

## **ILDS Q&A 14/08/2020 – Re-start of Day Services.**

The following question was sent to us by one of our CAPE members, a retired medical consultant, and, probably incorporates very concisely the questions that most carers wish to ask:

*‘We would like to know when the day centre xxxxxx will be opened safely. What precautions will be taken as the clients are vulnerable?’*

Here are some more detailed questions, arising from this, which may hopefully be answered at our meeting:

### **The Surveys:**

- What lessons have been learned from some of the problems which were encountered with the surveys and their distribution?

Initial timescales were too tight, and closing date had to be extended to the 10<sup>th</sup> August.

ILDS acknowledge tight timescales meant quality assurance may not have been to up to our usual standard, particularly around question 12.

Maximising returns to survey's are always a challenge. We acknowledge posting paper forms can increase the number of returns, although to a variable degree. Sending more paper copies may have increased returns but would also have delayed the process. We will include return rates in the report of findings.

- May we have the analysis of the responses to both surveys?

Yes. These will be circulated with the partnership board minutes.

- What conclusions are being drawn from these responses?

Due to the extension, ILDS will not see results until the 21<sup>st</sup> August. We will share conclusion when we have them and are hoping to circulate with the Partnership Board minutes.

- Can you reassure us that the qualitative responses have as much impact on any conclusions as the quantitative responses? It must be appreciated that the surveys accepted multiple entries which could appear to be conflicting (e.g. Q12 Carers Survey – a key question) and there was no opportunity to provide a qualitative response to this question.

Qualitative responses will be key learning from the exercise. ILDS will need to see the full data set before we can determine the relative impact. (We acknowledge Q12 should have had at least one more option and a write in box)

- Was the response level sufficiently high and representative to be of any real significance?

We have on-line results in. 59 service user forms and 58 carers forms were completed online. So far another 80 paper surveys have been added, and we are expecting more.

### **The 'Pilot' Day Service – feedback re PCDO's Experiences:**

\*Note, PCDO were not a formal 'pilot' project, but their experiences are useful in planning future developments.

- What were the criteria used to decide who should attend a day centre during the pandemic?

All decisions have been, and continue to be, made on individual basis based on individual risk and circumstances.

- What special arrangements were put in place to ensure the safety of service users and staff?

Everyone using the service had their own Health and Safety and individual risk assessments. Families were involved in discussions with ILDS and Brokerage to complete these assessments.

The service also completed risk assessments for staff and the premises.

- How were the most problematic areas addressed (transport, personal care, eating arrangements and food preparation, trips out of the centre, use of outdoor space, use of 'support bubbles', temperature testing, etc.)?

This will be evaluated and learning shared.

- Were staff and service users accessing regular asymptomatic testing?

Regular asymptomatic testing was not available for much of this period. However, there have been no cases of COVID-19 reported.

- Can we have some information about their Covid19 specific risk assessments?

The council had oversight of these risk assessments. As above there are being evaluated and learning will be shared.

### **Further Pilots, or More General Re-start for Day Services:**

- Will there be other day service selected to operate in a pilot capacity, or will everyone be free to commence operation at the same time?

Organisations have provided information on their contingency plans. Various options for phased returns are being considered, depending on the content of those plans.

- How will you monitor any further pilots?

Risk Assessments will be key to maintaining health and safety.

We will use the new risk document that Donna Waters is pulling together for the borough in conjunction with Enfield Corporate Health and Safety. Draft should be available by Tuesday 18/08/20 and will be circulated to managers for comments. Public Health are also involved in creating this risk assessment template.

Work is ongoing to identify expanded testing resources.

- Will the L.A. be producing formal guidance/ policy for day services in Enfield?

This will be primarily done through the risk assessment template. This is not technically a policy, it is a template to ensure consistent approach to managing risk, produced in partnership with IWE, with Public health, H&S team, and Facilities Management

A draft copy will be completed by next Tuesday (18th August).

Commissioning have also produced a comprehensive draft plan to provide further guidance. Copies are available, but this continues to be updated regularly.

- Transport will need special consideration and may well require support from families. Has Des O' Donaghue provided any information on this, following an excellent Q&A session which he attended, facilitated by Our Voice re schools transport? (Ref attached document).

This is being addresses through individual risk assessments and planning. This will involve looking at all options for transport, including carers supporting people to get to day centres where there are risks with traditional transport and this is an option.

The council is carrying out an exercise to identify its transport capacity with additional health and safety strategies applied.

- Can we have some updates on how the work to reorganise the delivery of day services is going?

The draft plan from commissioning should provide more details.

### **Selection of Service Users Invited to Return to Day Services:**

- May we see a few 'worked examples' for a small selection of service users so that we may have some idea of how the 'RAG-rating' will operate?

As above, will be ready by the 18<sup>th</sup> August. These will be made available to carers, who will be a key part of the individual risk assessment process.

- Do the domain levels on the RAS (or DST for CHC service users) provide any input to this process?

No. This is a specific risk template just for Day Services during the pandemic.

- What involvement will there be from the psychology/psychiatry team to support the decision-making process?

Once the Day Services have completed risk assessments and risk matrix, in partnership with families, a decision will be made about any additional specialist involvement required, including psychology.

- Do you think it likely that every service user, who currently attends a day service will be considered for a return?

Yes

- Will families be able to refuse the immediate return of their loved one, but still retain long-term entitlement to that service?

We must ensure our day services can be sustainable, so we would have a balanced approach to this and, as always, consider what is needed on an individual basis. Therefore, if an individual was at risk of losing their place because they choose to not attend, and someone else is desperate for such a provision, as the resource is already stretched, then some difficult decision would need to be made. However, we would make every effort to support individuals' access what they need

- Will day services be asked to prioritise Enfield service users over service users from other boroughs?

We are waiting for confirmation from commissioning but do not believe this is within our power.

- Will CHC funded service users be disadvantaged in any way?

No. The assessment process is independent of funding stream. CHC have been involved in developing the process.

- What provision will be made for those left out from the Centre allocation stages including mental health? Will a temporary C&S Plan be produced to ensure that assessed needs will be met?

Day services will need to include what the risk might be if somebody does not return immediately to day services. Day services will need to determine if the person's needs can be met in a different way and look at all options. If this is unlikely and nothing alternative is identified, ILDS and families will discuss other ways of meeting their needs until there is a return to their usual service, or potentially for the longer term.

- Can a care provider in a care home or group supported living environment 'veto' a service user returning to a day centre, against the wishes of the parent?

Individual risk assessments are again key. Where someone lives in a supported environment, the provider would be involved in the risk assessment process.

Managed well, it should be possible to achieve a consensus in the majority of cases. If there are any disputes this will be escalated to ILDS professions to make a decision based on risk.

### **Forums:**

- Can you tell us when the parents' forum will take place, who will attend, how will it take place?

For people with Learning Disabilities this will be a mix of online and small face to face meetings.

- Can you tell us when the providers' forum will take place, who will attend, how will it take place?

We are awaiting an update from commissioning on this

### **Transition and School Leavers:**

- How are those you will have left school or college this summer be supported to find an appropriate day service?

The usual process is completing the assessment and then developing the Support Plan. Please see content of email forwarded to all ILDS staff involved in Transition work. "We are currently not able to fully follow our usual transition pathway, as those soon turning 18, those leaving school or those leaving college would usually have an opportunity to visit different day services. This is not happening due to their closures. Can I ask those all involved in the Transition process to get creative and ask day services to make a video, create a file outlining what services and activities they provide and send photos and brochures of their services that can be shared with your service users. Please make sure that they and the family's expectations have been managed and that they understand about day service closures and that you have determined how their needs are going to be met outside of a day service. Please outline the risks of them not attending a day service and share this with the specific day service where they are likely to attend so that they can be included in the RAG rating. Consider what interim package will be required until day services have been reopened".

- How will those a year or two from leaving school be able to learn about day services, especially if they are unable to make visits?

In the short and medium term, Moving On processes are continuing as normal, with contingencies in place for extra measures like social distancing and online forums available.

Longer term we are hoping things will be back to normal.

### **Information:**

- How can we ensure that service users and carers are kept fully informed at all times about all developments regarding the re-opening of day services?

Letter sent out on the 07/08/2020 via the carers centre and also through Day Services.

- Will families be informed and given the reason why their family member may not be allowed to return to their day centre? Can they appeal the decision?

Decisions on provision will be made on individual risk assessments. People and their cares will be involved in the process and it is hoped all decisions will be mutually agreed. If agreement cannot be reached individual cases may be escalated to ILDS professionals for a final decision.

It is vital to assure people that their needs will be met. We need to acknowledge there will be some reduced capacity and be open to other ways to meet peoples assessed needs. Any decisions made will be clear and fully involve people and their families.

- Can we make it clear to families when they do, or do not, need to pay a contribution to their charge, if they are receiving a minimal service, and whom exactly they should contact – is it Duty? Doug has been asked to clarify this, but has still not done so, in our opinion.

From last session - I am pleased to reassure you that where families have cancelled services and are picking up caring responsibilities themselves, charges will be waived. However, although day centres have been closed people continue to receive an outreach service or a replacement service in some cases. Where a service continues, people will still be expected to pay their assessed contribution. These cases will be looked at on an individual basis. We will provide information to care users about what they should do if they can't currently pay for their service or are waiting for a care package to be amended. Service users are advised to contact their provider who then raises the variation. If they can't pay due to Covid and

isolating or shielding then the collection team picks this up and will discuss this with them on an individual basis.

### **Finance and Future Developments:**

- Will day service continue to be supported financially, even though they may be able to accommodate fewer clients at any one time?

Providers will be encouraged to speak with the council if they are struggling financially due to taking less clients. Financial sustainability forms a part of the service risk assessment and Day Service Plan.

- Will families be able to access additional funding for the periods when their loved one might not be able to access day services?

We will continue to fulfil our duty to meet assessed needs. For some, this may be via reduced day care plus extra support, for others it may be support at home or for other via DP's. Creativity and flexibility will be very important, and decisions will be made on a case by case basis, based on risk and circumstances.