



Scrutiny review of care at home

Creative Support

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Introduction

Creative Support offer care at home support to individuals in Stockton who reside in the own home and have a diagnosis of a learning disability, autism a mental health condition or a combination of these.

We offer tailored support to individuals to assist them to remain living in their own homes, this could be a 15 minute medication call once a day, a 2 hour call to assist the individual with their domestic skills, meal preparation, personal care, a 6 hour call to support an individual to access the community or could be a 24 hour a day 7 day a week package of care to assist with all of the above as well and supporting vulnerable adult to remain safe and well in their own homes.

Creative Support work with the individuals we support to empower their personal development, promote social inclusion and to look for pathways into work which they may attend unsupported or with a support worker.

Service promotion

We are on the care at home framework.

We have built good relationships and have a good reputation with care managers and social workers and this is where the bulk of our referrals come from.

Some of our self funders have found us via website information and social media and contacted us directly, following their own research or word of mouth recommendations via social workers and our own service users.

Provider forums

Attendance at recruitment and marketing events e.g. care academy.

Support received from Stockton-On-Tees Borough Council

We are able to access training through the TSAB website

Managers have for the last 2 years been able to access the well led course that has been fully funded through Stockton-On-Tees borough council – 3 managers have completed this course with excellent reviews.

Regular care at home provider forums – bi monthly

We worked in Stockton for many years and built good relationships with commissioners and social workers and this has grown in strength throughout the pandemic.

Service improvements mechanisms

- Annual staff surveys
- Annual client surveys
- Annual stakeholder surveys
- Monthly service user meetings
- Person centred reviews – following QoL outcomes
- Corporately accredited with investors in people – hold silver rating (Gold for training and HR)
- Excellent training packages corporately
- Monthly staff meetings
- Monthly managers meetings – staff views
- Linking in with forums
- I am the chair for the regional Skills for Care Registered Manager Network

Impact of COVID – 19

COVID-19 has taught us a lot, it has given us a chance to spend time with people without their busy schedules and help them to identify what they really want to do with their lives.

Some individuals have stopped going to day services, some have requested more support, some have decided they no longer want support.

The impact on the sector staffing has been profound, we have struggled to recruit back up to full capacity

Current and future issues.

- Recruitment
 - Overview
 - unsocial hours
 - tax credits top up for 16 hour working equates to almost the same as full time wage. (more part time staff means more staff to manage, less consistency for clients seeing lots of different staff)
- Retention – use of own car/cost public transport – in care at home, staff tend want to work at a base rather than travel round.
- Impact on financial sustainability due to increasing cost of living, minimum wage, cost of rent, fuel, office rent.