

## **Executive Member Decision Session for 23 November 2010 Health and Adult Social Services**

Report of the Assistant Director, Adult Provision and Transformation

### **Update on the Implementation of the Keyless Service**

#### **Summary**

1. This report provides an update on the implementation of the move to become a non-keyholding adult social care provider service following approval by the Executive Member on 27 April 2010.

#### **Background**

2. The 27 April report to the Executive Member Decision Session for Housing and Adult Social Services outlined the reasons for implementing a move to no longer holding the keys of customers who use its in-house home care and Warden Call services.
3. That report highlighted a number of customer benefits and efficiencies for the service arising as a result. It also provided details of the four alternative methods available for customers to facilitate access to their property. One of the four options available is a key safe. The full implementation of a keyless service was expected by the end of December 2010.

#### Implementation update

4. Each individual home care or warden call customer has had or will have a discussion with a member of City of York Council staff in that service to explore the options available. This face to face approach has been able to respond quickly and flexibly to customers who have expressed any anxiety or concerns about the change.
5. The Home Support service successfully completed the process with each of its customers and no longer holds any customers keys.
6. Our Re-ablement service is also operating without key-holding including all hospital discharges.
7. Our Care Service (home care for people with dementia or high dependency needs) currently holds only 10 sets of keys for their customers. These customers are due to begin the process of discussion. A total of 38 out of 86 customers opted for key safes amounting to 32.7% choosing this option in the Care Service.

8. Our largest key holding service is Warden Call where we have held approximately 2500 sets of customer's keys, of which 500 have so far been returned to them. The demand for the keysafe option is higher in this customer group at about 70% of customers approached so far. This demand for key safes which is higher than expected has led to capacity issues in the two organisations who supply and fit the keysafes, Yorkshire Housing Association and Age Concern (UK) York. Both organisations must also prioritise installations of keysafes to meet their respective Service Level Agreements for a handyman service and support installations to timely hospital discharge.

Tenants in sheltered and extra care housing schemes are also being individually consulted on the keyless options available to them and we expect these to be completed within the original December 2010 timescale.

9. We are currently exploring with both organisations how to manage the flow of requests for the installation of keysafes and reconsidering slipping the deadline we had set ourselves for completion beyond December 2010 if that also enables a smoother process for our customers.
10. To date up to 15 Warden Call customers had raised concerns about the change with many raising anxieties about the acceptance of a keysafe by their insurers. We have responded to each of these concerns on an individual basis to agree a resolution. A new model of keysafe, a Supra UK C500 has become available which is the only one on the market which is both Police (Safer by Design Award winner) and home insurer approved. This model is currently being offered to customers who opt for a keysafe by the two installers.
11. Customers who opt for the keysafe option are expected to pay for the keysafe and an installation charge ranging from £40 to £65 in total, depending on the model chosen.
12. We are able to consider any exceptional circumstances where a customer may be unable to afford the full cost of a keysafe and installation.
13. A petition was presented at Council on 8 October 2010 by Cllr Boyce on behalf of the residents of Heworth, objecting to discontinuation of the key holding service by Warden Call and calling on the Council to continue this service. The petition was signed by 21 people. Two of the signatories are Warden Call customers (1 of whom we do not hold a key for). An individual meeting took place with the customer for whom we hold a key and their key was returned to them.
14. Across the in-house provided care services approximately 20% of worked hours are spent engaged in travelling. By reducing travel time we can increase the time we spend working face to face with customers. A significant proportion of this travel time is associated with key collection/return at CYC bases.

15. We incur excessive mileage costs associated with these additional journeys to and from the offices to collect customer's keys at the start and end of rounds of customer visits.
16. There are occasions where care workers cannot gain expected access to a customer's property and time delays can be incurred if keys are not immediately available in with vicinity to the property (eg a key safe). Keys may need to be obtained back at a CYC base or via a relative. This can result in lengthy delays to gaining access whilst staff are traveling across the city to collect a customers key to gain access or in situations of medical emergency where the customer has become unwell or is unconscious. In these situations time is of the essence.
17. The approach we have adopted whereby we discuss the reasons for the change and the options available with each individual customer is time consuming but it is essential to finding the right individual solution with each customer.

#### Next Steps

18. The completion of the move within Home Care services will now allow us to fully focus on our Warden Call customers. Regular discussions are taking place with the two organisations undertaking the installation of keysafes to match likely demand we are generating with their capacity and to review the original deadline we set for completion.

#### **Consultation**

19. The face to face individual discussions will continue over the coming months to ensure we can respond to any anxieties or concerns and an appropriate option can be found with each customer.

#### **Options**

20. Not applicable.

#### **Analysis**

21. Good progress has been made to date on the implementation of non key-holding services which will bring us in line with the vast majority of other authorities and deliver efficiencies and speed up access to customers property in an emergency. Further work is required to complete the process to achieve the efficiencies as many of these are only fully realised when we become completely non key-holding.

#### **Corporate Priorities**

22. These services and this change contribute to the Healthy City Corporate Strategy theme of a city where residents enjoy long, healthy and independent lives. For this to happen we will make sure that people are

supported to make healthier lifestyle choices and that health and social care services are quick to respond to those that need them. We will improve wellbeing and support the independence of York's residents.

### **Implications**

- 23. Crime and Disorder - the model of key safe on offer to customers is police and insurance companies approved.
- 24. Financial - there are no immediate financial implications
- 25. There are no Human Resources (HR), Equalities, Legal, Information Technology or Property implications.

### **Risk Management**

- 26. There are no known risks arising from this update report.

### **Recommendations**

- 27. To note the contents of this report and its response to the petition received at Council on the 8 October 2010.

Reason: In order to complete the implementation of a keyless service.

### **Contact Details**

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**Report Approved**  **Date** 8/11/10

**Specialist Implications Officer(s)** None

**Wards Affected:**

All

**For further information please contact the author of the report**

**Background Papers:**

None

**Annexes:**

Agenda item 4 of the Decision session - Executive Member for Housing and Adult Social Services on the 27 April 2010 : CYC Home Care - Keyless Proposal