



Fife Health & Social Care Partnership

Supporting the people of Fife together

Let's Connect with...Transforming Care At Home

April 2017

Care at Home is a central part of the Health and Social Care Partnership's aim to support more people in their own homes and communities for longer. In Fife, the Care at Home Service supports more than 2,000 service users and demand for the service continues to grow.

David Heaney, Divisional General Manager, and his team, are leading the transformation of the Care at Home care service. [INSERT SERVICE] is part of the whole machine that helps deliver care at home services. What we do impacts on every person's outcome and experience. In the face of unprecedented demand we need to work smarter.

Together, we need to look at how we develop new ways of working and change the conversation we have. Myself, Service Managers and Team Managers from across Social Work are working closely with David to ensure you and your colleagues are involved from the earliest stage. This bulletin is the start. Please read on to find out more.

Thank you.

[INSERT MANAGERS NAME]

INSERT MANAGERS
PIC



David Heaney

What we've done so far?

Phase 1 of the Care at Home redesign was focused on revised staff contracts which came into effect on the 1st August 2016. Phase 2 saw the roll out of the new scheduling tool, Total Mobile. We have been working hard with our IT colleagues and suppliers to overcome the initial difficulties we found, and I am confident about the successful roll out of Total Mobile across Fife in 2017. So far, more than 400 staff are using Total Mobile.

Phase 3 of the redesign is now underway. Last December we engaged with representatives from across the service alongside the trade unions, external providers, service users, carers and other stakeholders to seek feedback on the redesign and what it means for them. We have now moved into the next stage of this work and recently held a workshop with Service Managers and Team Managers to look at a revised care pathway. We will keep you posted on progress and will be discussing this in more detail with our Trade Union colleagues over the coming weeks and months.

As we recognise the pressures facing the service now and in the future, it is important that we continue to invest in staff skills and development. Your experience and professional input will inform how we can manage the challenge of growing demand for services at a time of financial constraint.

As we work more closely together, I am committed to effective communication with you and those who use services.

If you have any questions, please speak to your line manager who will direct this to the appropriate Service Manager.

Best wishes

David Heaney

Divisional General Manager

