

Report

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Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	18 January 2011
Report by:	Executive Director (Social Work Resources)

Subject:	Day Opportunities For Adults Updated Report on Best Value Review
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide the Forum with information on work undertaken to take forward the development of day opportunities for adults;
- ◆ Inform the Performance and Review Scrutiny Forum of progress with the pilot project offering three Models of Support.

2. Recommendation(s)

2.1. The Performance and Review Scrutiny Forum is asked to note the following recommendation(s):-

- (1) that the proposed Models of Support are endorsed and the pilot project outlined in this report for Lifestyles Fairhill is commenced in March 2011.

3. Background

3.1. A report on Social Work Resources' Best Value Review of Day Opportunities for Adults was presented to the Corporate Management Team (CMT) on 24 June 2010. The CMT requested that an updated report be brought to CMT in six months time, following continued work on the proposed strategy to take forward the development of day opportunities for adults and consideration of options to produce efficiencies.

4. Update on Proposed Strategy

4.1. In order to highlight the proposals arising from the Best Value Review in practical terms, three service models have been designed: -

- Day Centre Model
- Support Model
- Facilitation Model

4.2. **Day Centre Model**

Day centre based services will continue, with the opportunity to introduce evening and weekend provision. The facilities within centres are essential for some service users with high personal care needs and it is important to fully utilise the environmental and staff specialism. The range of facilities available within the Lifestyles Centres could be better accessed by service users if staff were available to signpost those facilities and provide support at least in the initial stages. This model seeks to maximise the use of the facilities but decrease the dependency that has been created on social care activities.

Key features of model: -

- most vulnerable profoundly disabled service users are given an appropriate service and maximum opportunities to participate in a range of activities and therapies

4.3. **Support Model**

The essence of this approach is that people with a disability have the same rights, needs and aspirations as anyone in the wider community; and that the services designed and used by them should reflect this and promote a desirable future for each individual. A person centred focus will be used to produce individual support plans for each person using the service. The development of natural supports (that is natural connections that exist as a result of being an active member of a community) will be a key aim of this model. Staff will support individuals and small groups within a community to access the activities of their choice.

Key features of model:-

- person centred approach
- partnership working between service users, families and services
- development of natural supports and relationships
- staff working together in teams

4.4. **Facilitation Model**

This model will be used to support people who are relatively independent but require low level supports in order to live a meaningful and independent life. Individuals who ordinarily need staff planning and support in areas such as shopping, benefits, contacts with outside agencies and developing friendships and meaningful activities.

Key features of model are:-

- low input and high outcome
- fosters mutually supportive behaviours
- encourages individuals to use their strengths
- enables more natural support circles to develop

5. **Proposed Pilot – Lifestyles Fairhill**

- 5.1. In order to progress the Models of Support, a pilot project is proposed at South Lanarkshire Lifestyles, Fairhill. Fairhill has been identified as a service that has strong links with service users and carers as well as a history of strong partnership working with major stakeholders such as the local Fieldwork Team, South Lanarkshire Lifestyles and Fleet Transport.

- 5.2. The staff group at Fairhill have shown themselves to be open to change and have indicated an interest in being involved in developing new models of service delivery. There is a strong culture of innovation and leadership and this is visible through the centre manager and the management team. This will be invaluable in ensuring the involvement of service users in the planning process.
- 5.3. The pilot would apply all three models of service commencing in March 2011 and will run for a six month period.
- 5.4. It is proposed that consideration be given to external evaluation of the pilot service. The evaluation should consider and evaluate:-
- models of support used within the pilot
 - staffing and workforce planning issues
 - resource management implications
 - potential efficiencies and savings offered through the service design

The findings from the evaluation will also consider the outcomes achieved for people using the services and levels of satisfaction with the quality of support they receive.

6. Consultation on Pilot

- 6.1. Consultation on the proposed pilot was carried out with: -

- The Scottish Care Commission
- Fleet Services
- South Lanarkshire Leisure Trust
- Trade Unions.

6.2. The Scottish Care Commission

The Care Commission welcomed the proposals and, in particular, the choice elements for service users. The registration of the services would remain in place as there is no requirement that Support Services (the registration category for Day Centres) are centre based.

6.3. Fleet Services

Fleet Services were concerned about the possible reduction in transport/drivers required with the proposed pilot. It was agreed that there would be no reduction during the pilot but that in the longer term, the redesigned service may lead to the discontinuation of the use of large buses. Any reduction in buses could be mirrored to the lease end dates with a maximum of five years on current vehicles.

6.4. South Lanarkshire Leisure Trust

Shared use of the Lifestyles buildings is a key component to the maximisation of using facilities. The Trust acknowledged that evening and weekend use of some parts of Fairhill would have negligible impact on their activities. The Trust was keen to make as many activities as possible available to users of our services. It was acknowledged that any long term changes to the use of rooms within the Lifestyles Centres could impact income revenue and the pilot would be ideal for assessing this.

6.5. Trade Unions

The Trade Unions were fully involved in the Best Value Review and on the whole welcome the pilot as an opportunity to retain and develop day opportunities. Sample staff rotas were examined and felt to be a reasonable fit for many staff.

7. Employee Implications

7.1. The redesigned service will require significant changes to the way existing day centre and community support staff work.

8. Financial Implications

8.1. The initial report in June made little reference to efficiencies. Whilst it is considered likely that a number of management posts could be deleted if the redesigned service goes ahead, it is not possible to offer reasonable accurate figures at this stage. The proposed pilot however, will allow for more accurate calculations to be made and inform cost implications should the whole service be redesigned in the future.

9. Other Implications

9.1. The shift from a traditional model of service will raise concerns from service users, their carers and families and staff. A detailed and well planned consultation exercise will be therefore developed to ensure that all stakeholders are kept well informed.

10. Equality Impact Assessment and Consultation Arrangements

10.1. The modernisation of services as detailed will require that full impact assessment and consultation arrangements if the pilot is successful and the redesign of services goes ahead.

Harry Stevenson
Executive Director
(Social Work Resources)

10 January 2011

Link(s) to Council Values/Objectives

- ◆ Improve lives of vulnerable children young people and adults.

Previous References

- ◆ None

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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