

Care Services Previously Delivered By Cordia Now Join The Glasgow City Health And Social Care Partnership

Message from David Williams, Chief Officer, Glasgow City Health and Social Care Partnership



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Welcome to this special edition bulletin from Glasgow City Health and Social Care Partnership to introduce you to some of the work of Care Services previously provided by Cordia Services that are now part of the Partnership.

As you may be aware, Glasgow City Council's City Administration Committee approved a report in April 2018 with the recommendation that vital services provided by Cordia Services continue to be delivered but moved into the Council with Cordia wound up.

The report is available on the Council's website at

www.glasgow.gov.uk/councillorsandcommittees/viewSelectedDocument.asp?c=P62AFQDN2U0GNTUTUT.

A number of Cordia Care Services and teams with around 3,300 of their staff have joined the Council as part of Glasgow City Health and Social Care Partnership (GCHSCP). This includes:

- Home Care Services
- Reablement
- Help at Home
- Hot Meals Service
- Children and Families
- Homelessness
- Supported Living
- Assessment and Review
- Community Alarms
- Home Care Operational Support Staff
- EquipU, Stairlifts and Tracking Hoists
- Transport and Support Services (TaSS)
- Transport and Fleet Management
- Linguistics and
- back-office support staff.

As part of my summer visits to services and teams across the Partnership, myself and Susanne Millar, Chief Officer, Strategy and Operations / CSWO visited teams within Cordia Care Services to personally find out more about their services, priorities, achievements and any issues. Staff shared with me many stories of critical support that they provide to the people of Glasgow, particularly some of the city's most vulnerable people, and how what they're doing is very much contributing to what we're trying to achieve, and already delivering on, for Glasgow to meet citizen's health and social care needs and personal outcomes.

The commitment and exemplary work carried out every day across the city by these Care Services and teams are extensive and significant:

- providing care to 5,500 service users across 24 hours every day of the week in home care, with 10,200 referrals each year
- holding the best hospital discharge record in Scotland with no delay linked to home care for discharges in the past 10 years
- providing local jobs for local people; recruiting 380 new home carers in the past 18 months
- delivering 60% of home care services out of hours
- recycling £4.6million worth of equipment annually at EquipU and supporting six Local Authorities and NHS Greater Glasgow and Clyde Health Board in ensuring our most vulnerable citizens can live independently at home
- providing a community alarms service to over 9,000 service users 24/7 with our direct response team delivering support when service users are at risk and
- TaSS support and delivering transport and escorting services to vulnerable young people across the city on a daily basis making over 60,000 journeys per year for Social Work Service Services.

I strongly believe that the transfer of these Care Services under the management of GCHSCP is a positive move, and it'll bring more opportunities for us to work closely together to deliver health and social care in partnership for Glasgow and its people. Please join me in welcoming their staff and teams into the Partnership.

I hope you find this bulletin useful, it provides a description of the services that have now joined the Partnership.

We will continue to feature these Care Services in our bi-monthly newsletter that you receive.

The Transport and Support Service

The Transport and Support Service (TaSS) was established to organise transport for vulnerable service users in circumstances where arrangements require to be made quickly. Highly efficient in moving young people to where they need to be, TaSS aims to help bring continuity to service users' lives. This can mean regular attendance at school/nursery, facilitating contact visits and fulfilling social appointments.



Photo: Transport and Support Service staff

Providing a service every day of the year, TaSS arranges and oversees journeys that would otherwise prove to be logistically difficult to plan and time consuming for staff skilled in other disciplines.

TaSS' services can be accessed an online booking system and since 2012 has managed to work with over 4,000 service users.

With over 800 system users from Glasgow City HSCP already using the online booking system for transport on a daily basis, the TaSS team ensure 60,000 successful journeys per year are managed for the Partnership. This business is managed by a mix of Area and Assistant Area Operations Managers, an Administration team and Transport and People Support Workers.

The value of the TaSS team has long been recognised within Cordia, with some staff members having been recognised as having hearts of gold – acknowledgement of going above and beyond expectations – and been in contention for Cordia Team of the Year twice in the past six years.

Community Alarms Service

Having vulnerable service users remain safely in their own homes longer, by means of discrete and unobtrusive technology, is central to the work undertaken by the Community Alarms Service.

Already working closely with the Partnership, the team provides a service that gives both the service user and their family reassurance that help is always at hand if required.

Providing a 24 hour service every day of the year for over 9,000 service users is a significant responsibility that the team takes incredibly seriously. The service also ensures that families and individuals feel reassured that they are being properly looked after.

A community alarm can consist of a standard alarm base unit and pendant alarm. Depending on the person' level of need, additional devices such as bed and epilepsy sensors, fall detectors and GPS devices can be used to ensure any safety concerns are satisfied.



Photo: Community Alarm being explained to service user

The Community Alarm Service provides a full call monitoring service – alarm calls are received at a contact centre from vulnerable service users. Call handlers assess each contact and try to establish what the issue is. This can include matters like falls, not replying to the call handler and activation of smoke alarms. Following on from the call handler's assessment of the situation, an appropriate response can then be made.

The team consists of a wide range of staff roles:

- Manager – overall management of the alarms service
- Senior Duty officer – team leader managing call handling shifts and Direct Response Teams
- Assistant Area Operation Managers – Managing Local Responder staff
- Call Handling staff – receiving all incoming alarm calls and triaging the calls
- Local Responder staff – who respond primarily to activation from property exit sensors and GPS devices ND
- Direct Response teams – providing a response to the majority of service users who require assistance.

On average the response teams attend in excess of 500 uninjured falls per month. This is of significant benefit to the Scottish Ambulance Service and the individual as it minimises the time someone waits for assistance while easing resource requirements for ambulance staff to attend quickly.

Recognising the benefit of high service standards, the team are [accredited to the Telecare Services Association](#) – the industry standard body. Their vision is that people choose technology enabled care to enrich their everyday life while working towards transformation and growing the Technology Enabled Care industry.

Mainstream Homecare Service

The Cordia Mainstream Homecare Service is delivered to around 5,500 citizens of Glasgow every single day.

Homecare provides support with tasks that are essential for daily living such as help getting into and out of bed, help washing and dressing, assistance with medication and meal preparation. The service allows people to remain in their own home for as long as possible while supporting families to provide service users with the care they require. This assists in reducing carer stress while allowing families and friends to spend quality time with their loved ones.

Every week in Glasgow Cordia typically make 78,000 visits between 7.30am and 10pm at an average of 9.5 hours of service per individual every week. Homecare visits are typically delivered at times where support is required; morning, lunch, tea and bedtime. There is also an overnight service, currently supporting 110 service users. This service can be provided to those who require assistance during the night and is typically for service users with complex care needs who require turning in bed, assistance with toileting or continence or medication administration.

This huge delivery of service is provided by a workforce of 2,500 carers who are noted for their compassionate and highly skilled approach. Carers' staff are extensively trained to deliver all personal care and use specialist equipment when required.

To support the smooth running of this work, Cordia increasingly use technological solutions, such as dedicated apps, for scheduling, monitoring and routing new service users to the area managers. This system makes sure that when service users come home from hospital or intermediate care, they do so with the comfort that someone will visit them to make sure they are safe, sometimes in as little as four hours.

Feedback on the service remains largely positive with the annual consultation noting the following service user experiences;

- 97% of respondents said having a home care service made them feel safer at home
- 94% of respondents said having a home care service has improved their quality of life
- 97% of respondents said their home carers were helpful and friendly
- 92% of respondents said their home carers are thorough at what they do
- 95% of respondents said they felt their home had the training and skills necessary to support them at home

Clear feedback on the importance of the service has also been noted in the observations received from service users

'The care I receive is excellent – it makes me feel happy and secure' – homecare service user 2017 consultation

'I am very satisfied with the Cordia home carer. She takes good care of me in all ways and we get on really well. I look forward to seeing her each day.' – homecare service user 2017 consultation

Equipu

Equipu covers six local authorities and the corresponding National Health Service area, and it provides access to the largest community equipment store in Europe.

This scale of items is required when providing an integrated approach responsible for providing, delivering and installing a range of equipment that assists service users of all ages to continue living at home.

Approximately 85 staff deliver a range of services across Equipu, including stairlifts and ceiling track hoists. Staff roles include responsibility for stock/warehouse management and picking orders for delivery, Occupational Therapist Technicians, Drivers who deliver and install equipment in the community and Cleaner/Quality Controllers responsible for recycling returned equipment. All of these roles are supported by administration and repairs/maintenance staff, and it is overseen by a management team.



Photo: Equipu staff

The service completes 53,500 orders every year, which results in 123,000 items of equipment fitted and provided in peoples properties. Approximately £4.6million worth of equipment is recycled each year.

In terms of stairlifts and ceiling track hoists, this is the largest managed service of its kind in the UK and provides consistency and continuity of service to 22 local authority partnerships. This translates into 9,000 installations along with 8,000 repair and maintenance provisions per year.

In total, 55% of Scotland's population are covered by services Equipu provide. Across this population, 97.7% of standard requests are delivered within target timescale, 100% for emergency requests.

Equipu aims to integrate the provision of community equipment across local authority and health services. This ensures an effective and efficient equipment provision service that maximises benefits for services users and their carers, and places equipment provision in the wider context of overall health and social care strategic service objectives. This has been achieved by:

- the ongoing development of an inter-agency agreement (Joint Protocol) across the partners to ensure a robust and consistent approach to assessment of need and prescription of equipment
- simplifying service pathways across services and geographical boundaries, and preventing delays in service delivery and
- establishing an efficient, effective, centralised store service, which substantially improves the procurement, storage, ordering, delivery, recycling, decontamination and maintenance of community equipment.

Joint working with partners, specifically Glasgow City Council Social Work Services and NHS Greater Glasgow and Clyde, has been in place since Equipu was formed in 2001.

Linguistics

Linguistics provides high quality interpretation and translation services by bridging the barrier between English and non-English speakers in today's culturally diverse Scotland.

The interpreters are fluent in over 70 languages with customers from within Glasgow City Council and its partners consisting of Social Work Services (70%), Education Services (20%) and local authorities and charities (10%).

Each year Linguistics receive 20,000 requests for interpreting that are successfully managed to ensure that the required product is always supplied when it's required.



Photo: Linguistics meeting

Linguistics has access to 150 interpreters who are supplemented by a team including a language assessor, linguistic administrators and a coordinator.

The value and importance of the service was recently recognised and acknowledged by one of its customers, University of Glasgow. Following the unexpected and sudden death of a foreign student attending the university, the contribution of a Cordia translator meant the deceased's family could be dealt with in a sympathetic and sensitive way. This very human and compassionate approach to exceptionally difficult circumstances is a typical example of the ethos Linguistics promotes.

Glasgow City Health and Social Care Partnership currently works with Linguistics across a number of areas to promote and enable effective service delivery.

Personalisation Service

Since January 2012 Cordia, along with other Home Care Services in Glasgow, have been involved in providing Personalisation to services users with physical and mental health disabilities. Included in this are service users who self fund their own home care and are supported via the Cordia Help at Home service

Cordia's Personalisation was established and developed in a planned fashion, increasing capacity as and when was appropriate. Working on the enthusiasm of staff to make a difference, the success of the work was promoted and championed by colleagues dedicated in their commitment to make a difference.

From its early beginnings in 2012, the Personalisation Service has now grown to support over 480 service users across the city.



Photo: Home Care service provided for vulnerable service users.

The Personalisation Service is provided by a team of eight dedicated citywide staff who support new service users before they are transferred to staff teams who work in the service user's local area. This specialist input allows individuals to receive assistance and support that specifically deals with their personal care and health issues at their initial point. From this position the team are able to adapt and deliver a more sustainable support that enables the individual while promoting their independence.

The Personalisation Service has strong links not only with the Partnership but it often works with other councils throughout the UK providing support to service users visiting Glasgow on holiday or attending university in the city. This approach recognises the various ways in which people of all ages can benefit from such a person-centred approach.

Transport and Fleet Management

Transport and Fleet Management provides and oversees the management of all transport, vehicle and fleet management requirements for over 400 Cordia vehicles that are both leased and hired. Included in these responsibilities are the hiring, off-hiring, planning of servicing, repairs and MOTs, authorisation of invoices, making insurance claims and arranging for vehicles to be moved between garages and our frontline staff.

Presently, Transport and Fleet Management provide support to all of Cordia's operational areas such as Home Care, Equipu, TaSS, Cookfreeze and window cleaning. However with services being to different council departments, the team will continue to support the Care Services part of the business who currently utilise 96% of the overall fleet.

Staffed by a transport co-ordinator, transport administrator and drivers, the team ensures minimum disruption and downtime to essential frontline services. Additionally the continued work of the team ensures value for money is achieved through utilising the best hire and lease contracts available.



Photo: Staff using transport

The team has been working within Cordia to ensure consistency of service, and their value was recognised in 2010 with the award of Team of the Year at Cordia's organisation awards ceremony.

Care Assessment Team

The Care Assessment Team maximises service user independence by providing those who require ongoing support with relevant care plans that meet their needs while ensuring they remain eligible for social care assistance.

A particular focus recently has been on increasing physical activity for users of the Care at Home Service with the excellent joint working and support from the Care Inspectorate Care and Physical Activity (CAPA) project.

Consisting of an Assessment Service Manager, Care at Home Team Leaders, Social Care Workers who perform the assessments, Reablement Team Leaders and Reablement Occupational Therapists, the team is divided between the North and South of the city.

Currently the service is supporting over 4,500 care at home service users and around 450 hospital discharges and referrals to Care at Home Services every four weeks. All service users are screened for reablement potential.

The Reablement Service continues to prove an efficient model in Glasgow. Approximately 37% of service users referred through this service in a recent reporting period were found to no longer require ongoing home care support.

The monitoring and reviewing of Care at Home Services provide a crucial role in maintaining people within their own homes for longer. Signposting and referring on to services such as Telecare and Hot Meals, Rehabilitation and District Nursing play a pivotal role in ensuring necessary services are involved in supporting vulnerable service users.

Utilising opportunities like The Lord Provost Fund have been of benefit to a significant number of older vulnerable citizens. Awards from these can provide funding for essential household items. Additionally the Telecare Service further provides support and reassurance to service users and their families.

The Supported Living Service has grown in the last year and now supports over 100 service users to remain safely at home for longer. Without this opportunity they may have been unable to return home safely following a spell in hospital or Intermediate Care. Indeed the development of this service has demonstrated a successful collaboration between Cordia and the Partnership.

Recognising the opportunities to use innovative solutions to meet identified issues, the service has recently been promoting the use of twiddlemuffs. These soft, tactile garments help ease distress and agitation for service users who have dementia. Following a recent campaign for knitters to create these handy objects over 60 twiddlemuffs donated from as far afield as Yorkshire.

The Care Assessment Team has an ongoing commitment to continuous professional development and consider the education of students in social care and occupational therapy an important role within Cordia and the team. Since 2015, five social work student and eight occupational therapy student placements have been supported. It is the intention that this continues to be an integral part of the service development.

Children and Families

The Children and Families Service strives to achieve a bespoke and innovative service that supports children affected by issues like parental addiction in Glasgow. Aspiring to provide these young people with positive outcomes that will continue throughout their lives, this service is as a great investment in the future of children in our city.



Photo: Supported Living client and staff member

The service is underpinned by a number of aspirations, which include:

- equipping children with life skills to engage with their peers while safeguarding children in their current environment
- supporting children in maintaining school attendance and providing social engagement through activities
- supporting parents/guardians with everyday living skills in relation to the children and
- offering insight and detailed reports to allocated workers within all services to the strengths and weaknesses within a child's home and how to target the care plan to achieve positive results.

Currently supporting 120 families, the service is available seven days a week between the hours of 8am – 11am and 4pm – 8pm and including public holidays. Staffing is a mix of Family Support Workers, a Service Coordinator and an Area Operations Manager.

Currently the Partnership accesses the service by referring the young person to the Area Operations Manager prior to the service start date. Following the necessary process for working with the young person, the team then develops a care plan in agreement with the Care Manager.

To ensure the wellbeing of the young person, the team works in partnership and regularly with health professionals like General Practitioners, Health Visitors, Midwives and Addiction Services. Further relationships exist with the Police Service, Legal Representatives, Social Work and Education.

The bespoke service provided is valued by all service sectors who have worked with the team. In particular, the quality of work carried out on behalf of Glasgow's children to involve them in making positive decisions has been recognised.

The team has observed and assisted a number of successful cases for the young people and families they work with. From providing young people with emotional and behavioural supports to reconnecting family members to facilitate the re-establishment of relationships, the team work in a number of circumstances that lead towards positive outcomes.

Reablement Homecare Service

The objective of the Reablement Service is to maximise independence, allow people to remain at home safely and for longer, prevent admissions to hospital and to optimise the quality of life for individual.

The Reablement Service was established in 2011 with a major review and service development in 2013. Since then it has successfully supported around 40% of service users to leave the service requiring no further homecare support. The 60% that do require ongoing support have gained more confidence and independence that their care packages are often reduced to reflect their need – typically by nearly 20%.

Every four weeks around 260 service users are referred into the Reablement Service. These service users can come from a stay in hospital or they may be in the community and starting to need some help to manage their day-to-day tasks.

The Reablement staff group consist of:

- Occupational therapists who are specialists at analysing and breaking down tasks to set goals for service users whose functional ability may have changed due to illness or an accident
- Assistant Managers who manage the home carers and set goals for service users with less complex needs and
- Home Carers who are dedicated to the Reablement Service who help service users to work towards their set goals and build their confidence in performing these tasks.

The Reablement Service works collaboratively with the Partnership's Community Rehabilitation Teams. Jointly setting goals with the Partnership for service users receiving Reablement Homecare, the Reablement Service sets goals for carers working with the service user.

Service users who have worked with the Reablement Team have provided feedback that highlights the skill of the staff as well as the increased feelings of independence.

Recognising this progress, the 2016 NHS Scotland event awarded an information poster the award for overall transformational change for describing and highlighting the benefits of the Reablement Service.

Homeless Service

The Homeless Services was established to provide care and support to service users within Glasgow who do not have a tenancy. Comprising of home carers dedicated to providing assistance to this vulnerable group, the service works closely with Partnership services to ensure they are providing a valued input.

Currently the service supports 43 service users and delivers over 600 hours per week of homecare. On average this means three daily visits to support personal care needs like medication and assistance to wash and dress.

Central to the aims of this vital service is the aspiration to provide a level of dignity to those accessing it. This is demonstrated by a service user who is a double amputee who requires assistance to maintain his medication regime and personal care. The support he receives allows him to live his life as independently and as fully as he possibly can.

Hot Meals Service

The Hot Meals Service, which provides a two-course hot meal chosen by the service user, ensures that frail and vulnerable residents are provided with regular meals. Delivered to their home every day at lunchtime (11.00am-2.00pm), the service is a partnership with ICare – a leading specialist in meal provision.

ICare has a team of dedicated Community Support Assistants that collect the meals from their Glasgow base in Queenslie and deliver them on routes all over Glasgow.

Meals are delivered by friendly, caring ICare Community Assistants who have undergone the relevant background checked and are able to work with vulnerable people.

Delivered meals are served on the service user's own crockery and with their own cutlery along with a cold drink. The Community Care Assistant also ensures that the

service user is well and reports any concerns back to the relevant care team to follow up with family or friends.

At present over 260 service users enjoy the daily meals and service that is provided. Furthermore the families of service users remain reassured that their loved ones are eating a nutritionally balanced hot meal every day.

As people get older it is harder to maintain good nutrition and hydration. Not maintaining these can often lead to complications that may require medical attention. Accessing this service has helped people regain appetites and maintain healthy diets when there had been a risk of malnutrition. It also means service users who struggle to get shopping for meal ingredients know that they are being provided with their main meal daily from ICare.