



Call-In Homecare

Care at home services

Risk Management in the Uncontrolled Environment.

Our experience and continual learnings...

Annette Wilson - Operations Director

Conor Barr - Operations Graduate



ABOUT US

Call-In Homecare

- **Call - In Homecare. Care at home services across the East of Scotland.**
- **Provide care at home services to vulnerable people across Edinburgh, Dundee, Midlothian, East Lothian and West Lothian.**
- **Part of Clece UK.**

An Uncontrolled Environment...?



The Three Wee Monkeys



**Hear no
evil**



**See no
evil**



**Say no
evil**

RISK ONE

Poor Infection Prevention and Control.



The Challenge

IP&C is underpinned by expert knowledge and robust process. How do we transmit such complexity to the uncontrolled environment to keep people safe and reduce cross infection.

✔ What are we doing?

- Keep it simple! Good induction. Ongoing direct dialogue.
- PPE. PPE. PPE.
- Solid policy and procedure which is consistently implicated.

✔ What more do we need to do?

- Improve our auditing so as to build a better evidence base.
- Introduce competencies so we build a deeper colleague knowledge base.
- Broaden our horizons – transition from the siege mentality of Covid to being more proactive.



RISK TWO

Ineffective Communication.



The Challenge

The uncontrolled environment, by its very nature makes communication very hard. The remote nature makes it very hard to see and hear, especially if no one says anything...

✔ What are we doing?

- Proactive Head of Communications.
- Making use of technology to spread the message and gather feedback.
- Keep the message simple.

✔ What more do we need to do?

- Encourage better use of digital care-management systems.
- Engage more proactively with colleagues and service users.
- Improve communication with partners: #Dontplaytheblamegame





RISK THREE

Meeting complex care needs.

The Challenge

Our clients care needs are getting greater and more complex. If we can't adapt, harm will increase.

✓ What are we doing?

- Implementation of digital tools. Improved real time care management.
- More focus on 'clinical' care planning and support.
- Rapid escalation possible through digital transformation.

✓ What more do we need to do?

- Training – When it goes wrong – escalate.
- Training – Care and clinical knowledge.
- Sharing learning.

RISK FOUR

Poorly trained colleagues.

The Challenge

As we have shown our care environment is getting increasingly complicated. The uncontrolled environment magnifies this. Training is critical.

✔ What are we doing?

- Improved induction.
- Working on implementing a robust competency base.
- Investing in SVQ provision.

✔ What more do we need to do?

- Improve capacity to deliver broader care and clinical training. This includes capacity for carers to attend.
- Deliver a robust competency base.
- Building confidence and skills on non clinical team – leadership and management skills.





Call-In Homecare

Care at home services

Thank You