

## **Halton Re-ablement Service Specification**

### **1 Service**

Halton Re-ablement Service

### **2 Service Aims**

The Halton Re-ablement Service aims to provide a short term time limited service\* to support people to retain or regain their independence at times of change and transition, which promotes the health, well being, independence, dignity and social inclusion of the people who use the service. At times of change in circumstances, the service will offer a timely, equitable and flexible response, which ensure appropriate support by the right person, at the right time and in the right place to facilitate the most positive outcome for the service user.

### **3 Client Group**

The criteria for the service is:

- The person must be resident in the Borough of Halton. This means that they either pay their Council Tax to Halton Borough Council or are staying with someone who pays their Council Tax to Halton Borough Council
- The service is available to a person dependent on assessed need and ability of the service to meet those needs
- The person has experienced some loss of physical function due to a change in circumstances
- The person must agree to referral to the Re-ablement Service
- Referring professionals provide sufficient information on the basis of their current involvement to indicate the person may benefit from short term re-ablement

### **4 Location**

The Halton Re-ablement Service will be based at Catalyst House. A satellite Office will be located at Runcorn Town Hall.

\*The short term nature of the service is dependent on service users needs, which are identified on admission and within the weekly review system. Therefore, a longer term plan of care could be commissioned at anything from one day to six weeks. If a service users review identifies a longer period of time than six weeks the registered manager of the service will agree this.

### **5 Hours of Operation**

The Re-ablement Service is available seven days a week, 07.30 – 2300 hours. The night service will operate seven days a week, 2300 hrs – 07.30 hrs. Service specification attached.

## 6 Source of Referral and Treatment Pathway

Referrals to the service are made via telephone to the Contact Centre. Referrals can be from professionals, service users, families or carers.

Professionals are defined as any person providing a service in a capacity other than as family of carers.

A team co-ordinator will complete a re-ablement plan with the service users. The plan will include signposting to other appropriate services to meet the person's needs e.g. Sure Start, Red Cross, Age Concern and Falls.

The co-ordinator will review the person's needs on a weekly basis to progress the re-ablement plan and achieve the outcomes agreed. Once the person's longer term needs have been identified and agreed with the service user referrals will be made for ongoing care and support.

## 7 Skill Mix and Staff Levels

<b>Title</b>	<b>Skills/Qualifications</b>	<b>Number of Staff</b>
Registered Manager	NVQ 4 Direct Care, Registered Manager	1 WTE
Administration		2 WTE
Re-ablement Co-coordinator/assessment and planning	NVQ 3, supervisory management, assessment, re-ablement planning. Experience of re-ablement work. Car driver (or other see implementation plan)	240 hrs (6.48 WTE)
<b>Title</b>	<b>Skills/Qualifications</b>	<b>Number of Staff</b>
Re-ablement Assistants	NVQ2, re-ablement housework, food hygiene and preparation, person centred care and support, listening,	945 hrs (25.5 WTE) includes annual leave and training 20%

	conversation, basic literacy and numeracy. Experience of re-ablement work. Car driver (or other see implementation plan)	
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## 8 Response Times

The service will respond to all referrals within 24 hrs.

## 9 Capacity

The Service Capacity will equate to 845 hrs of direct face to face service user contact (including travel time) this will include 100 hrs re-ablement planning and reviews.

The Service Capacity will be as follows:

Service user level of need	Percentage	Number of service users (input per day)	Hours per week
Low	20%	22 (1 hr per day)	151
Medium	30%	16 (2 hrs per day)	226
High	50%	13 (4 hrs per day)	378
Re-ablement planning and reviews	N/A	N/A	100

The service will have an active caseload of 51 service users at any one time, receiving an average of 855 hours of direct care per week. (122 hrs per day)

## 10 Cost of the Service per annum

The overall cost of the Re-ablement Service is £935,856, with a unit cost of £21.00.

	Cost at 57 weeks
Registered Manager	£44,109
Administration	£40,260
Re-ablement Co-ordinator (Scale	£204,928

24 plus 10%)	
Re-ablement Assistants	£606,559
Supplies and Services	£10,000
Transport	£30,000
<b>TOTAL</b>	<b>£935,856</b>

## 11 Performance and Service Quality

The service will be monitored on a quarterly basis, to Health and Community Senior Management Team. Monthly performance reports will be presented to the Intermediate Care Executive Commissioning Board. Service activity reports will be presented by the Principal Manager, Intermediate Care.

Performance Measures will include:

Measure	Who
Numbers admitted onto the service	Service
Service Capacity	Service
Hours of direct care on admission to the service	Service
Barthel Score on admission	Service
Hours of direct care on discharge from the service	Service
Barthel score on discharge from the service	Service
Discharge destination: home with agency, home without agency, LTC, hospital	Service
SU satisfaction questionnaire-on discharge	Service
SU satisfaction questionnaire-annual	HBC performance
Refers questionnaire (professionals)-annual	HBC performance
Service utilisation 3 months post discharge	HBC performance

## 12 Quality Framework

- Policies and procedures will be developed within the team, which cover access, pathways and processes. Corporate policies for HBC cover practice issues
- Process for record keeping, documentation
- Quality indicators – performance measures will include:
  - Service User satisfaction audits, completed on discharge from the service. Complaints, feedback on all complaints and compliments on a quarterly basis from HBC complaints department, learning identified

➤ Feedback and learning identified from CSCI inspections  
An evaluation will be completed six months post implementation and on an annual basis, this will include benchmarking with other services