



<u>Committee and Date</u>	<u>Item</u>
Health and Social Care Scrutiny Committee	
9 February 2015	<u>Public</u>

Transformation of Day Services in Shropshire

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1. Summary

- 1.1 To provide an update on the changes made to Council's in house provided day services during the period 2012 – 2015 and to report on the outcomes for service users who were previously supported by the Council in day services.

2. Background

- 2.1 During the period 2012 – 2015 a number of changes have been made to in-house Council provided traditional day care services.
- 2.2 This report provides an update on the changes that have occurred to date and the difference that this has had on outcomes for service users.
- 2.3 Since 2012 a transformation team within Adult Social Care Services has responded to developing personalisation and choice for individuals. The transformation of day services has been based on the principle of people being in ordinary places doing things that most members of the community would be doing and taking a full and valued part in society. This includes:
- Meeting local people, developing friendships and connections and a sense of belonging.
 - Undertaking activities that have a purpose.
 - Working, volunteering, education, training, leisure activities, arts and hobbies.
 - Less reliance on buildings based services and more personalised opportunities in the community.
 - More independent travel.

2.4 As in-house services have developed, these principles have been adopted. Almost without exception people who spend less time in day centres and more time using community resources report they are happier and appear more confident. This report provides examples of the alternative community based activities that individuals are participating in.

3. Recommendations

- A That Members review and comment on the changes made to date.
- B That Members review and comment on the different outcomes for individuals.
- C That Members discuss and consider how community based services in their local areas can be further developed to enhance the community offer across Shropshire.

4. Risk Assessment and Opportunities Appraisal

- 4.1 As each day service has been reviewed and transformed an Equalities Impact Needs Assessment (EINA) is undertaken.

REPORT

- 5. This report will describe the changes made to day services in each of the 3 areas, (North, South and Central) of the county.

5.1 North Shropshire

- 5.1.1 North Shropshire has a number of day services for both older people and for people with a learning disability.
- 5.1.2 For adults with a learning disability there are traditional buildings based day opportunity services and employment and training focused services. These are described in the tables below.

Table 1: North Shropshire: Employment Based Day Services

Centre	Client Group	
Greenacres, Baschurch	Learning Disability	An employment based day service for adults with a learning disability. This service is agricultural based with a small amount of retail activity. Greenacres currently operate a stall at Shirehall each Wednesday. It is envisaged that this type of retail activity will develop further in conjunction with a skills based training and qualification offer. This service is currently the subject of a procurement process to identify an alternative provider.
Corner Patch, Oswestry	Learning Disability	An employment based day service for adults with a learning disability. This

		service is based in a town centre retail shop selling high quality fabric and craft products.
Maesbury Metals, Oswestry	Learning Disability	An employment based day service for adults with a learning disability. The service produces high quality metal work products. The future of this service is being explored through a staff 'right to provide' bid.

Table 2: North Shropshire: Day Services

Centre	Client Group	
Bradbury Day Centre, Whitchurch	Older People	This service is no longer provided by Shropshire Council. The Council worked with and supported the Bradbury Trustees to appoint a new provider for the Bradbury Day Centre. The Trustees appointed an established Domiciliary care agency (North Shropshire Home Care) as the new provider who have established a new charitable organisation the Bradbury Day Centre Trust. The Trust have maintained day care provision and are developing and promoting a range of services and activities, mainly, but not exclusively for older people. These activities also support the prevention agenda. The Council purchases a small number of day care places and people may purchase services using their personal budget if eligible for local authority funded care or use their own resources. The Council supported the service change through a community asset transfer of the centre mini bus. The Trust have maintained and developed relationships with the Senior Citizens Forum who continue to provide a service from the centre at weekends.
Avalon, Oswestry	Learning Disability	The centre at Avalon has been refurbished which has include an extension providing an additional room and improvements to the care room, other exiting rooms and flooring. The refurbishment took place between April to August 2014 and during this time attendees were supported at Lorne Street.

		<p>The Centre reopened in August 2014 and at the same time the more independent users joined Community groups which had been developed over the summer.</p> <p>Avalon has been subject to a competitive procurement exercise to identify a new provider. Unfortunately despite significant initial interest no bids were received. The Council is currently seeking the views of potential providers to identify what, if any, the barriers are to the transfer of in house provided services such as Avalon.</p>
Lorne Street, Oswestry	Learning Disability	<p>This centre closed in August 2014 and service users are now supported in the local community and at Avalon. (See above).</p>
The Meres, Ellesmere	Learning Disability	<p>The Meres is based on the ground floor of the former cottage hospital which is now a community building with a small community nursing home based on the first floor..</p> <p>The Council is considering how, and who is best to provide and develop services, at this premise which is a valuable part of the community.</p> <p>Building on the approach taken at Whitchurch eh Council has had some very early initial discussions with the Trustees and facilitated a Trustee visit to the Mayfair Community Centre in Church Stretton. The Manager on site has encouraged the involvement of local volunteers in the service and users of the day service have developed a small café area which is open to the public. There is lots of potential at this site to develop the base into a vibrant community resource and this is an area of focus for 2015.</p>
Wayfarers at the Raven, Market Drayton	Learning Disability	<p>Wayfarers is a day opportunity service based in The Raven. The Raven is a PFI building with some limitations on flexibility of use. Notwithstanding this individuals are supported to access community based activities and on site have taken over the running of the small café. The café is open to the public each morning and provides a real opportunity for individuals to develop both catering and customer service skills. As this small enterprise</p>

		develops there is the opportunity to offer vocational qualifications in both catering and retail.
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5.2 Individuals have wherever possible been supported to access community based activities and resources. Examples of this in the North include:

Fordhall Farm - Land based skills training at a community farm near Market Drayton. (See appendix D)

Conservation work with countryside rangers at countryside sites in Shropshire.

Community Groups and activities in Oswestry include:

- Allotment and gardening
- Walking group, based from the community training room
- Bowling and Zumba sessions with lunch at The Venue. (The Venue is a leisure centre connected to a football team in Oswestry which offers gym, bowling, fitness and café facilities).
- It is also proposed to use the Venue for “shop and cook” activities and film club.

Over time it is envisaged that these will develop further and that other new and additional opportunities will also arise.

5.3 Central Area

Table 3: Central: Day Services

Centre	Client Group	
Abbots Wood	Learning Disability	Abbots Wood is a day opportunity service based in Shrewsbury. Abbots Wood is a PFI building with some limitations on flexibility of use. However individuals are supported to access community based activities such as Walking for Health, accessing the Sports Village, a community gardening group which includes gardening at the Severn Hospice, photography and on site, Makachat (communication using signing) Zumba, craft activities, interactive storytelling, IT and physiotherapy.
Aquamira	Learning Disability	Aquamira provides day time activities for adults with profound and multiple disabilities. The service includes a hydrotherapy pool which is also hired out to other groups. Aquamira has been subject to a recent procurement process which generated interest from a number of Providers. Unfortunately it has not been possible to award the contract

		yet due to higher than budget costs submitted by interested providers.
Hartleys	Closed	Individuals are supported to access the community activities described in 5.3.1 below and/or access services at Albert Road and Abbots Wood.
Sabrina Court	Closed	Individuals are supported to access the community activities described in 5.3.1 below and/or access services at Albert Road and Abbots Wood.
Albert Road	Learning Disability	<p>Albert Road is a day opportunities service based in North Shrewsbury in premises leased from Mencap.</p> <p>Typical activities on site include holistic therapy, women and men's groups, Makachat, cooking, IT, music, Yoga, Zumba and in the community; Travel training, walking for health, birdwatching, horse-riding and activities at the sports village.</p> <p>Albert Road, with Aquamira, has been subject to a recent procurement process to identify an alternative provider which generated interest from a number of Providers. Unfortunately it has not been possible to award the contract yet due to higher than budget costs submitted by interested providers.</p>

5.3.1 The Central area has seen the development of a number of community based resources specifically for adults with a learning disability. These include:

The Windfall project is a small Community Interest company that has been formed in Shrewsbury with 2 aims. To make good quality preserves and chutneys using local ingredients wherever possible and to provide work based training and support to people with a learning disability including experience of working in a professional kitchen, basic food safety skills and retail experience. The service is located in the community centre at Meole Brace Church and a wide range of quality products are produced. (See Appendix C).

Clix Club, based at Louise House and The Lantern community centres in Shrewsbury supports people with a learning disability to use computers safely to follow interests and gain skills that could be used in some form of future employment.

Time to Listen group at Louise House supports older people with a learning disability to meet in a community building and reminisce, use talking books, meet friends and take gentle exercise.

Universal community based activities such as Walking for Health has seen a regular group of individuals at Abbots Wood link with adjacent supported living accommodation and regularly sees over 10 people enjoying regular exercise as a group.

People from Shrewsbury day services join volunteers and countryside rangers at Shropshire Wildlife Trust and Shropshire Council countryside managed sites across the county.

5.4 South Shropshire

Table 4: South Shropshire: Day Services

Centre	Client Group	
Helena Lane, Ludlow	Learning Disability / Older People	<p>Helens Lane is a day opportunity service for adults with learning disabilities and a day centre for older people based in Ludlow. Helena Lane is a PFI building with some limitations on flexibility of use, however this has not prevented some initial community work to stimulate and enhance the use of the building.</p> <p>The centre has a number of meeting rooms that are available for hire. To support the room hire offer adults with learning disabilities offer a refreshment service and also get involved with Chefettes, small group cooking activity at the centre.</p> <p>The small steering group of interested community stakeholders is exploring how the centre can evolve into a vibrant community resource and become the nucleus of a wider range of community activities. As a result of this initial work a dementia cafe has been established, the first monthly session was in November 2014 and the service has continued with over 20 people attending each time. This service has started up through a willingness of volunteers from Hands Together Ludlow, Healthy Friendships and Council care staff at Helena Lane offering a meal, activity and care for people with dementia thus enabling their carers to have a break.</p>
Innage Lane, Bridgnorth	Learning Disability	Innage lane is a day centre in Bridgnorth supporting 25 adults with a learning disability, some of whom also attend Oak Farm.

		The focus is on craft based activities, cooking and gardening. They produce high quality cards, jewelry and other products which they sell at local markets.
Church Stretton day services based at Mayfair	Learning Disability	<p>Church Stretton day services provided by Shropshire Council are based in the Mayfair Community Centre. Within Mayfair they use cooking facilities, IT suite, join Zumba and exercise groups. In the community they use leisure facilities, walking for health groups and attend work placements. There is also a small outreach group based in Bishop's Castle where they use the local community and IT suite. We are also investigating the use of an allotment.</p> <p>The Council is currently exploring with Mayfair how these services may be enhanced and further developed</p>

Table 5: South Shropshire: Employment Focused Day Services

Centre	Client Group	
Oak Farm	Learning Disability	<p>Oak Farm is in the process of being transferred to a Community Land Trust, completion of the transfer is scheduled for 2Nd March 2015. The CLT transfer is an opportunity to further enhance and develop the current agricultural and therapeutic services at Oak Farm as both a community asset and the service for adult with learning disabilities. This will be an area of focus during 2015 and it is hoped that an outcome will be an offer of vocational qualifications based on the activities undertaken at the farm</p>

6. Future Commissioning Intentions

- 6.1 As the Council moves towards becoming a commissioning Council opportunities are being identified and explored for all in-house provision to transfer an alternative provider. This may be independent or Voluntary and Community Sector (VCS) providers or alternatively existing staff through successful "right to provide" projects.

- 6.2 There is an opportunity for community based resources to develop further to ensure a viable and sustainable alternative to traditional day time activities. The challenge for both the Council and local communities going forward is to develop and stimulate a diversified market with “an offer” or “a product” for individuals to access and purchase with their direct payment or personal budgets. Examples of what has been achieved so far are illustrated in Appendix C.
- 6.3 Local communities, local businesses and providers have a role in this with main stream employment still an aspiration for many disabled adults. Developing and enhancing the use of existing community resources such as village halls, community venues and other resources can contribute to their long term viability and sustainability thus benefitting the wider community as well.
- 6.4 The development of community based alternatives to traditional building based services has been supported by the **Safe Places** initiative. Safe places provides a location(s) in local communities where people who feel distressed or vulnerable whist out and about can go for help. The scheme developed with West Mercia Police is expanding across market towns in Shropshire. (See Appendix A)
- 6.5 For some people a barrier to accessing the community, even just to go shopping, can be the lack of appropriate personal care facilities. In Shrewsbury this has been recognised with the first “Changing Places” scheme in Shropshire. Changing places is a facility where disabled adults can manage their personal care needs in an appropriate facility (See appendix B).

7. Conclusions

- 7.1 The transformation of day services has been incremental which has resulted in some buildings no longer being required. The outcomes though outcomes are sustainable alternative options that enable vulnerable and disabled adults to participate in main stream community based activities.
- 7.3 The further development of community based resources and activities including the widening of existing universal offers to vulnerable people will enable a wider and more diverse offer both for current users of services and also for future users.

List of Background Papers

(This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Cabinet Member (Portfolio Holder)

Councillor Lee Chapman

Local Member

All – this is a Countywide matter

Appendices

Appendix A - Safe Places

Appendix B – Changing Places

Appendix C – Montage of photos

Appendix D – Fordhall Community Land Initiative