


**OFFICER DELEGATION SCHEME  
RECORD OF OPERATIONAL DECISION**



**TO BE UPLOADED TO THE INTERNET BY DEMOCRATIC SERVICES**

<b>Date:</b> 26 <sup>th</sup> March 2020	<b>Ref No:</b> 2035	
<b>Type of Operational Decision:</b>		
<b>Executive Decision</b> <input checked="" type="checkbox"/>	<b>Council Decision</b> <input type="checkbox"/>	
<b>Status:</b>		
<b>Title/Subject matter:</b> Care Link Response Service		
<b>Budget/Strategy/Policy/Compliance</b> – Is the decision:		
(i) within an Approved Budget	<input type="checkbox"/>	
(ii) in accordance with Council Policy	<input type="checkbox"/>	
<b>Equality Impact Assessment</b> [Does this decision change policy, procedure or working practice or negatively impact on a group of people? <b>If yes</b> – complete EIA and summarise issues identified and recommendations – forward EIA to Corporate HR]		
<b>Details of Operational Decision Taken</b> <i>[with reasons]:</i> Fund on call costs to deliver Care Link Response Service		
<b>Decision taken by:</b>	<b>Signature:</b>	<b>Date:</b>
Executive Director or Chief/Senior Officer		27.3.2020
<b>Members Consulted</b> <i>[see note 1 below]</i>		
Cabinet Member/Chair		

Lead Member		27.3.2020
Opposition Spokesperson		

<p><b>Notes</b></p> <p>1. It is not generally a requirement to consult with any Members on Operational Decisions but where a Chief Officer considers it necessary to consult with the appropriate Cabinet Member and/or Lead Member, they must sign the form so as to confirm that they have been consulted and that they agree with the proposed action. The signature of the Opposition Spokesperson should be obtained to confirm that he/she has been consulted.</p> <p>2. <b>This form must not be used for urgent decisions.</b></p>
--

### CareLink Response Service

Currently if a person should fall or need urgent support the CareLink process is reliant on a friend or relative responding, where one is not available an ambulance is called

CareLink itself has no response service. When a person requires a response there is a risk that the friend or family who need to respond will be self-isolating and unable to respond. This risks increased use of the ambulance service.

It is expected the ambulance service will be unable to respond promptly over the next 12 weeks and there is a high risk that a person may be left without reassurance or worse, on the floor following a fall.

It is proposed to setup a 24/7 Response Service that supports CareLink customers and also the wider community who need assistance. The Service will deal with low level calls and prevent customers who have fallen, from being left until NWS arrive which can be over 5 hours due to current pressures. The proposed service will also prevent the need for key holders to respond who in most cases are unable to do so due to self-isolation. The service could be provided to residents in the wider community who also need assistance.

The Service will respond to CareLink service users who have :-

- Triggered an alert and there is no response and there is concern for welfare
- Customers who have fallen
- Customers who need reassurance
- Customers who have emergency care needs

The service will be covered by our staff from our Support at Home Team and CareLink team who have capacity due to the reduction in workload as we have reduced face to face contact. It is proposed to have a team of staff and a small van (which is now in our possession) which will have a lifting cushion and a supply of basic low level equipment aids. CareLink will act as the call centre and will co-ordinate the service. They will mobilise the service and provide loan worker support when there is only one member of the team on duty.

The staff cover required over 7 days is shown in the draft rota below:-

DAY	8am-4pm	4pm – 10pm	10pm – 8am
-----	---------	------------	------------

Mon	2 staff (existing support worker no additional cost)	1 staff * (based at CareLink, existing support worker no additional cost)	1 staff on call *
Tues	2 staff (existing support worker no additional cost)	1 staff *(based at CareLink, existing support worker no additional cost)	1 staff on call *
Wed	2 staff (existing support worker no additional cost)	1 staff *(based at CareLink, existing support worker no additional cost)	1 staff on call *
Thurs	2 staff (existing support worker no additional cost)	1 staff *(based at CareLink, existing support worker no additional cost)	1 staff on call *
Fri	2 staff (existing support worker no additional cost)	1 staff*(based at CareLink, existing support worker no additional cost)	1 staff on call *
	<b>8am-8pm</b>	<b>8pm-8am</b>	<b>On call</b>
Sat		1 staff on call *	
Sun		1 staff on call *	

- Where there is one member of staff on duty, Bury Council's Security Services have agreed to provide Support and attend the property if required.

### Financial Implications

Van – Provided free of charge

Fuel – Approx £30 per week

Lift Cushion – Using Falcon & Griffin Extra Care free of charge

Staffing – On Call cost would be £250 per week,+ call outs at Grade 7 hourly rate.

It is proposed that all these roles will initially be funded from some of the £5 billion Covid 19 relief fund announced by the Chancellor in the March 2020 budget of which the following will be received by Local authorities and Clinical Commissioning Groups (CCGs)

- £1.6bn has been made directly available to local government (Bury Council Allocation is £5.364m) to Meet the increased demand for adult social care and enable councils to provide additional support to social care providers.

However the above funding streams aren't likely to be enough to cover all the demands and loss of income that the council will incur as a result Covid 19 pressures