



Western Health  
and Social Care Trust

# **Review of Day Services for adults with a learning disability within WHSCT**

**Analysis of staff questionnaires**

August 2015

## **Introduction**

In 2014, the Health & Social Care Board consulted on and developed a regional day opportunities model for adults with a learning disability in Northern Ireland. The Western Health & Social Care Trust (WHSCT) has now been tasked to take forward this strategy at a local level.

The WHSCT developed a questionnaire to capture the views of all staff employed within the adult learning disability sub-directorate and staff employed within the independent and voluntary sector who provide a day care/day opportunities service to adults with a learning disability.

## **Aims/Objectives**

- To provide staff with an opportunity to voice their opinions regarding day care/day opportunity services currently used
- To get an understanding how staff view future developments and how they feel these will meet the needs of adults with a learning disability

## **Methodology**

- Questionnaires were distributed to Centre/Service managers (both statutory and independent) and Heads of Service for circulation to all staff within their service areas

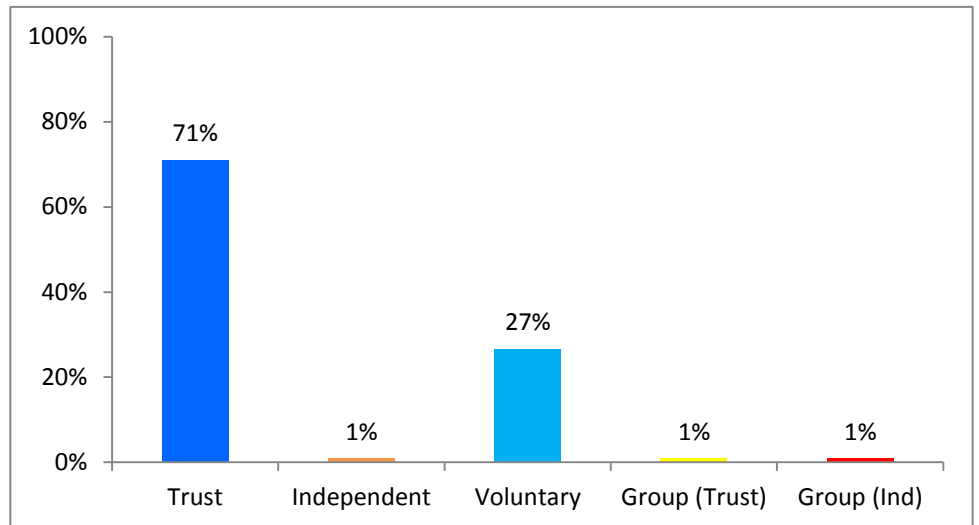
It was suggested and agreed at the Local Implementation Group that questionnaires should remain anonymous as this may encourage a larger return. Unfortunately only 120 completed questionnaires were returned and due to anonymity a percentage could not be determined across statutory, independent and voluntary sectors.

Questions 1 – 3 were analysed using an electronic, data analysis template. Questions 4 – 10 have been analysed manually due to responses being submitted in narrative form.

**Sector**

Trust	85
Independent	1
Voluntary	32
Group (Trust)	1
Group (Independent)	1

120



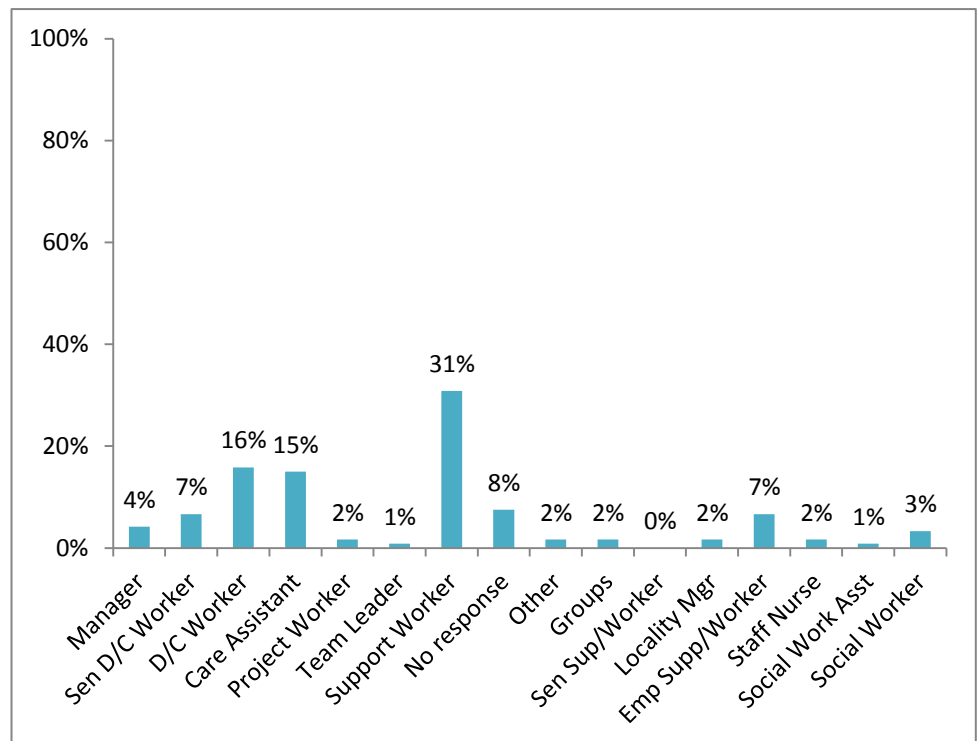
**Comment:**

A total of 7 staff completed the Trust group return, comprising of 5 social workers, 1 social work assistant & 1 community learning disability nurse; 6 staff completed the group return within the Independent sector comprising of 1 manager, 1 senior support worker and 4 care support workers

**Position held**

Manager	5
Sen D/C Worker	8
Daycare (D/C) Worker	19
Care Assistant	18
Project Worker	2
Team Leader	1
Support Worker	37
No response	9
Other	2
Groups	2
Sen Sup/Worker	0
Locality Mgr	2
Emp Supp/Worker	8
Staff Nurse	2
Social Work Asst	1
Social Worker	4

120



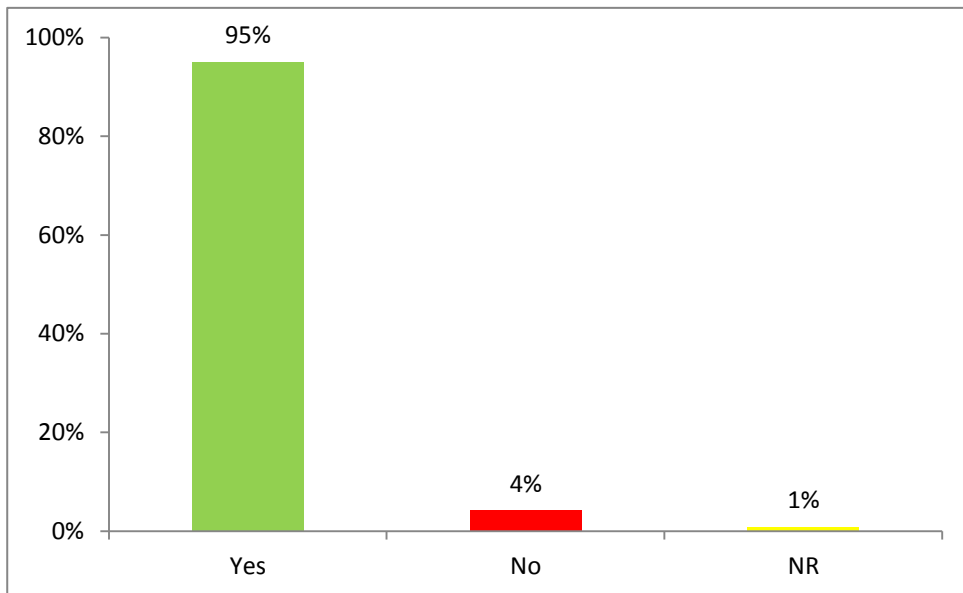
**Comment:**

'Other': 2 staff noted 'day opportunities' as their position held.



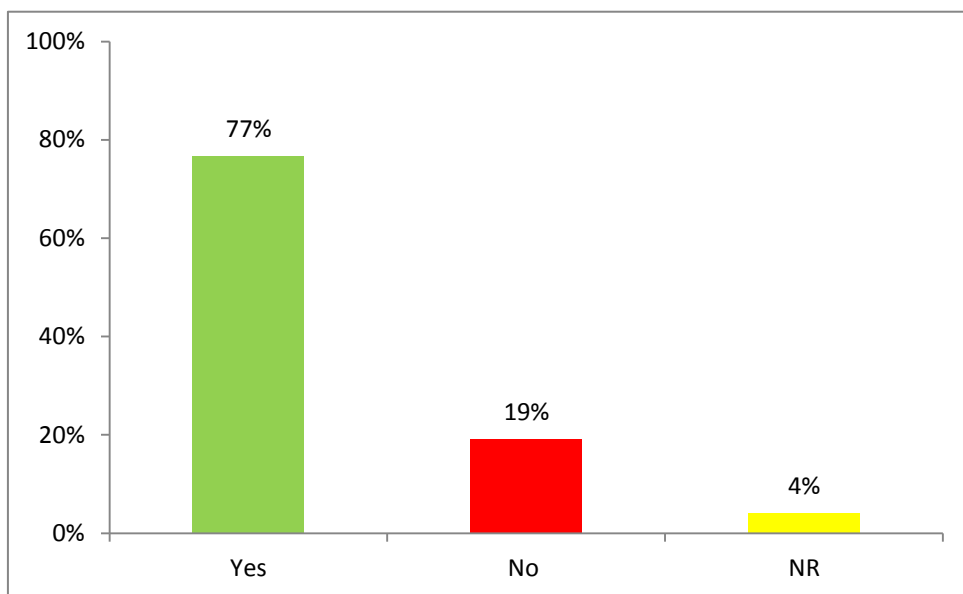
**Q1: Staff were asked if they were aware of the regional review of Day Services being carried out within learning disability**

Yes	114
No	5
NR	1
	120



**Q2: Staff were asked if they had read a copy of the Regional Review report:**

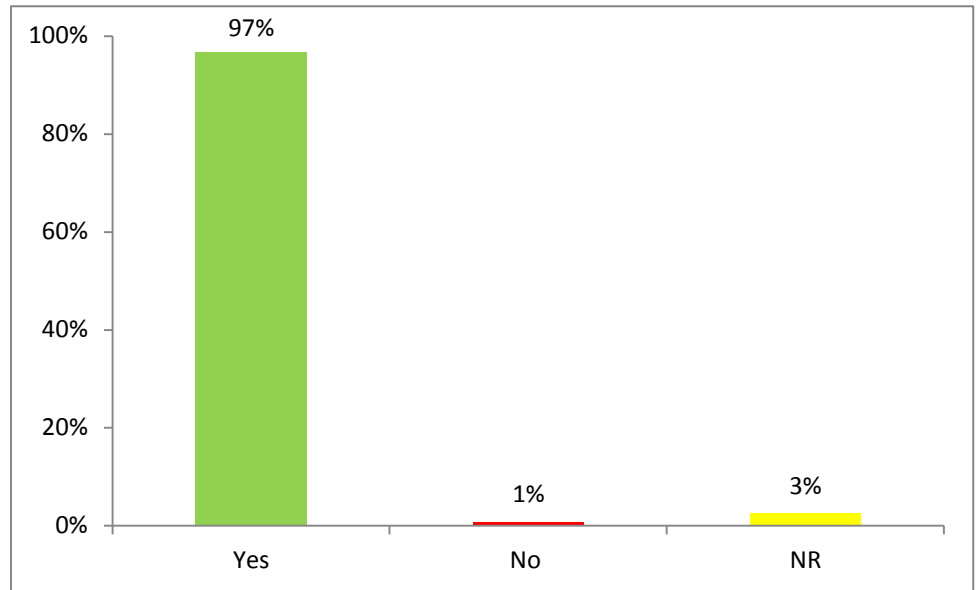
Yes	92
No	23
NR	5
	120



**Q3: Staff were asked if they understood the difference between day care & day opportunities?**

Yes	116
No	1
NR	3

120



## **FURTHER ANALYSES FOR QUESTIONS 4 -10**

***Responses have been analysed manually for the remaining questions due to replies being submitted in narrative form. It was not possible to include them in the analysis template tool. Responses have been summarised below.***

### ***Q4: Staff were asked to state their understanding of how day care differs from day opportunities:***

The majority of responses are summarised as follows:

- Day care is provided within Centres for those who require moderate to high levels of supervision with provision being provided in line with 'DHSSPS Day Care Minimum Standards'. Day opportunities provide more choice for the service users within the community and are for those service users who may find it difficult to cope within a Centre
- Day care is building based care which delivers a service to meet the needs of complex physical and profound health care needs and behavioural support needs. Day opportunities promotes social inclusion within community based settings, further education, leisure and recreational activities
- Day care is building based care for those with complex, physical healthcare needs and day opportunities are for those who are able to have more independence, including working, travelling alone, volunteering, building friendships, etc
- Daycare is provided by the Trust and day opportunities is a mixture of trust and the inclusion of other services.
- Day care is provided between set hours each day whereas day opportunities can occur during any hours, eg morning, afternoon, evening and include work placements, leisure activities, vocational training within the community
- Day care is assigned to Centres whereas day opportunities is accessed in the local community
- Day care is provided inhouse and day opportunities are through direct payments and by other bodies in the private and voluntary sector
- Day care is provided in an individual purpose building where service users are transported by Trust transport. Day opportunities is community based with a meeting point, drop in base, with service users providing their own transport
- Day care is in a home setting/traditional way. Day opportunities are classes, hobbies etc and the individual has more control over what they do

### ***Q5: Staff were asked to document what they considered the benefits of the review being carried out by the WHSCT?***

Summary of responses are detailed below:

- Opportunity for improvements to services and will ensure consistency of quality and equity of access across Northern Ireland
- To provide the best possible service for our service users and offer more opportunities; service users can experience alternatives to day care

- Will ensure all adults with a learning disability within the WHSCT will get equal opportunities to become involved in more meaningful client based activities which will enrich their daily lives
- To have a clearer picture of what is available in their local community and what would suit individual needs
- To get the views from service users and their families; to improve the service offered; more choice; age appropriate
- Progression of the service to be more person centred and cost effective
- Hold to account all government departments in relation to their role and responsibility in providing equal rights for service users
- Getting a collative view of service users, family and carers of what choices would be available other than day centre programmes; ways of utilising finances/saving monies.
- Providing/creating a sense of normalisation for the service user, empowering the individuals, offering citizenship, social inclusion as a valued member of society. Modernising and reforming current day services giving service users, families and carers greater choice, ownership and working in partnership.
- Give the Trust a chance to look at buildings, services and see if suitable for the service user and their needs
- Provide the Trust with information necessary to provide 'model' for delivery of day opportunities for people with a learning disability
- Plan for the future and use of funding effectively and efficiently
- Sees it as a way to reduce number of service users on the Trust's books by moving those capable of day opportunities on to other providers
- Service users are getting the proper service for their specific needs but also a fear that services people depend on will be moved to less qualified providers
- Unsure of benefits but worried about impact for service users
- Each individual will access day opportunities individually chosen by them and for them
- The review will highlight the shortcomings and strengths of current services allowing them to be improved in the future
- Align staff accordingly and future monies to correct services whilst determining most appropriate placement
- Do not know anything about the review being carried out
- See how services can be improved further to meet the growing demand for placements

**Q6: Staff were asked to list ways in which day care/day opportunities services are meeting the needs of the client and the family/carer?**

*Majority of responses are summarised as follows:*

**Client**

- Provides safe structured environment for people to attend and develop skills and be looked after accordingly and remain within the wider community.
- Social inclusion in the community, promoting independence and choice, building friendships, self-esteem, socialising, removing barriers learning new skills, learning to communicate and feel they are valued
- Service users need structure and day care provides this and gives them a sense of pride when they complete tasks



- Enjoyment and value from current service provision in terms of social interaction and learning opportunities. Given more resources and support many service users would be capable of achieving more and many service users are now recognising this
- Service is person-centred to each service user allowing them to take part in everyday living skills, creating equal lives for our adults with support and guidance from staff
- Helps service user to lead a full and meaningful life
- Day care provides an excellent service for wide range of needs, professional staff, provides longer hours during day whilst day opportunities allow activities in evenings; more beneficial for people to lead a more meaningful life

#### **Family/Carer:**

- Allows for short break (respite) during the day (*see Trust comment below*)
  - Provides reassurance the member is well looked after in a safe environment with trained staff
  - Provides carers and aging carers with a break from their caring role; maintaining mental health and wellbeing of all
  - Day care offers families a full day's break
  - By promoting social inclusion and community integration supports families by knowing service users are becoming more independent in their knowledge. Good communication with families and carers who respect staff professionalism, knowledge, skills and expertise in caring for the individual. Families and carers have high expectations and day care/day opportunities support them in planning a meaningful future with the service user
  - By offering families and carers support and guidance and keeping them informed of opportunities for themselves and the service users. Support families and carers to contact other professionals when required.
  - Day care is currently a lifeline to some families due to the stress of caring. Carers are getting older and service users are living longer. Enables them to have a vision, a planned future for their loved one
  - Parents and carers being involved in the process and attending reviews
  - Allows parents and carers to work and fulfil other family commitments
  - Listening to carers and endeavouring to meet their wishes. Good communication with families
  - Giving parents and carers a sense of pride that the service user can have achievements and goals in their lives; see their relative reach their full potential outside of the home
- ❖ **Trust comment:** The Trust does not record day care as short break (respite) for the service user or their carer

**Q7: Staff were asked what the key challenges are within day care and day opportunities services they are currently managing?**

#### **Daycare**

- Funding of services; not enough funding ; costs of services;
- Not enough opportunity due to limited resources (money, transport, staff)
- Access to transport and transport within rural areas and expense of transport
- Staffing, staff shortages; absenteeism
- Services trying to cope with different abilities and ages
- Limitations
- Capacity to provide service



- Training for staff including mandatory training
- Staff dealing with change and adapting to it in a positive way
- Lack of choice in community for people with severe physical needs
- Review is causing stress to staff and service users
- Large numbers in limited facilities; age ranges, different abilities and behaviours; groups too large and diverse to provide best opportunities for each individual
- Buildings not purpose built and some segregated from the local community
- Service users aging; catering for a wide range of ages (18-70+) deterioration of health and well being
- Increase in complex needs / challenging behaviours of service users and meeting their needs
- Agency staff and costs - using to cover sick leave
- Transitions
- Storage within Centres
- Geographical area covered and implications to accessing activities
- No statutory keyworkers
- Meeting requirements of ongoing RQIA inspections
- Increased paperwork for all service users
- Decline in services user
- Increasing demand for services
- Service users' choice being limited
- Lack of progression options thus long waiting lists
- Referral systems
- No retirement transitioning for service users which means there is lack of movement in services
- Uncertain of what lies ahead in the future

### **Day Opportunities**

- Funding
- Transport in rural areas and transportation of service users to opportunities
- Development of access to community groups and services
- Limited outreach opportunities and lack of opportunities in rural areas
- Cost to run premises and lack of suitable premises
- Difficulties with families having to deal with or manage direct payments (self directed support)
- Providing different care for different needs
- Lack of funding, investments to give real choices and provide greater learning opportunities
- Lack of community facilities available to service users
- 'Ignorance' – lack of vision of other departments in their role in providing equal opportunities
- Stakeholder involvement
- Social acceptance - not enough community awareness and lack of education for companies/businesses to support adults with a learning disability
- Aging service users and developing healthcare needs
- Parents and carers reluctant to change; offering reassurance; changing culture from fixed location to variety of activities
- Staff members resisting change and staff requiring support in implementing change

- Volume of school leavers
- Staffing levels
- Capacity
- Increasing 'red' tape
- Increase in numbers
- Monitoring of service
- Lone workers; isolation
- Geographical areas covered
- Discrimination
- Shorter day for some service users
- Getting statutory and voluntary groups involved

**Q8: Staff were asked to describe four future developments required to meet current and future needs of service users?**

Responses are as follows:

- Secure places within day care
- Increased funding
- Further person centred working, support of individual needs, empowerment
- Develop staff training and education in working with service users' needs
- Changing parents and carers ways of thinking towards the future
- Better transport service and day opportunities in rural areas
- Supported housing for service users
- Help and support for both service users and their carers
- Base premises and multi-purpose premises providing meaningful skills training and place to meet up with staff and friends to access their community
- Choice for service users
- Smaller units and less numbers in each unit
- Working in partnership with other agencies/charities etc
- Close traditional day care facilities which are not meeting service users' needs
- Service users using direct payments to pay for their own activity
- Using community resources and facilities
- Behavioural therapist support for school leavers
- Longer transitions for school leavers and placements according to needs, not geography
- Retirement age and strategy for older service users
- Financial support needs to be reviewed and not just health service
- Investments in existing day centres for those with most complex needs
- Increase of numbers in community teams committed to facilitate futures planning with service users and their families
- 'Buy in' from all government departments to provide resources and review their duty to citizens with a learning disability



- Intensive information to parents, carers, service users and all relevant stakeholders
- Employment; paid supported employment
- Support for elderly carers
- Overcoming equalities
- Qualified, specialist nursing staff to manage significant conditions of service users; complicated health and physical needs
- Purpose built buildings to accommodate complex needs and challenging behaviour units
- Specialised services and more input/support from allied health professionals, social workers, community learning disabled nurses, occupational therapists etc
- Develop person centred planning approaches
- Help for service users that live at home with elderly carers
- Careful planning and distribution of resources and fund
- Individualised needs as opposed to groups/numbers
- Better community support
- Qualified permanent staffing
- Day opportunities to begin at transition stages
- Positive relationship with carers
- Staff training
- Cross departmental working and funding
- Education offering more college courses
- Age appropriate units. Progression options
- Modernisation and reform of existing day services
- If extra funding could be received by the Trust then a professional service could be provided and not require to move to outside providers
- More outside agencies
- Evening and weekend activities; services beyond 9.00 am -5.00 pm
- Access to statutory keyworkers
- Source funding from European fund
- Ring-fence funding for service users
- Day support to be delivered within a community based day opportunity environment
- Reduce paperwork to essential only
- Proactive, dependable staff who can meet changing needs
- Development of appropriate policy standards
- Increased awareness of direct payments/self directed care
- Specialist autism service required in day care
- Bespoke packages of care with appropriate financing rather than group approach
- Help service users to become self-aware regarding their rights and complaints
- Financial training for service users and help to read and write
- Development of day opportunities
- Client focussed as opposed to service focussed
- Regular reviews with service users and their families



**Q9: Staff were asked how might the future developments listed in Q8 above be implemented:**

- Increased funding for resources, staffing, etc
- Expansion of services
- More availability of places
- Further staff training; one to one working
- More information and advice available to help parents and carers
- Additional funding for transport especially in rural areas
- Helpline for both service users and their families
- More supported living
- Not close any day centres but regenerate them to meet day opportunities
- Partnership working with all relevant stakeholders
- Database of available day opportunities, premises and range of services provided
- Independent advocates to give service users a voice
- Behavioural team to expand to offer better and quicker service
- Offer local retirement age centre and opportunities
- Use of local councils, art departments
- Review of current transition practice, transition needs to begin at 14 with teenager given more life experiences before the age of 18; identify roles and responsibilities, review of support required for service users transitioning to adult services;
- Hold governments to account, what have they done to date and what are their future plans
- Day care services requires a more multi-disciplinary approach were service users can access services as and when required
- Employ nursing staff to meet complex needs of service users and support day care staff
- Futures planning between keyworker and carers
- Devise a more personal profile of individual needs rather than Wessex scale
- Involve families and carers at early stages
- Joint resourcing and management of community services
- Services to be realistic and achievable
- Regularly evaluating the service and engage with service users and families for continuous improvement and learning
- Day care facility for older service users
- Reduction of hours in units per service user
- Access outside agencies to provide venues and programmes
- Another day centre in the community for those service users who fall between the two models
- More social work qualified staff in day opportunities
- Source community based transport
- Services – any cheaper in private sector?
- Lobby with MLA's
- Less upper management; more frontline staff
- Look at documentation in a realistic way and reduce paperwork to a manageable level
- Consultation events twice yearly for service users and their carers



- Advocacy groups
  
- Ring fence autism monies
- Regional consultation – development of appropriate ‘move on’ services
- Public relation exercise to promote learning disability
- Flexibility within the service

**Q10: Staff were asked to give their views on the current day services review, as a professional working in the field of learning disability?**

- Feel it is important to constantly review services to examine what works well, what doesn't work and areas for development and staff training requirements to develop the service and provide the best possible options for service users. Service users need to be part of this review to develop an understanding of their needs and what changes they would like to see
- A well needed review to improve services for adults with a learning disability
- To make the review work there needs to be adequate funding, real opportunities, trained staff and support; better transport provision
- Needs to be sustainable and regularly monitored
- The right support for service users and their families
- Realistic goals for service users
- Clear accountability for the safeguarding of vulnerable adults and what happens to them out in their community
- Change needs to happen to benefit the service users, however the outcome is already decided, traditional day care is a thing of the past
- Day care will always be needed and day opportunities will benefit some service users; families should not be pressured into changes if they don't want them
- Feel quite proud of the service provided
- Welcome the review especially since it has been 10 years since recommendations made by Bamford. However it is imperative that commitment to the review and implementing its findings are wholeheartedly embraced and carried out by all concerned to that it does not become a paper exercise or placed on a shelf if resources and commitment is not there. To do so would be a waste of existing resources and time. It would be a tragedy for those service users whose lives would be genuinely changed for the better, should the review objectives become a reality
- Important to keep all services users and their families informed
- Day opportunities is a good idea, especially for those young adults leaving school. Worry about service users who don't like change
- Day care is a vital lifeline for the service users and their families.
- The review is a good idea but it may take a long time putting it into practice as resources are limited and also for attitudes to change
- It is a welcome change as it will offer more choice and opportunities for adults with a learning disability. It will also provide our service users with opportunities to be supported out in the community and leave more room in day care settings for adults who require additional support for their behaviours



- The review is vital if we are to develop the service to suit the needs of our service users who are currently availing of day care, for those who are able and want a more person centred and independent service and also to meet the needs of our clients who have complex needs. The service has developed considerably over

the past 20 years and it needs to continue to develop in order to maintain the quality of care that we are currently delivering

- If Phase 1&2 recommendations are implemented and there is involvement from parents, carers, public, private and voluntary organisations then service users will receive the support and the services holistically and it will be tailored to meet their individual needs
- Hope this is just not another paper exercise. No good if it is just going to be idealistic theory.
- Personally would like to see day opportunities progress with a development of community based day activities. Remodel in house services to focus on meeting more complex support needs and a further review of the continued attendance of individuals living in residential or nursing homes in statutory funded placements
- Good to see review but recommendations need to be acted on
- Review is an excellent piece of work and hope it will highlight the need for change but it needs to be shared with all other organisations. Local councils need to see how they can improve opportunities for adults with a learning disability in each council area.
- Good idea to review services in terms of need. However I worry that this may lead to devalued service and reduced expenditure.
- It is good a review is taking place to work out what is best for people with a learning disability in order for them to achieve a fulfilled life. It is important carers and families are being involved. An inclusive open approach to providing services within learning disability is a great idea.
- Can't comment as don't know the full aspect of the review but if cuts are implemented the service users and carers are going to be punished.
- Would very much like to see service development and adults with a learning disability having a voice in their own future and the services available to them to ensure that they have prospects and feel valued. People with a learning disability want to do the same thing that we take for granted
- Believe current review is a threat to services which are already under threat from outside stakeholders
- My concern for day opportunities is the client becoming more isolated at home. Families will be left to care and support, as the individual will not have enough money to pay the support staff out of their budget. Also staff that will be there will not have the correct training for the clients' needs
- Feel the review is important in that opportunities are being made available for greater choice and greater inclusion for the adult with a learning disability and the only way to ensure this happens is through implementing change and listening to views and discussions of those involved
- Challenging from all aspects. More choice and availability to outside services is a step forward.
- See it as a way forward for people with a learning disability being further integrated into the community and equality in life
- The review will highlight a number of large positives regarding a move to day opportunities however there are still a large number of negative concerns which need to be addressed in order to effectively work for all particularly around funding and transport





- It shows an increased understanding for the requirement of a person centred approach to ensure that all clients are provided with a day opportunity package of their choice and of which they wish to engage in
  
- The review is timely in relation to strategies such as Transforming your Care and Welfare Reform. People need greater flexibility to make choices about the type of service they wish to engage with
- Have not heard of the review prior to receiving this questionnaire
- The outcomes of the review will be enforced.
- Believe Trusts are ambiguous by what is meant by day care and day opportunities. There is great misunderstanding between staff of what each is. Because one client may require 'hands-on' care, in say, toileting, this should not exclude them from accessing day opportunities. For Trusts to 'block-label' a service by virtue of its location and past or present service into either day care or day opportunities is wrong. Individual client need??
- Staff concerned regarding job security and career progression
- The need for more inclusive working between Trust, Councils, outside bodies, community, school groups etc – Standard 14 & 15 of Learning Disability Service Framework
- The review needs to fully incorporate person centred bespoke packages for clients within the future of day care. The one size fits all does not work
- If the review concentrates on the needs of the service user and how best to meet these needs then this should have positive results
- Reservation how with the current financial cuts things can be carried forward without having negative impacts elsewhere

