

**Future of Day Services Meeting**  
**25<sup>th</sup> September 2014**

Present - Helen Woodland  
Ricky Rossiter  
SDS Freemantle & Nutfield Teams

The meeting started with Alison Gilroy (AG) giving a brief outline of our service & the potential of Nutfield services as a social enterprise.

Christine Crockford outlined ideas of branching out into domiciliary care & advised in the past we have had to turn down requests such as overnight cover, or cooking meals & clients learning skills within their own homes.

Helen woodland (HW) recognised these opportunities, & advised that Southampton City Council has in the past not been proactive with personalisation of clients needs. It would appear Southampton doesn't have a huge market.

HW identified clients with personal budgets wishing to purchase services & maybe use a personal assistant to support them with tasks / activities, find it difficult to find trained staff. There is no register of individuals whom are willing to fulfil this role or a register of skills an individual may have & the support they can offer. It has been identified that clients purchasing this type of service need it to be an individual they trust & have a good rapport with, perhaps someone they have already built up a relationship with & will be constant during the task / activity.

Outcome based services should be on offer i.e. purchase support for a walk in the park, cook a meal, go out for dinner etc. Already supply & demand match up.

AG - outlined the work streams that Nutfield have, People's Gardens, Branching Out, these are already working out in the local community & have customers & links that can be built upon. Alison Welch suggested there is potentially a huge customer base & they are always turning work down. It was outlined contracts can be fulfilled for large organisations i.e. Western Hospital & domestic properties i.e. social housing. This service enables clients to work through the different groups / skills sets building upon skills to hopefully move on to paid employment. It was also

identified that therapeutic gardening fulfils different needs & again requires a different skills set. Clients were recruited for this service by City Limits Employment more able clients due to skills required. Ricky Rossiter (RR) suggested this is an opportunity for supported employment, not a day service & could therefore encompass mental health clients & people from older persons.

The relationship of working with a variety of groups was highlighted by Martin from Wooden reflections, LD clients & mental health clients' work together to make various items that could be sold.

The working relationship of different client groups was also highlighted by Nicki Berry when outlining Otars & the sports provision on offer, with evening & weekend activities and the opportunity to compete at Special Olympics. Nicki outlined that clients with no day service provision buy into sporting activities run on a Tuesday evening.

It was suggested other groups could work along side us. HW suggested statutory services roles are changing & now it's proactive & sustaining & working across the board rather than certain skill sets remaining together.

HW asked if the social enterprises meetings had been useful, feedback was positive & it has given freedom to explore developing the service for the future. It would appear many organisations have tried the LATCO route but these have failed.

Time scales are very tight! If a decision was made on a social enterprise how quickly could this be achieved? HW advised that 73% of SCC budget is sat within the People's directorate, children's & housing services have money which is protected therefore savings have to be made from the Adult social Care Budget.

HW advised day services on offer has to be different than currently being provided. It has to provide services its customers want & that are meeting a need.

Assessment & reviews were seen as a selling point as there are currently 220 clients that we conduct annual reviews for to assist care managers with this process.

Managing direct payments - there is a market for this as a lot of carers do not understand this area fully & potentially a service could be offered to assist with this growing area.

PCP - currently no market to help clients use their money to purchase the support / activities they want. Outside organisation may not have time to really get to know an individual where as we have built up excellent rapport over the years & could provide excellent support for this.

SCC always interested in what is already running within local communities that clients can connect with, using personal budget in a more constructive way.

The Care Act 2014 - ???

SCC cannot change the criteria of clients, can only work with those that have critical & substantive needs. In the future support should be offered at an earlier stage before needs are critical.

**Transitional Services** - not so great, HW suggested a life span service team that support an individual from the age of 14 to ensure transition from children / teenage to adult services goes more smoothly, at present a person loses all their support at 18 & therefore would go into crisis. Direct payments also apply to children. Trying to keep families and individual out of crisis. **This is an opportunity to think about as we move forward.**

**Emergency Care** - could we setup a service to offer support with emergency planning, respite in people's home if an emergency did occur or activity break if a family going through hard times.

RR suggested that Freemantle is a very driven team & is willing to develop & change given the opportunity, and that we need to get feedback from our parents & carers to see what their needs really are.

Think about;

Short term

Medium term

Long Term

Gaps in the market then put together a proposal & HW is quite happy to the idea back to the commissioners.

Meeting a need

Short term need - give SCC the budget saving they need

Gain SCC support through the process

Essential to learn more from City Catering find out their financial model, legal model & meet with SCA to see how they run things. SCC has agreed a social enterprise model for city catering & therefore is more willing to accept these proposals.

Identified is a gap in transition planning, parents are paying for services & need to know & understand the direct payments process & perhaps guided through this process. Sam Searle family and his family have had a very positive experience & are happy to share with others their experiences.

Currently day services & P.A services are not regulated. Potentially if P.A service was setup along side a CQC domiciliary care service then could be the market leader.

Freemantle community centre is situated in a good location & on most bus routes. It was also suggested services could pop up with the local community, shop front, café to offer support & advice closer to clients. Also mentioned in the centre of town a social enterprise café has recently opened.

SC suggested a gallery for client's art could be setup to bring in income from painting & picture sales. It was suggested in the future we need to think about income generation as well as meeting customer's needs in a more cost effective way.

Feedback from parents / carers & clients is essential & continue to offer support to carers at these difficult times. HW reminded all that as officers of the council we need to adhere to SCC guidelines. HW will pass on any feedback she receives.

HW outlined the difference between the two processes running at the moment;

Consultation - statutory requirement when a local authority wishes to change services, this gives all involved the opportunity to have their say a report is compiled and recommendations given.

Co-production - these groups continue past the consultation period and are separate to the consultation process. These groups discuss certain aspects.

HW can get support for a social enterprise model to be explored & developed. It was suggested to network & research the following;

Essex local authority - 1<sup>st</sup> local authority to approve a social enterprise  
Sunderland local authority - some services just moved to a LATCO  
Oldham - children services

HW & RR happy to hold further meetings to develop suggestions & ideas.

The meeting closed at 5pm.