

The Future of Day Services in Southampton

Working Together – Coproduction groups

From two introduction events held in August, attendees discussed and agreed to work together to look at 4 areas

- Carers
- Developing Services
- Quality & Outcomes and
- Personal Budgets

The groups, referred to as Working Together groups, met 4 times during September and October. A summary report was produced for each group.

A further meeting involving representative from all the groups took place in November. They read the summary reports and provided comments and feedback.

The four reports are set out below.

In all four groups there was a request for the work to continue once a decision has been made.

Developing Services Working Together (Coproduction) Group. Summary Report November 2014

The developing services co-production group is attended by a good balance of people who use services, their carers and providers of services. The meetings are chaired by Adam Wells, Service Development Officer within the ICU but the group plays a big role in deciding the direction of each meeting and what is talked about each time. Adam picks out key issues that are discussed and raised by the group which will form discussion areas for the next meetings.

Choices Advocacy also provide support and make sure that all individuals are able to have a voice at the meetings and that discussions and information are accessible and understandable for all.

The group has functioned well but have found it difficult to separate co-production from the wider council consultation about Day Services. This has meant that for some individuals the first session was heavily focused on concerns about changes to current provision rather than developing solutions. It has also become very apparent that individuals are finding it very difficult to focus on new choices and options while feeling anxious about current services. Gradually this is improving.

The group has discussed current and potential future services. It has become clear that there are activities out there to meet the majority of peoples interests and needs. What is not in place at present is the information or support to enable people to access these activities in a flexible way which provides choice and control.

Current outcomes

The group has suggested the following outcomes which would improve current service provision:

- Good, flexible and safe transport for a variety of needs is essential. The group thinks people would benefit from a trusted register of transport providers which includes taxis that offer named drivers with an understanding of different needs, wheelchair friendly transport, improving buses and driver awareness and training individuals in public transport. More work is needed to look at transport options as it should take into account wider community access and not just specific to this project.
- People want support to get a job and volunteer. This needs to include:
 - Work place support for people in a job
 - Support to do CV's and apply for jobs
 - Support to increase skills
 - Support during transition between school/college and employment

- The most important things to people is seeing their friends and having regular social interaction. At present this is linked to day services and community centres but the group did discuss how this can happen in other ways by groups of people accessing activities or courses etc using direct payments. Appropriate support needs to be in place.
- The community centres are valued by the people who use them. There are lots of activities going on as well as day services that individuals could access, it does not have to be a 'day service'. The group thinks they could be utilised for wider activities that people could access but this would not be appropriate for all individuals.
- In order for people to take personal budgets or direct payments there needs to be better support and information available.
- People need an accessible information directory to know what is available with regards to activities and services.

Concerns and Anxieties

- Any changes to day services need to be well managed with appropriate support for individuals and their carers.
- That the community centres will be closed
- That people will be stuck at home with nothing to do
- That people will stop getting services
- That people will not be able to see their friends and social networks
- Loss of carer respite
- The support to move towards DP/PB is not there at the moment.

Quality & Outcomes Working Together (Coproduction) Group. Summary Report November 2014

The Quality and outcomes group was set up to consider how the activities that people chose can be shown to meet their needs and that they are safe and provide good quality to the individuals that use them.

The group consists mostly of providers however there are two individuals who act as service user representatives. Initially there was only one external service provider representative however at the final meeting a second external provider attended. Choices Advocacy provide support to the group and service user representatives where required. The meetings are chaired by Adam Wells, Service Development Officer. Group discussions start with a basic structure or subject area to discuss put in place by the chair but discussions are open and led by the group.

The group has discussed and tackled some of the issues associated with quality in day services and wider support services and activities such as Personal Assistants and training courses.

This group has also touched on what kinds of services may be available in the future and where the current gaps are, which crosses over with the developing Services group.

Group suggestions

Consider having a set of standards for Day Services to sign up to before contracting with SCC in the same way that residential and domiciliary care services do. Services need to be audited by SCC where possible – potentially through the ICU quality team. This is only relevant for services which are funded through traditional routes and contract directly with the council.

People who use services need to have more involvement with quality and what the services deliver. Services/activity providers need to:

- Include people who use their services on interview panels for staff
- Involve people with designing solutions and service developments
- Involve people who use services in the delivery of activities and services

There needs to be a stronger method for monitoring the quality and safety of personal assistants. Again the group suggested that people who use services are used to 'vet' individuals wishing to be on PA register and that all people should be DBS checked before being on any register.

Ensuring quality services where people are using direct payments and have complete choice and control to access services which may not contract with the council is difficult. The group felt this was about developing a culture among services and individuals which is driven by people choice and ability to access different activities if they do not meet needs.

It was also suggested that there could be a system of peer audit and review between activity and service providers. This would require strong provider networks and market development.

People felt that the outcomes activities and services should be achieving for people need to be based entirely on individual circumstance. However, it was agreed that promoting independence as far as possible, learning new skills and looking towards employment and volunteering we all important.

Individuals who use activities and services should be able to see an improvement and that they are achieving their goals which need to be set during support planning. Providers could consider using outcomes reporting tools like the outcomes start to show progression.

At present support planning happens in most cases between an individual and their service provider, not within care management assessments. The group discussed the possibility for this to happen in a more official capacity with a specific an independent support planning service separate from care management and activity providers.

The group feels there is a need for a service to help transition into employment for those who are leaving education. This support needs to be co-ordinated between colleges and supported employment providers to make sure individuals, families and carers know the future options and do not fall out of education or employment which happens to often at present.

Personal Budget Working Together (Coproduction) Group. Summary Report November 2014

The group met four times with service users, carers and staff represented at all of the meetings. The meeting was chaired by Sandra Jerrim, Senior Commissioner within the Integrated Commissioning Unit (ICU). The group led topics to be covered during the meetings, with a large focus on finding out more about personal budgets to be able to fully participate in raising issues and identifying solutions.

During the first meeting a number of issues were raised. These were summarised under the following headings

- Information and support
- Promoting and launching personal budgets and
- Processes

During the remaining sessions the following areas were covered in more detail.

Information

Group members took responsibility for looking at local information points. Their findings informed the points set out above. Feedback was also sent to a service about their website. The group will continue to monitor the Councils new website.

Time was spent discussing the importance of information and support with the following suggestions being put forward for consideration

- There needs to be brokers/support staff and a person directing you in the right direction.
- Need informed workers, including social workers. Make all social workers and care managers aware and keep updated.
- More staff trained to provide the information re personal budgets
- Good points for information to be available
 - GPs
 - SGH
 - Colleges
 - Access points to social care
 - Information centres – hubs
- Information should be consistent, available and transparent
- Information provide manually, in person, online
- Information sources must be trusted, local and informed
- Information that is targeted to emerging groups e.g. young people, carers
- Advocacy should be available
- There should be 6 monthly open forums for people to attend.

- Make social workers, care managers aware of what budget can be used for.

It is important to know what support and services are available in Southampton to Carers and Users of Services.

Personal budgets

Information was provided about personal budgets. This was covered on several occasions reflecting the complexity of information involved. Subjects covered during the groups included

- **Steps to getting a personal budget** (assessment, indicative budget, support planning, personal budget, review)
- **Continuing Health Care**, Information was provided about Continuing Health Care (CHC)
- **Impact of income on personal budgets.** Group members heard and discussed how other income impacts on personal budgets. This highlighted the importance of having good clear information about all aspects of personal budgets.
- **Fraud** and how this is managed.
- **Audit process** and how imposing it feels..

Wider issues

Concerns were raised by the group about a number of wider issues including

- Accessing assessment
- Accessing ongoing support from social workers and staff
- Some people are concerned any changes will put more pressure on families and carers as people seek to make more decisions for themselves

Other suggestions

- To have one single accessible file for each individual for those who need it.
- Care should focus on the individual being at the centre of the planning.
- The current approach to support people and provide information is seen to be reactive. Information needs to be held somewhere and offered in a proactive way.
- The group discussed the option of community navigators and providing GPs with more information.
- Reviews need to happen.
- Suggested there is a monthly community meeting looking at services

The group would like to continue to meet but there is a need to identify what areas it can have an impact on. Future areas of work could include

- Developing good quality information and advice
- Informing what support is needed when accessing a personal budget, especially a direct payment
- How the audit and review process could be improved

Carers Working Together (Coproduction) Group. Summary Report November 2014

The Carers Co production group has met on four occasions with attendance varying from three carers to twelve people. Steve Hards facilitated the meetings. Introduced the process and facilitated discussions with a focus on issues identified by carers as needing addressing. Some of the issues go beyond day services specifically. The group has been made up mainly of carers for people with learning disabilities and mental health needs. Carers in Southampton an organisation recently commissioned to support carers have also been represented.

The discussions and issues raised were determined by the group with some structure and direction provided by the facilitator

Carers took the opportunity to talk about their concerns regarding possible change to day services provision, their experiences and some of the issues they face. These discussions have taken a significant element of the meeting time. They reflect the concerns and anxieties that carers have with the possibility of changes to day services provided to those they care for and the potential impact on them as carers. Carers also commented on the difficulty of them coming up with proposals and solutions when they don't know what changes are being proposed.

The group did identify what they felt were key issues for them as carers, reflecting their needs but also the needs of those they care for.

These issues are as follows.

Difference in carers experience of caring role and needs assessments for carers

Carers needs should be looked at individually
Carers needs should be assessed individually

Any changes to the provision of day services need to still address the needs of carers. The way to do this is through looking at and assessing carers needs individually. Carers need to know they have core hours available to them so they can plan their life.

A concern is that moving away from building based services will cause transport difficulties.

Solutions

- a) SCC to employ "Lead Professionals" to carry out carers assessment
- b) This may cost more money/resources in the short term but provide better outcomes in the longer term through understand needs better and being able to plan
- c) Could use temporary lead professionals to carry out assessments.

Carers could get a bit more hands on with services

Example. Carers/parents could be involved in the quality monitoring of services Visiting other services to check quality, Speaking to carers and family members as part of quality checks etc. It is important to speak to people with direct experience of utilising the services

Carers feel that people need a building – they need somewhere to go.

- They need a “building” to meet up
- The group requests that buildings remain.
- This will be different for different people.

The group agreed that not one size fits all. There is a need for a combination of services that meet individual needs and therefore a need to make sure there is a variety of services available.

- “Work based” provision is good in terms of motivation for some people but does not suit everyone
- Carers need to know where to phone and who to link with.
- a combination of types of provision is needed

Buildings could be opened out more so more people from the local community have access to centres. Examples included offering sessions and study groups to the local communities. (Wellbeing Centres were given as an example where a range of facilities are available to the local community and a range of activities and resources provided)

Geographical locations are important, however the one that most suits a person is not necessarily in the nearest location so transport needs to be accessible and reliable.

A building is essential for people with high needs who require specific care. There is nowhere to take people out every day if not building based. A building can also act as an emergency service and there are facilities within day services (e.g. hoists, accessible facilities)

Clear communication re transition / changes

Once decisions are made then this is an important time to communicate with carers around any changes and transitions that are likely to happen. Carers can feel isolated and not sure who to talk to, especially if calls are not returned

Carers Need

- Clear communication around changes.
- the impact of any changes to be minimised
- for to risk clients/carers to be identified and minimised
- Plain English and verbal communication

How can we support carers to support each other?

The group felt it is important that the Co-production groups continue and come back to discuss any decisions that are made and ensure that the group is well informed throughout the process. The co-production groups can feedback to decision makers.

The group said that the council needs to take the time to prepare people for any changes and to discuss what can and cannot be done.

Summary of Issues and Solutions

Information for carers

- There is an assumption that everyone is 'on line' and this is not the case
- Day Services are where we pick up information at the moment.
- Carers anxiety levels can be high
- Isolation can be an issue as carers family situations vary as well

Solutions

- A directory of services that are specific to carers needs
- Mail shots with information
- Carers in Southampton to attend lots of public events
- Carers support groups in day services
- Day services could offer carers support formally.

Carers Need respite.

- Only if the cared for person wants to go?
- 'My son goes to Kentish Road and loves it'
- 'I can't separate Kentish Road from day services (both important)'

Solutions

- Kentish road to remain open but all needs are met
- Possible use of shared lives carers for respite.

Carers "Peace of Mind"

- 'People at day services are trained and understand my person'
- Sleepless nights worrying about what changes may happen
- concern that the service users is affected by comments made by staff
- 'The impact that the consultation process is having on our people'

Solutions

- Introduction of Carers Act may help for carers rights.

Whatever happens with regards to changing services, the staff need the correct training to meet the needs of individuals with a range of needs whether higher or lower.