

NAME OF SCRUTINY COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	10 January, 2013
TITLE OF ITEM	Enablement Scheme and Telecare Calls
CABINET MEMBER	Councillor R H Wyn Williams

1. Introduction to the item

1.1 The purpose of the report is to respond to questions asked about the Reablement service and calls to the Telecare service.

2. Is the Reablement scheme successful?

2.1 During 2011/12 342 individuals received a period of enablement in Gwynedd. A target of 425 individuals was set for 2012/13. By the end of the 2nd quarter 232 individuals had been referred.

2.2 A Performance Management Framework was agreed and quarterly reports are being drafted. The percentage of individuals who leave without a care package is one indicator and the table below shows performance against the target.

2012 - 13	Target	Arfon	Dwyfor	Meirionnydd	Gwynedd
1 Quarter	50%	59%	45%	48%	53%
2 Quarter	50%	56%	33%	39%	47%

In light of the performance noted above the service needs to undertake further work to understand the difference in performance between areas. There is a need to understand whether the difference is due to:-

- The nature of the referrals
- The way we respond
- Other factors, for example the support available in the communities.

3. Feedback from Service Users' experience of Reablement

3.1 This work has not been undertaken but it is scheduled to take place early in 2013.

4. How many complaints have been received?

4.1 During 2011/12 a small number of complaints were received. These related to the expectation that some of the individuals who required ongoing home care were expected to change Provider at the end of the enablement

period. By the end of the 2nd quarter of 2012/13 no further complaints had been received.

5. Information about the support available after the 6 weeks of Reablement

5.1 On average half the cases who receive enablement leave without a need for ongoing home care . It is important that we ensure that support is available in all areas of Gwynedd and identify any gaps. This work is continuing.

6. Information on the pilot at the Unit in Penygroes

6.1 This 6 bedded unit opened at Plas Gwilym in Penygroes during June 2012 and was named Uned Lleu.

6.2 By the end of the 2nd quarter, 3 individuals had been admitted to the Unit - two from hospital and one from home. This number has increased during the 3rd quarter.

7. Telecare

7.1 A Partnership Board was established in 2006/2007 under the guidance of the Regional Programme Board with representatives from the 6 Local Authorities in North Wales to develop a business case for a regional monitoring centre.

7.2 This meant intergrating Gofal Môn and Conwy Careline and closing Flintshire Carelink.

7.3 The regional monitoring centre Care Connect became operational on the 01/06/2011.

7.4 If an individual uses their pendant, or the complex telecare equipment identifies a risk, a call will be created via the 'lifeline (which is connected to the phone line) to Care Connect. The calls will be answered in Colwyn Bay or Llangefni, this means calls will be answered efficiently and effectively. Both centres reflect each others calls with a disaster recovery system in place if an emergency occurs. Both establishments are stable and offer a service of quality.

7.5 There are 14 operational lines at all times, with a further 4 for lone workers.

7.6 Care Connect is governed by the joint partnership board with representatives from the 4 partners. The quality assurance team, which has the main finance representatives from the 4 partners, advises the joint partnership board and the Care Connect quality assurance group on the capacity of the service and standards of service. This is carried out often and chaired by the Manager of the Care Connect Service.