

# Report to the Adult Social Care Scrutiny Commission

Date: 26 June 2014

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## Closure of Douglas Bader Day Centre Update

Lead Director: Tracie Rees

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Useful Information:

- Ward(s) affected: Spinney Hills
- Author: Tracie Rees
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## 1. Summary

- 1.1 This report provides an indicative timetable for the actions needed to support existing service users attending the Douglas Bader Day Centre to find alternative services before the centre closes.
- 1.2 Appendix 1 provides an anonymised summary of the progress of individual service users moving to alternative provision. The provision of this information has been agreed by the Council's Information Governance service.
- 1.3 The information details progress against a 7 step programme to support individuals to move to alternative provision. The criteria relating to each step is detailed in Appendix 1.
- 1.4 A graph shows movement from May to June against the 7 steps for each individual in Appendix 2.
- 1.5 A two phase approach has been adopted to manage the closure process. Those in the first phase are individuals with less complex needs and who attend fewer days at Douglas Bader, whereas those in the second phase have more complex needs and attend for more days per week.
- 1.6 All of the 45 service users attending Douglas Bader have now been allocated a social worker; this includes the last 17 service users from phase two.
  - 7 service users are currently in the process of having an assessment that will allow them to move onto Step 5
  - 4 service users have their support planning in progress (Step 5)
  - 7 service users are in the process of exploring options and agreeing their support plan (Step 6)
  - 9 service users have found alternative provision that meets their needs and no longer attend the day centre (Step 7)

## REPROVISION PROGRESS – Report to ASC Scrutiny- Appendix 1

In order to track the progress of each service user moving on from Douglas Bader Day Centre a 7 step approach has been developed. Each step relates to a different part of the moving on process and these are explained below.

**Step 1: Awaiting allocation** – This is the beginning of the process and the person is waiting to be allocated a worker from care management.

**Step 2: Allocated Social Worker** – The person will have a named worker who will begin making contact with the service user to introduce themselves and explain the process of gathering information.

**Step 3: Assessment meeting arranged** – The worker has agreed a date, time and place to have the initial assessment meeting. This could be at the day centre or at the person's home. Family or carers may also attend if the service user chooses.

**Step 4: Assessment in progress** – The worker has made contact with the service user and is in the process of talking and gathering information to find out the service users' needs and check if they meet the eligibility criteria.

**Step 5: Support plan in progress** – A support plan has started and being developed based on the service users' needs and the outcomes the person wants to achieve.

**Step 6: Explore options and agree final support plan** – The service user is being supported to consider the different options available to them, visit different services and agree the final content of their support plan.

**Step 7: Moved on and no longer attending Douglas Bader day centre** – The service user has chosen the options that best suits their needs and have moved on to their new service or provision.

A dedicated care management team have been assigned to complete the reassessment process with each person, in order to manage their workload and capacity, the service users have been split in to two groups, 21 people in phase 1 and 24 people in phase 2. Now that the majority of phase 1 people are either being assessed or moving on, Care Management officers have been allocated to the individuals in phase 2. However, during the process some individuals have chosen to exercise their choice and control and ask for a review to take place earlier, in these circumstances this was undertaken by one of the locality care management teams.

**DATE: 26 June 2014 (Data as at 12 June 2014)**

**Key:**

<b>Step 1</b>	Awaiting allocation
<b>Step 2</b>	Allocated Social Worker
<b>Step 3</b>	Assessment meeting arranged
<b>Step 4</b>	Assessment in progress
<b>Step 5</b>	Support plan in progress
<b>Step 6</b>	Explore options and agree final support plan
<b>Step 7</b>	Moved on and no longer attending Douglas Bader Day Centre

<b>Service user NO</b>	<b>STATUS</b>	<b>STEP ON MOVING PLAN</b>	<b>NOTES AND TARGET MOVING DATE</b>
<b>Phase 1</b>			
1	Service User	7	Moved on and no longer attends Douglas Bader Day Centre. Supported by the Voluntary sector
2	Service User	6	Alternative being explored
3	Service User	6	Reduction in days attended at Douglas Bader
4	Service User	6	Alternative being explored
5	Service User	6	Alternative being explored
6	Service User	7	No longer attends the day centre
7	Service User	4	Assessment in progress
8	Service User	6	Alternative being explored
9	Service User	4	Assessment in progress. Service user has been in hospital
10	Service User	6	Alternative being explored
11	Service User	7	Moved on and no longer attends Douglas Bader Day Centre. Supported by the voluntary sector
12	Service User	3	Assessment date being arranged. Assessment meeting cancelled by service user
13	Service User	4	Assessment in progress
14	Service User	5	Support plan in progress. Delay due to family bereavement
15	Service User	7	Moved on and no longer attending Douglas Bader. supported by the voluntary sector
16	Service User	5	Alternative being explored

17	Service User	4	Assessment in progress
18	Service User	5	Support plan in progress
19	Service User	4	Assessment in progress
20	Service User	5	Support plan in progress
21	Service User	4	Assessment in progress
<b>Phase 2</b>			
22	Service user	7	No longer attends the service. service user supported through a personal assistant on a direct payment
23	Service user	2	Allocated social worker
24	Service user	2	Allocated social worker
25	Service user	4	Assessment in progress
26	Service user	2	Allocated social worker
27	Service user	7	Moved on and no longer attending Douglas Bader due to terminal illness
28	Service user	2	Allocated social worker
29	Service user	2	Allocated social worker
30	Service user	2	Allocated social worker
31	Service user	2	Allocated social worker
32	Service user	2	Allocated social worker
33	Service user	2	Allocated social worker
34	Service user	2	Allocated social worker
35	Service user	2	Allocated social worker
36	Service user	2	Allocated social worker
37	Service user	7	Moved on and no longer attending Douglas Bader. supported by the voluntary sector
38	Service user	2	Allocated social worker
39	Service user	7	Moved on and no longer attending Douglas Bader. Taking part in activities in the community
40	Service user	2	Allocated social worker
41	Service user	2	Allocated social worker
42	Service user	2	Allocated social worker
43	Service user	4	Assessment in progress
44	Service user	7	Moved on and no longer attending Douglas Bader. supported by the residential care provider
45	Service user	6	Alternatives are being explored

## REPROVISION PROGRESS – Report to ASC Scrutiny- Appendix 2

Stage	Description	May-14	Jun-14
1	Awaiting allocation	16	0
2	Allocated social worker	0	16
3	Assessment meeting arranged	3	1
4	Assessment in progress	16	8
5	Support plan in progress	1	4
6	Explore options and agree final support plan	4	7
7	Moved on and no longer attending Douglas Bader Day Centre	5	9
		45	45

