

WINTER PRESSURES 2021



WHAT'S HAPPENING AND WHAT IT MEANS FOR YOU

Information and support guide

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HEALTH AND SOCIAL CARE STAFFING CRISIS

We are dealing with an unprecedented situation which is affecting the whole of Scotland and the UK. The impact of the prolonged Covid outbreak has had a very serious impact on staffing levels in a wide range of health and social care services across Scotland, and East Lothian is no exception.

There will be further challenges as we begin to feel the impact of the Omicron variant. The number of front-line care staff in care-at-home services and care homes is severely reduced. Care-at-home providers and care homes are reporting a high number of staff absences due to illness, and staff are leaving the care sector to work elsewhere. East Lothian Health and Social Care Partnership (ELHSCP) is supporting care-at-home and care-home providers at this very difficult time.

We fully appreciate that it is already having an impact locally on people who use services and their families and carers. This leaflet explains what is happening and offers other sources of support and advice.

Impact on care-at-home services

What this might mean if you receive support in your own home

Working closely with our care providers, we are updating risk assessments for all service users receiving care. This may mean putting in place alternative care arrangements on a short or longer-term basis. You may not receive all the support you would normally get each week. You will be kept informed of any changes to your care package. We are reviewing the situation on a daily basis.

Care packages for people being discharged from hospital

You may be offered the choice of being discharged to a care home

Due to the shortage of care staff in the community, many people are waiting longer to be discharged from hospital, even when they are well enough to be discharged home. We need to ensure that beds are available for those people who urgently need hospital care. In the event that no care at home service is available, you may be given the option to move temporarily to a care home to ensure your needs are met, until such time as care-at-home package becomes available. When a care package becomes available, you will be able to go home.

ELHSCP's response to the staffing crisis

Partnership working with providers, service-users and carers

We have established 'Crisis Response Teams'. These teams are made up of health and social care staff who are working with all our care providers to ensure the most efficient delivery of care-at-home services across East Lothian, with a focus on maintaining:

- the most up-to-date information on people receiving care at home support
- each provider's current staff absence levels
- each provider's ability to deliver services.

Care availability fluctuates on a daily basis and we are monitoring this closely to ensure resources are targeted where they are most needed.

We are working with Carers of East Lothian to support carers through this time. Volunteer Centre East Lothian are recruiting more volunteers to help support people in their local communities. At the end of this leaflet there are a list of organisations that are available to support you.

'Please be assured that ELHSCP is working closely with our provider partners to prioritise care-at-home services to the people most in need. We are aware that this current situation puts significant pressure and stress on families and friends who may be asked to provide more support.

'We are working closely with other Health and Social Care Partnerships, the NHS, the Care Inspectorate and Scottish Government to do all we can to resolve the current staff shortages and resume the care at home service to its usual efficiency.'

Alison Macdonald
Chief Officer, ELHSCP

SOURCES OF HELP AND ADVICE

East Lothian Health and Social Care Partnership for information about your care package or that of the person you care for.

- **website:** www.eastlothian.gov.uk/elhscp
- **email:** communityaccess@eastlothian.gov.uk
- **phone:** 01875 824 309

We know that families and carers will find this a really difficult time – here are some organisations that can help

- **Carers of East Lothian** (for advice on Carers Support Plans, finances, rights, wellbeing, advice, peer support & social groups to help carers de-stress. **website:** <https://coel.org.uk> | **email:** centre@coel.org.uk | **phone** 0131 665 0135
- **Volunteer Centre East Lothian** offer information about local sources of support. **website:** www.volunteereastlothian.org.uk | **email:** info@volunteereastlothian.org.uk | **phone:** 01875 615 423
- **EARS Advocacy** offer advice and support (including advocacy) for older people. **website:** <https://www.ears-advocacy.org.uk> | **email:** info@ears-advocacy.org.uk | **phone:** 0131 478 8866
- **CAPS** offers independent advocacy and support for social care service-users of any age. **website:** <https://capsadvocacy.org> | **email:** contact@capsadvocacy.org | **phone:** 0131 273 5118
- **Partners in Advocacy** provides independent advocacy for adults with learning disabilities. **website:** www.partnersinadvocacy.org.uk | **email:** edinburgh@partnersinadvocacy.org.uk | **phone:** 0131 478 7723
- **HILDA website** provides lots of useful information for carers on everything from keeping people mobile, washing/dressing to Smart Tec solutions & home safety. Website: **https://helpfromhilda.eastlothian.gov.uk**
- **Citizens Advice Scotland** Information for Carers – search 'Scotland Carers' on CAS site for information and links to local bureaux. **website:** <https://www.citizensadvice.org.uk>