

Staff Consultation – St Denys  
Monday 29<sup>th</sup> September @ 4:00

Present

Tremaine Lovell (TL)  
Celia Shotter (CS)  
Suzy Roberts (SR)  
Anju Desai (AD)  
Gill Lewis-Lee (GLL)  
Becky Beusman (BB)  
Richard Bassil (RB)  
Oriana Taylor (OT)

Apologies

Claire Pickering (CP)  
Dave Burrington  
Morna Jones  
Will Goodier  
Mike Hibbert  
Keely Seager  
Martin Veal  
George Grimes  
John Mulford

Visitors

Helen Woodland (HW)  
Ricky Rossiter (RR)

A meeting was arranged so that staff at St Denys could feed their ideas into the consultation Process.

As there were a large number of staff unable to attend so information was collated prior to the meeting.

(SR)

**Perception of quality and safety of service is important to service users and their families /carers: *post Winterbourne and with no inspection framework for day services confidence is key.***

- Involvement Plan proposed some months ago which mapped actions around three key criteria of involvement:
  1. involving service users in decision making
  2. involving service users in planning provision
  3. Involving service users in quality assurance and improvement activities
  
- PCPs are the hub of our day service programme and review activity and regular reporting of progress and achievement is mapped against individual's day service targets. It would benefit service users if perhaps we had responsibility for ensuring that these reviews involve more people (other professional, other people supporting the service user). This is ideally the role of the care manager but most service users are unallocated unless there are issues. This role would enable us to monitor and plan for all service users: ensuring services continue to meet their needs.

- Parents and carers know us: we would be the ideal service to organise support groups for families and carers.

### **Flexibility to make improvements that meet the needs of service users and their families/carers**

- Flexibility on length of day. Sessional provision (2 or 3 sessions per day: i.e. morning, afternoon and evening) service users attend one, two or three sessions a day as meets their need.
- Flexibility on periods of attendance
  - (provision in college holidays)
  - blocks of provision (i.e. every Monday for four months)
  - Weekends
  - Clubs running once a month activities in the evening.

### **Hub and spoke development**

- We are already a community based provision not a buildings based provision ( in that we are in an open to the public facility, work with other SDS providers as a campus, utilise satellite bases and provide transport to community based activities); but we could promote this hub approach further and link to other day services, other providers, residential etc to widen the offer of activities and make “quorate” groups where individuals with same interests need support to access activities; but groups need to be formed.
- Match funding sessions: we develop sessions and promote them to individuals & groups outside the service (over 60s, specific health groups like stop smoking and diet and exercise groups, adult learners etc). We have experienced staff who could offer activities and we have community venues. “If we build it they will come” approach to creating community activities. This would benefit our service users who would have more opportunities to integrate.
- Co-location of the professionals around the service user. Would provide a one stop shop for service users and their families/carers. As previously mentioned we are the known faces because we operate from a community venue. If other professionals were co-located with us it would lead to improved information sharing and families/carers would have more confidence that they could get to see professionals (like Jigsaw).

### **Education, training and work**

- Need to build relationships with schools and parents/carers from KS4 at least. As it is at this stage in reviews of Statements that young people are set on track for their adult provision. Those of us who have worked in schools and colleges know that colleges promote their courses to parents and, by default, day services is seen as a passive option. We should offer taster days to schools, open days to parents and get our staff to go into schools to run regular sessions with their KS4 and Post 16 groups.

- We could offer preparation for Work courses (passport to work courses). Edexcel offer these and we could look to adult learning for funding. We have teachers on staff.
- We could create a Preparation for volunteering programme that would reflect the Big Society initiatives and provide a stepping stone to work placements. This would need to be a properly constructed course that had volunteering experience built into the programme: it would also be time limited (i.e. one day a week for a year). We could build links with local employers and third sector organisations to enable this provision.
- Develop programmes for service users with mental health and learning disabilities. We have expertise and success in this field. There is a gap in the market for this work and the need for the work which could prevent escalation of need.
- We could develop passport to independence programmes for younger people: to enable people to develop the skills to live as independently as possible. We could work in sessions and offer portage to enable service users to achieve and progress.

(GLL)

- **Transition**

To offer support and brokerage for those leaving school or college.  
 A flexible holiday programme to support families and offer tasters  
 Travel & Transport training.  
 Sign posting to those wanting employment or education.

- Personal Assistance /Support work

Develop a recruitment agency for organisation requiring PA or 1:1 support.  
 Offer apprenticeships schemes to train new staff where there are shortages.

- **Mental Health**

To develop buddying or natural support from clients that require MH support services for Service users with LD.

- Name change from Day services to a community focused image.
- Proactive approach to community groups and other organisations how they can be involved with us.
- To offer a care planning service.

From (CP)

- **Dom Care**  
working with individuals in their home on budgeting, shopping and cooking skills. We've not been able to do so as we're not registered to work in people's homes but this could be a possibility in the future.

Our knowledge of our service users mean that we could provide a brokerage role if people choose to take up direct payments

(TL)

- **Stella Maris**

Stella is a base where SU's that don't access any other Day Service provision can meet and be supported within the community. Offering staff support to access opportunities that they like to do within central Southampton. This helps them live independently.

To Offer a flexible drop in service for those that have a reduction in service offering flexible support.

To act as a drop in base for those having 1:1 offering friendships and social support to service users and support for staff.

To Support access to local facilities for those that do not want a building based service.

Concerns about other providers sitting in café's for hours and not communicating with their 1:1 Service users. Stella works in small groups 1:2 /1:3/1:4 which offers them a mix of social and support.

We have used this to support volunteers who have later developed and moved into support work.

(BB)

- **Youth Group**

We have ran a successful youth group and some individuals have moved into employment or external services or SDS services. This has been good at promoting peoples independence at a young age and helping them make decisions about their future. It also highlighted a number of safeguarding concerns. This was excellent for SU to mix with their own age group and do what young people do , internet , computer games , sport etc.

This provision support parents that were concerned about their young charge mixing with much older people.

(AD)

Asked RR about the loss of jobs and he said there were 197 post at risk.

When Bedford House all were reassessed for C&S category. Would there be any additional staff coming in to assess. RR said that there would be additional staff but we would be included as part of the process as we knew service users.

(HW)

Helen thanked staff for their input and agreed that there were some good ideas and she wasn't saying that we weren't offering a good service, however many of the ideas would cost the SCC more money and we would be recreating what we already have when we should be looking at the provision gaps and offering our services in a different way.

There were plenty of other day service providers in the private sector some offering the same services and that we needed to look at what service they weren't offering e.g. care planning , personal assistants , direct payment support , reviewing.

Social enterprise discussion about options for possible gaps in the market and this is being looked at. RR said that St Denys were in a good position due to the small services that we currently offer.