

Day Opportunities Review



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Background

As part of its duties under the Care Act 2014, the Council must meet the care and support needs of adults and the support needs of carers who are assessed as eligible under the Act's eligibility criteria. Eligible needs may be met by the provision of day opportunities as part of a care and support plan.

- There is a mixed market of day opportunities (40% internal and 60% external)
- Two different day opportunities internally – Resource Centres and Connect Services
- The Covid-19 pandemic has impacted on delivery as day opportunities have had to close, reduce capacity and/or deliver in a different way
- This has triggered the need to review the provision in order to continue to meet assessed need. Cabinet agreed to commence this review in October 2020

Purpose of the Review

- To consider how the Council may continue to meet assessed eligible need in the most efficient and cost-effective way that promotes independence, social inclusion and positive outcomes for individuals and carers.
- Preferred approach is to move to a position where internal day opportunities will only be provided where there isn't the capacity or capability within the external market to meet eligible need

Cabinet Report – February 2021

- Provides an update on the first phase of the review which focused on provision for individuals with more complex needs. It covers:-
 - What activity was carried out during the review
 - An analysis and summary of what was found
 - What actions should be taken next

Phase 1 of the Review

Within the scope of the review, several key activities were identified and included:

- Stakeholder engagement
- Desktop exercise of all current service users in receipt of day opportunities to understand opportunities for less building-based provision
- The impact of COVID-19 and closure of internal day services
- Analysing the responses to engagement and update cabinet with options being considered
- Complete a review and report the conclusion and recommendations to Cabinet for approval

Stakeholder Engagement

A Communications and Engagement sub-group was established with a remit of ensuring engagement across all key areas of the review.



Key areas of the focus and governance within this group, included:

- Completion of an *Engagement and Consultation Project Plan* which aligned to the overarching Day Opportunities Review Project Plan
- Updating the *Communications & Engagement Plan* incorporating chronological history of past engagement/ consultation
- Completion of a *Stakeholder Engagement Plan* which identified; key stakeholders, including; WCC internal leads, Carers/Service users and voluntary sector as well as methods of engagement:

Desktop Exercises Outcome:

To establish whether the current service was “fit for purpose” for those individuals currently using the Resource Centres and profiling of each individual

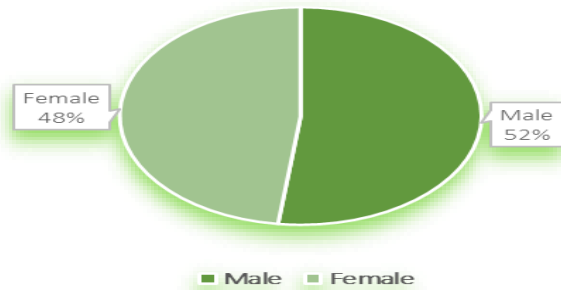
Data	
What we will do	What this will achieve
Desktop exercise LD database	Provides a picture of pre-covid and during covid of services provided
	Determine right level of assessed need within the service
	Provides details on proportion of people with health needs
	Multi-service attendance including internal/external and replacement services
Desktop exercise Resource Centres Staff	Resource centre service user profiling – age, length of service etc
	Review of best service fit for each individual
	Identifying links between the Resource and Connect criteria
	Impact of covid at service delivery
	Preferred communication methods for service users
	Provides holistic view of support for each person
	Capacity profiling based on existing versus best service fit review data
Finance	
Desktop Exercise Team Leaders	High level impact of the difference if people were in the right service
	Levels of Direct Payment

Desktop Exercises Outcome Contd:

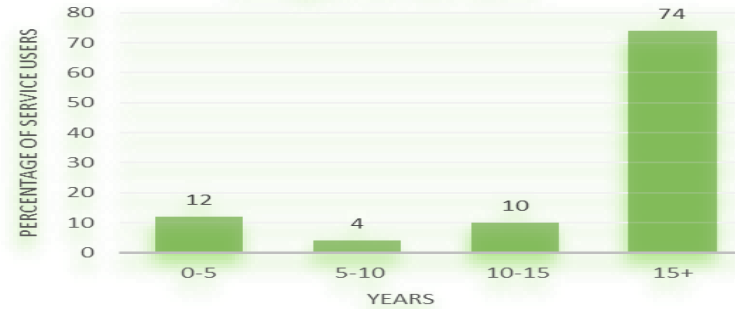
What we will do	What this will achieve
Market Analysis	
Full market review of capacity post Covid	Is the market able to meet complex care need
	Is it financially comparable
Future Proof	
Ensuring that the future day services are fit for purpose, present and future	Examples of future models
	Potential menu of options for complex services
	Links with Transitions
	Links between Shared Lives
Transport	
Transport Review	Identifies who is receiving internal transport
	Transport costs within the Resource Centres
Engagement	
Consultation/Engagement Log	Identify who key stakeholders are
Comms and Engagement plan	Link into carer support forums and key stakeholders
	Ensure everyone impacted by changes are engaged with

Service Profiling of Existing Service Users within the 4 Resource Services

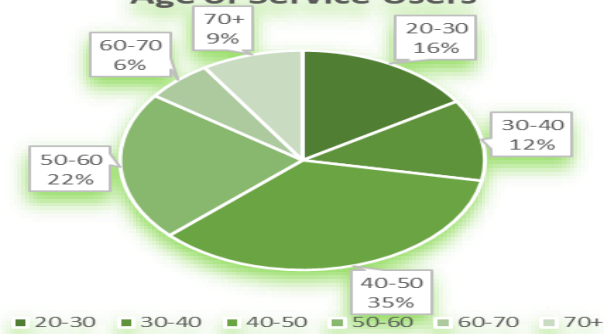
Gender of Service Users



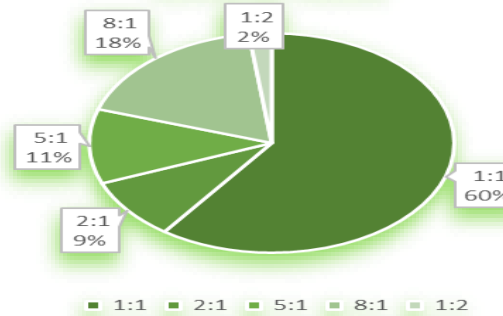
Length of Service



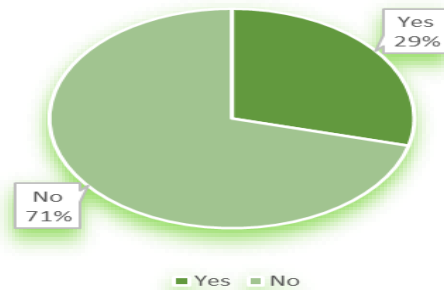
Age of Service Users



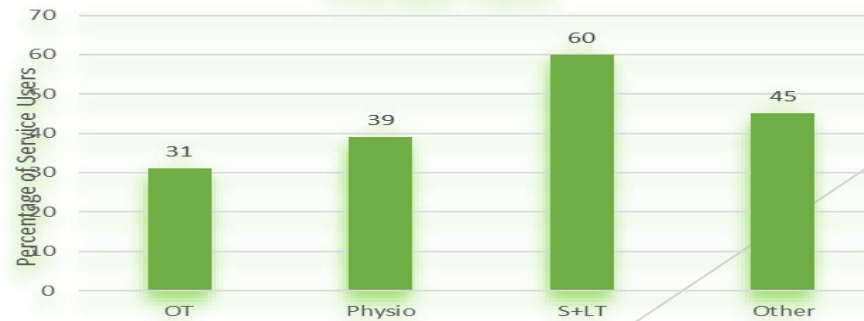
Level of Need



Direct Payments



Therapy Input



External Providers for Day Opportunities

The table below shows where Worcestershire's external Learning Disability Day Services are based, and the level of support which services can offer.

“High” level support refers to specialist services which work predominantly with people with complex needs and profound and multiple learning disabilities.

“Mid”-level support refers to services which offer some 1-1 support as part of their service, as well as group activities, whereas

“Low”-level support includes services which generally offer support in larger groups.

	Low level support	Mid-level support	High level support	Total
Bromsgrove	-	1	-	1
Redditch	3	2	-	5
Wyre Forest	12	2	-	14
Worcester/Droitwich	10	2	2	14
Evesham/Pershire	2	4	-	6
Malvern	5	3	-	8
Out of County	1	5	-	6
Total	33	19	2	54

Only **two** external services identified which specialise in working with people with profound and multiple disabilities and in the Worcester and Droitwich areas

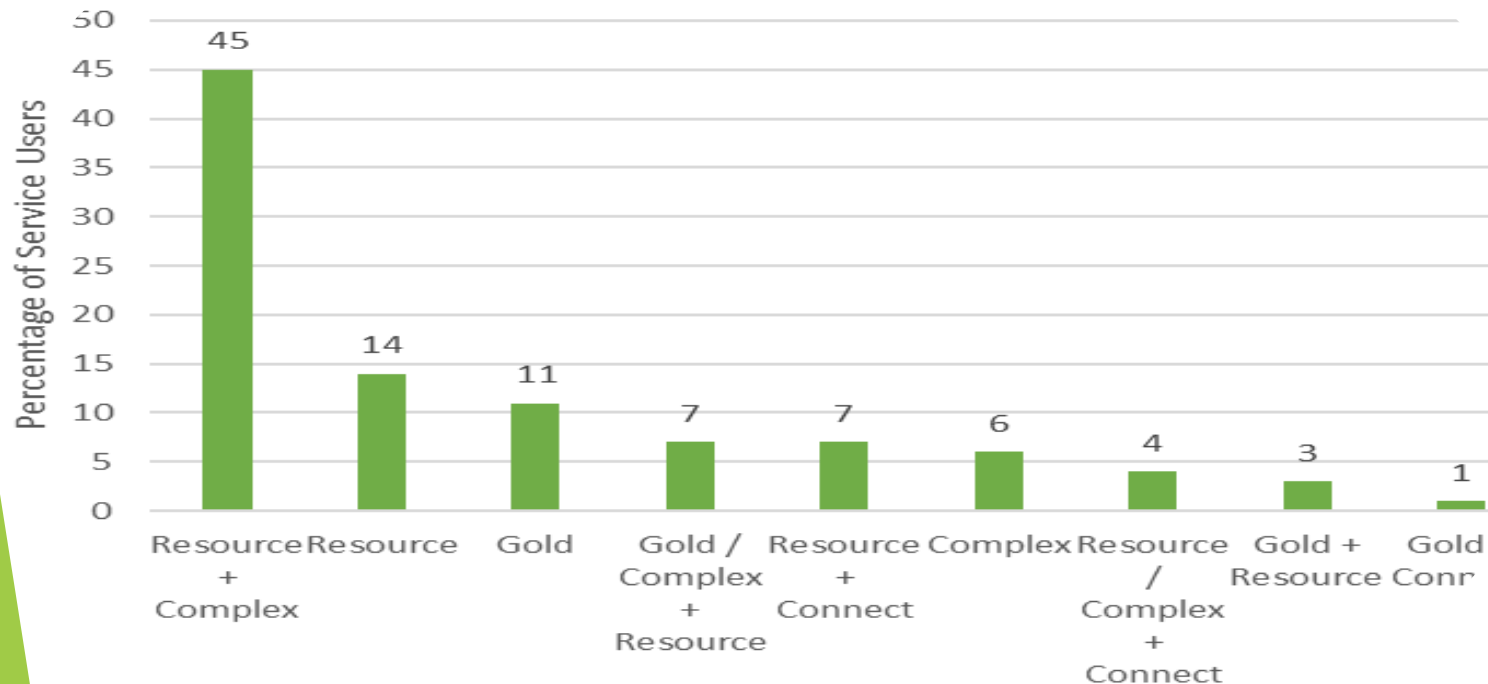
“Best Fit” Service User Breakdown

Resource Centre staff were asked to review each service user, on an individual basis, to consider if the current service they were receiving within the Resource Centres was considered the *best fit* for them.

The alternative types of service categories were based on the original current service provisions of:

- A Growing Old with a Learning Disability (GOLD) service for Older People with an LD
- The Resource Centre for individuals with high needs
- The Connect Services for a more community-based offer for lower level needs
- Complex Care for high needs individuals requiring a predominantly buildings-based service

Overview



Only 14% of individuals were identified as being suitable for just a Resource Centre service and 45% of people were identified as being better supported through attending both the Resource Centres and the Connects services or combination

Are the Resource Services Fit for Purpose?

Currently, as identified in the diagram and through the individual and County profiles, there are clear blockages within the current WCC Resource services for people with complex needs:

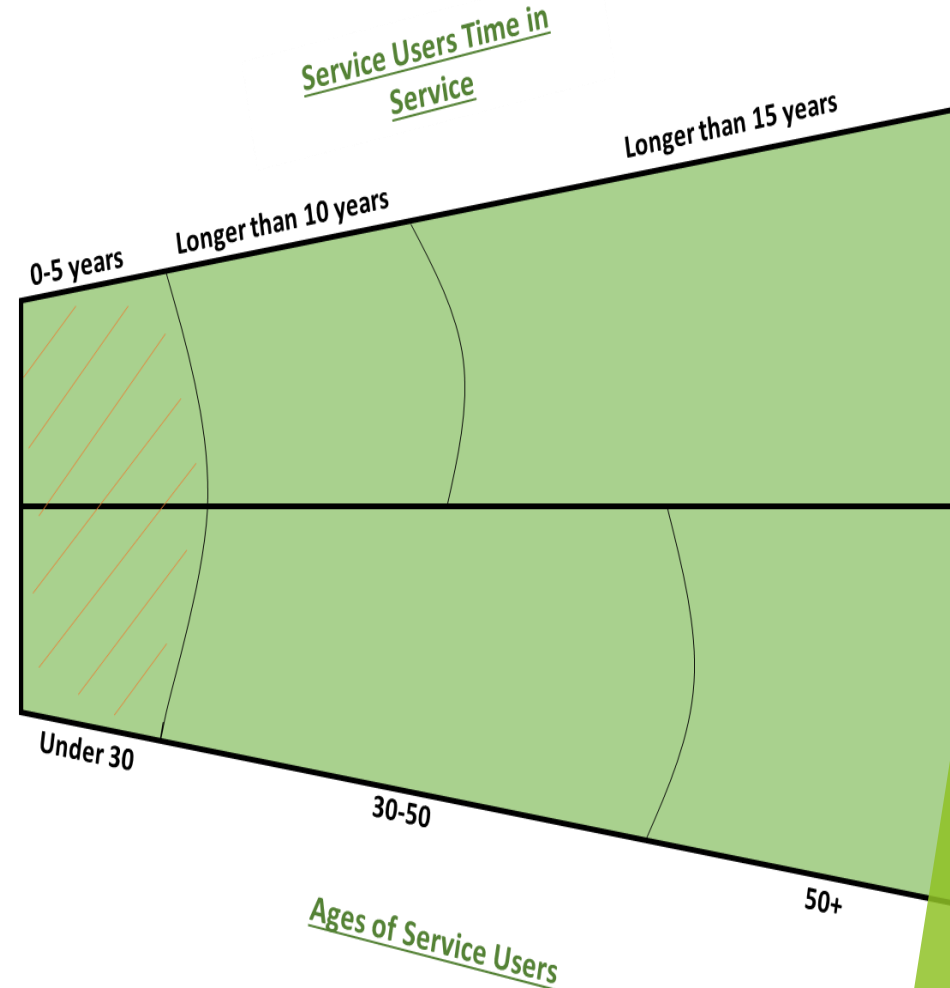
- ▶ 72% of service users are over 40
- ▶ 10 % of service users have been in the service over 10 years
- ▶ 74% of service users have been in a service for over 15 years
- ▶ Only 16% of service users are under 30 years old

New Referral



Is there enough capacity?

Is the right service available?



- 12% of people are under 30 and in service for less than 5 years
- No customer journey

Engagement Feedback and Options for Future Consideration

Feedback Summary

Options to explore for future

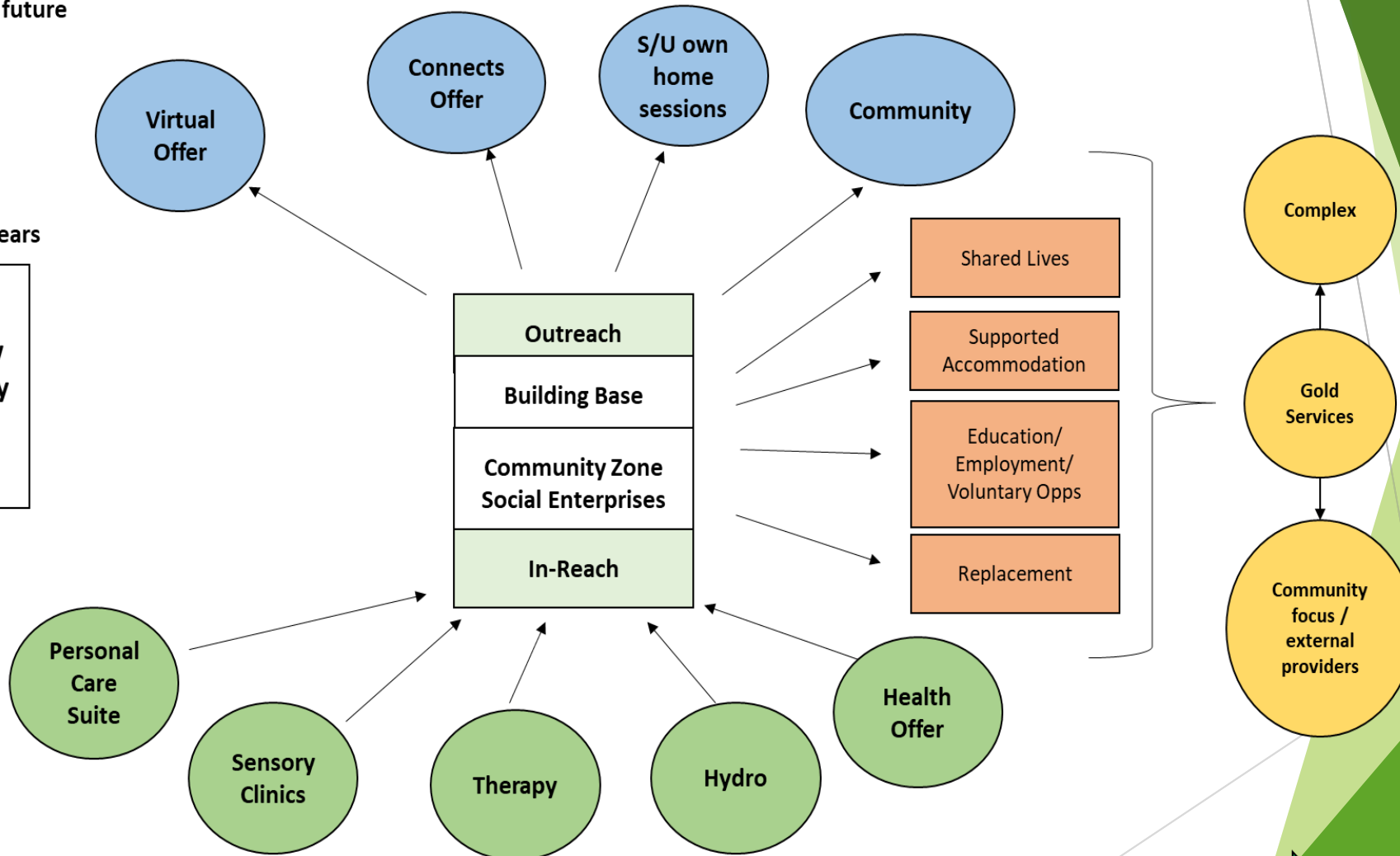
Wrap Around Service

Transitions Next 5 Years



Send

How many ?



Service User Journey – Independence, Choice + Control

Summary of Key Findings

- ❖ That the service user journey is limited and for some individuals the Resource Centre offer becomes a “service for life”
- ❖ That we may be “over-providing” for some individuals and are WCC practicing in a truly strengths-based approach way i.e. do all the individuals in the Resource Centres really need a full comprehensive specialist/complex provision with high staffing levels?
- ❖ There is a significant variance on the numbers of service users attending the 4 Resource Centres
- ❖ Currently there is a small proportion of younger adults within the Resource Centres, only 6 % are under twenty-four years old and 13% below thirty years old
- ❖ A large proportion of the service users (99%), within the Resource centres were identified as having health needs, yet only 5% of these individuals are receiving Continued Health Care Funding.
- ❖ 127 individuals who are seventeen years old, have been identified as potentially requiring some sort of Day Care Opportunity

Summary of Key Findings Contd

- ❖ Similar unit cost within the Connects Centres, when you would expect the Resource complex/specialist service to have the higher costs.
- ❖ The positive side from the pandemic has meant that new ways of working have been explored and implemented meaning a shift in attitudes from key stakeholders, in considering new ways of working in the future, especially around potential new models for the building-based services.
- ❖ Through the market analysis exercise it is clear that there is a lack of provision for PMLD/complex needs in the external market.
- ❖ There is a heavily reliance on transport from individuals attending the Resource Centres
- ❖ The overwhelming feedback through the engagement process of the review, identified some of the Specialist Day Opportunities buildings could become 'hubs' for an extended service, offering support for people in their homes and communities as well as care during the day and overnight

Next Steps & Recommendations to Cabinet

Next phase and report due Summer 2021

In summary the key areas which need further exploration and clarification as part of the next phase of the review, are how WCC:

- ❖ Consider the long term and future “offer” of the Resource Centres in ensuring an equitable and fair approach i.e. accessible to all ages across Worcestershire and a service that is fit for purpose
- ❖ Ensure that the difference between the Resource Centre and Connect service offers are clear, including referral processes, criteria and Social worker practices
- ❖ Understand the make up of the Connects service users to further understand the blurring of services across the 2 types of services (Resource and Connect)
- ❖ Consider the GOLD element of service users in both the Resource and Connect services
- ❖ Understand the variances across the 4 Resource Centres i.e. numbers of service users, unit costs etc
- ❖ Explore alternative/complementary options for specialist and complex services