

REPORT TO: Healthy Halton Policy and Performance Board
DATE: 15 September 2009
REPORTING OFFICER: Strategic Director, Health & Community
SUBJECT: Modernisation of Day Services

1.0 PURPOSE OF REPORT

1.1 To inform Policy and Performance Board (PPB) of the progress on the modernisation of Day Services and the outcome of recent consultation events.

2.0 RECOMMENDATION

RECOMMENDED: That

- (1) The report be noted, and*
- (2) PPB supports the plan to continue to modernise the service.*

3.0 SUPPORTING INFORMATION

3.1 Background

A report was taken to Executive Board on 4 June 2009 proposing a modernisation of Day Services and requesting permission to consult with all stakeholders about the future of these services. A comprehensive consultation plan was prepared and has since been updated and is attached at Appendix 1.

3.2 In February 2009 there were 58 people attending Bridgewater Day Centre on a regular basis. Some people attended for one day a week while others attended for up to three days per week. Some people had been attending Bridgewater Day Centre for many years. In some cases people began to attend when they left school, were first diagnosed or experienced the trauma that resulted in their disability. At the time there was an expectation that people would attend a day centre long-term and in some cases "for life". This policy promoted dependency amongst service users and influenced staff practice. The advent of documents such as the White Paper.

3.3 Valuing People in 2001 and Putting People First in 2007 challenged traditional day service provision and advocated access to universal services for all. In addition, the developments of the Personalisation agenda really challenge Council's into asking whether service users and carers will be prepared to use their Individual Budgets to attend

large Centres.

3.4 To begin the modernisation process the needs and requirements of the people attending Bridgewater Day Centre were identified. Following individual consultation and discussion they were subsequently linked to satellite units providing day activities in the community. The venues of the satellite units and the activities provided are listed in Box 1.

3.5 **Satellite sites and activities**

Box 1 shows the venues for the satellite units and activities offered.

Day	Time	Activity	Venue
Monday	10.00 - 16.00	Photography or craft work	Priory View Community Centre
	10.00 – 12.00 14.00 – 16.00	Exercise Drama	Upton Community Centre
Tuesday	10.00 – 12.00 14.00 – 16.00	Chess Group Boccha	Murdishaw Community Centre
Wednesday	10.00 – 12.00 14.00 – 16.00	Computer work Cooking/Healthy Eating	Upton Community Centre
	10.00 – 12.00 14.00 – 16.00	Cookery Skills Craft group/compute work	Independent Living Centre, Runcorn
Thursday	10.00 – 16.00	Interactive sports games/crafts	Priory View Community Centre
Friday	10.00 – 12.00 14.00 – 16.00	Tai Chi/Crafts Stained glass/sewing crafts	Churchill Hall, Runcorn
	10.00 - 12.00 1.00 - 4.00	Exercise Group Music & Dance or Craft/Indoor Bowls (alternate weeks)	Upton Community Centre
	10.00 – 12.00 14.00 – 16.00	Computers Boccha	Independent Living Centre
Every 4 th Friday (pm)		Tea Dance (open to all)	Churchill Hall

3.6 Further sites are being identified. Additional days have been arranged at some existing venues, for example Churchill Hall. To begin with a group was meeting at Churchill Hall on a Friday and this proved to be very successful. Service users themselves now plan and run a Tea Dance once a month as part of the session. At the request of users and carers a further session at Churchill Hall has been arranged for Tuesdays. This coincides with the day when the street market is being held in Runcorn and this is a particular attraction to some of our service users.

3.7 A further venue currently being explored is the Murdishaw Community Centre. Initially the office space at the Community Centre, owned jointly by Riverside and LHT, was being used by a small number of service users to undertake IT activities. However,

this office was not big enough to accommodate many people. Other space within the building has now been vacated and is used allowing a larger group of people to attend and undertake other activities.

3.8 More recently, the room at the rear of the community centre, formally occupied by Children and Young People's Directorate, has been vacated and we are negotiating about using this room on a long term basis. The room will need some adaptation but would provide a flexible area and could accommodate a reasonable number of people.

3.9 Some of the satellite units need further adaptation to more fully meet the needs of disabled people. The limitations of some buildings, previously regarded as accessible for disabled people, have been identified by people actually trying to use the facilities and a list of recommended adaptations is being prepared. If this work is undertaken it will benefit the wider community now and in the future and not just the number of disabled people using social care services.

3.10 Staff and disabled people have been imaginative and resourceful in overcoming the challenges of integrating more fully into the wider community. Staff have solved problems in relation to equipment and transport for disabled people and one service user, for example, has agreed to use a manual wheelchair in one setting to ease access issues, reverting to a powered wheelchair when participating in activities on another day in a more spacious building.

3.11 **Consultation Plan**

3.11.1 **Day Service Staff**

Fortnightly consultation meetings with staff are now taking place and a team day for all staff was held in early August. The response from staff to the modernisation has been very positive. They were naturally concerned about their future job security. Although it is not possible to give any guarantees regarding the longer-term position it has never been the intention to cease providing day services, with an associated loss of job security, but rather to provide these services in different ways.

3.11.2 Staff are enjoying the flexibility of the satellite units and feel that they have got to know some of the service users more by providing the service in this way and have described it as "giving service users more of a voice especially people who are quiet". They have also noticed developments in terms of some users' independence and confidence. One user described how she now "enjoys shopping and meeting old friends and the tea dance". Another asked "When can I have another day in the community?"

3.11.3 Staff who are currently providing an outreach service, based at Bridgewater Day Centre have also been consulted with separately and the possibility of them joining the Mental Health Outreach Service is being explored. They recognise the advantages of the structure that this would bring to the service. They feel that being part of a bigger service will raise their profile.

3.12 **Service Users and Carers**

3.12.1 Individual visits by two members of staff to the homes of users and carers took place between mid June and the end of July. A total of fifty service users and thirty-two carers were interviewed and a questionnaire was completed with each individual.

Of the service users interviewed ninety per cent were positive about the changes. Comments made by them included:

"I enjoy Churchill Hall. It has a great atmosphere and I am looking forward to attending there on another day."

"Enjoy small groups in the community activities. More personal than large groups and you get to know people (staff) better."

3.12.3 The general consensus was that people are enjoying the social opportunities that community activities bring despite initial apprehensions. The commitment, professionalism and caring attitude of the Bridgewater staff was frequently referred to during the consultation. They are held in high esteem by users and carers alike.

3.13 People raised a range of other issues as part of the consultation interviews including the need to maintain friendship circles, lack of knowledge about carer assessments, the poor accessibility of some buildings and matters relating to transport.

3.14 **Consultation with interested bodies and individuals**

3.14.1 A meeting has taken place with a representative of the trade unions and the development was received positively. Key individuals in the community have also been interviewed and some of their concerns and anxieties addressed.

3.14.2 Halton and St Helens NHS have been contacted to identify formal mechanisms to consult with staff about the modernisation of day services. Some Health personnel have already been involved due to their membership of interested groups, such as the Older People's Local Implementation Team.

3.14.3 The Older People's Local Implementation Team has been briefed

and was encouraging about the developments in Day Services.

4.0 KEY ISSUES

4.1 Promoting Independence

The modernisation of day services has demonstrably increased the confidence of many service users. Some people, initially reluctant to try services in the community, are now requesting further sessions at the satellite venues and are socialising in each others homes in between sessions. Others who appeared more insular and reserved in the traditional day services setting have become more outgoing and have shared more about their personal circumstances, experience and skills within the smaller group settings. As stated earlier, we have traditionally caused people to be dependent on services and now have to enable these people to regain the confidence to use community facilities. Once they have achieved this some will feel able to make their own day activity arrangements either independently or through personalised budgets. New service users will be enabled to use community facilities from the start.

4.2 Community Centres

People living close to these centres are becoming more aware of the available facilities. Some users have started to visit the centres with neighbours for example, to use the café facilities at Murdishaw on a regular basis.

4.3 Accessible Environment

By using community facilities issues of accessibility have 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.

4.4 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.

4.5 Bridgewater Day Centre

If it is recommended that, following the consultation, day services continue to be provided in satellite units in the community the future use of Bridgewater day centre will need to be considered.

5.0 PERFORMANCE

5.1 These developments are not directly impacting any reported

performance indicators but longer-term may influence people's confidence to consider personal budgets and arrange their own day activities.

6.0 FINANCIAL IMPLICATIONS

6.1 Due to staff changes at Bridgewater Day Centre it has been possible, within existing budget, to reduce the number of managerial posts and increase the use and number of front line staff to meet the demands of providing services in the community. In future, combining provision across all service areas, where appropriate may deliver further efficiencies. Any adaptations to buildings to improve accessibility will have resource implications although these improvements will bring about longer-term more general benefit to the community.

7.0 OTHER IMPLICATIONS

7.1 Options for the future use of Bridgewater Day Centre will need to be considered.

8.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

8.1 Children & Young People in Halton

The potential closure of Bridgewater and the delivery of the service from community bases is a far more attractive proposition to younger service users in the Borough. It is notable that no young people who have experienced transition access the building.

8.2 Employment, Learning and Skills in Halton

These proposals will increase the opportunities of service users seeking volunteering and employment. So far Cup Cake Caterers have been set up with service users from Bridgewater. The enterprise consists of some 8 service users who bake cakes and confections for sale at Country Garden outlets. These include, Norton Priory, Murdishaw Café and the buffet service. These service users no longer attend Bridgewater and will be in receipt of permitted earnings once their production levels can meet the bill. In other areas a stained glass project has been set up and photography classes all of which are underpinned by a desire to engage in activities with value to the individual and others. In addition, utilising the services provided by libraries provide further opportunities.

8.3 A Healthy Halton

It is difficult to evidence actual physical health improvements as a result of moving the service into the community but what is clear is

that those who have moved out are happier and more fulfilled – and this must have a positive impact on physical health

8.4 A Safer Halton

The movement out of the centre will have an impact on transport and Fleet Transport in particular. Close liaison with transport and ALD services to prevent doubling up is essential.

8.5 Halton's Urban Renewal

The existing centre or land could be considered for an Extra Care Housing facility.

9.0 RISK ANALYSIS

9.1 Not all stakeholders will support the modernisation plan. However, the process of consultation will enable 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.

10.3 An Equality Impact Assessment has been completed and circulated for further amendment. The draft document is attached at Appendix 2.