

Adult Social Care Scrutiny Commission

Date: 25th September 2014

Closure of Douglas Bader Day Centre Update

Lead Director: Tracie Rees

Useful Information:

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

- 1.1 To provide an update on the closure of the Douglas Bader Day Centre and the support given to existing service users to secure alternative services.
- 1.2 The centre closed on 22nd August 2014 and 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 at Appendix 2 shows movement from May to August against the 7 steps for each service user.
- 1.5 The majority of service users have been supported to find alternative services that meets their needs.
 - 25 service users have found alternative provision that meets their needs (Step 7)
 - 17 service users are in the process of exploring options and agreeing their support plan (Step 6)
 - 3 service users have their support planning in progress (Step 5)
- 1.6 There are 7 service users being supported by the Community Inclusion Team who provide a person centered approach to enable individuals to make decisions about their care, employment, training, volunteering and social inclusion needs. The team's role is to support individuals to achieve and maximise their independence by taking an enablement approach.
- 1.7 As the majority of staff had left, it was not practical to keep the centre open beyond the end of August. Therefore, 13 service users have been moved to Hastings Road on a temporary basis whilst trial taster sessions are underway before their final support plan is agreed.
- 1.8 The following information provides a sample of the comments received from service users as part of the consultation process to close the centre:
 - I need somewhere where I can socialise and someone to help me find something I want to do

- I will have nowhere to go that meets my needs
Help me find another service because I enjoy the company
- I need a reason to get up in the morning and Douglas Bader gives me that

The following information provides a sample of the comments received from service users after they have moved to alternative provision:

- Everything is fine and I am enjoying the activities especially arts and craft
- It took me a little time to settle, but I am much happier now
- I got the support I need and am enjoying my new day centre
- No problems with my new service and I am very happy
- I can still see my friends

1.9 In terms of the 17 members of staff; 6 have taken voluntary redundancy, 6 have been offered jobs elsewhere, 4 have been made compulsory redundant and 1 was dismissed (not related to the closure programme).

2.0 The building is secured by a Guardian Service, pending a decision being made about the future of the building.

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.

DATE: 12 August 2014 (Data as at 4 September 2014)

Key:

Step 1	Awaiting allocation		
Step 2	Allocated Social Worker		
Step 3	Assessment meeting arranged		
Step 4	Assessment in progress		
Step 5	Support plan in progress		
Step 6	Exploring options and agree final support plan		
Step 7	Moved to alternative provision		
Service user NO	STATUS	STEP ON MOVING PLAN	NOTES AND TARGET MOVING DATE
1	Service User	7	Moved to Mosaic

2	Service User	7	Moved to Age UK
3	Service User	7	Moved to Mosaic
4	Service User	6	Alternative being explored. Delay due to family circumstances
5	Service User	7	Moved to Mosaic
6	Service User	7	Moved to Extra Care provider
7	Service User	7	Moved to Mosaic
8	Service User	7	Moved to The Resource Centre
9	Service User	7	Moved to East West community project
10	Service User	7	Moved to East West Community Project
11	Service User	7	Moved to East West Community Project
12	Service User	7	Moved to East West Community Project
13	Service User	6	Alternative being explored with the Community Inclusion Team
14	Service User	6	Alternative being explored with the Rowans organisation (brokerage)
15	Service User	7	Moved to community based services
16	Service User	7	Moved to community groups
17	Service User	7	Moved to Santosh Day Centre
18	Service User	7	Moved to Mosaic
19	Service User	6	Alternative being explored with Community Inclusion Team
20	Service User	6	Alternative being explored with Community Inclusion Team
21	Service User	6	Alternative being explored with Community Inclusion Team
22	Service user	7	Support provided by a Personal Assistant
23	Service user	5	Support plan in progress. Delay due to service user on holiday
24	Service user	6	Explore options and agree final support plan. Delay due to service user in hospital
25	Service user	5	Support plan in progress
26	Service user	6	Explore options and agree final support plan
27	Service user	7	Terminal illness – no longer needs assistance to find alternative support
28	Service user	6	Explore options and agree final support plan.
29	Service user	6	Explore options and agree final support plan.
30	Service user	6	Explore options and agree final

			support plan. Supported by the Community Inclusion Team
31	Service user	6	Explore options and agree final support plan.
32	Service user	5	Support plan in progress
33	Service user	6	Alternative being explored for Direct Payment
34	Service user	7	Supported by a residential care provider
35	Service user	6	Alternative being explored
36	Service user	7	Moved to Mosaic
37	Service user	7	Moved to Age UK
38	Service user	7	Moved to Mosaic but has since died
39	Service user	7	Moved to community based services
40	Service user	7	Moved to East West Community Project
41	Service user	7	Moved to Homefield Day Centre
42	Service user	6	Explore options and agree final support plan
43	Service user	5	Support plan in progress. Service users in respite care for 2 weeks
44	Service user	7	Supported by a residential care provider
45	Service user	7	No longer eligible for day services

Stage	Description	May-14	Jun-14	Jul-14	Aug-14	Sep-14
1	Awaiting allocation	16	0	0	0	0
2	Allocated social worker	0	16	3	0	0
3	Assessment meeting arranged	3	1	0	0	0
4	Assesment in progress	16	8	8	1	0
5	Support plan in progress	1	4	6	2	3
6	Explore options and agree final support plan	4	7	10	19	17
7	Moved on and no longer attending Douglas Bader Day Centre	5	9	18	23	25
		45	45	45	45	45

