

Residential and Day Care Services – update

Introduction

Following the review of residential and day care services a decision was taken on 16 June 2014, for the County Council to cease directly providing residential and day care services at 20 of the Council's residential care homes, along with 13 stand-alone day centres. The decision was considered by [People Scrutiny](#) and at a special [Full County Council meeting](#).

There were also decisions taken regarding mergers of a further four day centres into two services in Tiverton and Okehampton, and to merge services in Barnstaple to create a single integrated services site.

The phased implementation programmes began in July 2014 when a dedicated team of skilled social care professionals, led by an experienced senior social care manager, were appointed to support residents and their families and day service users through this process. The team also has access to other professionals as required.

[Well UK](#) was appointed to provide independent oversight of the quality of practice and process in relation to transition work with individuals, and to provide dynamic feedback to ensure learning from early transitions to alternative services is incorporated into subsequent support work.

There had been the threat of a legal challenge to the residential decision which for a time imposed some restrictions on the transition team. However this was withdrawn ahead of the preliminary hearing to assess the potential for a Judicial Review claim. The implementation of the decision now continues. There was no impact on the implementation of decisions regarding Day Services.

Progress so far

Residential:

At the date of decision in June 2014 there were 255 long stay residents in the 19 residential homes. As we start the New Year, and we are a third of the way through the programme. At the end of last week (23 January 2015) there are 99 long stay residents in the homes.

Of those moving to alternative care providers, 20 have been assessed as requiring nursing care and are now in nursing homes, those moving to alternative residential care homes are evenly split between a care home in the same town as before, or moving to a care home further afield in Devon. There are 22 residents who have moved out of county.

Nine residential care homes have now been closed.

Day Services:

To date, six day services for people with learning disabilities and six day services for older people have closed. People have chosen a wide range of alternatives. From those centres, 73 have chosen to continue traditional buildings based day centres, including some in residential homes and some in a new type of home-based day service that is developing across Devon. 46 people have chosen to use a Direct Payment for a wide range of provision, including individual support from a Personal Assistant and one group who have pooled their budgets to directly employ their former day service staff, three people have chosen not to continue day service support.

There remain 232 people in services with closures in progress or planned for later this year, and 183 in services being, or to be, merged. This includes 93 involved in the Barnstaple "integrated hub" solution which is in the feasibility stage.

Case studies:

We have been clear that throughout the process, no-one will be moved until they have been supported to find a suitable, alternative home or day service. We've had some wonderful feedback from people who have felt empowered to make life choices both for themselves and for their families and a selection are featured below:

These are anonymised examples of commentary from residents, service users, families or transition workers:

- Friendship groups of residents have been found a new homes together. Two groups of three friends have moved together.
- There have been several examples of residents moving closer to their families and both enjoying more regular visits. Some did not have this opportunity at the time they moved into care, and some have families who have moved into the area since their admission into care.
- There have also been examples of residents 'renewing' relationships with old friends at the home they have moved to, or taking up hobbies they had in their original home town. And some moving to new day centres have also met old friends and rekindled relationships.
- A family warmly praised the transition team: "Team members have helped resolve an awkward, depressing situation very effectively. In particular we were impressed by Mrs A who wasted no time in dealing with issues in a friendly and courteous manner throughout. I cannot believe that it was only two weeks between meeting Mrs A and moving my mother." "We would like to express our heartfelt thanks for your attention to our family's needs so promptly."
- Another family to the transition team "Many, many thanks for all your support. It means an awful lot to us that Mr B is so well looked after by you all. Keep up the good work. It is a pleasure to encounter such professionalism laced with care."
- A family member wrote; 'Through the help of an enabler he is able to join in a number of practical and outdoor activities. For the first time since having his stroke he is getting the chance to reconnect with his old way of life and to the things that have meaning for him. He is 'doing' instead of passively sitting and watching He is getting outdoors again, he loves just seeing the animals each week. He hasn't looked back.
- Several residents have reported that they are pleased to be able to have a larger room, or an en-suite bathroom with many reporting feeling more independent as a result of having en-suite facilities
- There has been a general theme from people with learning disabilities that have taken advantage of Direct Payments as a result of their day service closing that they have more personalised support that meets their individual needs.
- Example of an innovative service being chosen by some older people:

A day begins around 10 a.m. when clients are collected from their own home by the host. The day at the hosts home has some structure, and may include, for example, a crossword (more as a conversational prompt than knowledge test) music and general banter. Ultimately though, the flow of sessions is dictated by the wishes, preferences and personalities of the individuals within the group. Lunch is an important part of the day and it is never rushed because this gives clients and the host further opportunity to connect with each other. The session ends when clients are dropped off home again, around 5pm.

Within this supportive environment time and again clients gain confidence, becoming revitalised in the process. At a stage of life where many older people find themselves often excluded this service provides a time and space where clients can engage in valued and valuable social roles, friends are made, laughter exchanged and experiences shared.