



Fife Health & Social Care Partnership

Supporting the people of Fife together

Let's Connect with...Care At Home

December 2016

Thank you. 2016 has been a tough road for Care at Home. Despite the challenges the hard work, your patience and continued dedication to the service and service users has been unrelenting.

As we look to 2017, I will be coming out to meet with Co-ordinators, Team Managers and Home Carers. The future of Care at Home needs you and Cindy and the team will be in touch with details of how you can get involved. In the meantime, this bulletin shines a light on just some of the incredible work by colleagues. Importantly, I wish you all a very safe festive season as you continue to deliver round the clock care for the people of Fife.



Thank you.

David

Earlier this year, 2,870 Care at Home service users were contacted to ask for their feedback on the service they receive from both you and our partner providers. 1,000 responded. This is a fantastic result and has given us a real insight into their customer experience. Overall:

- 92% of service users were Very Satisfied/Fairly Satisfied with the service provided by all providers
- Over 76% said that support and care is provided at agreed times
- If there are concerns, or when a carer does not turn up, 87% stated they knew who to contact
- In a 12 month period (June 2015 – June 2016) nearly 70% of service users had no difficulties raising concerns with their provider
- Where it has been agreed that support/care will be provided by more than one carer at a time, 60% said that they always receive support from the appropriate number of carers. 35.9% of service users gave no response to this question.
- Nearly 80% of service users are given the opportunity to take part in all reviews of their care if they want to.

We are delighted that the majority of service users are satisfied with the service being provided by both in-house and external providers. We also recognise that there are opportunities to improve and their feedback will now help us shape and inform how we take these forward.

Lessons learned..

As we know, delivering thousands of hours of care across a large and complex service can be challenging. In August we saw the introduction of Total Mobile, our new scheduling system, to Cardenden, Kirkcaldy and Levenmouth. Initially this worked well, but as you know, we experienced issues with scheduling when we started to scale up. This was for a number of reasons which was documented, but also addressed in the local press! As you will be aware the roll out has been temporarily suspended as we resolve the problems and engage with staff to learn from their experience. Thank you to all the teams who have been part of this change and who have gone above and beyond to support this new way working whilst ensure we continue to deliver care each and every day.

'The Council' call on Care at Home



On 21 December at 9.00pm, our very own Marion Ross will star in the final episode of the BBC's fly-on-the-wall documentary 'The Council'. Tune in or catch up on iPlayer to support Marion and all your colleagues.

Suited and booted...

Well not quite, but all our frontline colleagues are now looking pretty smart in the new uniforms. Chosen by staff, all staff are now advertising Health and Social Care Partnership and Care at Home across the Kingdom.

Appointments



Willie McLaughlin



Pauline Whyte



Emma Wood

Three of our Care at Home Schedulers, Willie McLaughlin, Pauline Whyte and Emma Wood have been promoted to Co-ordinators. The skills, experience and involvement of all Care at Home colleagues is vital as the Partnership evolves home care services as the cornerstone of transformation. Pauline and Willie will move into the new START teams and Emma will work within the Templehall, Kirkcaldy.

Congratulations!

And finally.....



It's very rare that we stop for a short while and take stock. Before the festive season gets into full swing, pop into Rothesay House, Ground Floor on Wednesday 14 December between 2.30-3.30pm for a rare chance to catch up over a mince pie and meet with colleagues during their scheduled break.