



# ADULT SOCIAL CARE PROGRAMME

## NEWS UPDATE – ISSUE 2 AUTUMN 2023

***The Adult Social Care Programme is now well underway with projects aiming to transform the way in which our adult social care services are delivered.***

Improvements to the quality of care for service users and working environment for staff are a key benefit arising from the work being done. While some of the projects will enable savings for the Council, others will receive financial investment that will help us make significant improvements in the way services are delivered.

There are currently six projects sitting within the programme of work, all of which aim to improve the quality of care for service users and enhance the training opportunities and working environment for staff, ultimately enhancing the service user experience.

The programme Board meets monthly and oversees the work of the programme and ensures that service requirements are taken on board. This includes making sure that staff at all levels have the opportunity to provide input into the projects.

### ***The six projects being progressed are:***

- EMARS (Electronic Medication Administration Record System) and PCS (Person Centred Software)
- Night Support Service
- Tweedbank and Hawick Care Villages
- Adult Social Care Reablement
- Integrated Reablement
- Technology and Equipment

### **Tweedbank Care Village**

A new care village is being developed which will replace the existing facilities at Garden View and Waverley Care Homes with a new 60 bed, modern facility.

Over the past 18 months, a significant amount of stakeholder engagement has taken place in relation to the development. Staff and partners have been involved throughout in helping to design the new care facility and in sharing what it is about our current care homes that works, and importantly, what doesn't work. Staff have also helped us in obtaining the views of residents too to enable the project team to have a clear understanding about what is important to the people who will live in the care village.

There will be a continued opportunity for staff and clients, as well as other partners, to input into the processes and give their ideas for improved care delivery that will be essential to realise the vision for the care village.



The development is currently at the pre-planning stage and as part of that, two community engagement drop-in sessions were held in September to give people the chance to provide feedback prior to the plans being formally submitted to the Council in October. This was an open event held at the Inspire Tweedbank Digital Centre of Excellence building, opposite the train station.

Information presented included the proposed site and building plans as well as 3D images of the development. Members of the project and technical design team were available to provide an update on progress generally and answer any questions that attendees had. The event was very successful in that it was well attended by members of the public and feedback was positive.

Thanks to everyone who contributed, there is an outline design for the new building and a vision for the landscape. The project is now progressing through the planning process.

- You can view the proposed designs and keep up to date with the latest on the project at: [www.scotborders.gov.uk/carevillageprogramme](http://www.scotborders.gov.uk/carevillageprogramme)
- If you have any queries or would like more information, please email: [residentialcareprogramme@scotborders.gov.uk](mailto:residentialcareprogramme@scotborders.gov.uk)

## Technology and Equipment

There are various pieces of work underway to look at implementing technology solutions to improve the quality of lives for service users and to facilitate discharge from hospital. There are four workstreams looking at:

- Reactive and proactive technology which will see development of core suite of technology which can be used to meet various service user need. This project will be done in two phases. Phase 1 is a reactive approach which will use technology to help in getting people out of hospital and Phase 2 will focus on a proactive approach to prevent people from needing to be admitted or readmitted into hospital.
- CMT have agreed funding to allow SBC to upgrade all community alarms from analogue to digital by 2025. This will ensure the safe continuation of the community alarm service for 1,600 clients.
- Plans are also being developed to enable a responder service to be provided to clients who cannot currently access technology due to having no friends or family in the area.
- The fourth piece of work will see the roll out of iPads to staff and residents, initially in SBC residential care homes before potentially being rolled out to our home care and learning disability services.

**Marnie Pender, Registered Manager**  
*"The staff at Waverley Care Home and I are looking forward to the new care village which will cater for a wide range of older people who need varying levels of care and support in a state-of-the-art facility. There are also benefits to the wider community. The village will employ staff in diverse roles including management, administration, reception, hospitality, caring, activities, housekeeping, maintenance and gardening."*



We hope to be able to bring you regular updates on this exciting work in following newsletters. In the meantime, any questions can be directed to: [adultsocialcareprogramme@scotborders.gov.uk](mailto:adultsocialcareprogramme@scotborders.gov.uk).

## Extra Care Housing – Poynder Apartments, Kelso

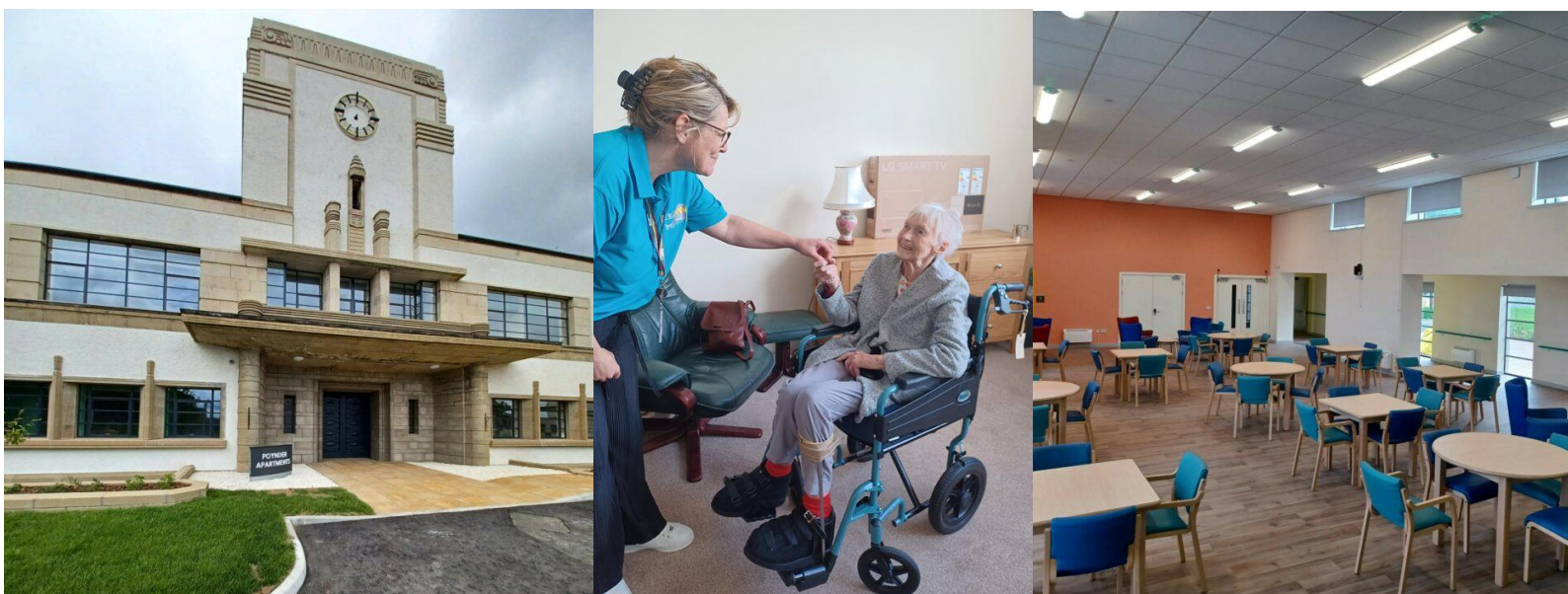
Adult Social Care has played a key role in work that's been undertaken to deliver several Extra Care Housing developments across the Scottish Borders over the past few years.

Extra care housing is:

- purpose-built, accessible and fully self-contained properties where occupants have their own front doors and access to care and support services 24 hours a day
- primarily for older people
- a way for occupants to have tenancies or leases which give them security of tenure and the right to control who enters their home as well as access to shared communal spaces and facilities
- living in self-contained, fully accessible, modern home enables individuals to maintain their independence whilst benefiting from optional care and support packages that are tailored to individual needs.

Since 2016, three developments have been built with the most recent being in Kelso in the old High School building. Working in partnership with Eildon Housing Association, the first tenants moved into Poynder Apartments on 22 August 2023. There are a total of 36 tenancies within the development and to date 32 have been filled, with the remaining four tenants to move in shortly.

Tenants are supported by a 24-hour care and support team provided by Eildon. Feedback received so far from new tenants is very positive. As well as individual tenancies, the development also offers a range of communal facilities for use by tenants and the wider community, including a hub where meals are prepared and served. A hairdressing facility is also available.



### MORE INFORMATION

- To find out more about any of the projects highlighted above, or the programme generally, please email: [adultsocialcareprogramme@scotborders.gov.uk](mailto:adultsocialcareprogramme@scotborders.gov.uk)
- Could managers please share this update with staff who do not have access to email. News updates are available to download at: [www.scotborders.gov.uk/adultsocialcarestaff](http://www.scotborders.gov.uk/adultsocialcarestaff)