

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 23RD MAY 2011

REPORT ON: OAKLANDS CENTRE COMMUNITY LINK SERVICE

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 250-2011

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to inform the committee of the development of a Community Link Service, which will be integral to the Oakland's Centre.

2.0 RECOMMENDATIONS

It is recommended that the Social Work and Health Committee:

2.1 Endorse the establishment of the Community Link Service

2.2 Endorse the measures being taken in order to engage older people with the resources within their community.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 Background Information

Oaklands Centre was opened in 2005, and provides a day support service for older people in Dundee. The centre supports individuals who:

- have physical disabilities
- have functional mental illness
- have a mild to moderate degree of dementia
- who are experiencing difficulties caused by loneliness and social isolation

The service also works in partnership with Alzheimer Scotland to provide an increased level of support to individuals who have moderate/severe dementia.

The centre offers a wide range of activities, such as arts and crafts, hairdressing and beauty, gardening activities, quizzes and board games, carpet bowls etc, as well as providing a place for social interaction.

Oakland Service is registered with Social Care Social Work Improvement Scotland (SCSWIS) and at the last inspection, the service was graded as 'excellent' (grade 6) which is the highest grade available. The community link service will be registered as part of the Oakland Centre, and will be inspected and graded as part of the Oaklands Service.

4.2 **Role of the Community Link Service**

Oaklands staff use an outcome focussed approach to assessment, which aims to assist individuals in identifying their personal goals and objectives which will enable them to improve their health and wellbeing, and improve their quality of life.

The use of the outcome focussed assessment has demonstrated that some individuals do not need the level of support that the centre offers, and that their needs would be better met within community resources. However, many people require a level of assistance in order to build the confidence they need in order to access community resources, and some people require assistance with identifying suitable community resources.

It is proposed that the Community Link Service will:

- assist the service user in identifying the outcomes which will improve their health and wellbeing and reduce social isolation, and explore the barriers which are preventing them from doing the things they want
- provide information and advise about accessing community resources
- identify appropriate community resources to meet the outcomes set
- if required, support a service user in terms of building confidence, or accompanying the service user to the community resource as a short term intervention
- support family and carers by increasing the level of independence of the individual

The service will provide a service to people over the age of 65, and to those people under the age of 65 who have dementia. The new service will ensure that individuals have their outcomes met in the most appropriate setting, be this in the Oaklands Centre or in the community.

4.3 **Resourcing the Service**

The service will be resourced from existing staff within Oaklands Centre. Identified social care officers will carry out a dual remit, that of Centre Worker and Community Link Worker. Additional staffing will not be required, as the centre has recently re-modelled the staffing establishment in order to create additional social care officer capacity.

The service will be a preventative service, and use the ethos of enablement, which is an approach that Dundee City Council is using across Home Care Services. It is suggested that this preventative, time limited service is free of charge, in line with the Enablement Service.

4.4 **Developing Links with Community Resources**

The new service will develop links with community organisations and resources and promote their use by signposting individuals to them. For example, it is proposed that links are made with Celebrate Age Network, colleges and other educational opportunities, churches, lunch clubs, community centres, sheltered housing complexes, libraries, social clubs and any other community organisations and resources that are appropriate.

This is in line with the requirement to revise models of care, with more emphasis on self help and co-productive approaches which will contribute towards social inclusion and improved health and wellbeing, as demonstrated in the 'Dundee Integrated Care Model for Older People' (Appendix 1).

This model also fits with the following Change Fund Proposals¹:-

- Programme Number 9 - Carer Support which aims to 'Enable carers to continue to support people they care for at home'.
- Programme Number 10 - Capacity Building and Co-production which aims to 'develop outreach services which support older people to access community opportunities',

¹ DCC, NHS, Third Sector Change Plan Submission 2011 - 2012

- Programme Number 11 - Improved Models of public information which aims to 'enable the public to make informed choices about support which maximises public independence and minimises the need for statutory intervention'.

4.5 **Meeting Local and National Outcomes**

The Community Link Service will meet National Community Care Outcomes of improved health, improved wellbeing, improved social inclusion and improved independence. It also links in to Dundee Partnership's Single Outcome² - Number 5 - Our People will have Improved Physical and Mental Wellbeing.

4.6 **Personalisation Agenda**

The Community Link Service applies a personalised approach to assessing and meeting individual's needs, which is in line with the personalisation agenda and the public service reform agenda as well as 'Changing Lives' and other policy priorities. The Community Link Service will focus on preventative support, devolve more control to individuals, and enable people to become participants in their communities, rather than recipients of services, as recommended by the Changing Lives Agenda³.

4.7 **CONCLUSION**

The Community Link Service will provide a personalised, outcome focussed approach to meet the needs of the individual within community resources, thus promoting social inclusion and improved independence, and providing choice and flexibility. Its focus on preventative support will devolve control to individuals and communities, thus reducing the need for more costly support packages.

5.0 **POLICY IMPLICATIONS**

5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

5.2 An Equality Impact Assessment has been carried out and will be made available on the Council website <http://www.dundee.gov.uk/equanddiv/equimpact/>.

6.0 **CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services) and Director of Finance have been consulted in preparation of this report.

7.0 **BACKGROUND PAPERS**

Equality Impact Assessment
Scottish Government (2009) *Changing Lives*, Service Development Group,
www.scotland.gov.uk

Alan G Baird
Director of Social Work

DATE: 12th May 2011

² Single Outcome Agreements for Dundee 2009 - 2012

³ Changing Lives ,Service Development Group

Dundee Integrated Care Model for Older People

