

NORTH LINCOLNSHIRE COUNCIL

**ADULT AND CHILDREN'S SERVICES
CABINET MEMBER**

DEVELOPMENT OF AN OUT OF HOURS SERVICE

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 Agree the development of an overnight service to support people with care needs to stay at home.
- 1.2 This service will be based in the A&E department of Scunthorpe General Hospital.

2. BACKGROUND INFORMATION

- 2.1 Adult Social Services currently provides an Out of Hours evening and weekend service.
- 2.2 This service provides a telephone response predominantly to the hospital.
- 2.4 Health also provide an overnight response. Firstly, in the Acute Trust at Scunthorpe General Hospital (SGH) through the A&E department, where assessment and further treatment or admission of the patient is arranged. The A&E department is open all night to all referrals. Secondly, in the community, this is through the overnight Night Nurse and Health Care Assistant whereby patients are seen in their own home during the night.
- 2.5 Since September 2004 Social Service Roving Night Team (consisting of two teams of two workers Home Care Assistants, grade 3) have travelled across North Lincolnshire (in a pool car) visiting service users during the night as part of their planned care package to attend to personal care needs.
- 2.6 The Roving Night Team also respond to emergencies throughout the night including pendant alarm calls via North Lincolnshire Council's control centre, and emergency services if and when required to support someone to stay at home. The service has been extremely beneficial in preventing admissions to respite or permanent residential care or in some cases hospital admissions

- 2.7 All three elements of health and social care provision operate independently with little or no partnership working. Each Service takes its own referrals and manages its own workload with no reference to any other provider during the night, apart from when A&E may be looking to discharge home or admit to a residential care bed, and contacts Social Services on those occasions.

3. OPTIONS FOR CONSIDERATION

- 3.1 Option 1 - Development of a joint Out of Hour's service, which will provide face to face contact with referrers and individuals/patients from the Out of Hours service and integrate it with the Roving Nights Service and the Overnight Nursing Service and base all elements at the hospital for a fully integrated overnight service.
- 3.2 A Community Support Coordinator (Grade 8) will be employed to work each shift and will be based with the team at the hospital. They will assess individuals with health colleagues for appropriateness of discharge and support from Social Services and deploy the Roving Nights staff to support people to return back at home or to prevent individuals leaving home in the first instance.
- 3.3 Option 2 - To maintain the service that we currently provide.

4. ANALYSIS OF OPTIONS

- 4.1 Option 1 - Development of this service will allow us to work more closely with our Acute and Community Health colleagues in order to provide a better service to older and vulnerable people in preventing unnecessary admissions to hospital and keeping people at home which is what they prefer. Older and vulnerable people do not want to be going in to hospital at night, or placed in a care home if, with the right support, they can stay at home.
- 4.2 An older or vulnerable individual who is brought into A&E can be supported to return home, if medically fit, through the support of Social Services staff ensuring they are settled at home. They can assist them and their Carers following an unsettling experience and ensure that appropriate aids and equipment and telecare are used to support them until further assessment the next day or if no further services are required.
- 4.3 Not to develop this service will currently serve to provide the service at the same level as it is, and store up pressures for delayed transfers of care (people remaining in hospital longer than is necessary).

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 To staff this we need to cover 56 hours per week = 1.6 WTE Grade 8 at mid point = £59,116.80 pa including on-costs. As staff will work on a rota basis this will create three new part time posts. Staff will be recruited on a fixed term contract/secondment basis.

5.2 The money is available to develop this service as a pilot from the NHS monies previously detailed in the Cabinet Member Report - *NHS Financial Support for Adult Social Care 2011 (May 2011)*

6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)

6.1 None

6.2 None

7. OUTCOMES OF CONSULTATION

7.1 In developing the outline for this service to be integrated workers within CST and health colleagues have worked together in producing this paper

7.2 A copy of this report has been sent to trade unions and they have had the opportunity to comment.

8. RECOMMENDATIONS

8.1 The Cabinet Member approves the development of an over-night service.

SERVICE DIRECTOR ADULT SOCIAL SERVICES

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Background Papers used in the preparation of this report

Cabinet Member Report - NHS Financial Support for Adult Social Care 2011 (May 2011)