

Item 12 – Question Time

Response – to Mrs Liz MacDonald

In response to your question –

“The Council will roll out the modernisation of Care at Home Services across the Highland area by –

- Bringing together the management of the service into a single system;
- Delivering greater availability and flexibility across the Highland area;
- Continuing to develop a mixed economy of care;
- Prioritising the development of the in-house service in the more remote and rural areas;
- Creating a core workforce of salaried Care at Home Workers to improve recruitment and retention of staff and guarantee service delivery, including evenings and weekends;
- Facilitating training and recognising experience, skills and qualifications;
- Delivering 117,000 hours per annum of additional care via block contract tender;
- Making best use of staff deployments to maximise contact hours with service users;
- Creating opportunities for a re-ablement approach to deliver more effective service;
- Engaging with key partners and stakeholders in service re-design of the whole system of care to deliver measurable quality outcomes to support people to live independently with good quality of life; and
- Implementing the Audit Rehabilitation Framework jointly with NHS partners.”