

CARE AND REPAIR SCOTLAND: CONSULTATION ON A NATIONAL POLICY STATEMENT FOR CARE AND REPAIR

Key Issues for the Consultation

1. Care and Repair – Aims

- With the advent of health and social care integration, is it now reasonable to describe the primary aim of Care and Repair as helping its clients to maintain health and wellbeing through living independently at home?
- Should improving the housing conditions of customers still remain an aim in its own right so that Care and Repair services should be made available even when there is no threat or potential threat to health or wellbeing?

2. Customers for Care and Repair

- Given the need to define “older persons” is it right to focus attention on those aged over 60 or should it be reduced to facilitate preventative action to say 55 or increased to 65 or 70 to help prioritise services on those most in need?
- Should there be a national commitment to seek to provide services to disabled persons of any age and, if so, how should this group be defined?
- Should owner–occupiers continue to be the key customer group together with crofters in the relevant parts of Scotland or should services be extended to public sector tenants?

3. Care and Repair – Key Values and Ethos

We believe that the core values and the key principles of Care and Repair services are:

- *home-based and personalised, offering flexibility and choice, and tailoring services to the needs of the individual;*
 - *impartial services, able to provide an advocacy role;*
 - *provided on a not-for-profit basis and advice is not influenced by commercial considerations;*
 - *seek to empower customers to take informed decisions;*
 - *respect the privacy of customers, treat customers with respect, and handle personal information in confidence; and*
 - provided to eligible persons regardless of gender, ethnicity, and degree of disability, sexuality or age.
- Are these key values still applicable and, if so, should they form a part of the National Policy Statement?
 - Are there other key values that should also be mentioned?

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4. Core Services for Care and Repair

We believe that a Care and Repair service should aim to provide:

- *advice and information on housing repair and adaptation, including advice on accessing funding to pay for necessary works;*
- *help with major repairs, improvements, and the installation of aids and adaptations;*
- *small repairs in the home, especially to promote safety and security;*
- *sign-posting to other services available locally that contribute to independent living*
- Do you agree that there should be a national list of core services that will essentially define what a Care and Repair service is?
- Specifically should health and wellbeing services be encouraged that will undertake work in the house to facilitate hospital discharges and to help prevent the need for readmission? Would NHS and or/ Social Work be willing to provide financial support for these services?
- Should we be moving towards including Technology and Enabled Care (TEC) as part of the core service provision?
- Should there be more opportunities for Care and Repair teams to provide solutions for people with mental health issues?
- Should all local teams be encouraged to provide core services or should there be variations to avoid duplication where they are already available from other sources?
- Care and Repair has grown and developed through local innovation. Should there be clear recognition in the Policy Statement that local teams may wish to develop new services even though these would not be part of any national list of core services.

5. Determining Priorities Based on Need

- If the primary aim of Care and Repair is to enable customers to continue to live independently in their own homes, should any assessment of priorities at the local level be clearly tied into this aim? Does this imply that the determination of priorities should be more closely linked to integrated health assessments than may be the case at present?
- If the basis for deciding priorities is left implicit, particularly if the availability of services is not widely promoted, then there is a danger that services will be channelled to those households who request help (who may not be those most in need). Is there a case for each Care and Repair team to have an explicit set of criteria for deciding priorities?

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- If each local team decides priorities locally, there is an obvious danger of a post code lottery. Is this a potential problem and, if so, should the Policy Statement give broad guidance on how priorities should be determined?

6. The Concept of a Minimum Level of Service for Care and Repair

- Do you agree that there should be a minimum level of service?
- Should this level of service be determined by the outcome of the consultation on core customer groups and core services and, subsequently, kept under review?

7. Equality of Access to Care and Repair

- Would it be helpful for the National Policy Statement to contain a clear encouragement to local authorities in Scotland to ensure a comprehensive geographical coverage?
- Can the National Policy Statement help to encourage local teams to promote their services to ethnic minorities and, if so, how?

8. Finance

- Is there any enthusiasm for lobbying the Scottish Government to review the funding arrangements for Care and Repair services?
- If not, it would be helpful to have the views of COSLA and individual local authorities on the scope for multi-year funding agreements and the extent to which we could include a commitment to moving in this direction in the National Policy Statement.
- Is there a desire to move towards joint service level agreements between local authorities and Integrated Joint Health Boards? If so, how should these be facilitated?
- Should there be a national review of the effectiveness of the Scheme of Assistance?

9. Care and Repair – The Context

- Are there other important points that need to be mentioned?

10. Other Issues

- Are there other issues that should be included within the National Policy Statement?