

Suggestions from the adult social care sector

Firstly, we want to thank everyone who is working in a care service for their continued commitment to care for people with compassion and dignity. We recognise the complex and difficult circumstances that you have been operating in during the pandemic, including the emergence of the Omicron variant.

Adult care services are experiencing significant challenges surrounding the recruitment and retention of staff. Many services are dealing with workforce capacity issues or are unable to take on new business because of the insufficient number of staff within the service. We know that you are all working hard to maintain safe and effective care

Over the winter months it is important that services continue to promote an efficient, effective and multidisciplinary approach which is open and supportive of staff, during these challenging times.

In partnership with adult social care partners, we have produced the following information to support staff to plan their staffing requirements over the winter period to give advice and suggestions that you may find helpful.

Practice examples

“ We involve everyone in the assessment process to ensure essential/ urgent care can be provided.

“ We have used one nurse whose sole focus is clinical needs, while using companions for people to have meaningful one to one time and additional staff for breakfast and evening time support.

“ We made the commitment to put in place an admissions manager. Our admissions manager is responsible for the whole of the admission process from dealing with enquiries, liaising with care managers, families, hospitals and multidisciplinary teams, arranging visits to the service and remaining as point of contact for the service user and their family for the first six weeks of their stay.

“ With a small staff team, we have invested in dual training for auxiliary staff so they are able to do more than one role in the home. In the current ongoing climate, with frequent short notice staff absences, this means we can flexibly use our existing staff team to maximum potential by allocating staff into essential task roles to ensure minimal disruption to the resident's daily care provision.

“ A health and social care partnership, with the care home assurance team and providers in their local area, agreed a protocol and a step by step tool they will use to escalate staffing concerns and agreed actions to be taken.

“ We have encouraged relatives to be meaningful partners in the care of their loved one.

“ Supporting people to have alternative routines to maximise staff time and avoid people spending time waiting on care, especially in the morning and late evening.

Over the past year, this has been a great success and has been a great example of how developing a new post has reduced the workload that this caused for managers, giving people who use services, their families and care managers a point of contact. This has also had the added benefit of filling voids in a timelier manner which also contributes to supporting the local hospitals with delayed discharge.

Covid-19 guidance and rules

We should continue to take measures to minimise the risk of transmission of Covid-19, including the new Omicron variant. We must continue to do everything we can to minimise the risk of spreading the infection. We are therefore, urging everyone to do their part and use the tools and guidance currently in place to minimise the risk of Covid-19. These measures include:

- following the guidance in place for infection prevention and control
- vaccinations including boosters
- testing
- test and protect
- isolation guidance
- guidance on supporting visiting.

Visit the [Scottish Government website for more information](#)

Supporting people working in social care

People managing care services and those working in social care continue to rise to the ongoing demands brought on by the pandemic. We have worked together with partners in the adult care sector to support you with this information about staffing. We recognise all that you do in looking after people experiencing care and keeping their families involved and updated. We know that we are working in a rapidly changing and challenging situation, and it is important to look after each other.

Visit the [Wellbeing Hub for more information](#)

WINTER STAFF PLANNING 2021-2022

Suggestions from the adult social care sector



Recruitment

- Recruit locally within the community
- Mandatory training for agency staff
- Share recruitment campaigns in local areas
- Wider recruitment
- Link with schools and colleges to support recruitment



Supporting staff

- Check on staff wellbeing
Visit www.wellbeinghub.scot
- Self-rostering
- Apps to keep staff informed
- Different shift patterns
- Continuity of care to support both people experiencing care and staff
- Half shifts



Developing roles

- Dual roles
- Upskilling
- Companion/ befriender/ meal host roles
- Involve family, friends and volunteers
Visit [Winter pressure guidance](#)
- Visitor facilitator roles



Simplifying processes

- Induction frameworks
- Easy to read care plans
Visit [The Hub](#)
- Liaise with GP about medication timings
- Contingency planning, traffic light system – risk assessment
- Involve people and their relatives in decisions about care at home visits and how these are prioritised



External communication

- Regular communication with HSCP
- Support for managers
- Links with community teams (AHP partners and assurance teams)
- Notifications to the Care Inspectorate
- Communication from commissioners of services regarding possible interruptions to service delivery
- Regular communication with oversight groups



External collaboration

- Collaborate with all partnership agencies
- Collaborate between providers across local services and areas
- Share agreed protocols for major disruptions to service delivery
- Share training amongst services within local areas

Early in 2022 we will be running virtual events to share examples and discuss staffing to support services.
For information on staffing level assessment visit [The Hub](#)