

C1 – Active Recovery Triage Coordinator (x4)

Date: 9 May 2023

Report of: Head of Service

Report to: Deputy Director of Adults and Health

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Summary

The SKILs Reablement service is part of the Active Recovery based within the LCH Triage Hubs. The Quality Assurance Coordinators (C1) and Case Officers (C3) are the staff from the SKILs Reablement service that are taking turns to work in the triage hubs. Their role is key in ensuring that the Reablement referrals received are screened immediately to ensure that the appropriateness of the individual for the service, as well as liaising with the person that made the referral and allocate customer visits to the Case Officers. The QAs and Case Officers are required to liaise with the Business Support Officers (Rostering) to locate Support Worker capacity to facilitate an individual's discharge from hospital. The Case Officers are responsible for the supervision of staff and undertaking visits, which means they are unable to dedicate the time needed to undertake the role in the triage hub fully and the QA Coordinators have responsibility for undertaking checks within the service, to ensure the service is CQC compliant.

The C1 Activate Recovery Triage Coordinators take over the responsibility for liaising with the people making referrals to the service to establish the number of customer visits required.

They will also work with the Neighbourhood Team triage team to establish whether joint visits between the Neighbourhood Teams and Leeds City Council can facilitate a hospital discharge

Recommendations

The Deputy Director of Adults and Health is recommended to:-

Approve these C1 positions (x 4) to be funded from the existing budget for Case Officer (C3) & QA Coordinator (C1) vacancies. These positions will be working daytime hours and therefore not attract the shift allowance payable to the Case Officers.

Note that these positions will be funded from the following:-

- Case Officer (C3) vacancies i.e. 2.5 FTE, which equates to £114,970 per annum
- QA Coordinator (C1) vacancies i.e. 0.2 FTE which equates £5,424.90 per annum

Note that the cost of these new positions equates to = £24,496, plus £1,158.24 (Weekend enhancements) totals £25,654.24 per annum. The budgetary cost of the 4 positions would be £102,616.96.

What is this report about?

- 1 Currently the SKILs Reablement service is using Case Officers and Quality Assurance Coordinators located in the Active Recovery Triage Hubs i.e. Rutland Lodge, Middleton Health Centre and Armley Health Centre. There are 16 staff rotating in the triage hubs.
- 2 The Case Officers are being used to screen referrals to the Reablement service, book in visits to customers, undertake visits to customers, undertake supervisions and manage staff.
- 3 These new positions will be based in the Active Recovery Triage HUBs and will be responsible for screening referrals to ensure appropriateness for the Reablement service.
- 4 The Active Recovery Triage Coordinators will liaise with the people that make referrals to the Reablement service to establish the visits needed to ensure a safe discharge from hospital.
- 5 With the four C1 Active Recovery Triage Coordinators they will provide the required cover to ensure that the 3 Triage Hubs are covered daily including the weekends, which will ensure the promptness of screening referrals
- 6 These new positions will enable the Case Officers to concentrate on undertaking visits to customers following discharge and undertaking customer weekly reviews to reduce and cease packages of care which will create capacity to accept additional visits.
- 7 The Active Recovery Triage Coordinators will report to a SKILs manager.
- 8 This will ensure that the approach and decisions are consistent in the service and will speed up the process dealing with the referrals.

9 What impact will this proposal have?

- The decision making by the staff working in the triage hub will be consistent
- The team will work effectively with the staff within Active Recovery to focus on looking at shared packages of care
- The overall productivity of the SKILs Reablement Service should improve.

10 How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing

Inclusive Growth

Zero Carbon

11 What consultation and engagement has taken place?

- The proposals have been discussed at the SKILs Reablement Routine Business Meeting with Unison and GMB convenors
- The proposals have been discussed with the Case Officers and SKILs Managers.

Wards affected: none

Have ward members been consulted?

Yes

No

12 What are the resource implications?

- The cost of 4 C1 positions with oncosts is £102,616.96.

13 What are the key risks and how are they being managed?

- The productivity of the SkILs Reablement is impacted due Case Officers having competing demands which means they are not focusing on screening referrals and liaising with the hospitals to establish visits needed.
- Case Officer rota pattern of lates and earlies makes it difficult for them to contact the ward staff or referrer without it impacting on their ability to undertake customer visits.
- There is a lack of consistency with the decision making

14 What are the legal implications?

- None. This is a significant operational decision as is over £100k.

Options, timescales and measuring success

15 What other options were considered?

- Continue as it is now.

16 How will success be measured?

- The number of referrals accepted by the Reablement service
- Improved productivity

17 What is the timetable and who will be responsible for implementation?

- The aim is to have these positions in post in June 2023
- The SkILs manager, currently managing the BSOs will line manage the C1 Active Recovery Triage Coordinators
- The Registered Manager will take overall responsibility

18 Appendices

- Equality Assessment.

19 Background papers

- None.