

How Just Roaming has worked for the support provider

Video of Just Roaming Pilot Open Day

Clackmannanshire and Stirling Health and Social Care Partnership

October 2019

Nancy Keenan, Area Manager

Jackie MacPherson, Team Manager, The Richmond Fellowship

Key points

- Working in partnership with the local authority has transformed outcomes for individuals being supported. A joint vision in improving independence was key.
- The sleep-in model makes it difficult to reduce support as a person develops their independence, but this provides a new way of providing round-the-clock cover without a care worker being there all the time.
- The downsides of sleep-ins has been overcome - staff disturbing the individual at night, staff sometimes failing to rouse and respond.
- Even those staff who would lose a sleep-in contract were able to see the benefits for the individual, and were instrumental in setting up meaningful and pertinent alerts.
- The wide range of technology which can be used to set up alerts means the service is tailored to the individuals. During the trial period we learned which alerts to set based on actual (rather than supposed) need.

Transcript of video

Nancy Keenan

We started looking at the partnership approach and we all sat around a table to look at this. But what we really needed was to have a shared vision. And that was there from the very beginning. And, I suppose, just to say, over the years, the way that we have worked with Stirling Council is where individuals have had, or where they're beginning to reach, the outcomes that have been... They've set for themselves or that others have set with them, we've identified where, actually, we're over providing.

And over the years, we've steadily reduced some individuals' hours of support. But where it came to sleepovers, it was 24 hours, it was 112 hours of support. And there was very little that you could do within that to reduce the hours without leaving someone alone at any point. So, when the Just Roaming opportunity came along, we were really keen to be part of it.

Through the introduction of Just Roaming, and especially since it's gone live, we've seen some fantastic outcomes for individuals. Things that we would only have hoped for, but it's gone really, really well. But I suppose looking at it from an organisational point of view, we have more effective use of staff time. So, there is that bit linked to the recruitment of staff.

This did create a couple of new posts because, obviously, we had to have a waking night shift. But, actually, around the support. We now can see that there's less risk of dependency from either the individual or the carer. They can see that individuals can be safe and in their home on their own overnight.

Staff are well-rested. They're no longer being disturbed overnight. They don't have disturbed sleepovers anymore because the sleepovers are not there. And working with Just Roaming, what we've done is we've looked at all the alerts that we required. Probably started with far too many because we were concerned that we would miss something, but we've managed to pare that back, as well, as it went on.

There are voice alerts, noise alerts being put in place. Door alerts, a full range of things. And one of the things that we noticed, as well, was one of the concerns from one of the family was that we were leaving the individual in their home and, actually, potentially, locking the door. So, there was no means of escape.

And we discussed that, and what we had suggested was having was a Key Fob. So, it was like a new door entry system. And we looked at that and, actually, it was Just Roaming that picked that up. So, inside, technology speak is not very good, there's a wee green button. So, if the individual just presses the green button, the door opens. But, for staff, they're not, and again this is another untechnical word, they're not faffing about with all the different keys. They just have one Fob, and they can get in immediately. So, there's a speed to that, but there's also an efficiency to it, you're not walking about with five, six sets of keys on you, and you don't pick up the wrong set, so you're more able to attend to the individual's needs.

Jackie McPherson

Okay, so I'm going to talk about some of the challenges that we faced as a management team when we introduced Just Checking and Just Roaming to the staff. Obviously, somebody said earlier on there is a financial disadvantage for the staff with the removal of the sleepovers.

So, we knew that was, potentially, going to affect the retention of the staff. There was also staff who had no interest in doing a night shift, a waking night shift, they were used to sleeping at nights, so didn't want to do a waking night shift. So, we knew we were going to be faced with many challenges.

So, to try and get the staff on board and to see the vision that we had, we set up lots of different things. One of them being question and answer sessions. But what was evident right from the very start was even although the staff were being financially disadvantaged, they weren't coming along and worrying about themselves. They were actually coming from a person-centred approach. And they were coming up with risks, valid risks, that needed to be discussed and explored, and there was a lot of what-ifs in that. So, we were able to have discussions about well, has it ever happened in the five, six years that Jimmy's lived there, and they were like, well, no, but it might. So, we took all that into consideration as well. That was actually a really good tool because they actually left the meetings feeling more positive that this was going to be a good thing for the supported individuals.

So, the vision that we had was, obviously, it was going to increase the independence for people that we support. Most of these guys that we support, they've had somebody with them 24/7 for probably the best part of their lives. So, it's going to be less intrusive for them. They've got time on their own but still, remain safe in their home.

So we involved the staff and so they were aware of what support people may need during the night, because the staff are the guys that know the people really, really well. So, they were able to inform us of their habits and what is normal for somebody during the night. If somebody gets up to the loo five or six times, and that's normal behaviour, then that would be taken into account.

We involved staff in identifying risk because, as is said earlier on, they're the guys that know them best. So, they were able to tell us what they were concerned about. What may happen during the night if people were left on their own? And we explored how we could minimise the risks.

And the staff were also involved in identifying the layers. So, they were able to tell us whether something would be green, amber, or red. So, they were very heavily involved in that in the beginning.