

# The Bulletin

## Service Co-ordination Team Newsletter

Issue 1 - Jan 07

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Welcome to our 1<sup>st</sup> newsletter...

I make no apologies for the opening page of the first newsletter for the Service Co-ordination Team profiling staff backgrounds and histories. This is our opportunity to tell you a little about ourselves and hopefully this helps you to know the team that bit better.

Paul Nicolson, Team Leader

#### Paul Nicolson

I qualified as a Registered Nurse in 1991, my early experience with patients with HIV and drug problems at the City Hospital in Edinburgh led to a career in addictions. I have worked in residential services as well as community based drug and alcohol services in Edinburgh and Fife. Before coming to West Lothian Council in 2002, I managed a health project for homeless people at the Big Issue in Glasgow. For the past four years I worked for the Social Work Drug Team, here in West Lothian. I am now looking forward to the new challenges ahead and I would like to take this opportunity to say thank-you to Emma Boothroyd for her support and to old and new staff alike for their commitment and enthusiasm in coming together as a team in so short a time.

#### Martha Nelson

I have worked for West Lothian Council for 25 years. Prior to working within the Service Co-Ordination Team, I worked 21 years with people who had learning disabilities. I have been seconded from the mental health adults team to be part of the Service Co-Ordination Team, and have worked happily within the team for 3½ years. I am I find it a very satisfying job, and it is good to see clients moving on, or having a more settled lifestyle. I will be returning to Emma's team as a CCA in the near future.

#### Lynda Gibson

I joined the Service Co-ordination Team 1½ years ago. I came from the Health & Social Care Team, which involved working in the community with clients focusing on rehabilitation, facilitating early discharge, and avoiding unnecessary admission into hospital. We also promoted the Home Safety Service. My post within the Service Co-ordination Team is very varied and lively. The recent expansion of our service with a new manager and 4 new workers is a great opportunity for us to develop the team and move forward looking at ways we can improve the service for clients.

#### Tricia Russell

I have recently started with the Service Co-ordination Team after moving from working with adults with learning disabilities/challenging behaviour and autism. I am enjoying settling in with the team (both new and established members) and I am looking forward to providing an assessment of needs to clients, empowering them to independent living in their own homes.

#### Bill Park

I have been involved with work related to Community Care since 1994, mostly independent living in the community, but also with older people in Housing with Care. I came to the present team in June 2003. I believe there is a necessity for Service Co-ordination due to complexities of community needs like housing, health, benefits, budgeting, and social issues. I have an interest in the Welfare Benefits system, as so many service users have to depend on it for their income. I am looking forward to being part of the bigger team and helping develop our service for our clients.

### Jackie Walker

I joined the team in November 2006. I am a qualified nurse but later moved into community care work. I worked in Edinburgh in the community with homeless, vulnerable people with drug, alcohol and mental health issues. This has been a very positive experience which will be very useful in my new post as a Service Co-ordinator within this new exciting team.

### Dawn Crow

I am a new member of the team, starting in January this year. Before moving to this post I worked for 12 years in an Adult Social Work Team in Falkirk, assessing clients for community care services which included providing support into peoples homes. In this job my main focus was assessing, with others providing the support. I am really looking forward to working more closely with clients to assist them to live in their own homes in the community.

### Eileen Wotherspoon

Since commencing college in 1994 to study Social Care, I have been employed in various care settings. These include management responsibilities in residential care for learning disabilities and older people within Edinburgh Council. I have also worked for West Lothian Council as a D.C.O in day services. Joining the Service Co-ordination Team in November 2006 has been rewarding and motivating. The team is expanding and the service we provide is aiming for an 'out of hours service' in the near future and it is really exciting to be part of this. All this to me, makes for good teamwork, professionalism and a great atmosphere!

### NEW LEAFLETS AND STANDARDS ON-LINE

If you have not already seen our new team and complaints leaflets or service standards please take a look on-line at this easy to use web address!

[www.westlothian.gov.uk/wlcv2/councilservices/socialcare/adults/1225211/](http://www.westlothian.gov.uk/wlcv2/councilservices/socialcare/adults/1225211/)

This will take you straight to our page and is actually easier than trying to navigate through the headings on the site, I am told the WLC website is under review.

If you would like copies please do not hesitate to contact us, by email, phone, or in writing.

### CARE COMMISSION REPORT

The Service Co-ordination Team registered with the Care Commission in March 2005 as a Housing Support Service. In May and June 2006 Trish Crane (Care Commission Officer) inspected the service.

This involved discussion and questionnaire responses with staff and service users and also observed practise. You can view the full report on the West Lothian Council website or on [www.carecommission.com](http://www.carecommission.com) go to Care Services and then Care Services List, in drop down menu under service name put in "service co" or contact us direct for a paper copy.

### BENCHMARKING EXERCISE

The service sent a short questionnaire to 3 other housing support providers who kindly agreed to offer their service information for comparison. In all areas the service we provide offered a favourable comparison with the 3 support providers.

In particular, at present our unit cost per hour is less than the others, 100% of our staff are qualified or are about to be to at least SVQ Level 3, this compared to 50%-70% of staff in other organisations having same level.

Most work Mon-Fri 9am to 5pm, one offered some flexibility at evenings and weekends, currently we offer Mon-Fri 9am to 5pm with some evening cover available. However, our service will be moving toward weekend availability. Two out of three providers said they offer clients transport in their own cars, one stated they couldn't as not funded for mileage. We offer transport in staff cars to clients as appropriate at this time.

### CLIENT QUESTIONNAIRE ANALYSIS

Our client questionnaires have shown in general that most of our clients consider our service to be Good or Very Good. Out of 30 respondents 29 said they had made improvements in their circumstances and ability to manage their home. The full analysis is available on the WLC website address above.

This questionnaire is being revised to more closely assess our service based on our standards. We are very grateful to clients for helping us to maintain what we believe is a high level of service provision by filling in our questionnaires... **THANK YOU.**

### Chartermark

As you may well know we are applying for chartermark status. This is a government initiative to allow services and businesses to demonstrate excellence in customer service. Our assessment is on 15<sup>th</sup> February 2007. Thanks to everyone, clients, staff, colleagues and partners for all your assistance and support, we will let you know how it goes!

### LIAISON WORKERS

Staff have been keen to establish the liaison role with our partner agencies. This is an important role which keeps us up-to-date with each others services and maintains good lines of communication while offering access to review services where appropriate.

### WAITING TIMES

Thanks to the recent increase in our staffing levels our waiting time has reduced from 10-12 weeks for non-priority cases to 4-6 weeks. Cases deemed to be high priority will be seen within 5 working days of referral.

### FRUIT AND VEGETABLE CO-OPERATIVE

For anyone working, living, or passing through the Broxburn area, a Fruit and Vegetable Stall is stationed in the main foyer at Strathbrock Partnership Centre between 10am and 3pm on a Thursday.

The goods are fresh and reasonably priced...so come along and eat healthy.

### JANUARY CHARITY SALE

Twice a year, a sale of unwanted goods/staff donations takes place on the Social Work floor at Strathbrock. The money raised is sent to a nominated charity, which this year is The Teenage Cancer Trust. Martha, Linda and other helpers have raised in excess of £500.

If you have any suggestions for items you would like to see in our next newsletter please contact the Service Co-ordination Team on 01501 775666

or e-mail us on [servicecoordinationteam@westlothian.gov.uk](mailto:servicecoordinationteam@westlothian.gov.uk)

The Next issue of The Bullet is due in June 2007 but in the meantime check out the website for the latest information and updates.

[www.westlothian.gov.uk/wlcv2/councilservices/socialcare/adults/1225211/](http://www.westlothian.gov.uk/wlcv2/councilservices/socialcare/adults/1225211/)