

Response Service Pilot

Context for the pilot:

We are trying out this pilot in partnership with the City & County of Swansea and Walsingham Care Homes.

This is in response to the following:

- When we conducted the targeting support consultation process we explained that there were a number of phases to this. The first phase was the management restructuring process which then led into the second phase of the targeting support pilot. During this stage we explained to staff that there would be another phase which would look at on-call at night. We are now in the third phase of looking at a response at night.
- We need to respond to the working time directive and its implications for sleep-ins. We will no longer be able to provide night time cover in this way without paying the rate as working hours. This would mean eventually changing all sleep-ins to a wakeful shift which would have significant funding implications for the local authority.

What would this Social Care Response service look like?

We would like to pilot a response service in the Swansea area which would replace scheme based sleep-ins. The proposal is to create a team that would contain:

- A half FTE Response Team Manager (this would be for initial set up for the pilot and will be resourced from the CLC Operational team. We recommend a full time equivalent if the response service is to be rolled out as we recommend the registration of this individual with the CSSIW.
- Staff paid to stay awake at a local base paid at wakeful rate. Staff will be available to respond to a number of support needs during the night time.

The Response Team Manager's responsibilities will be to:

- Recruit, train and roster the response staff.
- Manage the team of response staff
- Maintain the information required to deliver the service for service users.
- Conduct service review and development activities.

Wakeful Response Staff:

The service will rota a number of response staff based at a local office and they will be paid a wakeful shift allowance to provide this service.

They will receive calls from:

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- **Staff and managers currently supporting tenants.**

These calls will be from a wakeful member of who requires additional staff assistance to provide support. An example would be in the case of when two staff are required to deliver personal care when there are manual handling guidelines in place. Once this support has been provided there is no longer the need to have two people at the service and the response worker returns to the local office.

- **Call centres responding to Telecare used by tenants.**

In this case response workers will be responding to assistive technology alerts. They will receive a phone call from the call centre and will go to the service to respond accordingly. An example may be that a sensor has been triggered when a service user has got out of bed but hasn't returned to bed after the 'normal' amount of time. The response worker will go to the service to check that everything is ok.

Pilot Proposal:

In order to test this model of service out we have mapped out the CLC and Walsingham services and have decided on a geographical area where there is a natural cluster of services.

There has been an assessment of these services to determine what type of support is required at night. These services have been colour coded as **Red**, **Amber** and **Green**.

A **red** service is a service whereby a member of staff is definitely needed at the service at night. This would need to be a wakeful member of staff in order to comply with the working time rules.

An **amber** service is a service whereby a response service could be used if certain risks were resolved by, for example, looking at assistive technology.

A **green** service is a service whereby a response service could be used if the response staff could arrive in a timely manner, e.g. within 15 – 20 minutes.

It is estimated that we will need two response workers to cover this area.

There are a number of tasks that need to be completed before the response service can progress and we are currently working on this action plan. Once this has been completed the pilot will undertake the following phases over a period of six months:

Phase 1: May to July 2009

We will be explaining this pilot to staff, relatives and service users. The Response Team Manager will develop the necessary systems and policy framework for the effective running of the service. They will also recruit and train the response workers.

Phase 2: August 2009

Teams are in post and receiving training.

Phase 3: September and October 2009

All of the green services will use the response service. This will be reviewed.

Phase 4: November to March 2010

Technical difficulties will be resolved with the amber services and these may turn into green services.

Phase 5: March 2010

A review of the response service will take place before it is rolled out across other geographical areas in CCS.
