

Report to: Communities Scrutiny Committee

Date of Meeting: 23rd May 2013

Lead Member/Officer: Lead Member for Social Care Adult and Children's Services/ Head of Adult and Business Services

Report Author: Service Manager: South Locality

Title: Review of Day Services in North Denbighshire

1. What is the report about?

The report provides an overview of proposals to remodel day care for older people. The proposals primarily relate to changes in North Denbighshire, however the underlying strategic principles for promoting people's independence through reablement and the use of community resources apply across the County. The background rationale for the proposals is provided. This service area was also identified as an area for budget reduction in the medium term financial plan. While the savings target for this has now been removed it is still the case that this remodelling should take place to ensure that the service delivered is consistent with the reablement approach and is sustainable going forward.

2. What is the reason for making this report?

To provide an analysis of why the change is needed and proposals for moving forward in order for a decision to be made on the future service model. Appendices 1 and 2 detail some of the consultation that has taken place and where the model has been changed to reflect some of the issues raised.

3. What are the recommendations?

That Scrutiny Committee consider the report and recommend Cabinet to approve implementation of the new model as set out in paragraphs 4.10 to 4.13.

4. Report details.

4.1 In 2012 Welsh Government identified the need for social services across Wales to respond to increased and changing societal expectations, demographic change and a difficult resource environment: "*Social Services face a series of challenges: changing public expectations; increasing demand for services; demographic change; and increasingly tight resources mean that change in how we deliver these services is inevitable*"¹

4.2 In January 2013 the Social Services and Wellbeing (Wales) Bill was laid before Welsh Government. The Bill is described as transforming the way social services are delivered, primarily through promoting people's independence to give them stronger voice and control.

¹ Social Services (Wales) Bill Welsh Government Consultation Document 12 March 2012

- 4.3 Our model for adult social care is already built on these principles and starts with a focus on universal services that promote and sustain healthy, independent lifestyles in the community; includes a second phase where services are provided to regain people's skills, confidence and independence to enable people to stay independent in their own homes for as long as possible; and, if personal care needs remain, the offer of formal packages of support to meet people's eligible assessed personal care needs.
- 4.4 In general people want to retain their independence and community links rather than attend specialised centres for older people. There are a range of community groups and organisations that provide activities and support for older people in North Denbighshire. Examples include Tŷ Caradoc Tuesday Club, the Jubilee Centre on Sea Bank Rd, a luncheon Club at Rhyl Rugby Club, Rhyl Community Centre on Wellington Rd, Bowling Centre, the Gofal Befriending Scheme, Alzheimer's Society befriending service and dementia cafes. This is not a complete list but provides an illustration of the range of community based resources available. Some service users have in recent months been supported to access these facilities as a move from more traditional day care.
- 4.5 There are also well developed community based services that are open to all age groups. Some of these services are Council based services, for example leisure activities and many are voluntary and community based, for example craft and hobby/interest groups. In addition we have identified from savings elsewhere some monies to encourage and stimulate the development of other activities in local communities. Some of the ring fenced budget for Social Services in 13/14 will be used over the next 3 years to promote additional schemes to support carers.
- 4.6 We consider it appropriate that people are able to access community resources and this approach is consistent with the Social Services and Wellbeing (Wales) Bill. However, we recognise that some people will need support to access activities in their community. We already have some examples of specialist project workers supporting older people with dementia-related needs to do this. Part of our approach will also be to develop community support for other vulnerable people where this is a cost effective way to meet assessed eligible needs. This approach could include the provision of direct payments and time limited support from staff currently working in our day services.
- 4.7 Our reablement strategy has been very successful in enabling people to regain skills and confidence to enable them to live an independent life. However, we recognise that we can do more. There is a need to develop facilities that are equipped to reflect home environments e.g. a household kitchen so that work can be done to help reable people e.g. supporting people to prepare food and cook for themselves, wash clothes and other normal daily home routines.
- 4.8 Llŷs Nant and Hafan Deg are traditional day centres providing an excellent and much valued service to those people who use them. People who attend the centres and their carers speak highly of the care they receive, the enjoyment they get from the company of other people and the sense of security which attendance gives to families.
- 4.9 However, the people who use the centres are an extremely small proportion of the total population of older people in the area. Across Denbighshire, Adult Services support 1100 people aged over 65, 103 of whom attend Day Centres, 21 of these in

Hafan Deg and 27 in Llys Nant. The referral rate has reduced in the last 2 years as a result of reablement activity elsewhere in the service. This is evidenced in Appendix 3. Most of those attending one of the two centres do so for 2 or 3 days per week and this is detailed in Appendix 4.

Revised Proposal

- 4.10 To move existing services in **Prestatyn** from Llys Nant to Nant y Môr. This will provide opportunities for people to develop wider social networks with residents at Nant y Môr as well as the opportunity to become involved in a greater range of activities provided at the Extra Care facility. This approach works well in Ruthin where there is a community of people from day care and Llys Awelon Extra Care. The building currently occupied by Llys Nant was a temporary solution to allow for the current Nant y Môr site to be developed and does not easily support some of the needs of this group of service users. Existing and new service users with identified eligible needs will be supported 3 days a week with a more “drop-in type” activity aimed at socialisation to reduce the risk of isolation on the other 2 days.
- 4.11 In the medium/long term to explore moving day care provision in **Rhyl** to Gorwel Newydd. However, we would want to ensure that any plans identify a suitable and sustainable approach for the use of the Hafan Deg building. This includes developing facilities at the centre to enable us to progress our reablement approach i.e. setting up a ‘home’ kitchen, as well as exploring the potential to use the building for a greater range of support and social activity for older people both at War Memorial Court and the wider community.
- 4.12 Our first step would be to move to 3 days provision of day care at Hafan Deg, with the other 2 days focusing on providing reablement. The original proposal was to stop all day care activity on this site but this proposal has been amended after careful consideration of the concerns raised by service users, their carers and local elected members, while still allowing the service to make changes that support reablement and sustainability.
- 4.13 Assuming the principles set out in this paper are approved a detailed project plan will be developed for the current arrangements in both Hafan Deg and Llys Nant. Each plan will reflect the need to manage the changes sensitively and in consultation with service users and their carers and will be reported through the Modernising Social Services and Wellbeing Board. The key milestones in relation to each centre are included at Appendix 5. An Equality Impact Assessment has also been included at Appendix 6.

5. How does the decision contribute to the Corporate Priorities?

The proposals directly contribute to the Council’s priority that vulnerable people are protected and are able to live as independently as possible.

6. What will it cost and how will it affect other services?

The proposal in this report is cost neutral but any incidental savings will be reinvested to enhance sustainability. We will continue to charge for the 3 day per week long term service in both Rhyl and Prestatyn. However, although the charge per day for day care is £46.70 (the average cost of day care services across the

County) the maximum charge we can make for domiciliary care and day care is £50.00 per week. Those attending the reablement programme at Hafan Deg will not be charged, neither will we levy a charge for attendance of the “drop-in” in Prestatyn. In all instances service users will pay for any meal or other refreshments provided as part of the new service (this is current practice). The meal provided is currently heavily subsidised and we will be moving to a position of full cost recovery for meals provided at day care and for the meals on wheels service.

We will continue to provide transport for those attending the 3 day per week service in both locations but the provision of transport to the reablement service will be subject to assessment of need and it may be that support to access alternative transport is an identified outcome for particular service users.

Transport to the “drop-in” service will not be provided by adult services but we would want to engage in dialogue with third sector and other parties about how more effective transport arrangements could be developed.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

The attached EqIA indicates an overall enhancement of service provision and choice for older people.

8. What consultations have been carried out with Scrutiny and others?

There have been a range of consultations undertaken and these are detailed in Appendix 1. Feedback from Scrutiny Committee is included in Appendix 2.

9. Chief Finance Officer Statement

The report suggests that savings will arise from this review and that these will be re-invested in social care. The proposals will also release space in one of our buildings that will enable it to be used for other purposes.

10. What risks are there and is there anything we can do to reduce them?

The main risks to the Local Authority relate to the ability to sustain services for older people given the increase in demand and reduction in resources. These proposals, alongside others that are being developed through the Modernising Social Services and Wellbeing Board, contribute to a solution to these risks

11. Power to make the Decision

The National Assistance Act 1948 and the NHS and Community Care Act 1990 give duties and powers to Local Authorities to ensure that individuals’ needs are assessed and appropriate services are available to meet eligible needs.

Articles 6.3.2(b) and 6.3.4(ch) refer to scrutiny’s powers with respect to this matter.

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