

Adult Health and Social Care Services

HEALTH AND COMMUNITY CARE

Service Statement

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Document Information

Title	Health and Social Care Partnership Health & Community Care Service Statement
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Description	This document summarises the Services provided, objectives, commitments and contacts.

Document History

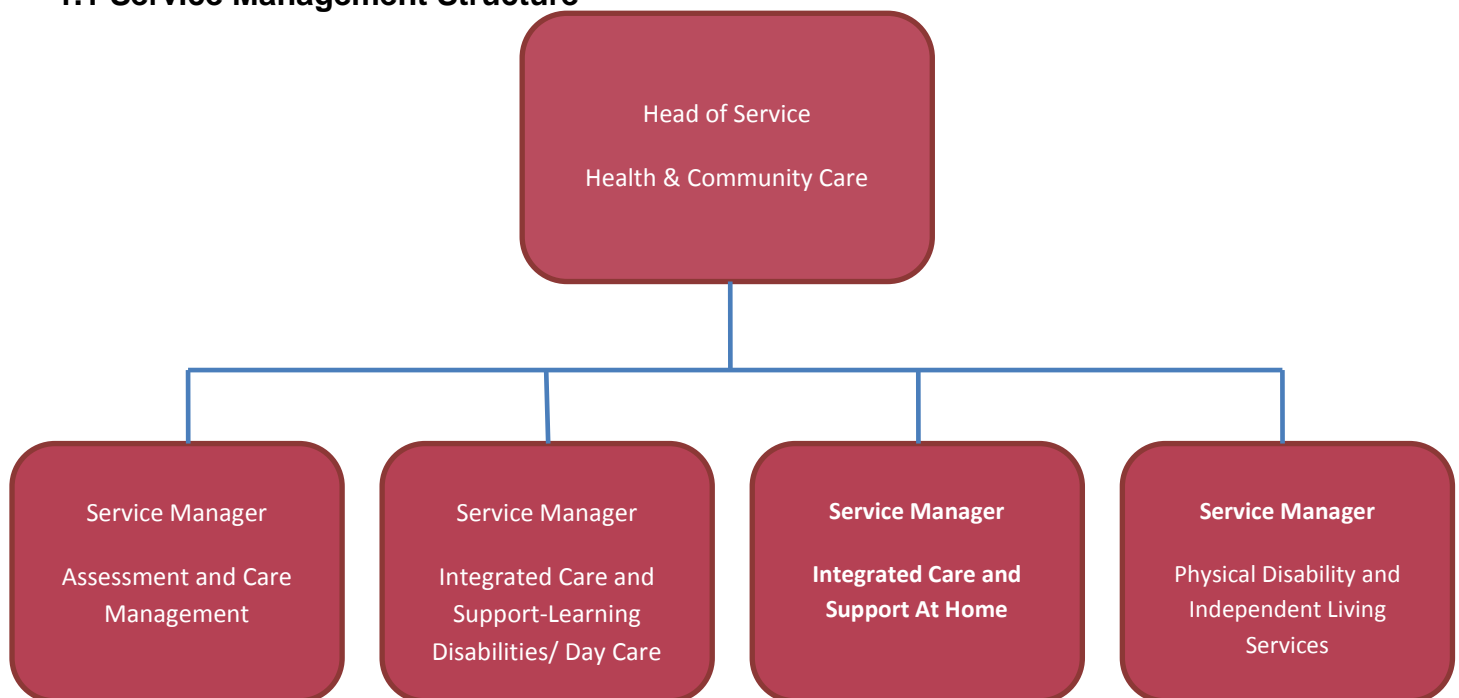
Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	B Culshaw	NA
1.1	Final	13 th Feb 2017	B McDonald	Inclusion of document control
1.2	Final	3 rd December 2018	A. Stevenson	Update of H&CC.

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1. Statement Overview of Service

1.1 Service Management Structure



1.2 Service Description

“The aim of community care is to enable people to live for as long and as independently as possible in their own home, or in the community.” Community Care in Scotland, (2007), Scottish Parliament Information Centre (SPICe)

The HSCP’s principal responsibilities in the field of Adult Health and Social Care Services include:-

- To assess need and determine outcomes.
- To devise support plans with people to respond to needs and achieve outcomes.
- To provide services or resources and arrange for these to be delivered via a range of providers.
- To provide packages of care, support and treatment and co-ordinate, review and monitor these.
- To protect vulnerable adults from abuse and maintain an adult protection register.
- To respond to the needs of carers as equal partners in care.

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- To meet National Standards for all service provision.
- To respond to the requirements for the introduction of new legislation.

1.3 Services and User Groups

The services provided for by Health and Community Care include:

Older People's Services – Care and Support at Home

Inverclyde HSCP has a range of services available to people who need assistance with daily living tasks and activities to support them to live as independently as possible at home. Services are available to people living within the community whether alone or as a member of a family.

Services include homecare, reablement, community alarm, telehealthcare and respite at home.

Reablement is an essential part of our care and support at home service. It is designed to assist people to remain as independent as possible, by supporting them to regain their daily living skills and confidence, following a period of illness, accident or disability

Assessment & Care Management

Accessing care and support services provided by the Health and Social Care Partnership requires an assessment of service user's health and social care needs. This is a needs based assessment which determines what care and support would be most appropriate for an individual's outcomes.

Assessments will focus on what service users are able to do rather than what they cannot. This promotes independence and reduces dependence on services.

Carers

Inverclyde HSCP works in partnership with Inverclyde Carers Centre to provide a range of information and support Carers can access services and support. This can include emotional support such as stress management and counselling, short breaks with or without the cared for person, drama classes, peer support groups and training courses.

Carers are encouraged to be flexible in how their individual needs can be met. Within the HSCP a local Carers Eligibility Criteria is in place. For Carers with identified eligible needs, carers are offered one of the Self Directed Support Options in order to meet these needs.

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Learning Disability Services

The Community Learning Disability Team is an integrated service of health and social work professionals covering the whole of the Inverclyde council area.

Having all these learning disability specialists in one place we aim to offer a one-stop service for people affected by Learning Disabilities and autism.

Learning Disability Day Opportunities and supported living services

Provision of Day and Social Opportunities both building based and in the wider community, for Adults with Learning disability /and those with LD and Autism.

Day and Social Opportunities aim to meet personal outcomes for people by promoting independence, inclusion, person centred support and choice and control with a focus on continuing educational and social and personal development and attainment and making employment a real option for working age people

24/7 supported living and care at home support service users in their own tenancies with an aim to promote independence, inclusion and support in all aspects of daily living and housing support skills.

Adults with a physical disability or long term physical health requirement

This cornerstone service includes the Joint Equipment Loan store, Community Occupational Therapy, Community Rehabilitation services, Step Up service, Sensory Impairment Service, Blue Badge Independent Mobility Assessments, Community Diabetes Service and specialist Housing Occupational Therapy. The team are integral to the Home First ethos as they support people to live well at home or within their care home by preventing admission to hospital and facilitating discharge from hospital/hospice to home. The multidisciplinary team work

closely with wider HSCP services, Registered Social Landlords, 3rd sector and Acute service to support the people of Inverclyde to maximise their abilities to live independently at home and within their community.

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Older People's Day Centre and Respite

Day activities are provided specifically for older adults both in a centre base and in a variety of community settings. Support focuses on meeting personal outcomes for people and in maintaining and developing a range of skills for daily living. Support is via meaningful group activities and outings.

The service offers vital respite for carers and is aimed at reducing isolation and loneliness.

The Active Living For All (ALFA) service which provides support for a smaller number of older people in various locations around Inverclyde focussing on reablement, self care and ensuring people are safe, healthy and included in their own community.

Accessing Day services requires a needs based assessment which determines eligibility for the service and what support is required to meet identified outcomes and needs.

The service provides vital respite for carers and a short break for older people and adults with Learning disability within a residential 24/7 setting.

The service provides a safe, homely environment for people for either an overnight stay or up to 2 weeks or more at a time. Support is aimed at maintaining people's skills and developing new ones.

1.4 Incorporating the following Service Areas/Resource Groups:

- assessment and car/support planning
- income maximisation and employment support
- care and support at home (including nursing care at home) (Community Nursing)
- adult support and protection
- day care and day services
- Respite
- equipment and adaptations
- rehabilitation and reablement
- supported living services
- palliative and end of life care
- Technology Enable Care
- Long term residential care

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2. Statement of Service Objectives

The principal objectives of our service are;

- To deliver excellent personalised care, treatment and support which anticipate and prevent the development of health and social needs and prevents inequality.
- To support people as close to their home as possible.

In common with all services across the HSCP, the Health and Community Care services are committed to deliver on the Inverclyde Outcomes Improvement Plan strategic priorities, which are;

1. Population

Inverclyde's population will be stable and sustainable with an appropriate balance of socio-economic groups that is conducive to local economic prosperity and longer term population growth.

2. Inequalities

There will be low levels of poverty and deprivation and the gap in income and health between the richest and poorest members of our communities will be reduced.

3. Environment, Culture and Heritage

Inverclyde's environment, culture and heritage will be protected and enhanced to create a better place for all Inverclyde residents and an attractive place in which to live, work and visit.

All of these priorities are informed by and cross cut with the GIRFEC well-being outcomes – Safe, Healthy, Achieving, Nurtured, Active, Respected and Responsible, Included.

3. Customer Commitments

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.
- We will respect and value uniqueness and diversity whilst recognising, and building on, the strengths of the individual.
- We will promote people's right to choice, privacy, confidentiality and protection.
- We will assist people to improve the quality of, and increase their control over their lives.

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- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.
- We will promote equality of opportunity and access to services and not discriminate people or groups on grounds of age, race, religion or sexual orientation.
- We will work in partnership with users, carers and other providers of services, to ensure continuous improvement in the provision of services.
- We will maximise all reasonable opportunities to preserve independence and inclusion in community and family life.

4. Service Standards

As an HSCP, while there are common fundamental standards around respect; gaining trust and confidence and being accountable that we expect of all our staff, we also recognise unique professional roles and expect staff to adhere to their respective professional bodies' standards as outlined below.

The Scottish Social Services Council (SSSC) agreed a *Code of Practice (2002)* for social service workers and employers can be found on:

<http://www.sssc.uk.com/Codes-of-Practice/sssc-codes-of-practice-for-social-service-workers-and-employers.html>

The General Medical Council (GMC) agreed Good Medical Practice (2013) can be found on:

<http://www.gmc-uk.org/guidance/newsconsultation/20477.asp>

The Nursing & Midwifery Council (NMC) agreed The Code: Standards of Conduct, Performance and Ethics for Nurses and Midwives (2008) can be found on:

<https://www.nmc.org.uk/standards/code/>

The Health and Care Professions Council agreed the Standards of Conduct, Performance and Ethics (2008) can be found on:

<http://www.hcpc-uk.org/aboutregistration/standards/standardsofconductperformanceandethics/>

5. How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Giving us feedback on the service you have received, including informally and on a formal basis via surveys and review processes. The link below provides details on how to contact us.

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<http://www.inverclyde.gov.uk/health-and-social-care>

- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness, helping protect us from harm when in your home by controlling pets and refraining from smoking.
- Letting us know if you have an adult or child protection concern.

Child Protection	Adult Protection
01475 715365	01475 715370

6. If You Make a Complaint to us

For advice on how to make a complaint please use the contact methods below:

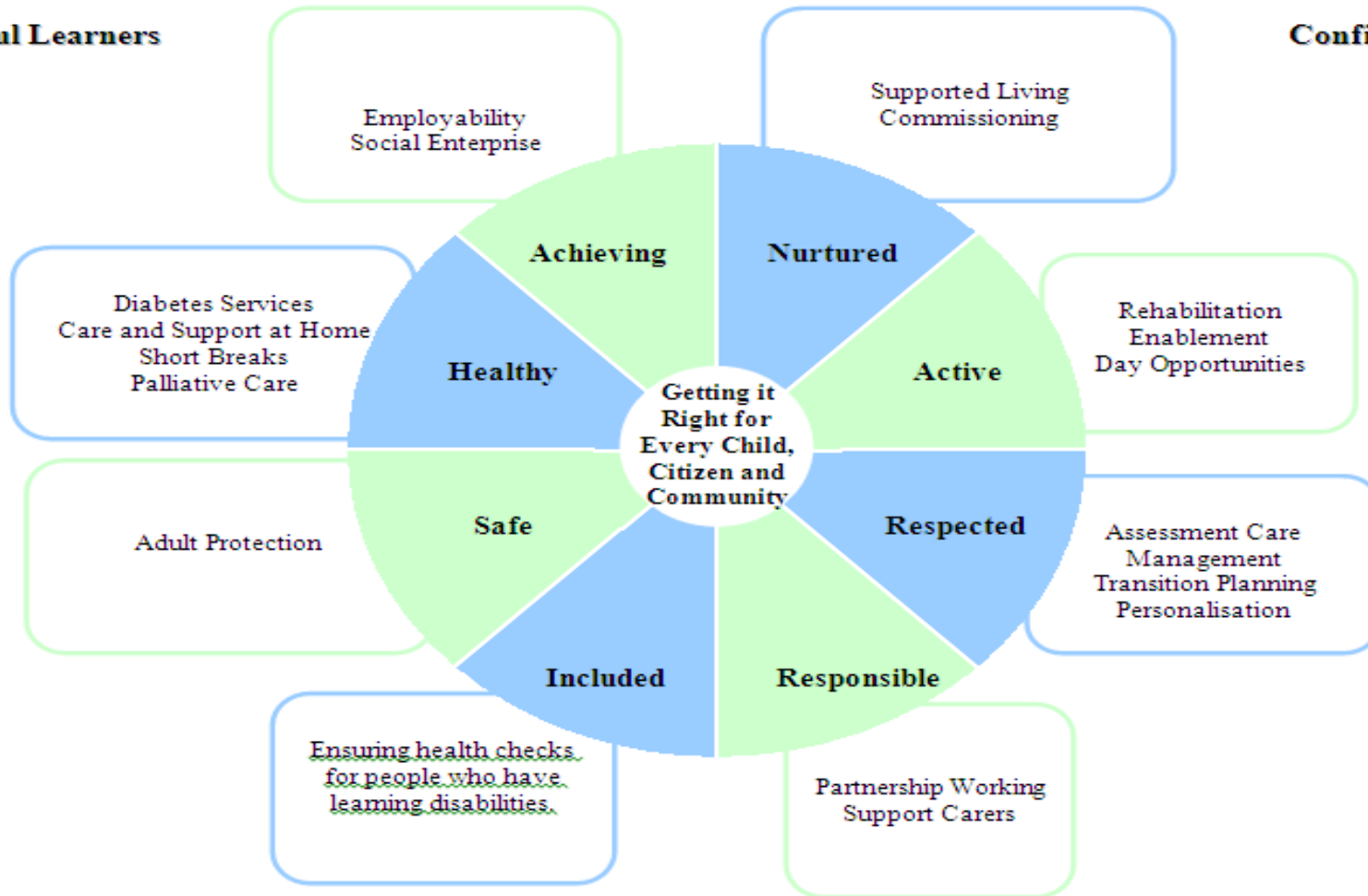
Social Care	NHS Greater Glasgow & Clyde
<p>Write to:</p> <p>Quality and Complaints Officer</p> <p>Inverclyde Health and Social Care Partnership</p> <p>Hector McNeil House</p> <p>7 - 8 Clyde Square</p> <p>Greenock</p> <p>Inverclyde PA15 1NB</p> <p>Phone: 01475 715280</p> <p>email: pccsp.swork@inverclyde.gov.uk</p>	<p>Phone: 0141 201 4500</p> <p>Email: complaints@ggc.scot.nhs.uk</p> <p>See our website at www.nhsggc.org.uk where you can find information under "Get in Touch / Get Involved".</p> <p>http://www.nhsggc.org.uk/get-in-touch-get-involved/complaints/</p>

Alternatively, request a complaints leaflet and form in all Inverclyde HSCP premises.

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Successful Learners

Confident Individuals



Effective Contributors

Responsible Citizens