

Delivering a cost effective in-house home care service.

APSE Social Care Advisory Group

12 February 2009

LOCAL SERVICES

LOCAL SOLUTIONS

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Head of Community Care



Shetland Islands
Council



- Local context
- Service levels
- Commissioning Strategy
- Future direction

Community Care Service: What we do

Support and protect the most vulnerable members of the community; promoting independence and ensuring that services are targeted at those most in need.

How we do it

- Work in partnership with service users, family/unpaid carers and other agencies.
- Provide or purchase a range of services to meet assessed needs.

Legislation & Guidance

- Adults with Incapacity (Scotland) Act 2000
- Regulation of Care (Scotland) Act 2001
- Community Care & Health (Scotland) Act 2002
- Mental Health (Care & Treatment) (Scotland) Act 2003
- Adult Support and Protection (Scotland) Act 2007
- Self-directed Support (Direct Payments)
- Free Personal Care

Shetland

- Remote islands community
- 22,000 people
- Traditional industries : fish, sheep, knitwear
- Oil
- High employment
- Cost of living is high



National

UNLEADED LITRE

98.9

DIESEL LITRE

109.9

CAR &
VAN
HIRE

Shop

24 Hours

Car Hire



**WALLS
BAKERY**

CRAFT BAKERY PRODUCTS

**LARGE
WHITE LOAF**

INGREDIENTS .Wheat Flour .Vegetable
Fat .DRIED WHEY .{from milk}Yeast .Salt .
Ascorbic Acid,(Flour Conditioning Agent)

800gE



5 034219 002192

10/02/2009

£1.20

Store In A Cool Dry Place
WALLS BAKERY • WALLS • SHETLAND ZE2 9PF

shetland
farm
dairies

fresh
PASTEURISED
milk

AVERAGE FAT
CONTENT 3.8%

1 Litre 1.76 pint

Cost of care services

- ? Residential care • Varies up to £1,714/ week
- ? Personal care • £15.64/ hour
- ? Domestic tasks • £9.96/ hour
- ? Meals on wheels • Varies up to £23/ meal
- ? Day care • Average £53.03/ day
- ? Respite at home • £9.64/ hour



Isleshavn, Yell



Taing House, Lerwick







North Haven, Brae





Fernlea, Whalsay





PASSING PLACE





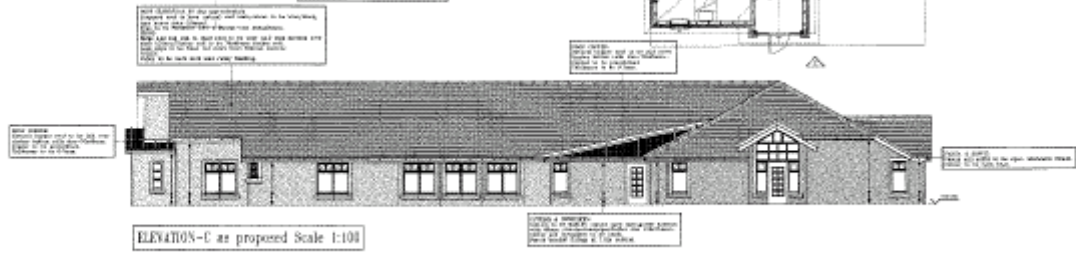
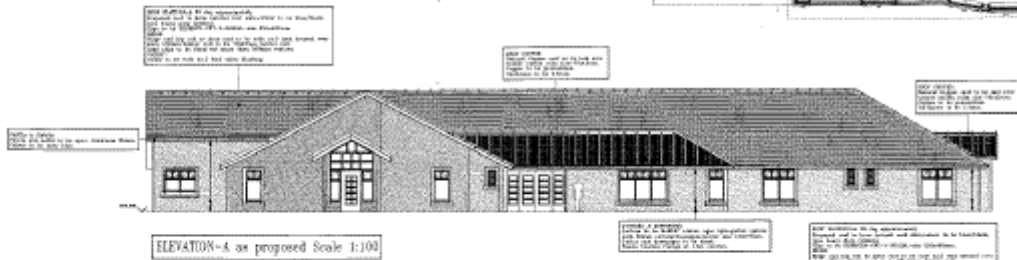


Wastview, Walls

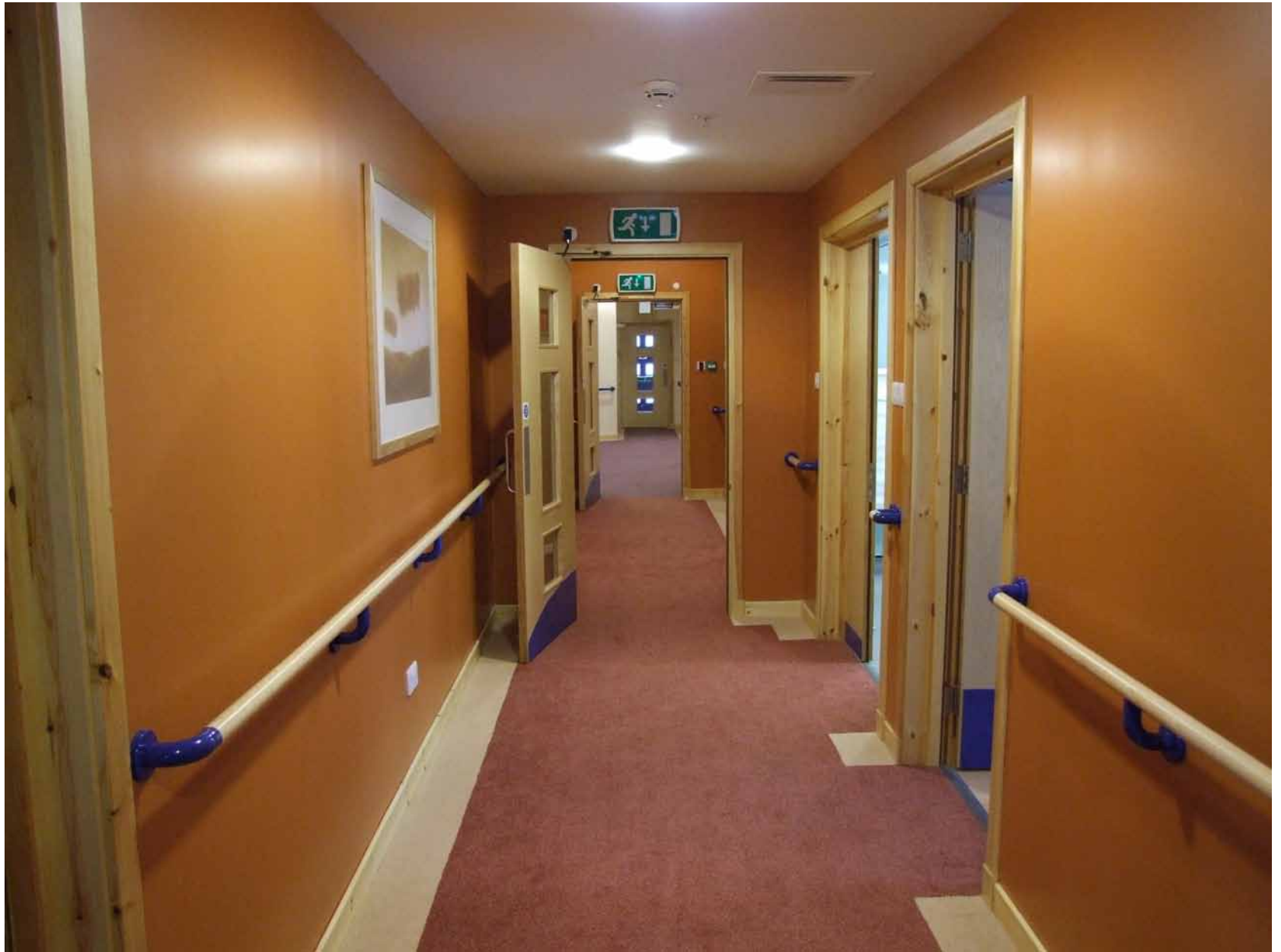




Newcraigielea Plans





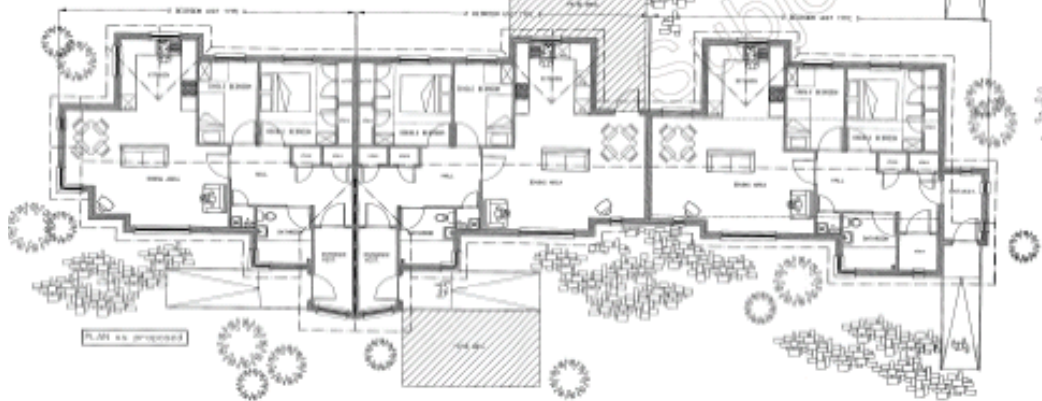
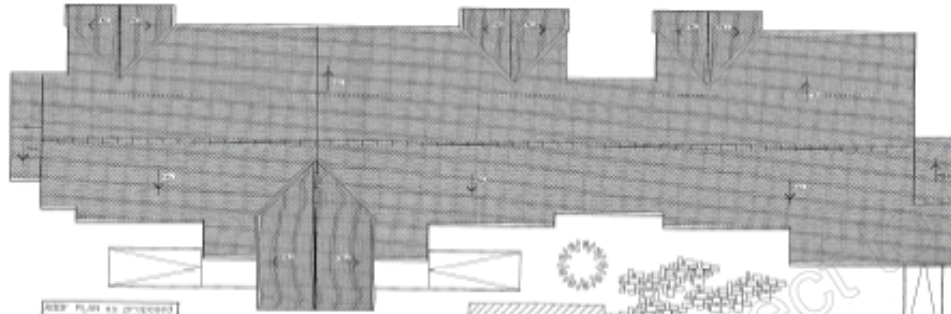
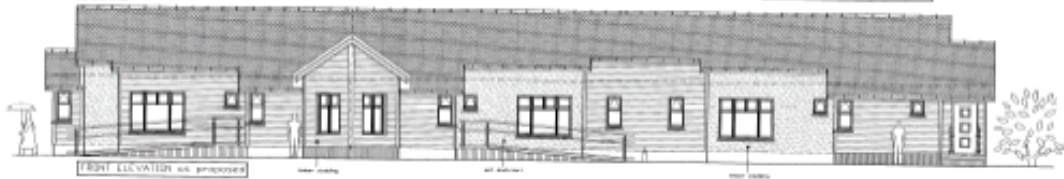








Rudda Park Plans





Rudda Park, Lerwick

Current Service Levels Residential & Day Care

- 122 permanent residential care places
- 31 residential places for short breaks
- 122 Day care places

Current Service Levels Supported Accommodation

- 23 Supported tenancies for people with learning disabilities
- 2 supported tenancies for people with physical disabilities
- 8 supported tenancies for people with mental health problems and 1 respite flat

Current Service Levels

Care at Home

- 550 people receive care at home services
- 2500 personal care hours/week
- 500+ hours domestic tasks/week

Commissioning Strategy

- Community Health & Care Partnership Agreement 2008-2011
- In-house provision 90+%
- Care at Home services 100% in-house
- Outsource?
 - Better
 - Cheaper
 - Something we can't do

Previously.....

- In-house 70%
 - Including home helps
- Personal Care outsourced
 - High cost
 - 2 weeks notice
 - Refused some difficult cases

2004

- Personal Care brought in-house
- 6 rural care centres taken over by the Council
- Locality management of care at home
- Savings?
 - Year 1 - £270K or 9%
 - Year 2 - £501K or 16%
 - Fixed costs, accommodation, management/admin, contracting overheads, insurance payments
- **No reduction in service levels or quality**

Current Position

- 42% people requiring long term care are supported at home
- Services are managed from care centres
- 24/7 local response
- Flexible, responsive staff teams
- Career graded posts
- Guaranteed hours; good pay rates
- Linked with community nursing

Resources

- 900+ posts
- 680 full time equivalents (FTEs)
- 3% management & administration compared with national average of 7.5%
- 20+ locations
 - Offices
 - Care settings

Outsourced?

- Independent advocacy services
- Supported employment opportunities
- Welfare rights service
- Direct payments support service
- Respite care at home
- 10% residential and day care for older people
(one independent care home)
- Off island placements

Future Plans?

- Increase in-house provision
- Promote locality based services
- Further integration community health and care service provision
- Further integration of housing support services
- Develop Telecare and Telehealth