



REPORT TO: MORAY INTEGRATION JOINT BOARD ON 29 AUGUST 2019

SUBJECT: OVERNIGHT RESPONDER SERVICE PILOT

BY: CHARLES MCKERRON, INTERIM INTEGRATED SERVICES MANAGER

1. REASON FOR REPORT

- 1.1. To inform the Board of concerns raised by family members about risks associated with the pilot for an alternative approach to the provision of overnight care and support for people with a learning disability in Moray and how these risks will be addressed by this pilot project.

2. RECOMMENDATION

2.1. It is recommended that the Moray Integration Joint Board (MIJB):

- i) approve the 12 week pilot for an overnight responder service;**
- ii) note the potential long term benefits; and**
- iii) note the evaluation of the pilot will be presented to this committee in January 2020**

3. BACKGROUND

- 3.1 There are currently 18 sleepover staff and 8 waking night staff provided every night in Moray for people with learning disabilities.
- 3.2 Staff presence in a person's home has to be considered sensitively and should only be used where there is a clearly identified need and purpose. People have a right to privacy in their own home and this must be balanced with ensuring the safety and wellbeing of the person.
- 3.3 The Learning Disability Transformation project has been set up to maximise people's independence while also supporting them to live safely, this is consistent with the progression model which informs all the service provision. The progression model seeks to improve an individual's independence and to

ensure that the right package of care that optimises potential is achieved for the individual.

- 3.4 The Service has the ability, motivation and creativity to work in partnership with providers to deliver an innovative approach to the provision of overnight support. Providers as partners in care locally are keen to work with the Service on testing out an alternative to the current provision based on looking outwards to other areas and the achievements that have been reached there. Cornerstone successfully operate an overnight responder service in Ayrshire, Lanarkshire and a new project in Glasgow.
- 3.5 The introduction of the Scottish Living Wage means that the current commissioning of night time support from providers, on behalf of Health and Social Care Moray (HSCM), continues to challenge the provision of care available in relation to the resources available both financially and in relation to workforce supply. The cost of the current delivery of night time care in Moray for people who have a learning disability is £18,561 per week (£965,172 per annum). Elgin carries £564,104 or slightly more than 58% of the total annual cost.

4. KEY MATTERS RELEVANT TO RECOMMENDATION

- 4.1 The availability of care staff is an ongoing issue in Moray; this pilot has the potential to free up care staff to work during day time hours, thus enhancing available resource ensuring there is staff intervention when it is absolutely required coupled with other methods that can deliver equal benefit to individuals in a new way of working.
- 4.2 The pilot is designed to take place in three Elgin based houses that provide overnight care and support to 11 people who have a learning disability. All of the houses are managed by Cornerstone. The overnight support in each of the houses is provided by means of a 'sleeping' overnight staff.
- 4.3 The pilot is designed in two 6 week phases. During phase 1, the sleeping member of staff will remain in-place but any overnight response will be provided by a responder. The sleeping night staff can be used if there is any situation that the responder is not able to deal with safely. During phase 2 and depending on the success of phase 1, for the second 6 weeks of the pilot, the sleeping overnight staff will be removed and the responder service will provide the overnight response.
- 4.4 The pilot will be continually monitored and if any unforeseen risks arise during any part of the pilot, the sleeping staff can be reinstated if needed. Risks have been considered in consultation with Cornerstone staff who know the service users and telecare sensors have been put in place based on individual need.
- 4.5 All sensors are linked through the community alarm system to the 24/7 alarm call centre. The call centre will alert the responder service immediately if there are any triggers. The responders have timescales and protocols to work to, to ensure a timely and appropriate response.

- 4.6 In the unlikely event of fire, the houses are linked to an alarm system, in addition, the call centre will alert the fire services and the responder service. Two of the houses have fire doors and sprinkler systems fitted, in the third house additional smoke alarms, connected to the call centre will be installed as part of the telecare solutions associated with this project.
- 4.7 During the consultation with parents and guardians, some of the parents/guardians expressed concern about the pilot and the implication for their family member. The parents of two of the people in scope for the pilot are especially concerned about the risk to wellbeing associated with removing the sleep-in staff; the risk of wandering and the risk of fire. The Board is asked to consider these concerns, note the safeguards that have been built into the pilot and the potential benefits of the pilot. See table 4.9 and Paragraph 5 (c).
- 4.8 Moray Council Adult Social Care Services has developed a Positive Risk Taking Policy, recognising that risk is part of everyday life. This Policy is being reviewed in light of the developing and changing social care landscape.

4.9

Risk	Mitigating action
Risk to wellbeing & Risk of wandering	Monitoring of overnight disturbances. Continuation of sleep-in staff for first 6 weeks. Telecare devices providing immediate alert of disturbance. Provision of responder.
Risk from fire	Houses linked to a fire alarm system. Two of the houses have fire doors and sprinkler systems fitted. Additional smoke alarms connected to the call centre being installed in house three.

5. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Commissioning Plan 2016 – 2019

This pilot is in line with MIJB's values and principles as set out in the Strategic Commissioning Plan 2016-2019.

(b) Policy and Legal

There will need to be a variation of the contract with Cornerstone to carry out this pilot. The variation will be based on the implementation plan developed jointly with Cornerstone. There are no other contractual issues pertaining to the pilot.

(c) Financial implications

If the pilot is not undertaken the cost of the service during this period will be £23,882.04

Additional expenditure required to carry out the pilot is £1,810.62

Cost of pilot.

Phase 1

Weeks 1 – 6.	Ongoing overnight costs	£11,941.02
	Responder cost	£ 6,686.82
	Total	£18,627.84

Phase 2

Weeks 7 – 12.	Responder cost only	£ 6,686.82
	Mileage estimate 10 miles per night	£ 378.00

Total expenditure during pilot.	£25,692.66
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Assuming the operational element of the pilot is successful then it is recommended that the responder service is continued during the evaluation phase of the project for the services that are in scope. This will achieve an ongoing cost reduction of £875.70 per week for the three services in scope. The operationalisation of an overnight responder service across all Learning Disability services has the potential to achieve significant ongoing cost reductions.

(d) Risk Implications and Mitigation

Risks have been considered and risk management measures have been put in place reference paragraph 4.9.

(e) Staffing Implications

There are no immediate staffing implications as a result of this report. There is the potential to free up staff to work during day time hours.

(f) Property

There are no property issues as a result of this report.

(g) Equalities/Socio Economic Impact

A full Equalities Impact Assessment has been completed as part of the process and is attached at **APPENDIX 1**.

(h) Consultations

Consultation on this report has taken place with the Chief Officer, Chief Social Work Officer/Head of Adult Services, Commissioning & Performance Manager, Chief Financial Officer, MIJB and Interim Head of Integrated Children's Services, Moray Council, who are in agreement with the report where it relates to their area of responsibility.

6. CONCLUSION

- 6.1. The concerns expressed by the parents and guardians are understandable because this pilot represents change from a situation that has remained static for many years.**
- 6.2. The pilot has been designed to ensure that the risks to the people have been considered and minimised.**
- 6.3. There are significant potential benefits that can follow on from this pilot. This approach has been tested elsewhere successfully. The pilot will be evaluated to ensure that the learning and benefits can inform the future development of overnight response in Moray.**
- 6.4. An evaluation report with recommendations will be presented to the Board for their consideration. The pilot is planned to run for 12 weeks, the evaluation will take a further 4 weeks, therefore the report will be presented to the January 2020 Board meeting.**

Author of Report: Charles McKerron, Acting Service Manager
Background Papers: with author
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