

**OVERVIEW AND SCRUTINY COMMITTEE**

21 MAY 2010

**SCRUTINY REVIEW OF THE IMPACT OF THE WINTER WEATHER AND THE RESPONSE TO IT****Response by Adult Social Care Provider Services****1. Background**

The ASC Provider services deliver social work support and advice to all vulnerable and disabled adults including Older People, Adults with learning disabilities, Mental health Issues, physical disabilities and sensory impairment. ASC also delivers welfare and benefit advice, Community equipment, Day Services, employment training and support, and transport. ASC providers work closely with Integrated Commissioning to develop and deliver care packages through contracts with independent, voluntary and private care providers delivering support through a range of services including residential, nursing and domiciliary care.

**2. What Went Well?**

Partnership and multi-agency working, through the Silver Command, was very effective. ASC were able to report issues and concerns that required support and also offer support to issues raised by other members. Examples that were of real assistance include roads being prioritised for gritting, police vehicles helping to get supplies to vulnerable older people, and the communication team doing press releases for people to look in on elderly neighbours .

Integration and co-location with PCT provider services ensured that joined up planning happened thus ensuring quicker and safer discharges from hospital were supported by all, at a time when demand was exceptional.

The volunteer 4X4 service was fantastic. We owe much to this service both assisting staff to attend their work places and help with the delivery of essential supplies to those in rural locations made inaccessible by the weather

Remote working worked well, with staff using both formal and informal networks to communicate information to ensure that critical services continued to be delivered in line with business continuity plans. Hot desking, redeployment of staff from non critical services and extensive staff commitment ensured essential services were maintained.

Some care providers did more than was contractually expected of them and in some cases some providers offered to cover others without charge.

The response of our local communities should be noted, as without this support many more people would have needed our support and services would have been further stretched.

**3. What did not go well?**

Some staff were under utilised as we were unable to transport them to area's requiring assistance.

Some domiciliary care providers did not provide staff and did not inform us of this.

There was duplication and excessive e-mails at times as services did not have joined up business continuity plans. As there was no nominated service co-ordinators for different service areas, all e-mails went to all managers.

Although remote working was achieved the Council's smart phones do not match those of the PCT as batteries do not hold their charge for long enough and phone directories and e-mails are difficult to access at speed.

#### 4. What improvements could be made?

Co-ordinated business continuity plans and nominated service leads would prevent some duplication and increase effective working.

Situation Reports from Integrated Commissioning to social work teams detailing contract compliance from care providers and available capacity would be helpful for future pressure times.

It would be helpful if Council staff could access the same equipment as PCT staff i.e. blackberry smart phones.

#### 5. What relevant policies are in place?

There are HR policies covering bad weather and staff redeployment.

Remote access working is already covered in ICT policies.

Business continuity plans already exist as does the major incident response plan

#### 6. Whether any reviews have already been undertaken at service level of policies or service delivery arrangements or are proposed and whether any action plans have already been put in place to generate improvement?

ASC providers and Integrated Commissioning held a debrief session in the ASC monthly meeting. This also reviewed what worked well and what could be improved.

A debrief was also held at the PCT provider services directorate managers meeting.

Business continuity plans are continually reviewed and will be adjusted to show learning from the severe weather experienced.