



Pembrokeshire County Council Home Support Plus (HS+)

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Pembrokeshire County Council launched its new Home Support Plus service in July 2020.

Home Support Plus (HS+) is a paid-for initiative supporting residents within our county.

Services on offer include cleaning, bed changing, laundry, ironing, dog walking, shopping and food provisions.

The cost £15 per hour - minimum of two hours - with payments made through the Council's My Account system.

The service will run initially from Monday to Friday between 8 am and 6 pm

Under the County Council's Transformation agenda this project is a way of modernising delivery and managing demand.

As part of the agenda we are engaging with our communities, and by listening to requests from individuals using the community hub, we have developed a service that fits the gap that our customers have requested.

Service Outline



- Contact made by customer enquiring about service. Speaks with HS+ team and arrange initial visit including COVID screening questionnaire
- Phone prior to initial visit to confirm all parties are well (COVID Screening)
- Initial Visit takes place in customers home, with the following paperwork/tasks completed:
 - Service & Supervisor inductions
 - Privacy Notice
 - Client Profile Questionnaire
 - Service specifics and customer requirements
 - Initial Risk Assessment of property
 - Basic Floor plan
 - Schedule of services – confirm what is required, when (time and days), frequency of visits and cost per 2 week block
 - Terms & Conditions
 - Payment process
- Visits planned on schedule and assigned Assistant
- Customer Profile and service information made available to staff member prior to first home visit
- All documents saved onto Home Support Server in specific contract folder
- Once payment received assigned to individual contract.

Health and Safety



- Training Package
- Personal – PPE and personal responsibilities
- Chemical – Data sheets and COSHH
- Electrical – PAT
- Equipment
- Manual handling
- First aid
- COVID19
- SOP & Risk Assessments
- Home Assessment
- Potential Hazardous Contact Register (PHCR) Checks

COVID19



- Prior to any home visit, the client will be asked some coronavirus screening questions to ensure they are fit and well.
- All staff making a home visit will follow the current guidance in regards to the virus. This includes: ensure fit & well before entering (for both client and staff), wearing PPE; observing social distancing and other infection prevention measures.
- Lateral Flow testing; twice weekly for all staff (risk reduction from multi site working)

Staffing



- Mix of existing council staff and new employees
- Current casual basis while project grows
- Pay – Pay Grade 2 with roll up rate & mileage claimed
- Majority background cleaning service and some caring responsibilities
- All DBS checked

Training



- Additional to Health and safety
- Comprehensive package through POD, based around Social Care template
- Includes – Safeguarding/Health and safety, various awareness modules and enhanced cleaning video modules.
- Task Standard Operating Procedure (consistency & Quality Assurance)

Payments



- No cash payments all electronic – supported by contracts and upfront before visit payments
- Payments made through My Account System or via Call Centre



Branding and marketing



- Soft Launch in July 2020
- Branding for uniforms and marketing material
- Stepping up service for proactive marketing in the next month or so



HOMESUPPORT PLUS

PROVIDING AN EXTRA HELPING HAND @HOME

QUALITY ASSURED SERVICES
RELIABLE | TRUSTED | DEPENDABLE

Convenient Services Include;

- Cleaning
- Bed Changing
- Ironing/Laundry
- Shopping
- Food Provision
- Animal Care

2020 PILOT

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Partnerships



- Social Care
- Health
- Private
- 3rd sector



Our Customers



- Mostly older persons keen to stay at home but also other customers that are either experiencing challenges around capacity or capability
- Family intervention – wanting to help their parents

“Your service and staff are like an angel from heaven, Mel has helped me with so much. I’m not going to get her in trouble, I hope?” Mrs O (Client)

“Home Support Plus really helped our dad and us. Dad loved having a new face to tell his stories too. It allowed us to spend time with dad and not worry about cleaning jobs that needed doing.” Mr E’s family

“The service has been great for O, as well as the normal jobs carried out the team have helped in additional ways which has changed O’s mental health and wellbeing we have seen a difference in him” Mr D’s family

Lessons Learnt



- Bereavement support
- Dementia training
- Good links with family networks/communications
- Stability of staff and managing their expectation.
- Additional support arrangements

Next Steps



- Roll out with more proactive comms
- Evaluation of pilot
- Increase customer and staff base
- Explore Handyman & Gardening possibilities.



ANY QUESTIONS?

THANK YOU