

AGENDA ITEM

COMMITTEE: EXECUTIVE

DATE: 5th OCTOBER

REPORT AUTHOR: DEE COLAM

SUBJECT: IMPROVING DAY OPPORTUNITIES

CONTACT OFFICER: DEE COLAM

IMPLICATIONS:

LEGAL	✓	COMMUNITY SAFETY	
EQUALITIES	✓	ENVIRONMENT	
FINANCIAL	✓	CONSULTATIONS	✓
STAFFING	✓	OTHER	

WARDS AFFECTED: ALL

PURPOSE

1. To obtain Executive Committee approval to submit the proposals for Improving Day Opportunities within Adult Social Care services for consideration under the new Overview and Scrutiny process as an example of Best Practice in this area.

RECOMMENDATION(S)

To support the model for improving day opportunities and refer the issue to Overview and Scrutiny to engage with those who use the services, their carers and the wider community and to report back by the end of December 2009.

BACKGROUND

2. The government has set out the national policy for the future of adult social care within the Transforming Social Care Programme, described in the circular

“Transforming Social Care” (LAC (DH) - 2008). The circular includes the following statements, which must be taken into account by all those with Social Service responsibilities:

3. “Everyone who receives social care support will have choice and control over how that support is delivered. It will mean that people are able to live their own lives as they wish, confident that services are of high quality, are safe and promote their own individual requirements for independence, well-being and dignity”.
4. “The challenge will be to translate the vision into practical change on the ground to make a real difference to the way individuals engage with services and support and, in so doing, make a real difference to their lives. It will also mean changes in how professionals engage and work to support people’s needs”.

REPORT

Improving Day Opportunities

5. ‘Transformation’ is about giving people the power to shape their own lives by helping them to have choice and control over their care services. This includes them controlling how much money they spend on services. In January 2008 the government published guidance on ‘Transforming Social Care’ (LAC (DH) (2008) 1) and Luton Borough Council's Department of Housing & Community Living has embarked on a project to make this a reality by 2011 in order to provide attractive options for our customers.
6. Work has progressed the concept of improving the provision of day care services and increasing the range of options for our customers, to provide two distinct ‘Pathways’ to enable Adult Social Care customers to exercise the choice and control envisaged in the LAC detailed above. It is also intended to ensure that LBC Day Care provision becomes the positive choice which budget holders will choose to buy.

Eligibility Criteria

7. At this point it is essential to understand the concept of eligibility and non-eligibility criteria for access to care services of any kind.
8. ‘Eligible’ customers have been assessed by the Care Management Team as having a substantial or critical level of specific need under one or more of four headings set by the Department of Health – Health and Safety; Independence and Freedom of Choice; Management of Daily Routine; Involvement in Family and wider Community Life.
9. ‘Non-eligible’ customers are those assessed as having only moderate or low risk within the same categories. They will have the opportunity to access the same

services, as private clients, as part of the prevention and Health & Well-Being programmes. Appendix 1 provides more detailed explanation of the criteria and how this is implemented within LBC.

10. From 2011 all eligible customers will be given a personal budget which they can take as a direct payment to purchase care of their own choice. Future Choices is working hard to ensure that customers use their budget to purchase the quality services provided by Luton Borough Council and develop in the independent sector.

Pathway 1

11. This provides a route into employment for those wishing to work and seeks to create a broad range of high quality placement and training services, for people of working age and older, to combat social exclusion and enhance opportunities for meaningful involvement in our community. 'Work' can be anything from 1 hour per week to full-time, or even voluntary employment where people can pass on their skills to others or engage in employment activities for no monetary reward.
12. Pathway 1 is the route for people with disabilities to access real opportunities into paid work, vocational training, voluntary work and education, supported by the Vocational Training Service and d4, Supported Employment service.
13. The proposal is to develop a business portfolio that is modelled on a social enterprise philosophy and serves a dual purpose - providing good services to paying customers and training venues in a work-based setting. Our customers not only learn new skills but have the opportunity to interact with the wider public while doing a worthwhile job that fosters diversity and equality in the community. The proposal covers three business sectors: Retail, Service and Manufacturing.
14. d4 is the 'work link' service that assists and supports people who face barriers to accessing employment because of disability. Their purpose is to match the needs and skills of people to stated outcomes - paid employment, appropriate vocational training or voluntary work. d4 will primarily work with eligible customers from adult social care who are able to participate in paid, voluntary or vocational work.
15. The Business Development group is currently looking at enlisting employers from within Luton to work in partnership to create real job opportunities for those with disabilities. Some of these roles could be identified from within LBC itself and existing employment policy may need to be challenged to enable this change. Initially customers will be supported in work placements most of which will be unpaid and time limited. At the end of the placement, permanent paid work will be negotiated, with the right level of support provided as necessary. This does not necessarily mean full time work. Some people will want part time hours and others may start off only working a few hours until their confidence with the job grows.

16. Employers will have the opportunity to work with d4 to find the right job for the person. Partnership with employers will be paramount so that people can be supported and reduced unemployment will be a mid- to long-term aim of the scheme.
17. The Vocational Training Service (VTS) will refer all customers signposted to them to a relevant NVQ course for the business they are working in, eg, retailing at Stockwood sweet shop or catering at Moonbucks café. Time limits will be maintained and customers reviewed by d4 at the end of their training period

Pathway 2

18. This is the route into Health and Well-Being activities which will be available to all eligible, along with non-eligible customers, through use of the wealth of existing, LBC subsidised facilities available within Community Centres, Leisure Services, Active Luton, the Cultural Trust and Adult Learning. Where there is a charge for these services, eligible customers will receive the service under the rules of fairer charging, ie, an assessment of the level of subsidy, whilst non-eligible customers will pay the usual price. The stated goal of Day Services Modernisation is to look beyond the traditional services offered to people to give them real purpose and meaningful community activities that encourage independence and reduce dependence.
19. The security and friendships established within existing Day Centres have both positive and negative consequences. For some, attending day centres is habit not choice, synonymous with the 'building' and limited to activities provided in that space. At present there is no other day care opportunity that can be offered.
20. Facilities and activities that take place across Luton, like those provided by day centres, community centres, voluntary support groups, the LCST and Active Luton, have been mapped to provide an initial database. Active Luton and community centres already have a diverse range of activities in centres across the town that could be utilised effectively by older people and those with disabilities. This would include 'buddies' engaging in activities like teaching travel skills, befriending, going shopping or to a social night out. This will be used to combat social exclusion, through promotion and encouragement of participation in a diverse range of community based activities as well as contributing to the wider Health and Well-Being agenda.
21. This menu of activities, detailed on the database, will enable day care services to access a diverse range of activities sculpted from an individualised Person Centred Plan, which will be crafted for each customer. Programmes of mainstream activities will be made accessible to all, with additional support where appropriate.
22. Customers will be supported initially by day care staff in the activities of their choice, with dependency on staff diminishing as new friends are made and confidence in new surroundings grows. Some customers with complex needs will always require more intensive support.

- 23.A 'Buddy Service' will be established to support the transition to greater independence through the provision of practical help such as getting to the bus stop to go home, listening or befriending.

Volunteering Opportunities

- 24.A Volunteer Co-ordinator, employed through a Service Level Agreement with Voluntary Action Luton, began work in January as part of the Transformation agenda. Recruitment and selection criteria for volunteers have been implemented, including CRB checks, and an induction and training programme agreed.
- 25.Figures at the end of June show that 10 day care customers have converted to become volunteers and are now supporting their peers rather than receiving services themselves. In addition, 34 other volunteers have been recruited and matched to volunteering opportunities, mainly within Pathway 1.
- 26.This is also seen as contributing to the Dignity agenda as former customers feel valued, with increased self-esteem when they are able to give something back to the community.

The Process

- 27.The reprovision of Hockwell Ring Day Centre services will enable Adult Social Care to pilot this concept and embed the lessons learnt into the overall process of service reprovision.
- 28.Already informal visits to Hockwell Ring and Lewsey Community Centres have been made by the Interim Service Manager for Provider Services, the Service Manager for Community Development and an Asset Planning Manager, accompanied by a Day Centre user representative, the Senior Care Assistant and a volunteer.
- 29.An informal consultation has begun and during this time dedicated officers engaged customers in compiling their own Person Centred Plans in order to gauge the activities in which they wish to participate. These activities will then be sourced ready for customers to access with support from existing staff within the Day Centre. Consultation with existing users of the Community Centres will be undertaken by Community Development staff. Following this exercise a formal consultation will be undertaken with customers and their families as part of the Equalities Impact Assessment.
- 30.Detailed plans are being drawn up for the modernisation of Hockwell Ring Community Centre to make it fully compliant with all Disability Discrimination Act and Health & Safety requirements as well as better able to meet the needs of all the groups which use its facilities.

31. As part of this modernisation it is envisaged that a Community Café, based on the 'Chaulley's' model at Chaul End Community Centre, with facilities for luncheon clubs, will be created within each Community Centre. Not only does this ensure that those customers wishing simply to have a chat, a meal and a cup of tea with their friends will be catered for as part of Pathway 2 but training and employment opportunities can be extended for customers wishing to follow this career option through Pathway 1.

Conclusion

32. It is acknowledged above that there will always be a requirement for a 'building-based' service for those with more profound, complex needs but that all other day centre activities could be provided within the wider community.
33. Any changes to existing day centre buildings would only be carried out after full consultation with customers, carers and staff.
34. At present all that can be offered for those in need of companionship, personal care, respite for carers etc, is attendance at one of 5 LBC Day Centres. If the vision of Future Choices is adopted there will be a wide range of day care opportunities available to enable real, positive choices for our customers, providing services to promote social inclusion and increased participation in local communities, facilitated by improved access to universal services such as leisure, transport, education and employment opportunities.
35. It is believed that the adoption of this approach will enable Luton Borough Council to become an Exemplar Service Provider in this area.

FINANCIAL IMPLICATIONS

36. The Council has identified capital funding to support the modernisation of day services alongside the development of other local community services. The costs of the revised models of day care provision will be assessed in detail as they are developed further with the aim of containing costs within the current budget. These financial implications have been agreed by the Finance Manager (Housing and Community Living) on 21 September.

EQUALITIES IMPLICATIONS

37. This will have impacts in relation to equalities, social inclusion and cohesion. At this time a full EIA has not been undertaken as consultation with users and carers is on-going. A full EIA will be undertaken at the end of the consultation so that the views of users and carers can be included.
- Sandra Legate Equalities Manager Housing and Community Living

ENVIRONMENTAL IMPLICATIONS

38. The 'reprovision' of day opportunities within the community will probably have a positive environmental impact for LBC, in that fewer resources (waste, water and energy) will be used directly in the delivery of the service. Design plans are being drawn to re-vamp Hockwell Ring Community Centre which will mean improved insulation, sun pipes for improved lighting without electric lights and automatic roof vents, which will improve the thermal efficiency of the building and reduce heating and lighting costs.

39 As Hockwell Ring Community Centre is being used as the pilot for other community centre / day centre type amalgamations, any environmental best practice gained from this programme should be used to support other LBC refit building programmes.

Agreed by Trevor Brennan, Principle Climate Change Officer on 22/09/09

LEGAL IMPLICATIONS

40. There are no legal implications other than those set out in the body of the report and this has been agreed with Mary Cormack in Legal Services on 22 September 2009.

PROPOSAL/OPTION

37. It is proposed that the programme to Improve Day Opportunities for people who use Adult Social Care Services in Luton is referred to Overview and Scrutiny committee in line with the new arrangements for consideration of such items. In this way examples of Good Practice can be investigated and the committee can engage with those affected by changes outlined in the proposed model.

APPENDIX

APPENDIX1 LBC Eligibility Criteria Framework

LIST OF BACKGROUND PAPERS
LOCAL GOVERNMENT ACT 1972, SECTION 100D

Transforming Adult Social Care: LAC (DH)(2008)1

Valuing People & Valuing People Now: a new three-year strategy for people with learning disabilities (DH, January 2009)

Putting People First: (DH; October 2008)

Dignity in Care Campaign

Consultation with users of LBC Learning Disability Day Centres; Older Peoples' Partnership Board & Learning Disabilities Partnership Board.

FAIR ACCESS TO ADULT SOCIAL CARE SERVICES IN LUTON: ELIGIBILITY MATRIX

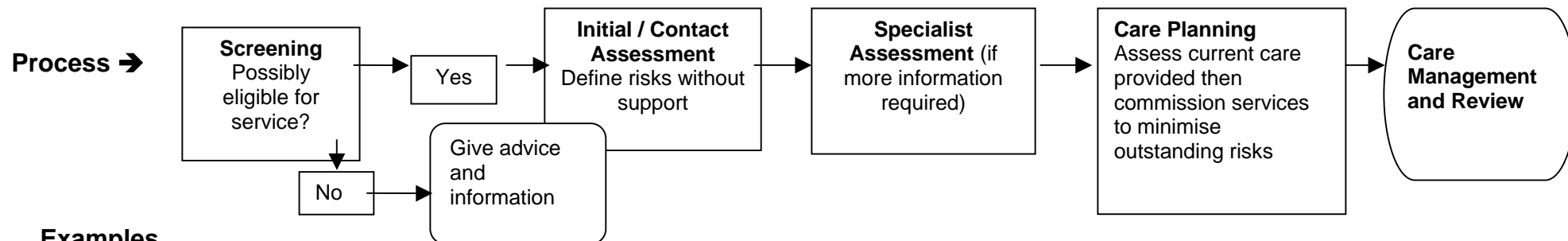
APPENDIX 1

The Table below sets out the areas of risk as defined by the Dept of Health. It shows who is eligible for help with the threshold set at the substantial risk band

	Eligible for help		Not eligible for help	
	<u>CRITICAL RISK BAND</u>	<u>SUBSTANTIAL RISK BAND</u>	<u>MODERATE RISK BAND</u>	<u>LOW RISK BAND</u>
	<i>There is a critical risk to the person's current or future independence in one or more of the areas below if help is not provided.</i>	<i>There is a substantial risk to the person's current or future independence in one or more of the areas below if help is not provided.</i>	<i>There is a moderate risk to the person's current or future independence in one of more of the areas below if help is not provided.</i>	<i>There is a low risk to the person's current or future independence in one or more of the areas below if help is not provided.</i>
Health and safety	Life is or will be threatened.			
	Significant health problems have developed or will develop.			
	Serious abuse or neglect has occurred, or will occur.	Abuse or neglect has occurred, or will occur.		
Independence and freedom of choice	There is , or will be , little or no choice and control over vital aspects of the immediate environment.	There is , or will be , only partial choice and control over the immediate environment.		
Management of daily routines.	There is , or will be , an inability to carry out vital personal care or domestic routines.	There is , or will be , an inability to carry out the majority of personal care or domestic routines.	There is , or will be , an inability to carry out several personal care or domestic routines.	There is , or will be , an inability to carry out one or two personal care or domestic routines.
Involvement in family and wider community life.	Vital involvement in work, education or learning cannot , or will not be sustained.	Involvement in many aspects of work, education or learning cannot, or will not , be sustained.	Involvement in several aspects of work, education or learning cannot or, will not , be sustained.	Involvement in one or two aspects of work, education or learning cannot , or will not , be sustained.
	Vital social support systems and relationships cannot , or will not , be sustained.	The majority of social support systems and relationships cannot , or will not , be sustained.	Several social support systems and relationships cannot , or will not , be sustained.	One or two social support systems and relationships cannot , or will not , be sustained.
	Vital family and other social roles and responsibilities cannot , or will not , be undertaken.	The majority of family and other social roles and responsibilities cannot , or will not , be undertaken.	Several family and other social roles and responsibilities cannot , or will not , be undertaken.	One or two family and other social roles and responsibilities cannot , or will not , be undertaken.

Fair Access to Care Services in Luton: Eligibility Criteria

<u>Eligible for help</u>		<u>Not eligible for help</u>	
<u>CRITICAL</u> NO WAY YOU CAN LOOK AFTER YOURSELF.	<u>SUBSTANTIAL</u> YOU MAY NEED QUITE A LOT OF HELP TO LOOK AFTER YOURSELF.	<u>MODERATE</u> YOU CAN GO TO THE TOILET WITHOUT HELP. YOU CAN WASH AND DRESS YOURSELF. YOU CAN PREPARE MEALS.	<u>LOW</u> YOU CAN DO MOST THINGS FOR YOURSELF BUT MIGHT NEED ENCOURAGEMENT AND SUPPORT WITH ONE OR TWO THINGS.
<p>You can not do many of the following:</p> <ul style="list-style-type: none"> Protect yourself from harm or serious illness Make your own decisions Go to work or college Move around safely Get in and out of the house Go to the toilet on your own Wash or dress yourself Cook your meals Go shopping or pay bills Wash your clothes Go to the Doctors Get on well with family and friends <p>THE HELP WE MIGHT GIVE YOU IS:</p> <ul style="list-style-type: none"> Very big care package Supported living Residential care Nursing care Rehabilitation Because you would not be able to stay alive and well if you did not get this help. 	<p>You can some things for yourself, but may need help with several of the following:</p> <ul style="list-style-type: none"> Protect yourself from harm Make your own decisions Wash and dress yourself Cook your meals Go shopping Go to the toilet on your own Pay bills Wash your clothes Get in and out of the house Go to the doctors Getting out and about and mixing with other people <p>THE HELP WE MIGHT GIVE YOU IS:</p> <ul style="list-style-type: none"> A care package Sheltered living Rehabilitation Respite Equipment Because without this help your life would be miserable and your health get worse. 	<p>However you might need a bit of help to:</p> <ul style="list-style-type: none"> Do your shopping Wash your clothes Help with getting out and about and mixing with other people for day time opportunities and work. <p>THE HELP WE MIGHT GIVE YOU IS:</p> <ul style="list-style-type: none"> None, but we might advise you of voluntary support or other ways of getting help 	<p>THE HELP WE MIGHT GIVE YOU IS:</p> <ul style="list-style-type: none"> None, but we might advise you of voluntary support or other ways of getting help



Examples

<u>CRITICAL</u>	<u>SUBSTANTIAL</u>	<u>MODERATE</u>	<u>LOW</u>
No way you can look after yourself	You may need quite a lot of help to look after yourself	You can go to the toilet without help. You can wash and dress yourself. You can prepare meals for yourself.	You can do most things for yourself but might need encouragement and support with one or two things.
You cannot do many of the following:	You can do some things but may need help with several of the following:	However you might need a bit of help to:	
Go to the toilet on your own	Go to the toilet on your own	Do your shopping	
Wash / dress yourself	Wash/dress yourself	Wash your clothes	
Cook meals/ go shopping	Cook meals /go shopping	Help with getting out and mixing with other people for day time opportunities and work.	
Pay bills, wash clothes	Pay bills, wash clothes		
Go to Doctors	Get in and out of house		

Glossary of terms

- * **Vital** – essential to life
- * **Critical** – of or at a crisis
- * **Majority** – most of
- * **Substantial** – of considerable amount
- * **Several** – 3 or more
- * **Significant** – important
- * **Abuse** – This is difficult to define as many people experience difficult relationships, however the key to abuse is when one person, ‘the abuser’, holds a significant amount of power over the individual