

**REPORT TO:** Executive Board

**DATE:** 31<sup>st</sup> March 2011

**REPORTING OFFICER:** Strategic Director, Adults and Community.

**SUBJECT:** Outcome of the consultation to modernise and integrate day services and opportunities for all adults.

**WARDS:** All

## **1.0 PURPOSE OF REPORT**

1.1 To inform Executive Board of the outcome of the consultation, in relation to the modernisation and integration of day services and opportunities for all adults.

## **2.0 RECOMMENDATION**

**That members of Executive Board:**

- (1) Note the contents of the report;**
- (2) Give approval to implement the proposals as outlined in section 6.0**

## **3.0 SUPPORTING INFORMATION**

### **3.1 Background**

A report was presented to Executive Board on the 13<sup>th</sup> January 2011, which outlined the key issues and development plan for the modernisation and redesign of Day Opportunities for Older People and Adults, and to seek approval to begin formal consultation with key stakeholders, on the future provision of services, with a focus on:

- Integration of Sure Start To Later Life and Community Bridgebuilders to provide a single access point to all day opportunities and Early Intervention services- providing a service for all adults.
- Decommission Older People's Community Day Services, in it's current format, (Ditton community centre, Trinity Church, Southlands Court, Chapelfields Community Centre, and Victoria Court) and further develop alternative day opportunities within the community, ensuring these are utilised more effectively

across all client groups

- De-commission Pingot and the service be delivered in its entirety from within the community as the “Hub and Spoke” model.
- Oakmeadow day centre- to develop as an alternative enablement model, integrated with Adult Day Service as a Community Resource Model.

#### 4.0 **Consultation**

#### 4.1 **Sure Start To Later Life and Community Bridge Builders Staffing Teams**

##### 4.1.1 **Staff Group**

As the main group affected were staff the consultation for this service has focussed on the staff group. Regular meetings with staff have been ongoing since January 2011. Overall the staff group are extremely positive and support the overall proposed changes to services. The staff are supportive of the proposed integration of these two services, and can see the many benefits of this approach.

#### 4.2 **Older People Community Day Services**

##### 4.2.1 **Staff group**

Regular meetings with staff have been ongoing since January 2011 including frequent individual sessions and meetings with the full staff team, Unions and HR. The staff group have worked in the service for 20 years or more, and find the process of change challenging, however there is an understanding of the need to modernise services and the benefits of this new approach to service users. Work is ongoing to ensure that there are no compulsory redundancies.

##### 4.2.2 **Service Users and Carers**

A schedule of carers' and service users consultation has been completed by the Commissioning Manager for Older people's services and Senior Day service officers. The consultation comprised of a series of visits and telephone calls with a questionnaire. It is clear from the results received that the Community Day Centres offer a vital role in the lives of the people who attend them. However, during the consultation, it was clear that the aspects of the service that were important to people could be maintained and improved within the new service model, 81% of service users said that they enjoyed the social activity and friendships most.

“I don’t have any friends apart from the people here”. There were three overarching positive elements that came out of the consultation, people attending liked:

- The meals provided
- The social interaction and the friendship
- The transport to get them to the venue, in almost every case people stated that without this they would be unable to attend.

When asked what could be improved in the future, users said:

“ It would be nice if more people came to the groups”

“Could there be more activities”

The service users were also asked to suggest possible activities they would like to get involved in, these included:

- Day trips
- Shopping
- Meeting new people
- Games
- Cinema
- Go to the pub
- Go to Norton Priory

The outcome of this consultation is clear in relation to what is important for people who use the day services, they would like to maintain the activities and friendship groups, but also there is a clear message that they would like to see these expanded to a wider range of activities and wider friendship groups. Most importantly support for them to get out of the house and to stay active.

This view was supported by the responses made by carers and families to the series of questionnaires and interviews undertaken as part of the consultation process.

***“[The service]...gives mum the chance to mix with others she’s 90 and lives on her own and our visits to her are restricted due to having a caring role with our grandchildren, whom we take to see mum when we can”.***

***“Everything is going well at the moment with no complaints, I think eventually mum will have to go in to a home”.***

***“[The service]...is hugely important as it enables mum to get out of the house and she is able to socialise, enjoys the hot meal provided and even looks forward to having a chat to the transport drivers who are exceptionally kind to her”.***

***“The more mum does the better, as long as it doesn’t tire her”***

***“Mum needs to be stimulated at her age and this gives her a boost”***

4.2.3 The proposed future model will ensure that the current venues are maintained, and the access to other opportunities, activities and friendships is explored. Further work will be required to develop this alternative approach, whilst continuing to support the current service user group. This includes:

1. Continue all of the day centres (within the current locations) using the existing volunteers and initial support from the voluntary sector (Age UK) and Sure Start To Later Life.
2. Ensure transport continues to be provided.
3. Each person currently accessing the service is reviewed at three months and six months to ensure that their needs are being met.

#### 4.3 **Oakmeadow Day Centre**

Currently 21 people attend Oak Meadow for Day care. All service users have differing levels of needs. All service users and their carers were contacted, and invited to be involved in the consultation. All the people contacted were complementary about the service, and supportive of the service continuing to be provided.

All service users interviewed stated that they enjoy attending Oak Meadow, and their carers valued the support the service offered to them to continue in their caring role.

The majority of people interviewed felt that the activities currently provided are limited and repetitive.

The Service users and carers interviewed were supportive of the new developments in Oakmeadow and the opportunity to be supported to undertake and or/ access a range of activities to meet their individual needs.

#### 4.4 **Pingot**

##### 4.4.1 **Staff Group**

Regular meetings, supervisions and briefing sessions have taken place with staff. As Day Services staff regularly rotates to community

venues the decommissioning of Pingot has been largely viewed as the logical conclusion to the modernisation process. In addition, staff felt that the service continues to improve and that the move away from Pingot represents progress.

#### 4.4.2 **Service Users and Carers**

Individual visits to the homes of all users and carers were undertaken and all carers have been interviewed. The overwhelming majority of people have been positive about the changes.

The specialist independent consultation session held on Tuesday 22<sup>nd</sup> February with Halton Speak Out was equally overwhelmingly positive for the continuation and expansion of community based services and the relinquishing of Pingot as a venue. 15 of PMLD Service Users affected by the closure of Pingot attended. 13 of the attendees put smiley faces on community venues and only 2 added smiley faces on Pingot.

Carers comments have included:

***“It took us a long time to get used to moving out into the community but we can see it is better for x than we thought”***

***“There is more going on than ever and x loves working in the hairdresser. It has changed her. She is beaming”***

***“I am glad the chickens are back x missed working with them. I don’t think she minds leaving Pingot at all, nothing was going on there anyway.***

4.4.3 All carers have been seen individually and as part of the Quality Improvement Team Inspections and tours regularly run by the service for carers.

4.4.4 The reaction to the final move from Pingot has been positive. It is recognised that for a very small minority of people that the transition will be challenging, however staff are committed to working with these people to support them.

#### 4.5 **Consultation with Councillors**

4.5.1 A report was presented at the Health Policy and Performance Board on the 8<sup>th</sup> March 2011 and the Board were very supportive of the proposals.

4.5.2 There have been ongoing discussions with the Portfolio Holder, Chair and deputy Chair of the Health PPB, during this consultation period

## 4.6 **Consultation with Interested Bodies and Individuals**

4.6.1 Meetings have taken place with representatives of the trade unions and Human Resources. Every effort is being made to ensure there are no compulsory redundancies as a result of these changes.

4.6.2 In addition the following groups have been consulted on Older People's Community Day Services, Pingot and Oakmeadow Dementia Day Care:

- Halton Disability Partnerships
- Adult Learning Disabilities Local Implementation Team
- Carers Centre Officers
- Halton Autistic Family Support Group
- Older People's Local Implementation Team
- Halton Speak Out
- Physical and Sensory Disabilities
- Older People Widnes and Older People Runcorn
- ALD Care Managers
- Transport

4.6.3 The Older People's Local Implementation Team (LIT) has been consulted and is very positive in relation to the proposed improvements for community support and day opportunities for Older People.  
The Older People's LIT support the proposals.

## 5.0 **KEY ISSUES**

### 5.1 **Promoting Independence**

The modernisation of day services has previously demonstrably increased the confidence of many service users and provided activities that are more meaningful with many experiencing work and employment opportunities. The implementation of these proposals will ensure these opportunities are available for all adults including Older People.

### 5.2 **Accessible Environment**

By using community facilities issues of accessibility have previously been identified and reported on. Longer term, any improvements in the accessible environment as a result of this initiative will bring benefits to the wider community.

### 5.3 **Personalisation**

This initiative will give some people, previously dependent on traditional services, the confidence to participate in the

personalisation agenda and to exercise greater choice in how they spend their time.

#### **5.4 Pingot Day Centre**

If it is recommended, following the consultation, that day services continue to be provided in satellite units in the community and promote inclusive services. The Council will need to consider the future use of Pingot Day Centre.

#### **5.5 Older People's Community Day Services**

Service users will continue to receive a service from the venues they have become accustomed to. The move to involve 3<sup>rd</sup> sector support for the provision will open up opportunities to greater community involvement.

#### **5.6 Oakmeadow**

Service users will continue to receive respite services in alternative residential homes, the provision of Dementia Day Services and Intermediate Care will be improved with a greater focus on activities/reablement and community involvement.

The development of a Business Plan, (Appendix 1) for Oakmeadow is a proposal that will deliver a new service with a more intensive approach to re-ablement, employment opportunities and integrated services. Staff groups from OP services and ALD services will merge to provide this business model and a more universal service across Halton's community in general. The model will, fulfil the objectives of the new strategic thinking, deliver outcomes that are inclusive and promote independence, significantly contribute to the reduction of cost and set the services on a path of modernisation. In addition the changes will:

- Refocus on re-ablement and integrated provision to improve service user outcomes.
- Crisis response would be more focussed around demand with 18 Intermediate Care Beds, which can be further developed more appropriately with support from the RARS team.
- Continue to deliver better quality dementia day care across a wider range of service users.
- Continue to support the 1 long-term service user at Oakmeadow.

#### **5.7 Sure Start To Later Life/Community Bridgebuilders**

The service will continue to be delivered, with a renewed focus on the provision of equitable services across all adult groups.

## **6.0 PROPOSALS**

- 1. To integrate the staffing groups for Sure Start To Later Life and Community Bridge Building Service.**
- 2. To de-commission Older Peoples Day Services within the current format and work in partnership with the Third Sector.**
- 3. Redesign the current provision of Day Care within Oakmeadow, and implement the Business Plan for Oakmeadow Community Resource Centre.**
- 4. To de-commission Pingot Day Centre as a base for the delivery of Day Services.**

## **7.0 FINANCE**

7.1 Combining provision across all service areas, where appropriate will deliver efficiencies particularly with the decommissioning of Community Day Services in its current format, and changes at Oakmeadow.

7.2 To implement the business plan for Oakmeadow there will be a requirement to undertake some refurbishment, including:

- Refurbishment of residential beds with the additions of en suites
- Development of office spaces to accommodate a minimum of 5 external fee paying providers
- Redevelopment of current day care space to accommodate a commercial on site café.

The total cost is estimated at £100,000. £48,000 has been identified from Health funding, to support social care services. The additional funding will be allocated from the social services capital allocation.

## **8.0 POLICY IMPLICATIONS**

8.1 Policies and procedures have been amended and continue to be amended as appropriate to provide services within the community.

## **9.0 RISK ANALYSIS**

9.1 Not all stakeholders will support the modernisation plan. However, the process of consultation has enabled them to express their concerns and for these to be addressed.



## **10.0 EQUALITY AND DIVERSITY ISSUES**

10.1 The modernisation of day services will enable people to be more actively involved in community activities and will promote independence and confidence. Longer-term, these developments will help some users to participate fully in mainstream services bringing benefits for them and the wider community.

10.2 Any improvements in accessibility of the environment achieved as a result of this initiative will benefit the wider community now and in the future.

## **11.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

<b>Document</b>	<b>Place of Inspection</b>	<b>Contact Officer</b>
Modernisation and integration of Day Services and opportunities for all Adults. Executive Board Report 13/01/11	Municipal Building Widnes	Strategic Director Adults & Community