



**APPENDIX E**

<b>Briefing for:</b>	Councillor Gideon Bull
<b>Title:</b>	The Haven Day Opportunities Centre for Older People
<b>Purpose of briefing:</b>	To update Councillor Bull on the services provided at the centre
<b>Lead Officer:</b>	Lisa Redfern, Assistant Director, Adult Services and Commissioning
<b>Date:</b>	18 <sup>th</sup> November 2010

**1. Introduction**

The Haven Day Centre offers day opportunities for older people with a physical disability and sensory impairment. Access to the service is via a care management /social work assessment conducted within the Fair Access to Care Services (FACS) framework which operates at a 'Substantial' and 'Critical' level of need. The building is situated in Waltheof Gardens N17. It is fully accessible and adapted for people with disabilities, including the toilets and bathing area, and was specifically designed to deliver a service to frail and vulnerable service users. It is equipped with a full range of hoists and moving/handling aids.

The statutory context for the service is the National Assistance Act 1948 (S 29) and the Chronically Sick and Disabled Persons Act 1970 (S 2). However, in more recent years, Government policy, in particular, Putting People First (Department of Health Transformation Agenda) and the increasing availability of individual budgets has served to give potential users increased independence, choice and control of where they obtain their care and support. This needs to be considered when thinking about the future financial viability of day opportunity services.

The unit cost/place/day at full occupancy, including line management, is £76.10. This includes the transport function, but not meals which are paid for separately. As occupancy falls, the unit cost will gradually increase. The unit cost for 09/10 occupancy was £79.85

and it is estimated that this will have increased since. So the costs are likely to continue rising per person when personal budgets are fully implemented in April 2011.

## **2. Service profile and description**

The Haven has 47 older people registered with them with an average 20 daily attendance. The majority of users attend 3 days per week, according to their assessed level of need. Occupancy levels have fallen recently (currently 16 vacancies), in part due to service user turnover and in part due to the advent of individual budgets. The service operates on an 'overbooking' basis to maximise efficiency of service delivery should there be anyone unable to attend. Transport (three fully adapted coaches with rows of seats removed for wheelchairs) is centre/service based, driven by driver/ support workers who also work in the centre. The escort function is provided by staff in the Centre. These vehicles also provide a transport service for some of the Drop-Ins for older people in down-time and for service users in the Asian Centre/Afro-Caribbean Leadership Council day centres as part of a previous re-provision arrangement.

People receive an individually tailored care and activity programme tailored to their physical, social, emotional, cultural and religious needs as well as their abilities. The service works in partnership with a range of organisations including health visitors, care management, community police, fire service, benefits officers and the voluntary sector. The centre provides a wide range of social and activity-based groups including foot care, computer games, exercise, art and crafts. Two staff members at the centre are trained in foot health and offer basic foot care to service users. Service user satisfaction levels are very high.

The Centre is open between 8.30am and 5pm. Most people attend between 10.15am and 3.30pm. Each transport round is about 90 minutes in duration. Therefore, the amount of time people spend in the centre is relatively short because of the long journey times.

Many people who attend have had life changing events to their health and seek our support and guidance and staff feel that they have the skills to help someone through this change. The centre has an excellent chef who not only has received Five Stars on three occasions for Food Safety and Kitchen Hygiene from the Scores on the Doors Scheme run by Environmental Health but is now undertaking his NVQ in Catering to ensure he is doing everything to the best of his ability. A choice of hot meals is offered daily, taking into account the cost, the season, service user likes and dislikes and special dietary requirements which are many and varied. Fifty per cent of service users have diabetes; six service users have swallowing difficulties and require specially prepared meals that still look appetising as well as being nutritional and balanced. Other diets catered for include vegetarian, low salt and low fat as well as cultural requirements.

As such a diverse group of individuals attend it is important that all needs are met, to assist us to gain knowledge and develop skills of different cultures and religions. Many celebrations take place on an annual basis and include a day's event for Diwali, Turkish,

Greek, French, Italian, Lithuanian, Irish, English, Scottish, Welsh, African and Cypriot celebrations as well as a month long Black History event and week long events to raise awareness of HIV and AIDS and Lesbian, Gay, Bisexual and Transgender issues. All of the cultural and religious events include foods from the specific country prepared and cooked by our chef.

An individualised activities programme is in place, designed to enable people to have a choice of social and craft activities whereby they can continue a hobby or learn something new. People who attend have a support plan setting out what the person may wish to achieve attending the centre, including community trips and shopping. To maintain independence and community inclusion trips are offered to all the major supermarkets and Ikea, so that service users can choose their own purchases taking into account personal preferences and rising costs whether it be food, clothing, furniture or household items. This helps to take the pressure off family carers who work and have difficulty in finding time to do what needs to be done for their parents or grandparents.

Social evenings are provided for carers to enable them to have a night off or a joint night out with the person they care for. Transport is provided and all staff participate in making sure that relatives and carers leave having enjoyed themselves. Carers also telephone and visit in times of need to gain advice and guidance to help them sort out individual problems.

The Haven Day Centre has received many awards as it does provide a good service. However, in the light of the financial pressures, the Council faces, and in relation to the high cost of these services for each individual service user, the Council may not be able to afford this service.

### **3. Staffing structure**

Manager PO2

Deputy SO2

Day Centre Workers x3 FTE, Sc5

Cook x1 Grade 5 .69 FTE

Domestic Assistant Grade1 .56 FTE

Driver/Support workers 3 FTE Sc 3