

SCRUTINY COMMITTEE REPORT

Date Written	28 th September 2020
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Service Area	Adult Social care
Committee Date	6 th October 2020

To: Chair, Ladies and Gentlemen

Transformation of Day Services Provision

1.0 SUMMARY OF THE REPORT

- 1.1 The model of our day service provision has remained static for a number of years. This has resulted in a reduced ability to respond flexibly to our client groups with much activity being centre based.
- 1.2 Consultation with families on suggested changes to service were not positively met. Feedback from families identified a desire to keep the status quo.
- 1.3 Covid -19 has forced the service to change in order to meet government requirements and manage capacity to ensure clients are able to access service. This has resulted in a reduction in service for the majority of clients.
- 1.4 We continue to be committed to modernising day services. IN support of this we are developing a Day Opportunities strategy.
- 1.5 The work of the Day Opportunities strategy is in line with the on-going projects/tasks that directly contribute to corporate Recovery, Transformation, and Improvement Plan.

2.0 RECOMMENDATION(S)

- 2.1 Members are asked to review and note its content and consider future plans to support the Social Services recovery across the County Borough and future actions in respect of day services for adults.

3.0 INTRODUCTION AND BACKGROUND

3.1 MTCBC currently provides a range of day services to support people with a learning disability or Older People (including those with a dementia). These can be broadly divided into our in house provision and externally commissioned services (predominantly provided out of county).

3.2 Adult Services committed to review day services in order that we could assess our performance. We worked closely on the creation of the Joint Commissioning Statement for Learning Disability which worked co-productively to identify priorities for people with a learning disability by people with a learning disability. We commissioned Dementia Care Matters (now Meaningful Care Matters) to work with us to develop our approach to the dementia day service which has resulted in a large scale ICF build project in the health park and a programme of culture change with the staff.

3.3 Our in-house provision currently consists of the following:

Learning Disability Services:

- Unit 1 – Keir Hardie Health Park; Profound and multiple learning disability (PMLD) support alongside a complex behaviour unit.
- Ty Gwyn Newydd – a mix of support services for complex behaviour learning disability clients and those with a moderate learning / physical disability.
- Cyfarthfa Greenhouses / Outside Projects – day service support for lower end learning disability needs including commissioned services within the County Borough.

Older People Services:

- Unit 2 Keir Hardie Health Park – EMI dementia day services for older people.
- Ty Cwm – elderly frail – a mix of older people with physical and mental health conditions including earlier stages of dementia.

3.4 We commission some bespoke specialist day services that is delivered out of county with National Autistic Society, Partnerships of Care and Vision 21. Predominantly this has occurred where we have been unable to meet an individual's needs or they have chosen to access some specialist day service outside of what is offered by the Local Authority.

3.5 We also commission with Merthyr Tydfil Institute for the Blind and Merthyr Tydfil College to provide other day time opportunities including basic living skills classes and work type support in the factory setting.

3.6 For our internal services, prior to the start of the pandemic numbers were as follows:

Unit 1 PMLD:	16-17 per day (Monday – Friday)
Ty Gwyn Newydd :	13-19 per day (Monday – Friday)
Greenhouses:	6-9 per day (Monday – Friday)
Ty Cwm:	16-19 per day (Monday – Friday)
Unit 2:	5-10 per day (Monday – Friday)

- 3.7 The range in numbers are reflective of the needs of the individuals accessing the service that day. Unit 2 had frozen new admissions due to the need to relocate to allow build work on the health park. Prior to this Unit 2 supported up to 13 individuals per day.
- 3.8 In order to further support our approach to day services we are working to develop a Day Opportunities strategy. This strategy will identify the purpose of our programme of day opportunities and present us with the opportunity to transform and modernise that which is on offer.

4.0 WHERE WE WERE

- 4.1 Our current day service configuration has been in place for a significant period of time. Much of what is provided is centre based with limited flexibility to meet people's desired personal outcomes. As an example historically individuals would attend day services 5 days per week whether they were interested in what was being provided during that day or not. This was at times, purely a replication of what was offered to individuals in school.
- 4.2 It is recognised that there is a need for day services to be modernised in line with changing priorities and in line with the need to meet the wellbeing outcomes of the people who use the service. In order to support this we are undertaking work on how the services can be reconfigured and factoring this in to any future plans.

5.0 WHERE WE ARE NOW

- 5.1 We have commenced work in several areas to enhance the day service offer though further work is required.
- 5.2 Thanks to a successful Integrated Care Fund (ICF) bid and in line with the previous priorities from the Valley Life Programme we have already progressed in the area for Older People's day services undertaking the following:
- Utilised ICF funding to commission Meaningful Care Matters to review the model of care and physical environment within day service and develop an improvement plan
 - Commissioned a culture change project with MCM to further develop the service running in tandem with an ICF funded capital build on the environment of the dementia unit to make the facility dementia friendly and butterfly accredited
- 5.3 We have considered how we can deliver day services differently and agreed we needed to develop a Day Opportunities strategy to ensure that what we provide locally is able to meet individual personal goals and that we move away from fitting a person into a service towards a more tailored person centred approach. Unfortunately due to Covid-19 we have not been able to engage and co-produce as we would have liked. In order not to delay the process we will seek to draft the strategy and actively engage with clients utilising our existing partnerships including People First and Age Connects Morgannwg.

- 5.4 A public consultation on potential efficiencies in 2019 with families has been completed which demonstrated a desire for the status quo to remain. Feedback included:
- *‘She needs routine. She went five days a week to school she needs to go five days a week to day service’*
 - *“It will cost the Council more as people will need to go into care because the carer will not be able to cope”*
 - *“We are already broken and this will break us more”*
 - *“The break when they are at day services keeps me sane”*
 - *“This is the only time I have for me to do things like shopping and hospital appointments*

The full outcome of the consultation has not been reported to Council or Scrutiny as the submission has been delayed due to the pandemic.

- 5.5 Whilst we had commenced several areas of re-design many of the plans that we had for the development of day service were put on hold due to the global Covid -19 pandemic.
- 5.6 During the early days of the virus in March 2020 we made a decision, to temporarily close day services to ensure the safety of the people who use the service. This was taken, as government guidance on shielding was such that many if not all of our client groups were expected to remain indoors. This, coupled with fear of families that their loved ones would catch Covid-19, led to many of our service users making a decision not to come into service. It was also not possible with the existing numbers in service to facilitate a 2M social distance; our buildings simply did not allow this.
- 5.7 In order to support our clients as much as possible we instigated weekly welfare calls so that we could be made aware of those individuals who were struggling and implement other support mechanisms or other services to support individuals in the interim wherever possible. This included options such as an increase in direct payments and sitting services to offer families a break.
- 5.8 We RAG rated our service users to enable us to identify those most at risk. This was a partnership approach between care management and the day services staff who were undertaking the welfare calls and was based on the information provided by families in respect of how they were managing.
- 5.9 In June this year we instigated plans for a phased reopening of the service. In order to comply with social distancing there has been a need to considerably reduce capacity for individuals and utilised the RAG status to prioritise those who could attend. We also asked individual families to transport their loved ones in wherever possible as we could not operate our transport provision in the same way (due to social distancing). The table below illustrates the numbers currently in day service to enable social distancing to occur:

Unit	Pre-Covid numbers	Post Covid numbers
Unit 1 PMLD:	16-17 per day Mon – Friday	6-7 Mon, Weds, Fri. 1 per day Tues and Thurs

Ty Gwyn Newydd :	13-19 per day Mon – Friday	4-6 per day Mon – Thurs (Fri closed)
Greenhouses:	6-9 per day Mon – Friday	4-5 per day Mon – Friday
Ty Cwm:	16-19 per day Mon – Friday	4-6 per day Mon – Friday (Thurs closed)
Unit 2:	5-10 per day Mon – Friday	2-3 per day Mon – Thurs (Fri Closed)

- 5.10 Although the changes have taken some adjustment families have been incredibly supportive of the approach undertaken. We have not received any complaints in relation to the new regime and feedback from families has been positive in relation to the support they have received from us.
- 5.11 Families continue to find the current situation difficult but where we can we have endeavoured to provide support flexibly to meet their needs. This has included flexing support due to family bereavement, offering short term additional days to support respite for families and offering support in the community where it has not been possible for people to attend centre. Some families continue to refuse to send their loved ones to centre out of fear of the impact of the virus.
- 5.12 The picture is very different in our commissioned services. Of those services we commission, only one has reopened and offers a phased return to clients of two days per week. All other commissioned services remain closed at this time.
- 5.13 As of September 2020 the capital build works for unit 2 in Keir Hardie Health Park have commenced. The predicted end date for this work is March 2021.
- 5.14 The local authority improvement plan has recognised the need to improve day services. The development of the Day Opportunities strategy supports has commences and will identify steps and key milestones for the service moving forward. We will seek to incorporate consultation and active engagement in this strategy to ensure a strong citizen voice is reflected in the actions we undertake.

6.0 WHERE WE WANT TO BE

- 6.1 We have committed to modernising our day service / opportunities to strengthen the way we meet the wellbeing outcomes of the people who require day time opportunities. In order to achieve this the following areas of development have been identified:
- Complete the review of day services informing the creation of the Day Opportunities Strategy.
 - Fully implement the work of MCM including continuing the work with Health Colleagues to ensure the build environment of unit 2 is suitable to meet the needs of individuals with a dementia.
 - Explore alternative options for lower level day opportunities / support including exploring work opportunities in the community in line with the identified priorities of the LD commissioning statement.

- Enhance the provision of daily living skills training for those individuals who are able to actively engage enabling individuals to maintain their independence as much as possible.
- Explore opportunities with health colleagues to enhance the build environment of unit 1.

7.0 WHAT WE NEED TO DO NEXT

7.1 In order to further progress our plans around day opportunities we have committed to undertake the following:

- Consult on the Day Opportunities strategy
- Implement the results of the consultation on the strategy and any other actions identified therein
- Ensure robust interim arrangement for day unit 2 service whilst the build works in Keir Hardie Health Park are completed
- Consider implications of the new ALN requirements on our college provision for people with a learning disability.

7.2 We have considered indicative timescales for the completion of these areas however we anticipate that there will be continued delays due to the pandemic and needing to continue to adhere to relevant guidance.

8.0 CONTRIBUTION TO WELLBEING OBJECTIVES

8.1 This report specifically links to the Living Well objective within the Council's Corporate Wellbeing Plan: **People are empowered to live independently within their Communities, where they are safe and enjoy good physical and mental health.** In addition to this, the report has also identified focus areas and on-going projects/tasks that directly contribute to corporate Recovery, Transformation, and Improvement Plan, which is currently being overseen by the Assurance Board

LISA CURTIS JONES
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COUNCILLOR CHRIS DAVIES
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BACKGROUND PAPERS		
Title of Document(s)	Document(s) Date	Document Location
Does the report contain any issue that may impact the Council's Constitution?		