

APPENDIX B

HEALTH, ENVIRONMENTAL HEALTH AND ADULT SOCIAL CARE SCRUTINY COMMITTEE - ROTA VISIT REPORT BY MEMBERS

Visits are undertaken to monitor the effectiveness and efficiency of the service provided and the general environment of the premises.

Visit to:	Reablement Service		
Address:	282 Earl's Court Road		
By:	Cllr. Charles Williams		
Date of visit:	14 Mar 2012	Time of visit:	09:30
	28 Mar 2012		09:00
Is this			
a) a directly managed Council service	✓ <input type="checkbox"/>		
or			
b) An independent sector service?			
Who did you meet?	I made two visits; on the first I met Esther Karunwi (Manager). On the second visit I joined Carole Macaulay, reablement assistant, when she visited two clients.		
How many users were there?	There are about 500 service users each year		
Client group (e.g. Older People):	Mainly Older People		

What services were being provided for users?

Assistance with personal care for a short period, normally up to 6 weeks. Service users are normally referred to the service when discharged from hospital or by Social Work teams. Reablement means working with the client to help him or her to perform day to day tasks.
About 40% of service users are able to carry out these tasks unaided after Reablement.

What were your impressions about the care given to users by staff?

(e.g. courtesy shown to clients, adequate staff, quality of food, activities provided, etc)

There are 24 Reablement assistants, directly employed by RBKC. Staff turnover is low.

I was only able to see one of them at work, she appeared to be very competent and had an excellent and friendly approach to clients.

What, if any, improvements might be made to services or facilities?

See below.

Is the service delivered on a fair and equal basis?

So far as I could see.

Other Comments?

Close cooperation with Health and Adult Social Care services is very important. The office is co-located with the OT team and Community NHS team from CLCH. If, as is likely, they are relocated to the Town Hall, the OTs and CLCH should follow too.

Training needs of the assistants should be reviewed. The period of re-ablement is also a period of assessment. RBKC does provide frequent in service training but it may be that with better training, they can contribute more to the reviews of clients' needs that take place during the period the service is delivered.

I would like to know what changes, if any, are proposed though the change to a Tri-borough service.

Response by Service/Centre Manager (where applicable)

Cllr. Williams has raised some very important points and has recommended that the co-location of OT's and CLCH should occur. There are currently plans for this to occur.

The Occupational Therapists will become part of the Reablement Team with the Intermediate Care Team and further proposals for Rapid Response and the District Nurses will become part of this enabling service. A project lead is in post with the Service Manager at the borough, working closely with the Service Manager from CLCH. In addition to this the PCT has provided additional funding to enable this to bed down and produce the results wanted to prevent admissions and re-admissions into hospital as well as trying to support people to remain in their own home.

This is a big challenge and my Team are going through changes to make sure that they are sufficiently robust to take this new role and service through to positive outcomes.

Across Hammersmith and Fulham and Westminster, two slightly different models

of this service exist. It seems unlikely at this early stage that any joint work will occur. Although the Service Manager from CLCH manages all three services. Perhaps, as the new service model beds down, it may be likely that shared management, skills and knowledge will occur.

Comments from
Caroline Maclean – Head of Assessment Services

Officer Comments

I agree with the above comments.

Caroline Maclean – Head of Assessment Services

Please return this form by email to gareth.ebenezer@rbkc.gov.uk - or post to Gareth Ebenezer, Governance Services, Room 159, Kensington Town Hall.