



MEETING DEMAND BEYOND SERVICE BOUNDARIES

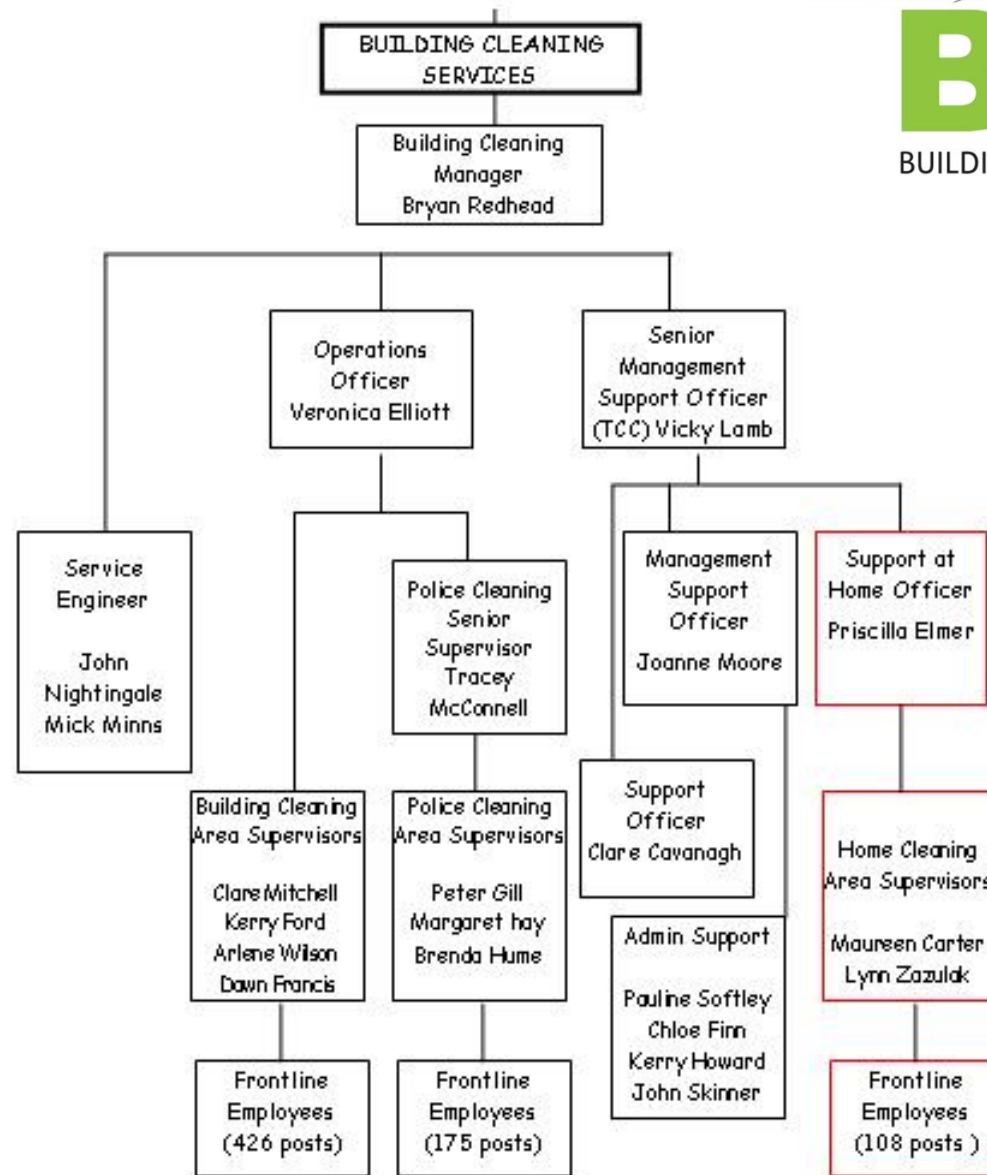
Bryan Redhead
Building Cleaning Manager
Gateshead Council

Gateshead's Building Cleaning Service

£5 million turnover
700 staff
250 buildings

Contracts include:

Council buildings
Gateshead Schools
Northumbria Police Authority
Northumberland national park
Magistrates Courts
The Gateshead Housing Company



Priscilla Elmer
Support at Home Officer

West

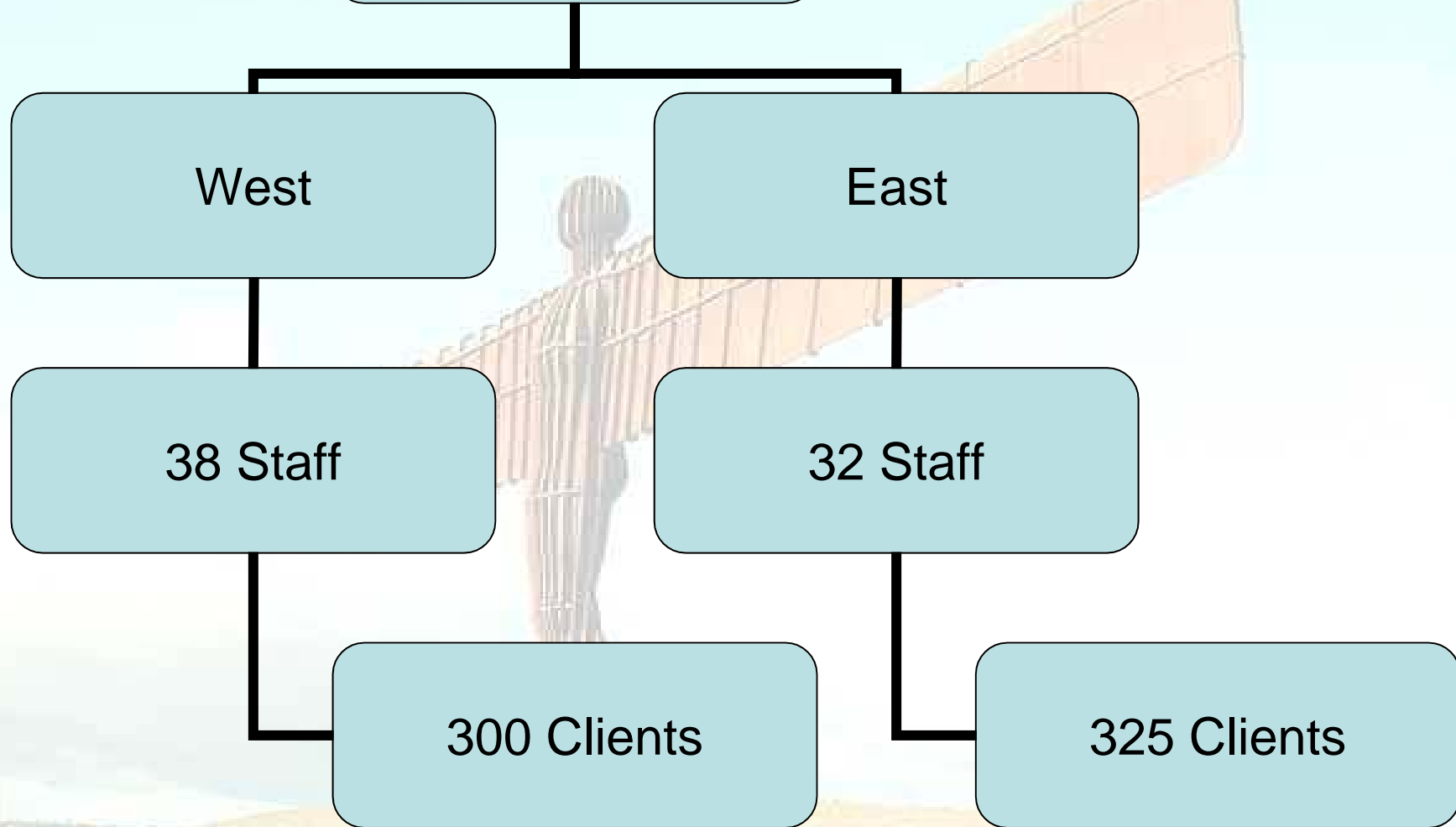
East

38 Staff

32 Staff

300 Clients

325 Clients



What's Happening in Adult Social Care?

(Gateshead)

Gateshead Council Home Support Service



HELP – where you need
it most!



Gateshead Council Older People's Support Service



Supporting you in your home



Charges

Home Support Service

£10.50 per hr

465 Clients

Approx £245k

Older Peoples Support

£13.41per hr

Grant of £304k

Provides 435 hrs support
per week

Home Support Service



Range of Home Support Services offered:

- Weekly – Vacuuming carpets, dusting, sweeping and washing hard floors, emptying bins, thoroughly cleaning bathroom and kitchen, clean microwave.
- Monthly – Clean internal windows, thoroughly clean all paintwork
- Six Monthly – Clean oven & fridge
- Yearly – Clean inside of kitchen cupboards, clean light fittings
- Laundry – Washing curtains and nets, sorting out washing, putting laundry into machines, hanging washing out, ironing
- Heavier Household tasks – Making beds and changing bed linen, spring cleaning, mattress turning, carpet cleaning, upholstery cleaning, washing walls
- Small Jobs – changing light bulbs, fitting curtain rails, changing fuses in household appliances
- Errands – Shopping
- Health and Wellbeing – Completing Home safety checklist, advice to help prevent accidents in the home, fitting safety chains and smoke detectors.



OPSS - 6 Main Support Areas

Quality of life

Health

Social networks/skills and hobbies

Home environment

Dealing with home-based administration
and finances

Cultural and religious needs

What We Are Providing

Gateshead
Council

BCS
BUILDING CLEANING SERVICE



Low level preventative support service

Visiting service/reducing isolation / befriending

Providing access to social interaction

Signposting to welfare rights/benefits check

Information conduit

Household clerical tasks

Independent living skills / kitchen skills training

Accompanied shopping / arranging delivery

Home safety check (RoSPA)

Handyperson service – change fuses, plugs, small repair jobs

Security advice – fit security equipment

Benefits

Gateshead
Council

BCS
BUILDING CLEANING SERVICE



625 Older People are more able to exercise independence, choice and control over their lives.'

Prevents / delays more intensive care.

OPSS and HSS staff work within their own neighbourhood – helps with links to the local community.

Continuity – fewer support workers entering a property.

Feedback – Clients / Agencies

Drawbacks / Pitfalls

 Gateshead
Council


BCS
BUILDING CLEANING SERVICE

Staff recruitment

Staff contact hours continually change

Training

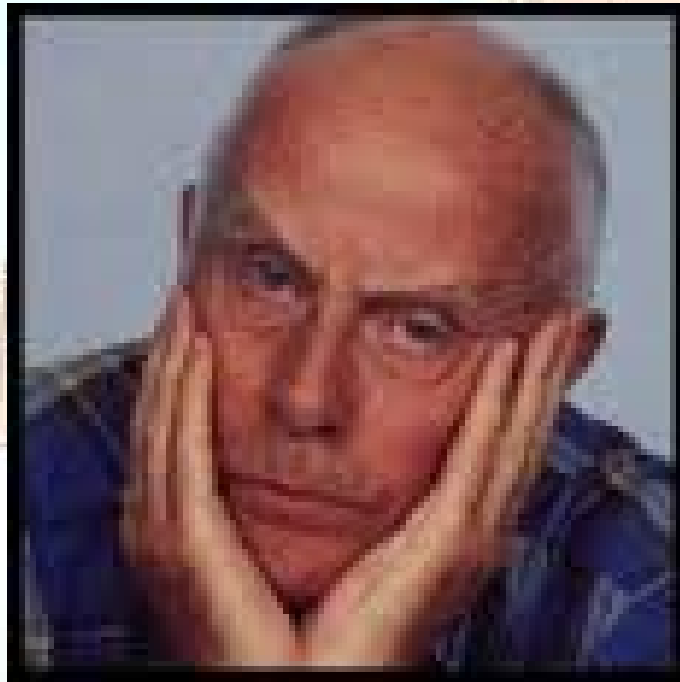
Initial Assessment

Interim Reviews

Dependency on Council funding

Turnover of customers

Drawbacks / Pitfalls



Old People

Gateshead
Council

BCS
BUILDING CLEANING SERVICE



Is it worth it?



What other services could be offered to older people?

- Gardening
- Decorating
- Small Tasks (Handyman Service)
- Laundry