

# Glasgow City Health and Social Care Partnership Care at Home and Housing Support Service

## Spring Focus Group 18 April 2019

Facilitated by

Lisa Martin

Community Engagement Officer

with

Julia Donaldson

Assessment and Review Service Manager



Notes: Stephen Spence, Project Manager

Glasgow City  
**HSCP**  
Health and Social Care Partnership

# Your Personal Support Plan and Risk Assessment

- Are you aware of the documents in your Care Diary
- The current Personal Support Plan and Risk Assessment Documentation
- What would you like to see on your Personal Support Plan and how would you like to be engaged in this process
- Please see samples of documents – Personal Support Plan and Risk Assessment

# Public Holiday Cover

Why the service can be different on a Public Holiday

- Are you aware that service may be reduced on a Public Holiday
- Why staff availability is reduced
- How we plan the cover we can provide
- How we let you know what is happening – What works well with this process / Can we improve your experience?

# Relief Cover and our Independent Partners (Agency)

Why we sometimes change care and support arrangements and arrange cover through our independent partners

- Planned Leave – opportunity to arrange relief cover and communicate well
- Unplanned Leave – less time to communicate – priority is to ensure we can arrange a relief home carer
- Arranging relief cover from our own staff or from a partner agency e.g. possible options could include text or automated message, information from the home carer when they arrive, phone call from partner agency etc
- What would you like to happen?