



OVERVIEW AND SCRUTINY BOARD	AGENDA ITEM: 9
<p>DATE OF MEETING: 2nd September 2010</p> <p>REPORT AUTHOR: Tolu Roche, Service Manager Graham Wrycroft, Head of Service</p> <p>SUBJECT: Response to the Day Care Opportunities Task & Finish Group recommendations</p>	

PURPOSE:

- 1.1 To provide the Overview and Scrutiny Board with progress to date and future plans on TASC & Finish Board recommendations.

To inform the Overview and Scrutiny Board that Executive have accepted the recommendations of the Overview and Scrutiny Board

2. RECOMMENDATIONS:

- 2.1 The Overview and Scrutiny Board note the progress to date on the Scrutiny report and recommendations.

3. REPORT:

- 3.1 There have been no further specific proposals for any other day centre as yet after Hockwell. Consultations with customers at day centres are at different stages and the project group are at option appraisal stage for a number of centres. Staff working on the project have found the Scrutiny report helpful and below is a summary of how the recommendations are being taken forward.

R1, Before implementation of any changes to any day care centre, a specific and detailed Equalities Impact Assessment should be conducted.

Current progress

This would be normal practice and an EIA has been completed for Hockwell day services.

Future plans

The plan is to complete an EIA for each individual day service as specific recommendations/options are produced. To carry out an EIA for the whole of Day Opportunities would not provide the detail required for the exercise.

R2, The Council should conduct an investigation of uptake amongst particular groups who are not currently using Council services as much as they are entitled.

urrent progress

Work done by Supporting People to map need and identify support level required.

Future plans

Build on existing work carried by Supporting People to establish unmet need in various areas and liaise with Minority Ethnic Community Groups to establish gaps in services to meet these needs. Plan to include the outcome of the consultation in planning provided services within modernized day services

R3, Further consideration is needed before bringing different diverse groups together from different backgrounds or type of disability. Any development should be in response to need of present and future customers and the introduction of change should be gradual allowing people time to adjust. Change should respond to the needs and preferences of the customers and not to other pressures.

Current progress

Consideration is given to this factor and as much as is feasible is included as part of the change process in a variety of different developments that has taken place to date, i.e. Farley Day Centre for people with Dementia and Hockwell Day Centre for frail elderly people.

Future plans

To continue to make every effort to ensure that all changes to services are implemented after consultation with existing service users and carers, as well as where identified, future customers. Taking on board their choices and using these as a key factor in deciding future directions.

R4, In any change that is proposed, current friendship groups in existing day centres should be maintained and customer choice observed.

Current progress

As part of the general consultation of the model for Day Services it has been made clear that friendship groups and customer choice will be respected.

Future plans

It is recognized within planned Day Opportunities work that services are user led, and outcome focused. A key component of the Transformation agenda is Self-Directed Support, this is promoted in all aspects of service delivery and any associated change.

R5, Safeguarding standards are fundamental in provision of day care opportunities. The choice agenda should allow for quiet and private space for day care customers as well as adequate staff supervision to protect them at all times.

Current progress

There is a duty of care towards meeting Safeguarding standards; these are implemented in all areas of service delivery. In Hockwell Community Centre, provision a safe environment to service users is paramount and in respecting their choice in line with the Dignity agenda, every effort is made to facilitate customers' choices within the confines of the building.

Future plans

Provision of quiet and private spaces for customers is part of the space allocation considered in ongoing building reviews, subject to availability of resources. Plans are in place to provide multifunctional rooms that can be used as required.

R6, Transport is a key component in access to services. A review of all sources of transport provision should be conducted to reduce the time customers spend on buses and aim for more customer service and choice. This should consider a better resourced service level agreement with a third sector organisation to support customers attending activities, or an agreement with a local taxi, private hire or bus company to provide affordable and appropriate service to customers out of peak hours.

Current progress

A Transport Workgroup has already been established to explore all of these issues. A day care customer survey revealed a high level of satisfaction with existing arrangements.

Future plans

The introduction of Personal Budgets will allow customers more flexibility with respect to transport arrangements.

R7, Where possible relationships between staff carers and customers should be sustained and proposed changes should be prepared well in advance.

Current progress

Carers groups already exist for day services and these are involved in consultations on proposed changes. A number of consultations have taken place with Hockwell carers and customers at various times of the day to allow greater accessibility. Transport and carer support are offered to enable carers to attend. Managers are reminded to ensure good communication is maintained at all times.

Future plans

Council policy and practice require full consultation with staff prior to any organizational change and an EIA will ensure customer and carer involvement. A project plan has been produced to ensure senior managers can track progress.

R8, Luton Borough Council should continue to work closely in partnership with NHS Luton to ensure that there is sufficient capacity to deal with expected future rises in the number of people with dementia.

Current progress

A joint Dementia Strategy is in the process of being drafted and should be published in the next two months.

Future plans

The strategy will set out plans for how services can be improved and existing joint arrangements developed. Projected change in the demographics of Luton Borough Council is used to direct planned services; which also informs the planned modernization of day services.

R9, Luton Borough Council's Adult Social Care Department should make clear their processes for reviewing individuals' needs prior to any changes so that families and carers can be assured that customers continue to be cared for in a safe environment.

Current progress

Increased capacity has been put into the review team to ensure all customers are provided with an individual review when any changes to their centre are proposed

Future plans

The care plan for each individual identifies their care needs and these will be central to any future developments

R10, The focus on activities should be maintained and a full timetable of activities should be available for all customers at the facilities they attend (including optional outings at affordable prices) by working with local community groups, schools and local partners. There should also be reasonable provision for those whose preference is simply to socialise with friends.

Current progress

A review of what customer would like to do during their day care has been completed. There is good collaboration between Adult Social Care and Community Development with development of activities at a number of centres. Particularly Chaul end Centre and Hockwell Community Centre, both of which are good examples of cross service delivery.

Future plans

Proposals within Day Opportunities are to make service less buildings based and the promotion of other borough wide activities. Any activity or day trip needs to be self-funding and none profit making.

R11, The excellent work currently being undertaken in d4 with supported employment should be continued, and customers on this programme with the qualifications who wish, should be given support and opportunity to apply for any new job opportunities created in future projects.

Current progress

Posts have been identified within the new Hockwell structure to provide time limited training opportunities. A local social enterprise has won a council grant to develop a furniture recycling facility and provide posts for learning disability customers.

Future plans

Vacant council posts are filled by Fair Selection and council policy does not currently allow posts to be ring fenced for our customers. An investigation is under way to examine the possibility of developing further social enterprises thereby enabling greater employment options.

R12, The Council should ensure regular access to swimming and water aerobics for all day care customers in addition to those with learning disabilities, who wish and are able to attend at a local facility.

Current progress

A review of what customer would like to do during their day care has been completed and swimming was not identified as a specific requirement for a large number but for those who have this will be taken forwarded.

Future plans

Customer choice will be central to developing any services and support provided where possible.

R13, Families, carers and friends should also be offered the opportunity of swimming or attending other activities with the customer on payment of a small fee.

Current progress

The service is currently in the process of reviewing all services within Day Opportunities. An implementation plan is being written; this is looking at all existing and planned activities for day opportunities.

Future plans

After consultation with service users and cares to establish what activities are required, extensive research will be carried out into providing innovative choices of activities for people to give more choice. Results of these will be used in planning activities for modernized day services.

R14, The Future Choices project should continue to expand its work with Active Luton, making local leisure facilities available and accessible to older people and those with physical and learning disabilities. Appropriate physical activities should be timetabled regularly throughout Luton and customers should be encouraged and supported to take part in these.

Current progress

As set out in R12 and 13

Future plans

As set out in R12 and 13

R15, The language and cultural needs of customers should be considered and met in respect of staffing, language, social requirements and food provision. The opportunity to learn English should be offered.

Current progress

At Chaul End, some work is being done with stroke survivors in conjunction with Health/PCT, CART, The Stroke Association, Day Services and Active Luton.

Future plans

This model will be replicated in identified centres to ensure coverage of the borough and easy access to a range of rehabilitative and preventative services. Working in partnership with statutory, private and voluntary organisations, to broaden the range of access to a variety of services.

R16, All stakeholders - front line staff as well as carers and customers, should be involved during the planning process. Formal democratic consultation should take place before any changes to services. The findings should shape the project plans and reassure stakeholders that their views have been taken into account.

Current progress

Existing Stakeholders forum are used in involving stakeholders with decision making as well as consultations; which is carried out within existing council procedures. Stakeholders' views contributed in the decisions made regarding the new development at Hockwell Ring Community Centre.

Future plans

Future Choices is being progressed in the Day Opportunities programme and includes the views of carers, customers, council members and other stakeholders.

R17, Luton Borough Council and NHS Luton should map which third sector organisations they both use, and work together to provide complementary grants and support in a strategic manner. The Council should consider creative provision and help in kind to further support the excellent work being done in the third sector in Luton.

Current progress

Extensive mapping of services has been carried out as part of the Council's Voluntary and Community Sector Review. The information gathered therein is used in planning an holistic service delivery

Future plans

On going work with PREEN to establish a Social Enterprise, that will provide employment opportunities; ongoing investigation and discussions regarding internet shopping. Grant available to commission up to 3 social enterprise groups, which will provide sustainable employment outcomes for service users.

R18, A review should be undertaken into joint working to widen opportunities for day care with Council services and third sector organisations in the wider geographical areas of North Hertfordshire and Central Bedfordshire.

Current progress

2 identified customers attend the Garden Gang from out-of-Borough.

Future plans

Expansion of this has been identified in the Day Opportunities plan. Further work is planned to review joint working with Council services and the third sector in neighbouring local areas.

R19, In situations where shared provision is offered to paying customers as well as those sponsored by the Local Authority, council customers with severe and critical needs who wish to use services should have priority.

Current progress

A fully integrated approach is practiced within day services.

Future plans

The objective is to get people into the mainstream and not encourage segregation. Charging for those who meet eligibility criteria is undertaken. The council will need to decide any subsidy for those using services who do not meet eligibility criteria but require preventive services.

R20, The views of customers and those officers very familiar with the care group should be taken into account when designing facilities. Existing equipment designed for use by a group of customers should be installed in any new provision, except where better equipment is being offered.

Current progress

This is taking into consideration by the Building Review Services; great emphasis is put on ensuring that all buildings identified for use meet all Disability Access criteria. Some buildings have been turned down due to the high cost of making such provisions

Future plans

Customers, carers and staff are consulted with to establish equipment required for use in any new facilities. This is evident in new centres e.g. Chaul End, Farley Day Centre and Hockwell Community Centre. Future plans are to see this replicated in all centres.

R21, The service should not plan to schedule activities for customers with severe and critical needs in buildings that do not have essential services which they require. Any new service provision should offer opportunities at least commensurate with those in previous accommodation.

Current progress

This is considered an essential requirement in any Building Review that is carried out and unsuitable accommodation that does not facilitate outcome focussed service delivery is not considered as an option in providing services.

Future plans

Non building based activities is part of the Day Opportunities programme; where buildings feature, all planned building moves have to be fit for purpose,

i.e. meet required disability access standards. There may be prohibitive cost implications that prevent use of certain buildings. This is an essential criterion in service provision.