

Central Bedfordshire Council

SOCIAL CARE HEALTH & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

20 September 2016

The Day Offer for Older People and Adults with Disabilities

Report of Executive Member for Social Care and Housing, Cllr. Carole Hegley, carole.hegley@centralbedfordshire.gov.uk

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Purpose of this report

1. To inform the Overview and Scrutiny Committee of the process planned to determine the future of day services in Central Bedfordshire.
2. To inform the Overview and Scrutiny Committee of the outcome of work undertaken thus far.
3. To seek the views of the Overview and Scrutiny Committee on the key themes and issues set out in this report

RECOMMENDATIONS

Social Care, Health and Housing Overview and Scrutiny Committee is asked to:

1. Consider the contents of this report and add its views about the new Day Offer to the work being undertaken by the Co-Production Group.
2. Advise if and when it would like to receive a further update on the progress of the development of the new Day Offer.

Background

4. At its meeting on 7th June 2016 the Executive received a report on the Day Offer for Older People and Adults with Disabilities. The report set out the challenges and opportunities facing this service area whilst acknowledging the important contribution that day services make in supporting vulnerable adults and their carers. It proposed a two-stage approach to the development of a new Day Offer for these groups of people.

5. The names and locations of the Council-run centres are shown in Diagram 1. The centres in pink provide support for older people and adults with a physical disability. The centres in green provide support for adults with learning disabilities.

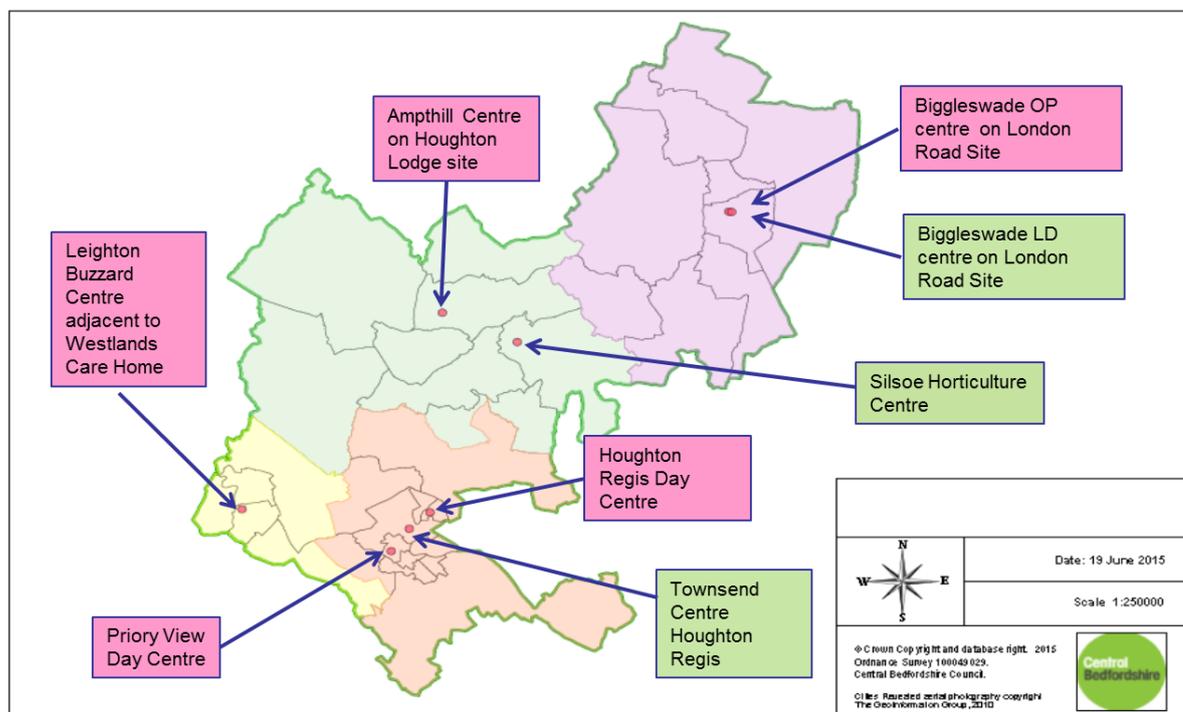


Diagram 1 – Locations of Council-run day centres

6. The challenges can be summarised as:
- The buildings were constructed a generation ago as segregated facilities and are not integrated with universal services.
 - The utilisation levels of the buildings are low in relation to their original design and purpose
 - The buildings' size and age mean that they are expensive to maintain and repair.
 - The design of the buildings gives them an institutional feel that some customers can find off-putting.
 - The location of services means that customers have to travel long distances to access them.
7. The opportunities identified were:
- New developments planned for the next 3-5 years could offer options for co-location of day services.
 - Work going on to develop new services and improve existing ones could offer the opportunity to integrate day services.
8. The stages proposed were:

- a) Stage 1 – Customer and stakeholder engagement. We want to develop a clear statement of the purposes of the day services that the Council will offer in the future and how this will be delivered.
- b) Stage 2 – Transition to the new day offer. We will review each of the current day centres in light of the future offer to determine what changes, if any, need to be made as well as developing new day services that may be needed.

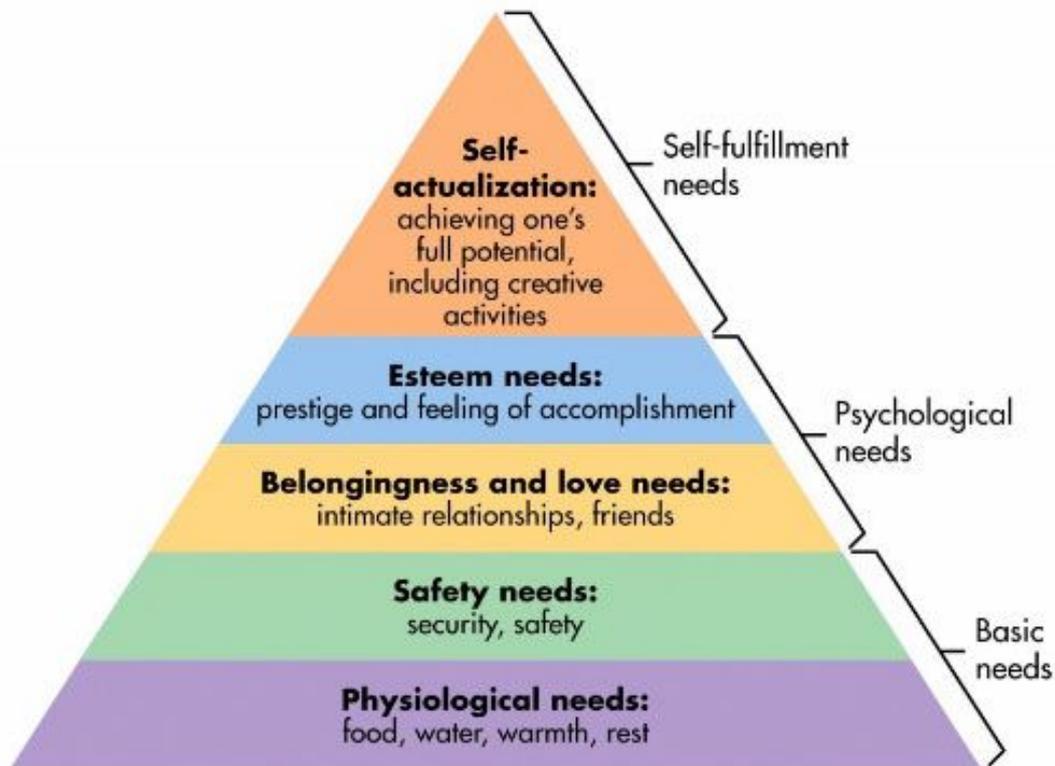
Stakeholder Engagement and Decision-making Process

9. The Council is currently part-way through Stage 1 and programme of activities is summarised below:
10. A three-week engagement with customers in each centre sought feedback on what they get out of their current use of day care and what they would like to see improved. Staff in the centres facilitated customers to take part.
11. At the same time carers were sent an individual survey asking them similar questions. These were followed up with informal carer meetings in each centre.
12. These comments have been considered by a group of: centre staff, practitioners, carer and customer representatives who have formed a Co-production Group. This group met during August and September 2016. This group is tasked with producing the draft document setting out the new Day Offer.
13. The draft Day Offer will be considered by the Executive at its meeting on 11th October 2016 and, if approved, it is expected that the document will undergo a period of formal consultation between October 2016 and January 2017. During the consultation period anyone will be able to comment on the proposals.
14. It is expected that the Executive will then consider the output of the consultation and any proposed changes to the offer before approving it. This will conclude Stage 1.

Developing the New Day Offer

15. The processes set out in paragraphs 10 and 11 yielded 799 comments. These have been collated into themes and are set out in the diagrams in Appendix 1. They are also set out in more detail in Appendix 2.
16. Whilst there were some differences between the comments of learning disabled and older customers there was a good deal of common ground.
17. The comments of family carers of adults with learning disabilities and family carers of older people were also very similar.
18. The Co-Production Group took these comments as a starting point for its deliberations and is in the process of developing the basis of the new offer.

19. This report was drafted after the Co-Production Group had met twice and the developing ideas are set out below. Further progress made by the group will be reported at the meeting.
20. The group felt that a useful framework for discussion around this wide topic was that of 'basic needs' and 'psychological needs' as defined by 'Maslow's Hierarchy' (see below).



21. The key themes from the feedback were then re-organised to 'map' them to hierarchy. These are set out in Appendix 3. The comments around basic needs fitted very well into the hierarchy and the comments around socialisation map across to the 'Belongingness' group. Comments about activities were felt to largely fall into 'Esteem needs' although it was also acknowledged that group activities can also meet lower order needs as well.
22. Further work is being carried out on the range of activities that should be part of the offer and progress will be reported at the meeting.
23. The principles of the day offer being developed by the group can be summarised thus far as:
 - a. The important role that services play in providing respite for family carers
 - b. Additionally, the importance for carers that services provide a safe environment where customers' care needs are being met.
 - c. For older people's services the availability of a hot meal for customers was viewed as important by both customers and family carers.

- d. The importance of the social aspects in counteracting isolation and maintaining social interactions with others.
 - e. For the learning disabled group, 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.
 - f. The importance of having and maintaining a happy, friendly atmosphere.
 - g. The belief that even those who have the most difficulty communicating and/or taking part in activities still derive benefit in being with others in an environment where activity is taking place.
24. Further work is underway in relation to activities but at the time of drafting there were a number of themes emerging:
- a. Customers generally enjoyed the current activities but would like more variety and the chance to try out new activities.
 - b. Customers enjoy 'days out' and would like more of them.
 - c. Customers mentioned the idea of sports activities and doing exercise.
 - d. Customers would like more opportunities to learn. For people with learning disabilities this was often expressed in terms of 'life skills' such as cooking and managing money. For older people there was a greater focus on new hobbies and pastimes. Both groups specifically mentioned skills with computers or tablets.
 - e. Customers with a learning disability mentioned access to paid work and employment opportunities.

Conclusion and Next Steps

- 25. Work is continuing to develop the new day offer and a further update can be provided at the meeting of the Committee.
- 26. Any feedback from the Committee will be considered by the Co-Production Group and incorporated into their work.
- 27. It is envisaged that the draft Day Offer will be considered by the Executive at its meeting on 11th October 2016 and, if approved, it is expected that the proposals will undergo a period of formal consultation between October 2016 and January 2017.
- 28. This Committee may wish to have a further update on progress either during the consultation period or at its end, prior to the Day Offer going to the Executive for consideration.

Background Papers

- 29. None

Appendix 1: Diagrammatic summary of comments made by customers and family carers

The area of each circle is proportional to the number of comments received on the topic

Diagram 1: Older People - Customers and Family Carers - What People Like

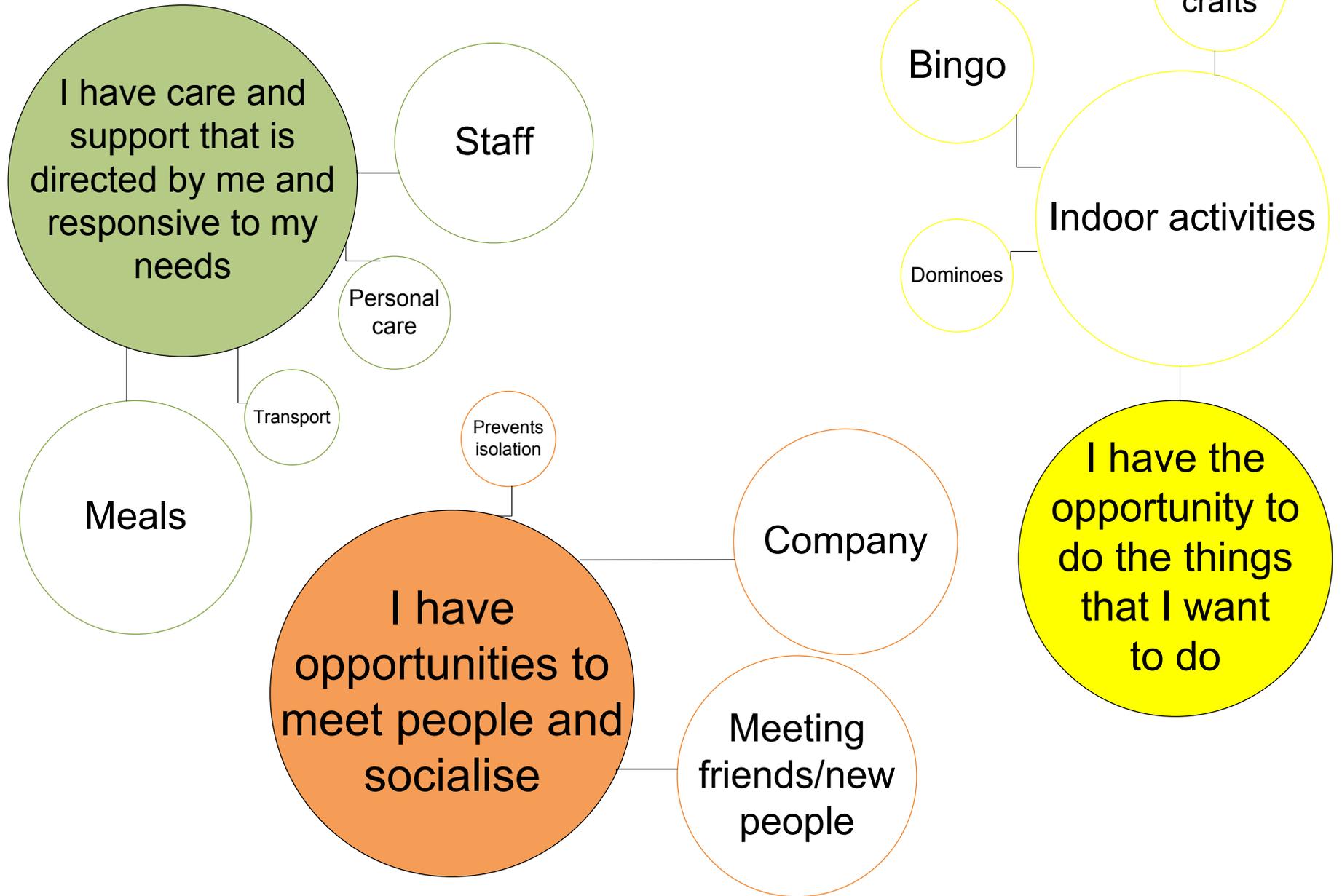
Diagram 2: Older People - Customers and Family Carers - What People Want

Diagram 3: Learning Disabled Customers and their Family Carers - What People Like

Diagram 4: Learning Disabled Customers and their Family Carers - What People Want

**Older People –
customers & carers**

What people like



**Older People –
customers & carers**

The outcomes people want



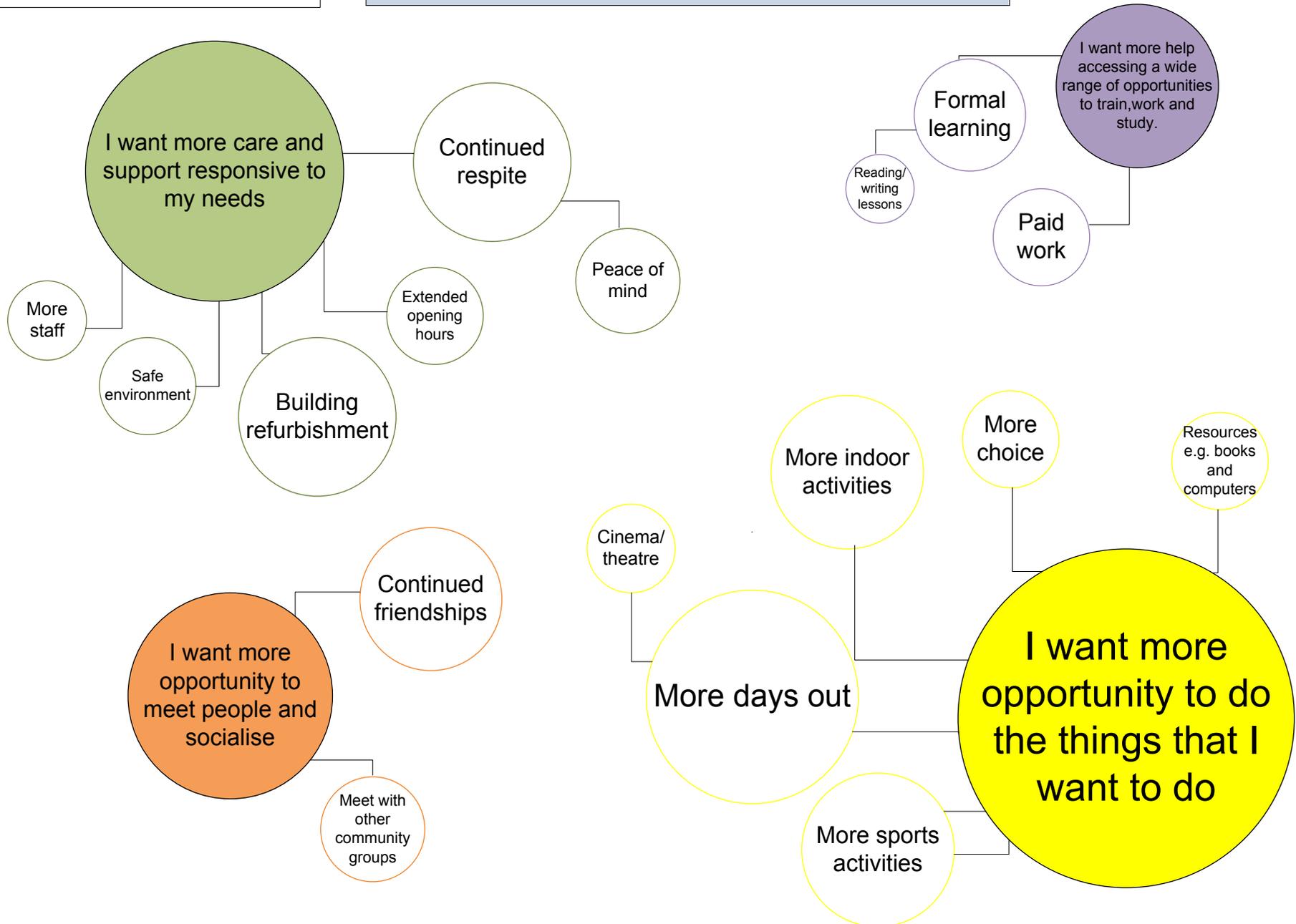
Learning disabled customers & their carers

What people like



Learning disabled customers & their carers

What people want



Appendix 2: Summary of comments made by customers, family carers and centre staff

Summary of feedback provided by older persons, family carers and centre staff

I have the opportunity to do the things that I want to do

Works well: A large proportion of the feedback on what currently works well at day centres was based around the activities on offer that customers enjoyed participating in. Customers tended to list activities that they enjoyed with dominoes and bingo being very popular.

Potential outcomes: There were several separate outcomes that both relatives and customers would like to see in the future at day centres. A recurring comment from customers was that they wanted to do more day trips although there was little specification from most about the day trips they would like to be arranged. Separately, two customers commented that separate activities for men could be provided but again did not specify what they wished these to be. Comments from relatives mentioned that communication could be improved between themselves and staff at the day centres as they are not always made aware of what the customers do at the day centres, particularly customers with dementia. Customers were positive around the idea that the day centre could be an ideal way for them to stay stimulated and active, doing activities that they otherwise would not do and there was a positive response to the variety of activities available to continue. A minority of comments however stated that the day centre was not an enjoyable experience for their relatives and lack of stimulation was a possible reason for this so the improvement of activities available could be beneficial here.

I feel that the facilities available at the centre are appropriate to meet my needs

Works well: There was positive feedback around the facilities in and around the day centres and transport provision in particular was popular with both customers and carers, although changes could be made to pick up times and the pick up order of customers. For some customers the transport to and from the centre is an enjoyable part of the day centre experience.

Potential outcomes: Comments varied about the changes that could be made at the centres. There was a comment about those that work at the centre being more organised providing certain things e.g. toilet rolls and milk to ensure that these basic necessities never run out. Customers also commented on the need for refurbishment in places and that the centres can be cold in the winter months.

I feel that I have the opportunity to meet and socialise with people

Works well: Social opportunity was the most popular theme that was fed back as a positive attribute of the day centre experience. The word 'company' is a recurring theme by relatives and customers, people value the time that they get to spend with people of a similar age to themselves and enjoy having a chat with them. Some

comments suggested that whilst individual customers themselves may not have the capacity to communicate verbally it improved their overall happiness to watch other people talking and being in a sociable environment. The centre gives people the opportunity to go somewhere and socialise with people and is hopefully successful at preventing them becoming isolated and unhappy.

Potential outcomes: Several comments from customers welcomed the staff to introduce customers to one another, particularly during activity times as customers were not always aware of who the other people sitting on their table were. One relative suggested that to improve communication between staff, customers and relatives it may be a good idea for relatives to be invited to special events being held at the centre and relevant talks such as those on dementia.

I get the care and support that I need whilst I am at the centre

Works well: The staff were popular amongst relatives and customers of day centre services with them being seen as a friendly, caring and approachable team who provide a high quality service. The meals provided at the day centres were also met positively by the majority, particularly from relatives who were reassured by the fact that their relative was receiving at least one good hot meal a day. Comments made about personal care services at the centre were generally associated with the help this services provides customers in terms of washing and general grooming. One customer also commented that the staff are very helpful in keeping a watch on any 'lumps or bumps' when bathing customers.

Potential outcomes: Whilst there was positive feedback about the food provided at day centres others wanted to see an improvement about the choice of food that was available to them. In terms of personal care only 3 comments were made, all of which were from customers attending Ampthill day centre and who asked for visits from external chiropodists or manicurists.

I have the opportunity to work, learn and train in areas that interest me

Works well: No comments were made by staff, customers or relatives of customers on this topic.

Potential outcomes: 6 comments were made by customers about learning opportunities that they would like to see be made available at the day centre. All of these comments related to customers wanting to learn how to navigate a computer/tablet.

Summary of feedback provided by learning disabled customers, family carers and centre staff

I have the opportunity to do the things that I want to do

What works: This was by far the most popular topic discussed when asked what works well currently, particularly commented on by customers, the majority of which listed activities that they enjoy doing at the centre. Arts and crafts based activities were particularly well received by customers as was the notion of fresh air and doing exercise to stay healthy. The relatives that commented generally praised the centre for the variety of activities it offers and the stimulation that these provide.

Potential outcomes: Again customers tended to list activities that they would like to be available at the centre with a large number wanting to do sports based activities away from the centre. Comments from relatives here were generally around the customers being able to have more freedom and independence to choose the activities that they participate in and this was linked with more activities being available. Both carers and customers commented on the day centre being an important place at introducing customers to activities that they may not otherwise do and wished the variety of these activities to continue.

I feel that the facilities available at the centre are appropriate to meet my needs

What works: Feedback from customers that attend Biggleswade day centre were largely impressed with the notion of having separate rooms for different activities (e.g. a television room and a games room). Transport provision to and from the centre was appreciated in the feedback with the general viewpoint that it was a necessary service and to some extent part of the day centre experience.

Potential outcomes: Comments were very mixed here and again largely came from customers, they ranged from the centre needing minor refurbishment work to the centre needing new rooms and spaces creating (e.g. for the provision of a changing area). The provision of sensory items and sensory spaces was a recurrent theme. Smaller material provisions were also mentioned including the need for more books and computers. One customer commented on need to increase transport provision to enable more days out.

I feel that I have the opportunity to meet and socialise with people

What works: Both relatives and those that attend the day centre commented on the centre being a great place to meet people and build friendships with other customers and with staff. The idea of making friends and having a laugh was a very popular comment from customers. In terms of preventing isolation through socialising and 'getting out' the three comments made came from customers who stated that if they did not attend the day centre they would be sat at home, bored and perhaps not even get out of bed, the centre prevented this occurring.

Potential outcomes: Customers commented on the idea of inviting more people into the centre, especially other community groups to socialise with them, particularly interacting with people of a range of different abilities. Several customers also commented on the idea of community access but did not expand on this further. Further, several comments related to whether more encouragement and support could be given for people to meet their friends from the centre outside of the day centre environment and operating hours. A link was identified between meeting people/making friends and overall happiness and the centre is seen as a facilitator of this.

I get the care and support that I need whilst I am at the centre

Works well: The staff had very positive feedback from both customers and relatives which the staff being seen as very caring, friendly and approachable. The continuity of the staff was particularly praised by carers who believed this was beneficial to customers with certain learning disabilities. Feedback was very positive around the care given to customers and the communication relatives had between themselves and carers working at the centre was good.

Potential outcomes: There was several comments related to the need for more staff however there was no specific reason for this given in feedback. Further, more training for staff was again mentioned several times with little further explanation of specific training required.

I have the opportunity to work, learn and train in areas that interest me

Works well: Customers responded well to this theme and enjoyed helping out around the centre, such as manning reception, doing jobs in the kitchen and working on the allotments. A separate theme came through that team work is expected at the centre and the staff are very trusting and allow customers to have their independence when helping with jobs. Carers also thought this was a good thing for customers and their overall wellbeing as it gave them a sense of purpose and the experience of 'going to work'.

Potential outcomes: Whilst this was not a major theme in feedback in the potential outcomes section there were comments around the availability of formal learning experiences at the day centres including computer lessons and reading/writing lessons as appropriate to individual needs. Both a carer and a customer also commented on the idea of paid work being available which apparently used to happen at the centres, with customers receiving a small wage for the work they did. This could be linked to the wellbeing of customers and the independence they gain from experiences of working and generally helping out.

I have structure to my days and the opportunity to go somewhere I feel safe and happy

Works well: There were a few comments related to customers feeling happy and safe in the day centre environment and relatives commented widely on the respite

the day centre gives them from their roles as carers. It was demonstrated as particularly important for relatives to have peace of mind that the customer is in a safe environment and that their care needs are being met.

Potential outcome: Extension of operating hours was mentioned and this could encourage more socialisation between customers and provide further respite to relatives however there was no other comments made in regards to this topic.

Appendix 3: Summary of comments grouped by type

People with Learning Disabilities	Older People
Basic Needs	
Customers being safe	Customers being safe and happy
Customers feeling safe	Warm in the winter
Customers' care and support needs being met	Customers' care and support needs being met
Family carers knowing their relative is safe	Family carers knowing their relative is safe
Family carers knowing that their relative is having their care needs met	Family carers knowing that their relative is having their care needs met
Family carers having respite from their caring role	Family carers having respite from their caring role
	Make sure basic supplies don't run out
	Physical facilities appropriate for customer's needs
	Meals important to both customers and relatives
	Improved communications with relatives
Socialisation	
Avoiding boredom	Avoiding boredom
Avoiding isolation	Avoiding isolation
Happy environment	Friendly environment
Customers being happy	Caring environment
Meeting friends	Company
Making new friendships	Being with others even if unable to take part in activities or communicate a lot
Having a laugh	Staff facilitating customers to interact with each other
Integrated activities with other groups of different abilities	
Extended hours to encourage socialisation	
Activities	
Arts and crafts activities	Dominoes
Activities in the fresh air	Bingo
Chances to try out different activities	Singing
Sports activities	Physical activity - exercises
More days out	More days out
Learning opportunities	Learning opportunities
Skill development opportunities	Therapeutic activities
Computer lessons	Computer lessons

Life skills development	Improved stimulation for customers
Paid work - access to employment	
More books	
More computers	