

Wiltshire Support at Home

Purpose of Report

1. Wiltshire Support at Home is a provider service within Reablement, Therapy and Community Services which is part of Wiltshire Council's Adult Social Care directorate, the service works in partnership as an integrated team with the HomeFirst, Reablement and Rapid Response Services. This report provides an update on the key work that is being undertaken.

Relevance to the Council's Business Plan

2. The Wiltshire Support at Home service ensures the council improves the way we work together, we deliver our service in partnership with service users, local communities, and other public sectors where appropriate. Safeguarding customers from harm is one of Wiltshire Council's most important responsibilities, Wiltshire Support at Home, works closely to ensure customers in receipt of services are safe in line with CQC's legislation and registration requirements.

Wiltshire Support at Home background

3. Wiltshire Support at Home was launched in May 2020 at the start of the COVID-19 pandemic, initially sitting under the Reablement CQC registration. At the beginning of the pandemic, Wiltshire Council were inundated with volunteer applications from those furloughed from work and wanting to support their local community. Wiltshire Council were keen to utilise this volunteer workforce, as a result, a pilot project to create an in-house domiciliary care team was implemented.
4. Wiltshire Support at Home began with, a small team of newly recruited staff and seconded staff from services who were not fully working due to the lock down status. In August 2020, the service went Live, accepting domiciliary referrals for the North of Wiltshire only initially as it had been identified by commissioning as an area which had reduced domiciliary care coverage.
5. Wiltshire Support at Home launched in its new format in January 2022. Developing the service from the original concept of the domiciliary care service to our new provision supporting Pathway One and Rapid Response. Wiltshire Support at Home was able to use the lessons learned from the development of the Reablement Service and phase the recruitment of the Senior/Admin and Management roles to support the recruitment of the Support Worker team and the CQC registration requirements. This has enabled the service to effectively manage the demand of hospital discharges in North, West, and South of Wiltshire.

Main Considerations / Service provision

6. In January 2022, a Registered Manager was appointed into the role. The new service provision and CQC applications were completed and later successful. The CQC Fit Persons interview was completed on the 17th of November 2023 and confirmation of the Registration of Wiltshire Support at Home as a CQC provider in March 2023.
7. The Wiltshire Support at Home service has a reablement ethos, referrals are case managed by the referring practitioner (a therapist for hospital discharges and a social worker for Rapid Response) and a Senior Support Worker from the service. At the first visit a joint assessment is undertaken and a bespoke support plan built to meet the person's agreed outcomes. The support is delivered by our team of Support Workers who have been provided with specialised training to promote both a person centred and reablement ethos. We work closely with the customer to discuss what goals they want to achieve and how best they can achieve them.
8. The service relies on effective communication between all parties, our support workers, our case managers, our customers, and individuals that our customers request to be a part of their support such as families, friends, and carers. Regular reviews take place to ensure that the package is responsive to the customer's changing abilities. Case managers, the Team Leader and Senior Support Workers play a vital role in identifying how the customer may benefit from using technology and adaptive equipment, if it is thought it will help, they take a lead role in arranging and introducing it to the customer.
9. Wiltshire Support at Home provides customers with four weeks intervention, during this time, our customers will be provided with regular reviews, information, and advice as well as the provision of equipment and adaptations.
10. The Service is supported by a small office-based team of staff, who provide the administrative assistance required to enable our Support Workers, Senior Support Workers and First Responders be fully utilised in hands on community support.
11. The service will support the following groups of individuals:
 - Vulnerable adults
 - People with dementia
 - Physical disabilities
 - Sensory impairment
 - Illness/End of life/Palliative
 - Adults recovering from illness.

Wiltshire Support at Home strategy

12. The main aims and objectives of the Wiltshire Support at Home service are;
 - Provide a high standard of person-centred care to those in need to enable them to remain in their own home.
 - Treat customers with consideration and respect, ensuring they are safeguarded from the risk of abuse.
 - Ensure confidential information is always protected and only shared with others strictly in accordance with our policies.
 - Support customers in their own homes by assisting and improving the quality of their lives whilst maintaining their independence and personal choices.
 - Offer non-discriminatory support that is sensitive to cultural needs and respectful of environments and traditions.

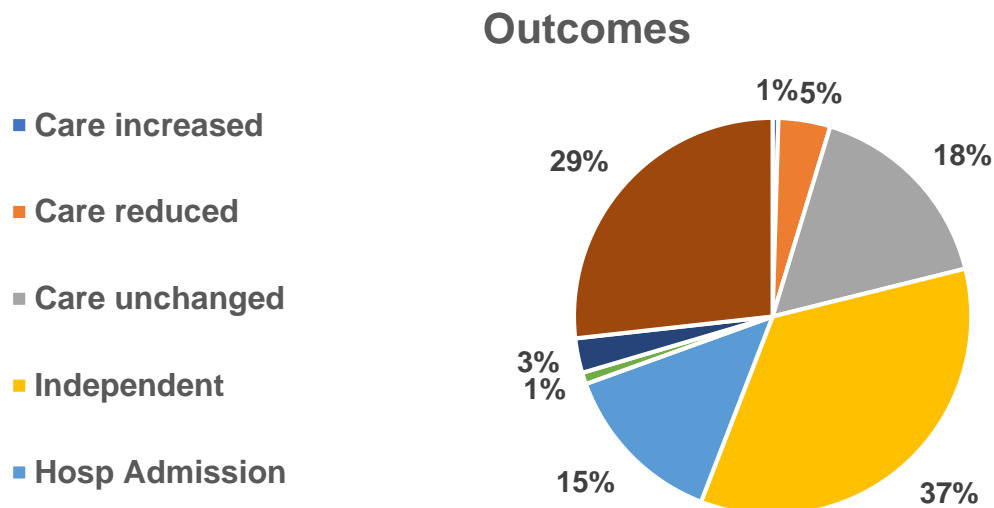
13. The overall responsibilities of the Wiltshire Support at Home team are:
- To work with customers and carers/families to identify goals and design creative support plans to achieve them
 - To connect customers with local resources and facilities.
 - To operate within legal frameworks and defined budgets for social care.
 - To work closely with colleagues from Health, private providers, the voluntary sector, and others, to support the occupational needs of customers.

Referrals & Care Hours

14. The referral system for Pathway 1 uses Wiltshire Support at Home as a filtering facility and therefore the demand appears high compared to the number converted to successful discharge. This system offers packages through Pathway 1 to the service with a 3-hour KPI target to respond to those awaiting discharge. The pathways are currently being reviewed and are a target for further improvement next year.
15. Care Hours are now meeting the target KPI on delivery against recruited capacity.
16. Since April 2023, on average per month we have received 160 referrals, 30% of which were accepted and 74% of these were converted into discharges.

Outcomes

17. As part of reporting, we analyse and report all customer outcomes when they end their support journey with Wiltshire Support at Home.



Workforce

18. There has been a considerable amount of effort and resource devoted to the recruitment of support workers into the new service over the past 18 months. This has delayed the roll out of the full service.
19. 98% recruitment was achieved in July 2023 therefore the full effect has yet to be evaluated.
20. This year, both Registered Manager, and the Team Leader, achieved their Level 5 in Leadership and Management in Adult Care. Wiltshire Support at Home currently have five staff members completing Apprenticeships with an additional two that are within the sign-up stages.
21. It is important to retain the workforce and therefore invest in staff learning and development. The service holds regular team meetings embedding the values of our organisation and celebrate both the organisations and individual achievements. We try to promote a positive working environment and inclusive culture, ensuring our leadership team model desired behaviours. In March 2023 we started a time to shine award which is covered in both our newsletter and on social media to celebrate success.

Customer Satisfaction Surveys

22. All customers who receive a package of care are asked to provide feedback regarding the service, these are collated using Customer Satisfaction Surveys. These surveys are issued to all customers during their time with the service and are collated and reported on in performance and outcome groups. As a new service it is important for us to obtain consistent feedback about the customer experience. In March 2023, the management team started face to face reviews with customers, speaking to customers who were new or in the 3-week period of their short-term care and support. Over the past 18 months the below percentages have been collated from our surveys.
 - 97% of customers were able to achieve their goals following their support with Wiltshire Support at Home
 - 100% of customers confirmed they were treated with dignity and respect.
 - 99% were satisfied with the overall service they received.
 - 98% of customers would recommend the service to someone else.

Achievements & Development

23. On the 3rd of March 2023 Wiltshire Support at Home supported Wiltshire College with our first T Level student. Lemuel is studying Social Care and had the opportunity to meet our wonderful customers alongside our Support Workers, but also assisted with

supporting / shadowing our office staff to better understand the different roles throughout Social Care. The placement allowed Lemuel to learn different types of communication, as well as completing a sign language course alongside our Learning and Development team. Our customers really enjoyed Lemuel visiting them, as well as being a friendly face, he has been handy man by fixing two of our customers TV's. Here is what Lemuel had to say about his placement. "I am a student at Wiltshire University Centre and have a placement with the Wiltshire support at Home. It has been fantastic and amazing being in the team. The people are so lovely, engaging, funny, encouraging, and supportive. I am so glad I was part of the team during my placement."

24. Over the past 12 months we have worked on data reporting and are required to provide a number of reports which include CQC PIR, Pathway 1 HomeFirst Dashboard and Performance Outcome Groups (POG) – Provider Performance Outcome Groups's are held 6 weekly and report into the Performance and Outcomes Board.
25. Digital Social Care Records and Scheduling System procured – Over the past 12 months the service started the procurement process to acquire a new rostering system that would allow both the WSAH service and Reablement service to become paperless. Birdie is in the last week of being implemented before going Live on Monday 4th September.

Safeguarding Implications

26. All staff attend mandatory safeguarding training annually.
27. The service closely monitors both safeguarding and incidents through the provider Performance and Outcomes Group. There is robust governance in place.
28. Wiltshire Support at Home is a CQC registered service and therefore works to the regulations in The Health and Social Care Act 2008. As a regulated service there are five standards that are inspected: Safe, Effective, Caring, Responsive and Well-led. C Safeguarding is evaluated as part of the Safe Key Lines of Enquiry

Public Health Implications

29. Wiltshire Support at Home, work alongside Public Health closely in the development of policy and the update of infection control training.

Procurement Implications

30. There are no current procurement implications as part of the work that is being completed by Wiltshire Support at Home. Wiltshire Support at Home is an internally commissioned provider service.

Equalities Impact of the Proposal

31. An equalities Impact Assessment was undertaken as part of the project development; this remains current and has not required updating.

Environmental and Climate Change Considerations

32. Wiltshire Council is on the path to carbon neutral (net zero). The council's aim is to become Carbon neutral organisation by 2030.
33. Carbon Literacy awareness has been cascaded through team meetings to all staff and managers and Senior Admin Officers have attended the training to act as environmental champions in the service.
34. The service is community based and therefore there are environmental and climate implications for its delivery. The rotas are reviewed to ensure that travel is as efficient as possible; however, the majority of visits are face to face in customers' homes so gains in this area are limited.
35. The service is constantly looking at efficiencies and has recently procured tablet devices to trial with the staff to enable real time update to the electronic records which will reduce the use of paper held records and the requirement to deliver updated support plans to customer homes.

Financial Implications

36. There are no financial implications as a result of this paper.

Legal Implications

37. There are no legal implications as part of this paper.

Options Considered

38. There are no options as part of this paper.

Background Papers

- None

Proposals

N/A

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