

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care and Health
Date:	27 February 2019
Title:	In House Modernisation – wider rollout of Nurse Call system
Report From:	Director of Adults' Health and Care

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1. Recommendation

- 1.1. That the Executive Member for Adult Social Care and Health gives approval to spend up to the value of £1.30m, in 2019/20, on the installation of a modern Nurse Call system at the remaining In House services in need of a new system.
- 1.2. That delegated authority is given to the Director for Adults' Health and Care to put in place all necessary procurement and contractual arrangements to deliver this project as set out in this report.

2. Executive Summary

- 2.1 The proposal is to spend up to £1.30m to procure and implement a Nurse Call System for use in 8 of the In House residential and nursing homes for Older People and 3 units supporting people with a Learning Disability. This project was added to the Capital Programme by the County Council earlier this month.
- 2.2 This scheme will be funded through a transfer of revenue to capital from the Adults' Health and Care Departmental Cost of Change Reserve.
- 2.3 In 2016 it was recognised that Hawthorn Court and Fleming Court's outdated hardwired Nurse Call system, was in urgent need of replacement. The systems at that time were over ten years old. Maintenance and reliability were becoming a major risk in providing a safe service to the residents and staff.
- 2.4 The Better Care Fund provided the finance in 2016 and the two units had a modern Intercall Nurse Call system installed. The high quality and level of functionality of the modern equipment met with Care Quality Commission (CQC) approval in subsequent inspections as it clearly demonstrated that Adults Health and Care could provide a safe and person-centred care service.
- 2.5 In January 2017 six more nursing and residential units were updated with this system following approval of £0.66m.

2.6 There is now an urgent need to replace and upgrade the existing Nurse Call systems in the remaining HCC Care units. A full list of the units is listed in the finance section below.

3. Contextual Information

3.1 A major factor in maintaining good CQC ratings in the units has been the installation of the updated Nurse Call systems. The efficiency and technical ability of Hampshire County Council to improve the service to residents and support to staff is directly related to the modernisation of the systems as it delivers an improved and safer user experience. Without this system it is more challenging for staff to respond to urgent care needs and routine care needs in a timely way. Consequently, the people residing in the service may feel unsupported and their relatives concerned for their welfare. Furthermore, HCC Care Services will be unable to demonstrate delivery of safe standards of care to regulators, thereby jeopardising the reputation of the Council as a trusted care provider.

4. Finance

Capital Expenditure:

4.1 The estimate of up to £1.30m is based on an estimate to equip the remaining units that have been identified as needing an upgrade listed below.

Table 1 – Units to receive Nursecall upgrade:

1	LD	R	Hindson House
2	LD	R	Homewood
3	LD	R	Jacob's Lodge Respite Unit
4	OP	R	Bishops Waltham House
5	OP	R	Green Meadows
6	OP	N/R	Westholme
7	OP	R	Copper Beeches
8	OP	R	Malmesbury Lawn
9	OP	R	Cranleigh Paddock
10	OP	R	Solent Mead
11	OP	N/R	Oakridge House

4.2 The funding source used for the delivery of the Nurse Call systems in 2016 and 2017 was one off funds and is now fully committed. Therefore another funding source has to be found from within the County Council. The funding for this scheme will come from the Adults' Health and Care Department's revenue Cost of Change Reserve. The Department will also need to plan for future enhancement / integration with other technologies and replacement in due course.

4.3 Should approval be granted then the full market tender procurement process would commence in April 2019 with completion prior to 31 March 2020.

Revenue implications:

- 4.5 All buildings would remain fully operational during the implementation. It is not envisaged that these works will have an adverse impact on the revenue budget or occupational capacity during the period they are being undertaken.
- 4.6 The improvements offered from the upgrade will make an operational difference to efficiency. However, it is not anticipated that any of these efficiencies will be of an order that could enable them to be captured as a cost saving.
- 4.7 The ongoing maintenance is estimated to be in the region of £20,000 per annum for the additional sites included in the table above at 4.1. The current maintenance costs are £32,000; therefore, this proposal results in a small annual saving of £12,000 a year as shown in the table below.
- 4.8 There will be a total capital charge in relation to the asset created through this project of £130,000 that will commence from 2019/20. It should be noted that this is a “below the line” charge and will not create a pressure against the departmental cash limit.

	Full Year Cost	
	Current Expenditure £000	Capital Charges £000
2019/20	-12	130
Total	----- -12 -----	----- 130 -----

5. Other Key project considerations

- 5.1 There are no information governance implications as no personal data is held on the system. Data held relates to the time to respond to monitor performance and provide evidential records for CQC and legal requests.
- 5.2 There are no significant training implications as the use of a Nurse Call system is a core part of the staff daily routine and is a simple system to use and operate.

6. Conclusion

- 6.1 Evidence demonstrates the advanced technology in systems for Nurse Call make a real difference to the comfort and safety of people in our care as well as improve the ability of staff to respond effectively. A modern/updated Nurse Call system is therefore critical for the safe effective operational running of services covered by HCC Care.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Strategy**

Hampshire maintains strong and sustainable economic growth and prosperity:	Yes
People in Hampshire live safe, healthy and independent lives:	Yes
People in Hampshire enjoy a rich and diverse environment:	Yes
People in Hampshire enjoy being part of strong, inclusive communities:	Yes

Other Significant Links**Links to previous Member decisions:**

<u>Title</u>	<u>Date</u>
Capital Programme for 2019/20 to 2021/22	16 January 2019

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

This proposal will improve the service to residents, delivering an improved and safer user experience and will benefit people over the age of 18 years.

2. Impact on Crime and Disorder:

2.1 The County Council has a legal obligation under Section 17 of the Crime and Disorder Act 1998 to consider the impact of all the decisions it makes on the prevention of crime. The proposals in this report have no proven impact on the prevention of crime.

3. Climate Change:

How does what is being proposed impact on our carbon footprint / energy consumption?

The proposals within this report do not have an impact on our carbon footprint or energy consumption.

How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

Not applicable