

Hampshire County Council: Policy & Resources Select Committee Review of Winter Resilience

Adult Services response to review of Winter Resilience

Key Questions:

1) What impact did the recent winter weather have on the services provided by Adult Services?

Day Services were closed and there was significant disruption to services. Staff had difficulty getting to work and getting to people's houses. Maintaining services was a challenge. However those most at risk were prioritised and with support from the voluntary sector and the emergency services we managed to keep people safe.

For our homes, this was managed by:

- Ensuring deliveries of supplies were received to enable us to manage catering for at least one week.
- Sourcing bread and milk locally.
- Ensuring petty cash was in plentiful supply.
- Ensuring Service Recovery / Business Continuity Plans were up to date.
- Clearing snow from drives (particularly where homes had incline access) to accept admissions.
- Ensuring staff attended for work (most do live locally to units)

For day services this was managed by:

- Closing day services and redeploying staff into units / area centres - whilst not ideal as day services are useful key services to operate
- Ensuring phone contact with day service users who could not attend.
- Getting 4WD's for HICES and HITS

2) What information was provided to the public about how to access your service during the winter weather and in what format?

Attached below is a chronology of what was sent out to the public via the press office and information placed on the Adult Services web site.

21/12/09	<ul style="list-style-type: none"> • 16.07 Press release issued – stay warm and safe during the cold weather
22/12/09	<ul style="list-style-type: none"> • 08.00 Sit rep on PAT, LD day services, OP/PD day services in house, OP/PD Day Services Independent Sector, OP Res and Nursing (in house), HICES, CRT, Area offices NE, SE and W, LD community teams and hospitals, sent to press office for media enquiries • Web pages created with detailed information on day centre closures and service related issues • 11.15 Press release issued – be good neighbours
23/12/09	<ul style="list-style-type: none"> • 09.50 Info on service closures to Web editor to update website + to press office for media enquiries

	<ul style="list-style-type: none"> • 10.40 Web update • 12.00 Web update
05/01/10	<ul style="list-style-type: none"> • 13.14 Departmental emergency planning meeting held. Decision taken to close all day centres and to contact parents directly the following day to inform of ongoing position • Web and press office update • 14.30 Guidance issued to independent domiciliary care providers • 16.00 Press release issued
06/01/10	<ul style="list-style-type: none"> • 11.25 Decision taken to close all day centres for rest of week and to inform service users and their families directly • 11.30 Web update • 11.50 Day centre closure info sent to contact centre and passenger transport • 15.45 Web update
07/01/10	<ul style="list-style-type: none"> • 09.00 Contact centre ring round to independent sector to check situation and identify pressure points • 10.56 Sit rep to press office • 12.26 Sit rep sent to press office • 17.00 Sit rep sent to press office
08/01/10	<ul style="list-style-type: none"> • 09.30 Sit rep sent to press office • 11.40 Decision taken to keep day centres closed all weekend – web updated • 13.00 Sit rep sent to press office • 16.00 Sit rep sent to press office
09/01/10	<ul style="list-style-type: none"> • 10.00 Sit rep sent to press office • 13.12 Sit rep sent to press office • 16.08 Sit rep sent to press office
10/01/10	<ul style="list-style-type: none"> • 10.00 Sit report sent to press office • 13.00 Sit report sent to press office • 14.00 Sit report sent to press office • 15.00 Sit report sent to press office • 16.20 Sit report sent to press office
11/01/10	<ul style="list-style-type: none"> • 09.00 Decision taken to set up call centre to support vulnerable adults who were not service users • 10.55 Sit report sent to press office inc details of above • 11.08 Press release issued with details as above • 12.00 Press release issued re helpline • 12.10 Personal care press release issued • 12.59 Sit rep sent to press office • Web update • 14.00 Sit rep sent to press office • 16.11 Sit rep sent to press office

12/01/10	<ul style="list-style-type: none"> • 10.00 Sit rep sent to press office • 13.30 Sit report sent to press office • 15.30 Web updated with details of tomorrow's day centre closures • 16.00 Sit rep sent to press office • 16.45 Press release issued re day centre closures
13/01/10	<ul style="list-style-type: none"> • 09.30 Web update with day centre closures • 09.39 Press release issued re day centre closures • 12.48 Sit rep sent to press office • 16.10 Sit rep sent to press office
14/01/10	<ul style="list-style-type: none"> • 10.41 Sit rep sent to press office

3) Looking at the period 1 December 2009- 31 January 2010, what aspects of service delivery worked well for Adult Services?

The commitment and support of staff worked extremely well. Support from Emergency Planning, other departments and independent agencies worked well. The Business Continuity Plans for residential services also worked effectively. The partnership between Older Persons/Physical Disability and Learning Disability homes worked well and they supported each other.

Care Homes made emergency placements to assist area colleagues and people in need. Early decision making on whether to open/close day services worked well and allowed people to contingency plan.

Day service staff were redeployed to areas, HantsDirect and other units.

In care homes - staff going the extra mile and sleeping at homes and being on stand-by for colleagues who live a distance away. Where staff had 4x4 vehicles these were used to ferry staff to work so that some homes had full attendance.

There were no critical incidents.

The emergency personal care response run by Adult Services, Hantsdirect, Human Resources and Emergency Planning worked well and approximately 70 people were helped by providing shopping, heaters and meals and getting ice cleared.

4) Have you made changes (or do you intend to make changes) to the way you plan for severe weather as a result of this experience, if so how?

We are reviewing all Business Continuity Plans to make sure that residential homes are accessible.

5) Reflecting back on the period in question what would be your 3 priorities for action and how could these be implemented?

We are now working with Parish Councils to ensure that pavements are cleared with responsibility at a local level.

We should have implemented the helpline earlier in the period and we need have clear triggers that ensure we would do so in future.

We should have called it an Emergency earlier and linked it to the ASSIST volunteers.

6) Please provide an analysis of the complaints, comments and feedback Adult Services received from the public between 1st December 2009 and 31st January 2010, identifying the key issues raised.

In analysing the complaints, concerns, comments and compliments during this period, this information relates to people either receiving a service from us or somebody writing on their behalf. I can confirm that the complaints and customer care team received a total of 59 referrals in December and 66 in January 2010 giving a total of 125 referrals to the team.

These broke down to 37 complaints, 30 concerns, 7 comments and 51 compliments. From this, the team received one complaint which related to the severe weather in early January. The snow and ice on a residential road and path meant that the company providing a relatively heavy piece of Occupational Therapy equipment risk assessed the situation and decided they could not install on the agreed date. They also received a compliment from the north of the county, the individual concerned wanted to put on record his thanks and appreciation to the volunteers who aided him during the inclement weather.

Feedback from people who have been supported through the emergency personal care response has been positive, people have stated they are really grateful for the support they have received during the poor weather conditions. People have praised the service and said it is good to know there is a phone number they can ring to get help. People have appreciated the follow up calls made by staff to check all is OK.

Feedback quotes;

“ I was very satisfied with the service I got”

“We are really grateful for the help and support you gave us”

“I am impressed with your follow up contact call to make sure things are now OK”

“Can I have your number, so I can call you if I need anything?”

“I was impressed with the speed the volunteers got here”

“It is good to know there is a number I can ring if I am having problems”