

IJB Public Engagement Committee

Locality Engagement Session Forum – Care at Home Engagement Session

Julia Donaldson – Care Services, Service Manager

- **Current Position & What We Deliver**
- **Key Issues & Challenges to Care at Home Due To Covid- 19**
- **Rationale for Engagement Session**
- **Brief Overview of Engagement Session**
- **Key Learning & Future Plans**

Current Position: What We Deliver

Care at Home

Approx. 4800 Service Users

Care at Home

Approx. 80 000 visits per week

Care at Home

Approx. 60% of service is delivered out of hours, evenings and weekends

Reablement

Approx. 9 000 discharges from Hospital supported last year

Reablement

£6.4m was projected to be saved last year, thanks to the Reablement Service and the work they do.

Care at Home & Reablement

All Service Users receive an assessment and yearly reviews (Approx. 6 000 service users 20/21)

• Key Issues & Challenges to Care at Home Due To Covid- 19

- Supporting our carers and wider workforce has been key, despite the continued challenges which has seen upwards of 30% of our workforce absent early in the pandemic.
- Due to the immediate absence of staff at the start of lockdown, Care Services needed to identify our critical service users to ensure they received quality care. This resulted in assessments of all service users and suspensions to service (where agreed), so that we could meet the immediate needs of the service.
- Care Services were advised to implement changes immediately and at times short notice. This required communicating messages to our 3 100 staff which was incredibly challenging, due to days off, sickness and absences and to those who were out on the front lines with limited signal.
- The supply of PPE equipment was initially difficult and whilst Glasgow Health and Social Care Partnership was able to secure this from the national NHS hub, it required coordination, ensuring staff knew how to use it correctly and that we identified individuals who were shielding to minimise risks.
- Due to the Covid -19 restrictions transport and access to our fleet of cars became a serious issue. Staff could not share vehicles to visit service users and cars needed a thorough clean before and after use. At the start of the pandemic, this impacted schedules and may have been the reason for late visits.

OFFICIAL

• Rationale for Engagement Session

- **Following the Locality Engagement Forum in February 2021, Care at Home was listed as a top 3 service the participants were requesting future sessions to focus on.**
- **At often short notice, Care Services have followed national guidance and changes imposed on our services by The Care Inspectorate, Scottish Social Services Council and Public Health Scotland, which continues to be revised.**
- **There was a need to convey why these changes to service were occurring at short notice and to understand how service users experienced the delivery of care throughout the pandemic.**
- **The aim of the Engagement Session was to invite service users, partner organisations and communities to partake in themed discussions, which would inform learning and planning for Care at Home through continuous improvement.**

• Brief Overview of Engagement Session

- The Engagement Session had approx. 30 participants consisting of; service users, family members, third sector partners and participants with a vested interest / lived experience of Care Services.
- There were 3 key themes:
 - The challenges experienced in Home Care due to the pandemic over the last 18 months.
 - The experiences shared by service users and staff.
 - Looking forward and working in partnership with service users, partners and communities.
- The overarching theme was one of working together and understanding the needs of our service users and how best we can meet their demands for the service as we continue to improve and develop, Care Services.
- The session was split into two workshops that focused on operations and experience with staff. Participants were given 25 mins in each workshop before rotating.
- The discussions that took place all had similar themes which will now be considered and further developed within Care Services, these were:
 - Queries into how and why services were delivered outside of requested times for tuck-in services.
 - The consistency of staff attending care visits
 - A difference when interacting between care specialists and support staff in the office.

OFFICIAL

• Key Learning & Future Plans

- We will continue to assess and manage risks across our services, and it is vital that we receive feedback from our staff and service users to identify areas of concern.
- It was clear that participants did not fully understand the rationale for scheduling and how their services were being delivered. This will be considered and developed with the aim to improve communications with new service users and existing service users experiencing changes.
- Care Services will continue to review and develop the training available to all staff, to improve knowledge around key conditions and understandings across the service, so they can communicate more effectively with service users.
- We continue to invest in technology to ensure our Care Services adapt to social distancing and where visits must take place, PPE has been available to ensure our staff and service users feel safe in their own homes. We will also continue to use technology for engagement and feedback.
- Care Service's aims to continue to deliver a series of engagement sessions throughout Glasgow City. Once this years' planned sessions have been completed another season of engagement will begin for the year 22/23.
- It is our aim to work together to develop and deliver what we consider would be a high standard of care within the UK. We would like to continue our partnership with service users and stakeholders to improve our services and realise our vision.