

EX96. Update on Implementation of Unison Ethical Care Charter

The Executive considered a report by the Chief Officer, Falkirk Health and Social Care Partnership which provided an update on progress towards implementation of the Unison Ethical Care Charter.

Progress toward implementation of the recommendations and principles included:-

- Home carers were paid for travel time between appointments and provided with a mobile phone;
- External service providers were paid an all-encompassing rate, inclusive of travel time;
- Sickness benefits were available in line with national conditions;
- Zero hours contracts were not used and all employees were paid in excess of the national living wage;
- Services had worked with external care at home providers to identify areas for improvement in the quality of service provision;
- Worked with all providers to promote the living wage and encourage adoption;
- All new procurement exercises undertaken required the provider to demonstrate suitable employee conditions and benefits;
- A contact manager was available 24/7 to deal with complaints and provide support;
- All home care staff received appropriate training, including a 5 day induction programme for new employees; which included personal care training, an element of which was delivered jointly with colleagues from NHS Forth Valley. Additional training such as moving and handling and adult support and protection was also provided;
- Wherever possible, a service user had allocated carers;
- The Real Time Monitoring System helped with consistency of care for service users;
- Regular meaningful dialogue with the Trades Unions, working to develop care at home service improvements. This was jointly progressed through an established Home Care Board, and
- Service Management and Trade Unions worked together to ensure regular dialogue when working on specific issues, and had established an Improvement Group across the Care & Support at Home Service to consider improvements within the service.

Decision

The Executive noted the contents of the report.