

How do we expect to achieve the necessary efficiencies and improve outcomes for customers?

Action	Expected Efficiency / Improvement
Streamlined management	<p>Savings from reduction of:</p> <ul style="list-style-type: none"> • Two Home Support Manager posts • Team Leader Hours (from 590 hours to 500 hours) enabling the introduction of new Team Leader hours in areas that previously had no support: <ul style="list-style-type: none"> ○ Night service – 56 TL hours ○ Sheltered wardens – 30 TL hours
Creation of one city-wide Re-ablement Service from four locality teams	Provides greater flexibility to cover pressure points across the city and better respond to customer demand/need
A standardised set of 5/6 hour shift patterns, coupled with an electronic rostering system	Will replace the wide variety of shifts currently worked in the four PIT teams, and the largely manual systems used to roster staff. These two initiatives should help improve our face-to-face contact time
Maximise the use of unavoidable periods of 'down-time' (ie between 10.30am-11.30am and 6.00pm-7.00pm) and enable breaks to be taken in CYC facilities around the city to avoid the time and cost of returning to base	<ul style="list-style-type: none"> • Increased levels of individual and peer supervision, training and e-learning • Re-visiting customers to help with re-abling in the future is likely to reduce the periods of downtime/no service demand
Merger of Elderly Mentally Infirm (EMI), High Dependency and Night Support teams into one Care Service	<p>Will enable CYC to:</p> <ul style="list-style-type: none"> • Respond to the growth area of specialist EMI/dementia care • Position itself for closer working with Health in the future • Have a large enough staff group to meet the demand predicted by Commissioners, and avoid the current reliance on (and cost of) agency staff
Use of StaffPlan rostering system within the Care Service	<p>The StaffPlan system is particularly suited to long term care services where the customer base is relatively stable. It should help us:</p> <ul style="list-style-type: none"> • Reduce travel time • Maximise continuity of care • Make the best use of packages of care temporarily vacated by customers in respite or hospital
A comprehensive training programme for all Team Leaders and front-line staff	Will ensure staff are properly trained and supported to deliver the desired, tailored outcomes for customers

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<p>Develop a single process/system (eg electronic case record, customer info pack) that will be used city-wide across all services.</p>	<p>Will improve consistency, enable access to information to managers anywhere in the city, and improve Team Leaders' ability to provide good cover and support during evenings and weekends</p>
<p>Work in partnership with Care Management to address a number of issues which impact on Teams' ability to minimise downtime, and move customers on when appropriate</p>	<ul style="list-style-type: none"> • A more flexible and responsive review function will enable customers to be 'moved on' from the re-ablement service as soon as it is appropriate • Reducing the time that care packages are held open while customers are in hospital/respite care will enable teams to minimize downtime • Flexibility to adapt the size of the care package when appropriate will help ensure teams are as efficient as possible • A fast-track pathway to in-house OT service will improve the prospects of re-ablement