

2019/20 Performance Overview: Older People's Services (OPS)

Day Service

There are currently five Older People's Day Centres with 11 staff members across the Island with a caseload of up to 75 service users.

In 2019/20 the following plans were outlined regarding future service delivery:

- Southlands OPS would merge with Gansey Day Centre, which could accommodate both current groups and grow the service. Gansey would be zoned to provide different activities and breakout rooms
- Cummal Mooar OPS would merge with Rearyt Skyal Day Centre in much the same way as Southlands and Gansey with zoned rooms to provide different activities and breakout rooms
- Western Wellbeing Centre would retain the Western OPS Day Centre and again this would be modernised and move to sessional activities in and out of the centre. Service users living with dementia would also be accommodated here. There is currently no dementia day service provision in the West of the Island
- Rearyt Ny Baie (RNB) OPS would merge with Meadow View OPS at Meadow View in the short term as, due to the environment at RNB, referrals are poor, and numbers are low. Once Summer Hill View is built, they would both move to the new build. Service users living with dementia would also be accommodated

Reablement Service

Reablement is a recovery-based time-limited specialist service designed to maximise a person's independent living skills and daily activities, thereby minimising their need for ongoing social care support.

In 2019/20 the Reablement Service worked as a short-term six-week support service, which explored and identified goals with the service user within their own homes to restore and enhance their Activities of Daily Living (ADL). The Reablement Service has 27 members of staff with a variable number of service users, which has been in excess of 500 within the last 12 months. The referral rate reduced slightly in 2019/20 with 531 compared to the previous year of 567.

Community Support Service (CSS, formerly known as Homecare)

The CSS currently runs with 60 staff members who have been working with 150 service users in the 2019/20 year.

CSS staff continue to be upskilled as in recent years through integration and wellbeing initiatives. The Homecare Review published in 2017 recommended the co-location of the CSS and the Reablement Service to support new ways of working and the ability to enable a smoother transition from short-term (Reablement is a six-week service) to longer term care from CSS. This is working well and the CSS has been able to further improve ways of working through the increase of guaranteed hours to staff to enable them to work in a more enabling way 'doing with, rather than for', which requires a longer-term view and time period.

Residential Services

• Reayrt Ny Baie

There are 54 members of staff and 46 residents at Reayrt Ny Baie. Occupancy levels have been at 77% - 93% over the reporting period. The service is led by a Resource Centre Manager and is a regulated service.

The service has faced ongoing environmental issues preventing full occupancy. This alongside other ongoing Regulation of Care Act 2013 challenges are being addressed through the capital scheme new build at Summer Hill View.

• Cummal Mooar

There are 62 members of staff and 46 residents at Cummal Mooar. Occupancy levels have been at 77% - 93% over the reporting period. The service is led by a Resource Centre Manager and is a regulated service.

• Southlands Resource Centre

There are 88 members of staff and 48 residents at Southlands. Occupancy levels have been at 98% - 100% over the reporting period. The service is led by a Resource Centre Manager and is a regulated service.

• Dementia Care and Support Service (DC&SS)

There are 120 members of staff supporting 44 residents in DC&SS. Occupancy levels have been at 90% - 100% over the past 12 months. The service is led by a Resource Centre Manager and is a regulated service. The service is delivered by five units and three-day centres:

- One nurse led unit supporting 16 residents
- Two social care led units supporting 16 residents
- Two social care led units supporting 12 residents
- Three day centres (see Day Centres for further information)

Over the last three years DC&SS have gone through a transformational change in service delivery, moving from a mental health nurse-led service to a social care model of care, with the exception of one unit which is still nurse-led.

The service is now referred to as Dementia Care and Support Service - rather than Elderly Mentally Ill units - and provides residential care, day centre provision and support at home. There has also been a revision of the eligibility criteria and staffing structure, which now incorporates unit managers and Senior Social Care Workers as shift leaders.

DC&SS works closely with colleagues in other areas of OPS, to facilitate step up/step down support where appropriate and seamless transitions into a higher level of support when required.