

Learning Disability Services New Service Model

Thanet Day Services Consultation
June 2011



Consultation for changes to Thanet Day Services



1. Why are we consulting?

In 2001, the Government produced a White Paper called 'Valuing People'. Its aim was to improve the lives of people with a learning disability.

In January 2009 "Valuing People Now" was produced. This was a review of the original strategy. It acknowledged the progress that had been achieved but it also stated that what is needed through this new strategy is the transformation of the lives of people with learning disabilities and family carers.



It asked for stronger leadership from local authorities and set out four top priorities:

- Personalisation
- Health
- Daytime/employment
- Housing.

In 2010 Kent County Council (KCC) launched 'Bold Steps for Kent', medium term plan to 2014/15. This sets out Kent's aims to evolve into commissioners of community care services rather than as providers of them. KCC is keen to see the development of sustainable community resources in partnership with the private, voluntary sector and social enterprise. The proposed new service model will assist in fulfilling this desired outcome.



As part of Kent's response to 'Valuing People Now' we set up The Good Day Programme so that we could co-ordinate changes in the way day services are delivered to people with learning disabilities and enable people to lead a more full and meaningful life.

The site where the Thanet Day Opportunities Service is currently based has hosted learning disability day services since 1979.

We know that some people have been going to this service for a long time and many feel comfortable and happy with it.

The building no longer meets the current and future requirements for people with learning disabilities. So we propose that Thanet Day Opportunities Service move off the site altogether and transfer with the existing staff team to community locations instead.

For some time now the Thanet Day Opportunities Service has been working hard with service users to help them become more involved in the community and to offer people the chance to get involved in a wider range of community based activities.

We are starting a consultation programme and want to know what you think of this proposal.

We would like to hear from:

- everybody who uses any of the existing services
- parents and carers
- people who might want to use any of the services in the future
- other service colleagues, health, education and housing
- staff and union representatives
- the general public.

2. Why does the Thanet Day Opportunities Service need to change?



- Since 'Valuing People' and 'Valuing People Now', the staff and service users have been using and getting to know a variety of community groups and activities. This has meant that more and more activities have been taking place in different community locations and people have had a chance to take part in a wider range of things
- A lot of younger people leaving school and their parents want something different and are put off by the style and position of the building. They are choosing other independent day services and supported employment.



This has meant that there are now fewer new people wanting Thanet DOS as their chosen day service. As a result, the number of people using the service has fallen and the building is now too big and empty

- The service relies upon mini buses to get to and from the building, and this makes accessing community activities more difficult. Also it can mean that some people are on the vehicles for over 2 ½ hours a day whilst they travel across the district picking up and dropping off individuals. More suitable transport arrangements are needed for the future to access local services
- The design of the building is old fashioned and despite money being spent on it over the years, there are still lots of things that need updating and replacing. Given that we want more community based activities and greater flexibility, we do not think that we should spend large amounts of money on the building, as it is no longer what is needed.



3. What will the new service look like?

Outlined below is the proposed new service model. Below this is a summary explaining each element.

Offer people a range of facilities, activities and opportunities in their local community within inclusive settings.

This will be achieved by:

- increasing opportunities to make Direct Payments more available to enable people to design and purchase a personalised service
- identifying through Person Centred Planning any elements of the current service provided by Thanet DOS that has the potential to become a Social Enterprise
- investing in community hubs in order to stimulate the external market to deliver opportunities within the local community
- providing skilled staff to support people to access services within the local community
- negotiating with residential care providers to deliver or purchase a day service as described in the agreed support plan
- moving away from large congregate and segregate building based services.



Increasing opportunities to make Direct Payments more available to enable people to design and purchase a personalised service.

People currently attending the Thanet DOS service will receive a day care review. They will be consulted for their views which will identify, what and how new day services are to be delivered. These services could be purchased from existing and new service providers through personal budgets and individual contracts. Work will need to be undertaken with commissioners and contracting colleagues to commission what people want.



Identifying through Person Centred Planning any elements of the current service provided by Thanet DOS that has the potential to become a social enterprise.

From the outcomes of Person Centred Planning where it has been identified that people want to retain elements of the current service, these will be considered for their potential in becoming a social enterprise. Those assessed to be feasible for social enterprise specifications will be drawn up and the appropriate service provider appointed through competitive tender.

Supported employment will be key in ensuring that, where appropriate, people have support to move into paid employment both within social enterprises and in the mainstream business market. This is essential to ensure a purpose for individuals, therefore offering greater choice and fulfilment. Additional investment in supported employment to accomplish this will be taken into account through the remodelling of the existing in house learning disability staff group.

Investing in community hubs in order to stimulate the external market to deliver opportunities within the local community.



A number of 'community hub' type facilities will be available close to where people live offering shared space for people with a learning disability and a place to meet up during the day. Funding will be provided to enhance or provide accessible shared space within these community buildings and to provide equipment and facilities to meet people's needs, including adult changing facilities.



Providing skilled staff to support people to access services within the local community.

Suitably skilled staff to support people to access services within their local community will be provided through the remodelling of the existing in house learning disability day services staff group. This remodelled staff group will be restructured to reflect the changes required to deliver community based support in place of building based support. The proposed process of identifying and tendering for potential social enterprises and independent sector day care will result in some appropriately skilled staff transferring to an alternative service provider. The remaining staff group roles will be remodelled to provide a community based support type function. Once this is complete the new model of a community support service will be put forward to the external provider market through a second phase of competitive tender.

Negotiating with residential care providers to deliver/ provide or purchase a day service as described in the agreed support plan.

There are a relatively high percentage of people currently accessing Thanet DOS who live in residential care, 38%. Negotiations will take place with individual people and their residential care providers to identify where it is more beneficial for the person to have their residential care provider deliver or purchase day care opportunities as an alternative choice to Thanet DOS.

Moving away from large congregate and segregate building based services.



A number of 'community hub' type facilities will be available close to where people live offering shared space for people with a learning disability and a place to meet up and take part in inclusive activities. Capital funding will be provided through the Good Day Programme Capital Strategy Plan to enhance or provide accessible shared space within these community buildings and to provide equipment and facilities to meet people's needs, including: sensory and therapeutic equipment and adult changing facilities. With these improved modern facilities in place there will no longer be a need for the existing out dated large segregated building currently occupied by Thanet DOS.

We recognise the importance to people of maintaining and developing existing and new friendships. Particular attention will be given to ensure people continue to meet their friends and have opportunities to make new friends.

Some of the community based services will include:

- sport and leisure centres
- colleges and adult education
- community resource centres
- supported employment
- local community groups
- private and voluntary service providers
- social enterprise opportunities.

What it might look like for John:



Hartsdown
Leisure Centre



Trinity Community
Resource Centre



St Luke's



Thanet College



Meeting with
friends



Personal Interests



Private and voluntary
service providers



Work
opportunities



4. What happens next?

We have planned that this consultation will take four months, as we want to make sure that as many people as possible are included.

There will be a range of ways for people to get involved and tell us what they think, including:

- individual meetings
- information road shows
- a questionnaire that will be available online and at these meetings

This means that your views will be gathered by 27 September 2011 and we will bring all these different responses together in a report that we will be published in November 2011.

5. Questions and answers

Here are some questions we thought you might ask:



Will I still get the same level of service?

- Yes.
The changes will affect where activities take place and if anything open up more opportunities- we do not aim to reduce the service people receive, instead we aim to make it much more person centred.



Where will the new service be?

- We know where people live and using this information we will look at places that are central, accessible and affordable
- The will also be a central office base.



How will this new service be better?

- Planning the service around your views will ensure that what is provided is wanted and working with you and local community groups will make the service more inclusive
- A new community based service will be more flexible and person centred, as it will make accessing wider opportunities easier and open up more choices.



What will this mean for the staff?

- The service will continue to be provided by the existing staff team, ensuring a good level of service
- The whole team will have access to an office and management support and will continue to have access to a full training programme.



How will the new service promote safety?

- For some time now we have been accessing a variety of community facilities and so have worked in partnership to put successful systems in place, raise awareness and encourage good practice
- Contract and monitoring performance
- Care Management reviews
- Safeguarding vulnerable adults policy and procedures.



How will transport needs be met?

- It is our aim to develop a service that is more accessible and personalised. Your Care Manager will discuss any needs on an individual basis.
- Through Care Management review.



Are these changes being made to save money?

- No
We aim to use the current budget differently, which means that the budget will be used to support people more flexibly instead of spending it on buildings. If any efficiency is achieved through the new service model than this will save money.



If you have further questions or comments there will be opportunities to share these in the following ways:

- consultation meetings and events
- completing the questionnaire
- logging on to the website www.kent.gov.uk/learningdisability
- emailing: GoodDayProgramme@kent.gov.uk



This questionnaire is available in alternative formats and can be provided in a range of languages.

Please contact us on 08458 247 100