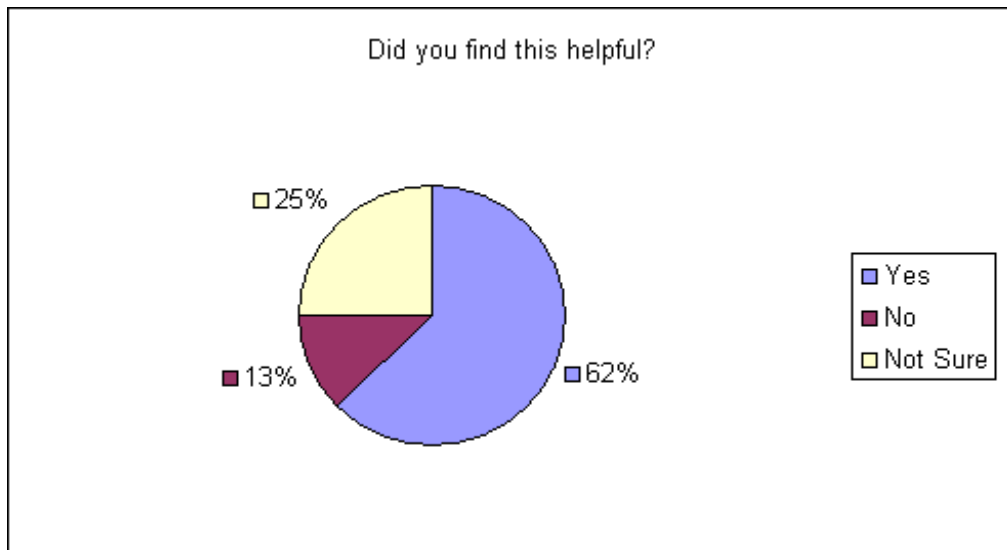
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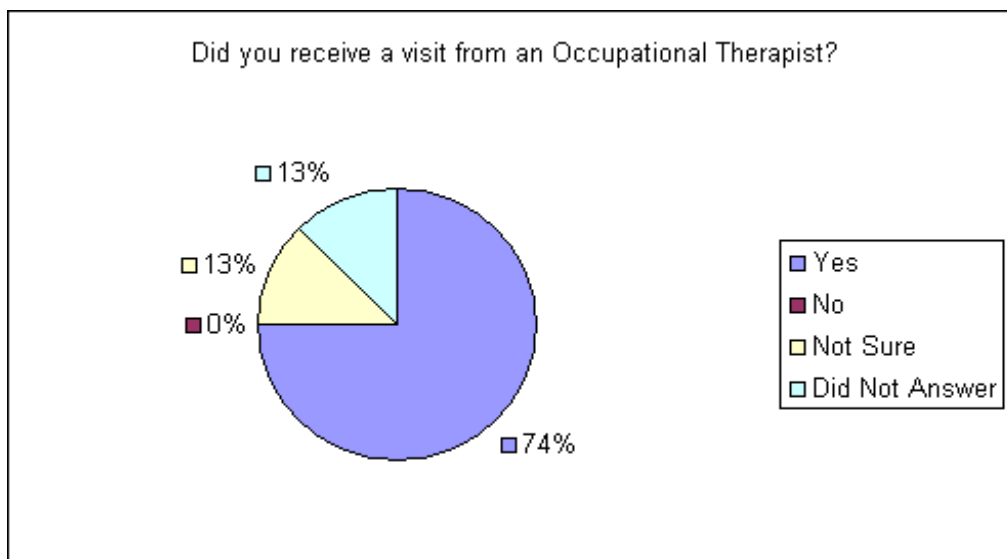
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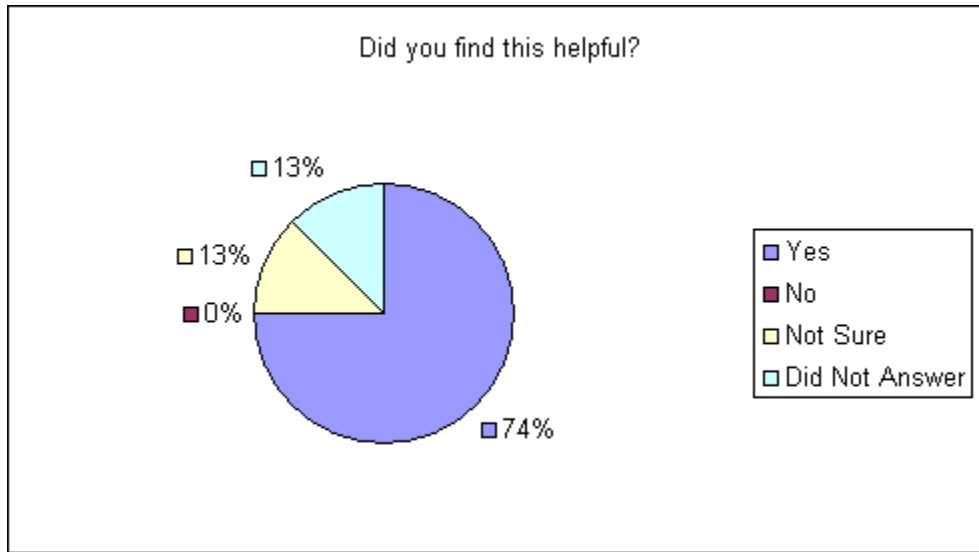
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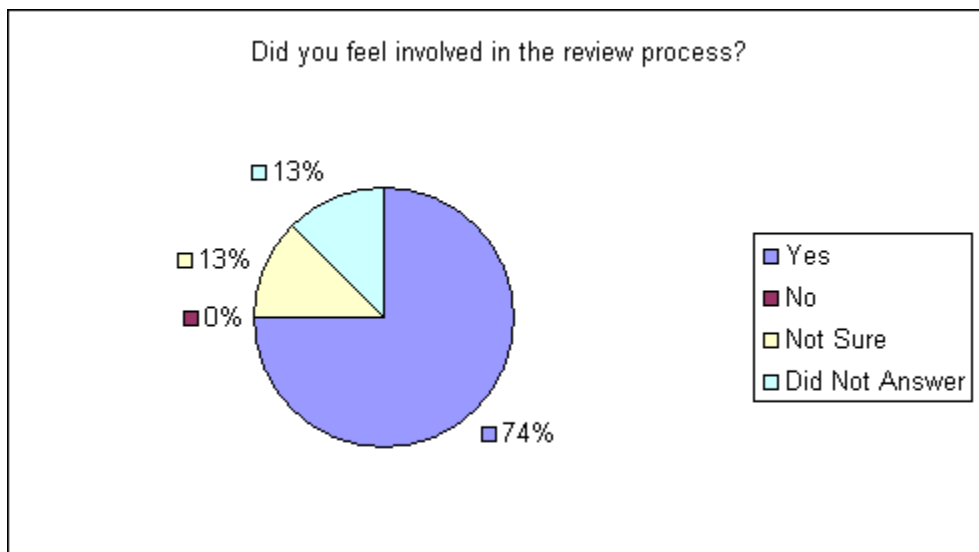
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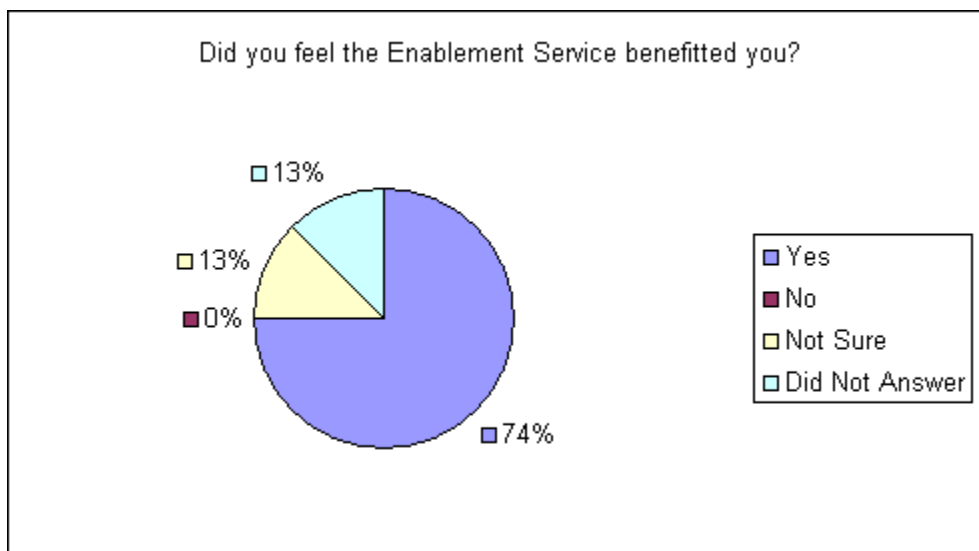
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QUESTION 9



QUESTION 10



QUESTION 11

