



## **Appendix 2**

# **Central Bedfordshire Council**

## **The Day Offer for Older People and Adults with Disabilities in Central Bedfordshire**

## **1. Scope of the Day Offer**

Central Bedfordshire Council is committed to offering a wide ranging day offer to older people and adults with disabilities focussing on those who are assessed as having eligible care and support needs. The overall aim is to secure better outcomes for current and future customers within Central Bedfordshire, encompassing older people and adults with disabilities, which includes people from the age of 18 with a physical and/or learning disability.

Typically day opportunities and day services are terms used to describe a range of activities and support services. Day Services are delivered outside people's own homes and are generally building-based, and include day Centres. Central Bedfordshire Council directly provides eight day centres. Five of these are for older people and adults with physical disabilities and three for people with learning disabilities. The term 'day opportunities' is generally used to describe other day activities which may or may not be building-based, and although commissioned by Central Bedfordshire are delivered by other providers. Customers may access such services through personal budgets or direct payments. The day offer encompasses all of these.

## **2. New Day Offer:**

The new day offer is based on the key components and principles outlined below. They have been developed following a period of engagement and formal consultation with current day centre customers, carers and wider stakeholders. These key components and principles will be used as a basis on which to commission and deliver services in the future. This will include the councils' own services. The offer takes into account best practice examples from other areas. Implicit in the transition from the current to the new day offer is the need to effectively manage council resources and deliver improved value for money whilst achieving the transformation objectives.

### **2.1 Key Components**

These have been identified as important outcomes that should be achieved through a future day offer both for customers and their carers.

#### **A. Meet customer outcomes for social interaction and physical and mental stimulation.**

- i. The importance of the social aspects and maintaining social interactions with others in counteracting isolation is the major component for most customers.
- ii. For the adults with learning disabilities, it was clear that many had attended centres for a long time and had formed friendships that were important to them. However, some commented that they would also like to make new friends. Older people also developed friendships and enjoyed meeting the same people through regular attendance.
- iii. The routine was seen to be important for some people with dementia, and adults with autism, enabling them to maintain existing skills and abilities.
- iv. Meals were an important element in the current day especially for older people who live alone or for people with dementia. Carers felt this was a vital part of the day ensuring that people's needs for hydration and food were met.

- v. For adults with learning disability, the meals had a wider value in terms of attendees preparing basic snacks which gave them skills as well as a role to play.
- vi. The activities provided featured highly for both groups of attendees and carers, and was an area where it was felt more could be provided.
- vii. It was recognised that for some people anything new was daunting, so the chance to learn new skills needed to include the encouragement to try something new, promoting learning and enabling environments and positive risk enablement.
- viii. For adults with learning disabilities it was felt important to be able to learn new skills that could lead to wider opportunities including employment.
- ix. The belief that even those who have the most difficulty communicating and/or taking part in activities, or with behaviours that may challenge, still derive benefit from interacting with others in an environment where activity is taking place.

**B. Meet carer outcomes for respite and peace of mind.**

- i. Nearly every carer described the important respite role that services play in providing a vital chance to catch up with tasks or allow for personal space without the worry of caring.
- ii. Additionally, the importance for carers that services provide a safe environment where customers' care needs are being met.
- iii. Staff who were consistent and knew their loved one was also valued, especially where people had dementia, profound needs or lacked cognitive skills.
- iv. Carers expressed the need to improve communication between themselves and the service in the future, and some would be keen in taking part in activities in the centres alongside their loved ones.
- v. They also valued meeting other carers and interacting with staff at the centres as part of this process, being listened to and said they would like regular opportunities to continue meeting.

**C. Meet care and support needs.**

- i. It was recognised that care and support needs are increasing over time, necessitating well trained staff to deliver the care and support needed. For services for older people this includes training in dementia.
- ii. This included the provision of suitable facilities to cater for those with profound physical care needs and those with dementia.
- iii. The staff play a vital role in creating and maintaining a happy, friendly atmosphere.
- iv. The offer should be flexible and person-centred, recognising the wide spectrum of customers and carers needs, including their capacity.
- v. For frailer people, a local service to minimise time on transport was important. For others, transport didn't seem to be a problem as it enabled them to maintain ongoing friendships.
- vi. Widening the current Monday to Friday 9 to 4 offer should be considered, as we plan for future needs and aspirations.

- vii. The centres provide the opportunity to promote health and wellbeing and positive lifestyle choices, linking to wider health services.

## **2.2 Key Principles:**

These have been developed based on the outcomes identified within the key components and provide an overarching set of principles through which the day offer should be delivered.

### **A. Promote and maintain independence in a way which is personalised, flexible and responsive.**

- i. Encourage people to have choice, make decisions, feel involved and valued and able to make a meaningful contribution where able.
- ii. Have an individual focus with identified and agreed goals.
- iii. Recognise and respond to current and changing care and support needs.

### **B. Promote learning in a stimulating and supportive environment**

- i. Create an ethos of continuous learning and improvement, by encouraging people to try new things and develop new skills, including life and employment skills.
- ii. Use a wide range of sensory stimuli.
- iii. Access a wide range of expertise to provide learning, including experts by experience (potentially customers) and external partners where required.
- iv. Pioneer the use of emerging technologies

### **C. Deliver greater integration and partnership with local communities**

- i. Deliver opportunities as close to peoples homes as possible.
- ii. Utilise existing local services and support the development of new services.
- iii. Encourage involvement of a wider range of people including across generations and the community.
- iv. Develop opportunities that bring people together with a variety of needs and interests where possible and desirable.
- v. Deliver services in ways that integrate with NHS services.
- vi. Develop stronger links with voluntary sector and other partners in the local community.
- vii. Actively promote volunteering.

### **D. Maximise the use of community facilities that can be accessed by older people and adults with disabilities**

- i. Where possible create dedicated space in facilities such as leisure centres, libraries, care homes and other community spaces.
- ii. Where possible day services should facilitate customers to access universal, non-specialist services.
- iii. Aim to use more local facilities.
- iv. Proactively work with planners and developers to ensure new developments are future proofed, integrated and can provide accessible and flexible community use.