

Meeting of:	Cabinet
Date of Meeting:	Monday, 16 November 2020
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Day Services Response to the Coronavirus Pandemic
Purpose of Report:	To update Cabinet of the changes to Day Services in response to the Coronavirus Pandemic
Report Owner:	Cabinet Member, Social Care and Health.
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	Andrew Cole, Operational Manager – Locality Services Linda Woodley, Operational Manager – Mental Health and Learning Disability
Policy Framework:	This is a matter for Executive decision
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The Vale of Glamorgan Adult Services operate and commission day-time opportunities to provide meaningful activities and social opportunities for and with adults with complex Care and Support needs. • All day services were closed in response to the Coronavirus pandemic in March 2020. • Telephone and outreach services were implemented to maintain contact with day service attendees. • An engagement exercise has been undertaken with all day service attendees to check on their wellbeing and to ascertain people’s feelings about living with the coronavirus restrictions and their thoughts about returning to the day centres. • Adult Services have developed a Day Services Recovery Plan to safely enable the reopening of Day Services, taking into account social restrictions and Welsh Government guidance. 	

Recommendations

1. That Cabinet considers the content of this report and the results of the engagement with service users and carers (see attached Appendices 1-6).
2. That Cabinet considers the proposals contained in this report as a basis for the reopening of Day Services and subsequent engagement of trade unions and staff on the way in which services are provided.
3. That Cabinet approves the gradual reopening of day services from the 18th November 2020.
4. That delegated authority is given to the Director of Social Services, in consultation with the Cabinet Member for Social Care and Health, to put arrangements in place to reopen day services on the bases outlined in this report and if required to implement any future closure as may be required arising from the impact of any restrictions imposed by the Covid-19 pandemic.
5. That this report is referred to Healthy Living and Social Care Scrutiny Committee for consideration.
6. That the urgency procedure set out at Section 14.14 of the Council's Constitution be used in respect of recommendations 1 – 4 above, to enable day services to gradually reopen from 18 November 2020.

Reasons for Recommendations

1. To ensure Cabinet is updated with the latest position regarding Adult Day Services provision.
2. To ensure that the process for progressing any changes is undertaken efficiently and effectively in accordance with the Council's policies and procedures.
3. To allow service users to access the highly valued support from day services.
4. To ensure that the service reopens and is continuously reviewed to ensure it operates as safely as possible yet can be closed swiftly should the circumstances determine it is necessary.
5. To ensure that members have the opportunity to consider the changes made to the provision of day services, in the context of Covid-19 with any views being reported back to Cabinet for consideration.
6. To ensure the prompt reopening of day services.

1. Background

- 1.1 Day Services are an important social care resource for people who live at home but are not able to independently access universal social and leisure opportunities due to their need for care and support. Day Services provide a safe social environment for people to relax, meet friends and take part in meaningful activities, while offering respite to family carers.

- 1.2** The Vale of Glamorgan Adult Services offer day services at:
- Rondel House for up to 40 older people and people living with dementia per day (operated in partnership with Carers Trust and Vale of Glamorgan (VoG) Adult Services).
 - The Gathering Place for up to 10 older people and people living with dementia living in the Western Vale per day (operated by Hafod).
 - New Horizons for up to 25 people living with physical disability per day (operated by VoG Adult Services).
 - Trysor O’Le based at the YMCA Hub in Barry for 12 individuals with profound and multiple learning disabilities and complex presentations of need (operated by VoG Adult Services).
 - Woodlands based at Hen Goleg in Barry, for 15 people with a learning disability and complex presentations of needs (operated by VoG Adult Services).
- 1.3** At the onset of Coronavirus pandemic in the Vale of Glamorgan, all Day Centres were closed to members of the public and new referrals were not accepted. The Day Centre staff maintained regular contact with the day service attendees and offered outreach support to people in their own homes.
- 1.4** Rondel House in partnership with the Carers Trust offered outreach to all 67-day centre attendees, with 32 declining an outreach service leaving 35 people being supported through outreach home visits. The day centre staff also make regular telephone contact with carers to offer support and information as required.
- 1.5** The Gathering Place maintained weekly telephone contact with all 26-day service attendees but did not provide any outreach services. 19 people wish to return to the Gathering Place when it reopens.
- 1.6** New Horizons maintained regular telephone contact with all 60-day service attendees with 45 people being supported to attend community activities as lockdown restrictions eased and 24 people having outreach support in their own homes. Zoom exercise and social groups have been particularly welcomed as people can interact with old friends.
- 1.7** Trysor O’Le has maintained regular telephone contact with 8 attendees, 6 of whom have also received outreach home visits.
- 1.8** Woodlands have maintained regular telephone contact with 6 attendees who live at home with their families/carers, 3 of whom have also received outreach home visits either within the family home, or the day services community allotment. The 14 attendees who live in supported living or residential settings have been contacted regularly by the Accommodation and Adult Placement Service.
- 1.9** A hot meal delivery service was rapidly set up at the onset of the social restrictions in March 2020 to provide a hot meal to people who would otherwise be attending the day centres. The service was extended to other people through

the Contact 1 Vale Team, but demand remained low, with an average of 5 delivered meals per day and the service was ceased in July 2020.

1.10 A formal engagement exercise was undertaken to ascertain people's feelings about living with the coronavirus restrictions and their thoughts about returning to the day centres. The results of the engagement are attached as appendices to this document, but in summary:

1.11 Rondel House & Gathering Place

- Families reported that they were mostly managing with Covid-19 restrictions and limited respite opportunities, but recognised they were finding it hard and that it isn't sustainable in the longer term. Particular difficulties were experienced when two or more members of the family lived with vulnerabilities.
- People noted that the lack of social stimulation appears to hasten deterioration in mental health/dementia.
- Carers expressed concern that the additional responsibility of caring alongside the other social restrictions (home schooling, working from home, reduced social networks etc) and that this was taking a toll on people's wellbeing.
- Carers suggested that improved information and contact was helpful and welcomed being kept up to date with service changes.
- People expressed a desire to return to having full days and hot meals at the Day Centre.
- Carers found the outreach to be helpful in providing social interactions and a good opportunity for information sharing but would prefer a return to day centre as this also provides much needed respite.

1.12 New Horizons

- People reported that they were managing but their wellbeing was affected by reduced social contact and reduced physical activity.
- The outreach provided by New Horizons was welcomed including virtual meetings.
- Fear of contracting coronavirus was strongly evident, particularly for people with underlying health conditions.
- The coronavirus social restrictions are making people feel isolated, which as time goes on is impacting on their mental and physical health.
- Respondents expressed a desire to return to the day centre.
- Families and local communities have supported people while the centre is closed.
- New Horizons outreach was welcomed but people miss the face to face and group interactions with the friends they have made at New Horizons.

1.13 Trysor O’Le and Woodlands

- Citizens and their families acknowledged and welcomed the hard work of the service to maintain communication and social interaction.
- In relation to physical and emotional wellbeing, over half say they have felt the same, but a third felt worse than before.
- Citizen’s mood had changed, where some people had become lonelier, and missing social interaction. Many family members are struggling trying to keep people occupied each day, and citizens are feeling more anxious and generally worrying about many things.
- Many families acknowledged the importance of the support not just to the citizen but also to the whole family. People felt that the support they received prior to lockdown was even more appreciated now and not only for the activity, but also for the associated mental and emotional wellbeing.

2. Key Issues for Consideration

- 2.1 The outcome of the engagement exercises described above show that service users and carers continue to value day services and wish for the day centres to reopen as soon as possible while taking all the necessary Covid-19 safety precautions.
- 2.2 The Day Service teams and colleagues across the Council have been working towards reopening the day services. This was not considered to be viable during the period of the Firebreak Regulations.
- 2.3 Each day centre has undertaken a Covid-19 safety survey with support of the Vale Property and Health and Safety Teams to enable suitable social distancing within the day centres. This has involved additional signage, safe walkways and designated sitting areas but means the day centres can facilitate a significantly reduced number of attendees. The maximum number of attendees for each day service is outlined in the table below:

Rondel	Gathering Place	New Horizons	Trysor O’Le	Woodlands
10	4	6	4	5

- 2.4 To ensure the safety of service users the services will ensure good hand hygiene, PPE, regular cleaning and social distancing.
- 2.5 The number of people able to attend the day centres will be significantly reduced, meaning that places will be reserved for people at highest need. In consultation with case management, the day centre attendee and family carers, the Day Centre Manager will prioritise attendees according to need arising from carer stress and social isolation leading to a detriment to wellbeing.
- 2.6 All day centre users will be advised to not attend the day centre if symptomatic and will have their temperature checked upon arrival and will not be allowed in if their temperature is outside the normal range. Day Centre Managers have

discretion not to test temperatures if this would cause distress to the service user.

- 2.7** Day centre users will be encouraged to wear face coverings when entering the building and moving around. Face coverings are not required when sitting in a designated area. Exemptions at discretion of the day centre manager. Trysor O’Le and Woodlands attendees are exempt from wearing a face covering if they cannot put one on, wear or remove it, due to their learning and physical disability. Social distancing from other individuals will be maintained under all circumstances.
- 2.8** The engagement exercise for Rondel House and the Gathering Place was clear that the provision of a hot meal is central to the day centre experience often because older people are more likely to live on their own and may not otherwise have access to a hot meal. Hot meals will be prepared and provided at Rondel House. The kitchen at Hen Goleg will not reopen when the day centre reopens. Hafod will continue to prepare and serve hot meals to Gathering Place attendees. New Horizons, Trysor O’Le and Woodlands will encourage packed lunches. Specialist meals will be purchased through Wilshire Farm Foods and prepared on site. This is a temporary measure in recognition of the reduced day service that will be provided.
- 2.9** The Gathering Place and New Horizons have their own transport and are able to safely transport reduced numbers to the day centres. All mini-buses will have a safe occupancy rating agreed in consultation with Facilities/Health and Safety specialists. Trysor O’Le and Woodlands have their own transport which still enables them to provide outreach support to people in the community, where that is the preferred option of the attendee. People will be encouraged to use their own transport as far as possible. CJ Travel will be used for transport to Rondel House, Trysor O’Le and Woodlands. CJ Travel have been assessed by Vale of Glamorgan contracts to operate safe Covid protocols.
- 2.10** We acknowledge that some people will not chose to return to the day centre, or indeed are not able to attend as often as they would wish due to the reduced number of attendees. All day centres will continue to offer telephone contact and face to face outreach.
- 2.11** In order to facilitate the opening of Day Services from 18th November 2020, it has been requested that use of the Council’s urgency procedure as set out at Section 14.14 of the Council’s Constitution be used. Despite this fact, it is recommended that the report be refereed to Scrutiny Committee (Healthy Living and Social care) for consideration with any views and recommendations referred back to Cabinet for consideration in relation to the way Day Services are managed in the context of Covid-19.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

3.1 Long Term

The Council's commitment to developing daytime opportunities represents a focus on the long-term wellbeing of individuals using the service and also the sustainability of social care by supporting carers and reducing demand on alternative care and support at home.

3.2 Integration

3.3 Day Services provide venues for health professionals to offer interventions with people where a more clinical setting is not appropriate.

3.4 Involvement

Day opportunities allows people to take more control over their lives by providing information, so people are more informed to make care and support decisions.

Collaboration

Day services offer an opportunity for adult services to work with partners to provide a co-ordinated provision of daytime opportunities for people both within day centres and the wider community.

3.5 Prevention

Day Services supports an Active and Healthy Vale by promoting healthy lifestyles, reducing loneliness and enhancing wellbeing.

4. Resources and Legal Considerations

Financial

4.1 Other than the annual uplift, there will be no change to charging arrangements for full day attendance at a day centre. Half day sessions will be charged at half of the full day rate. Outreach will be charged at an equivalent domiciliary care contract rate, which is currently at £16.11 per hour.

4.2 It is proposed that Day Services in the Vale of Glamorgan will start to reopen on the 18th of November. Given the unpredictable nature of the Covid-19 pandemic this will be continuously reviewed.

4.3 The developments detailed in this report will be achieved within set budgets.

Employment

4.4 Changes to the operation of meal provision in day services could impact on staff employed to directly prepare food and in the administration of this service. At this stage these measures are temporary. Should proposals be developed in the future that would impact upon staff, consultation and engagement with staff and the recognised Trade Unions would be undertaken in line with the Council's well-established policies relating to the management of change.

Legal (Including Equalities)

- 4.5 There are no legal implications as a direct result of this report.
- 4.6 Any proposals to change the nature of the way in which meals are provided at day services settings would be accompanied by an Equalities Impact Assessment.

5. Background Papers

None.

Purpose & Scope:

A consultation exercise was carried out during the Summer of 2020, to ascertain requirements for reopening further to the COVID pandemic:

- To ensure that citizens and their families are receiving a high standard of support in relation to their needs.
- To ensure that citizens and their families have received good quality communication throughout the lockdown period.
- To identify areas of good practice and improvement whilst the day service has closed.
- To gauge the direction of development of the service in the near future to ensure a good service continues to be provided despite restrictions from the pandemic.

Methodology:

- Questions were developed across day services and adapted according to the type of day service provided. Easy read questionnaires were developed for some citizens.
- Questionnaires were either sent to citizens and their families involved with the service or
- Questionnaires completed following telephone interviews where identified.

Context

The consultation incorporated specific focus on the lockdown period to ascertain views about the support during this time. This comprises communication from the Day Service, mental and emotional wellbeing of citizens and their families and activities they would like to do but currently cannot. We specifically wanted to know how we could help them. This consultation forms part of the annual consultation programme. Questionnaires for HAFOD (Gathering Place) were designed as reviews of the service. These were either carried out by Day Services staff over the telephone or completed by family carers there were 13 responses.

Summary of Key Findings

Current ways of coping

In some cases families were coping well throughout the lockdown. Some were coping well apart from certain health care issues and more need for help regarding washing and dressing but otherwise they had not been too badly affected. In other cases care requirements have increased. One felt that the care they provide has been far more intense as they need to stay very close to their family member, so they do not get any respite. In some cases this has improved with outreach three times a week.

Families feel extremely stretched to provide the social stimulation and care the individuals require. Previously support had worked well with a weekly routine of carers, clubs and day services but without this, they have been reliant on family. Citizens are missing the day service as family are only really able to support with care needs such as food, washing and dressing. Some of the citizens suffer from dementia and can get very agitated when they don't attend the day service.

Current concerns were mainly due to the restrictions from the pandemic and restriction of social interaction, especially with others of a similar age. Loneliness appears to be one of the foremost concerns of family. People reported they are desperately looking forward to returning to the Gathering Place. This was the only form of respite some family members had.

Effects on the individual

In many cases, isolation has severely affected the individual. Lack of companionship and interaction has had a significant effect on mental wellbeing. In some cases where the individual suffers from dementia, this has deteriorated and the individual's mood has been affected. Where mental stimulation has been lacking, boredom has set in. Where individuals used to partake in physical activities, they feel their physical strength has deteriorated.

Current restrictions on activity

Many activities they want to do would involve a group, for example a jigsaw or games/activities. They cannot do this unless a few others are involved. Most respondents reiterated that they want to attend the day service so they can see people and interact as they used to. Time away from home was very beneficial to them, particularly with age appropriate activities and groups. Individuals even miss the preparation to go to the day service; even the day before going their mood would be elevated. Isolation will negatively affect everything.

Effects on the family

Many respondents are frustrated due to the isolation from friends and family. Increased caring responsibilities have added strain. Seeing the individual deteriorate mentally and physically has also been very overwhelming. Some have experienced negative physical effects from the lockdown, for example increased stress and anxiety which they are concerned will worsen. They do appreciate the help they are getting where possible, however the mental and physical strain without the usual care package has been considerable on all family members.

What family/carers would like to be able to do differently /

Most respondents would like to reinstate the day service once conditions allow, but would like to take the individual out more often. Some do not feel they can do anything differently to support the individual as in some cases they are the only family member with any input. Relatives would

like to be able to provide more personal care but the individual prefers to be independent and does not like to ask family. Mental stimulation was the main aspect family would like to provide, as well as social interaction.

What family/carers would like to do for themselves, and what they feel would help provide respite.

Most family/carers would like to have a break from caring, go on holiday or even just resume some of their previous activities. Going out on errands without worrying about their relative would be a help as the peace of mind with a care package is not there.

Respite is the main support for family/carers. The day centre visits are a good support where provided so restoring the previous care packages will be essential. Many want the day service to re-open when safe to so that people can have a bit of normality.

Communication is always appreciated; where face to face visits have been made from different services this has helped as have regular telephone calls. Although the internet has provided more opportunities for communication, lack of IT skills coupled with other sensory impairment make it difficult for people to communicate this way. One suggestion was to have someone help with using Skype and FaceTime to contact people. Many cannot praise the Gathering Place enough. After a day there individuals were happy and had something to talk about. Staff are always cheerful and went out of their way to take care of people.

Respondents were asked whether they would be interested in receiving some outreach support in the home (for example - day centre / online / interactive / sessions or a lunchtime meal). Just under half of the 13 respondents said they would. Three said no and the remainder did not respond or were already receiving it.

What outreach activities would be preferable for families and how this would benefit carers/relatives

Many did not see how outreach could be carried out as most need groups, activities and interaction that cannot take place at home. Lunchtime meals was something they would be interested in, along with being in company with others. Any support would allow families/carers to relax a bit and free up time to provide for others. Peace of mind and reassurance provided by the day service was a significant factor for them.

Just under half (six) would be happy for their Wi-Fi to be used for the purposes of online activities and groups. Not all were aware of carer Wellbeing Support Services available the area.

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Service Area Manager: Anne Lintern, Day Services Manager.

Purpose & Scope:

A consultation exercise was carried out during the Summer of 2020, to ascertain requirements for reopening further to the COVID pandemic:

- To ensure that citizens and their families are receiving a high standard of support in relation to their needs.
- To ensure that citizens and their families have received good quality communication throughout the lockdown period.
- To identify areas of good practice and improvement whilst the day service has closed.
- To gauge the direction of development of the service in the near future to ensure a good service continues to be provided despite restrictions from the pandemic.

Methodology:

- Questions were developed across day services and adapted according to the type of day service provided. Easy read questionnaires were developed for some citizens.
- Questionnaires were either sent to citizens and their families involved with the service or;
- Questionnaires completed following telephone interviews where identified.

Context

The consultation incorporated specific focus on the lockdown period to ascertain views about the support during this time. This comprises communication from the Day Service, mental and emotional wellbeing of citizens and their families and activities they would like to do but currently cannot. We specifically wanted to know how we could help them. This consultation forms part of the annual consultation programme. Questionnaires for Rondel House were designed as reviews of the service. These were either carried out by Day Services staff over the telephone or completed by family carers. There were 32 responses.

Summary of Key Findings***Current ways of coping***

In some cases, families were coping well throughout the lockdown. They have an established routine to adapt to the restrictions and have plans to increase support in other ways. This is especially the case when other family members can support the citizen. Some have not been too frustrated by the restrictions but where people have had to be admitted to hospital, this has had a negative effect on family wellbeing.

Families feel extremely stretched to provide the social stimuli that day services provide, however they appreciate that it is a very challenging situation. Where they have their own full-time jobs, it has been very difficult to try and find time for the citizen. This is particularly difficult if family members live further away.

Some families are fully supporting the citizen at the moment as they feel safer without non-family members coming into the home. In some cases, however conditions have deteriorated, and people feel that they can no longer manage the care the citizens need. This is particularly an issue where citizens have been assessed as not having capacity and safety is an increasing concern.

There are some issues with being able to contact some citizens who are additionally vulnerable as they live with others who are vulnerable, so it is a concern for the service that they cannot contact these citizens to ensure that all is well.

Main concerns and Effects of the Lockdown on Citizens

Current concerns were mainly due to the restrictions from the pandemic and restriction of social interaction, especially with others of a similar age. Loneliness appears to be one of the foremost concerns family had for the citizen. People reported they are missing the routine that the day service provided, and citizens with pre-existing depression are feeling very low. Some citizens had deteriorated to the stage where they no longer engage as they used to. It is unclear whether this is due to the pandemic increasing their anxiety, or whether their existing condition has deteriorated. Their motivation has decreased and in some cases, there has been physical deterioration for example weight loss, or mobility issues since the pandemic.

Some concerns are that the care and support they will have in the future will not be the same level as what they had before. Anxiety levels are increasing, and people are becoming more concerned about how to address this. The one main concern is how soon they are able to return to the day service.

Effects of the lockdown include lack of engagement, disinterest in usual activities and some citizens have become more agitated than usual. In some cases, the citizen has become more attached to their family. Mood and general wellbeing have been severely affected, and people have started to sleep more than normal. In some cases, people have had a solid family network where they are able to support the citizen, especially where cooked food is required. In cases where the citizen has diabetes, being at home encourages them to snack through the day.

Activities citizens would like to do more of:

Citizens enjoyed the activities at the day service before the COVID Pandemic. Many would now like to get out more and do their own shopping. In some cases, physical exercise practice has been provided by family members where they are able.

Citizens enjoyed art and craft activities which they can no longer do. Chatting and socialising is also something people miss and would like to do more of. People also want to be able to visit public places with friends again. Attending the day centre gives citizens a purpose to be motivated and mix with others.

How the lockdown has affected Family/Carers



Many are very frustrated and upset by being in isolation from their friends and family. Their own concerns about their family members has increased especially where they have noticed deterioration of their relatives' mental and physical conditions. Relatives/carers are also concerned where their relatives are not interacting with people or keeping busy. They are also worried about their own responsibilities with working from home, home schooling and looking after their relative. There are also concerns about contracting COVID. This has been an extremely difficult time for some people as caring responsibilities have increased and they have less time for themselves. This has put additional strain on families.

What family/carers would like to do for themselves, and what they feel would help provide respite.

Most family/carers would like to have a break from caring, time to themselves or even just resume some of their previous activities. Going out on errands without worrying about their relative would be a help as the peace of mind with a care package is not there. Respite is the main support for family/carers. The day centre visits are a good support where provided so restoring the previous care packages will be essential. Many want the day service to re-open when safe to so that people can have a bit of normality.

What would be beneficial

Many suggested that more in depth information and advice would be appreciated at this stage. Good communication is always appreciated; where face to face visits have been made from different services this has helped along with regular telephone calls. Social activity call would be appreciated for the citizens and would provide relatives with peace of mind. Caring currently feels like more than a full-time job. Helpful aspects have been increased care packages, and outreach support, but most beneficial would be reopening the day centre (when safe).



How we can support you with social contact and stimulation



Respondents are interested in the information links and possibly the support from the Day Service support coming in to assist in due course.

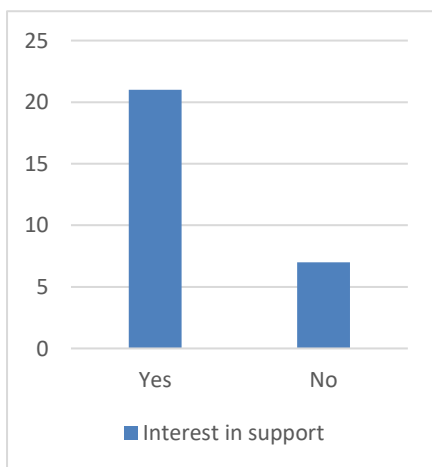
Many would be interested in outreach or another form of social engagement from the staff. Some are concerned about lack of IT skills making it challenging for online social contact, but would be interested in music, games, quizzes etc, and might be able to learn basic skills to be able to engage. Families keep in touch with citizens by phone and where possible, visiting out of doors so additional social contact would be even more beneficial.

Families more often want that day service to re-open as soon as reasonably possible. They feel that staff are always cheerful and go out of their way to take care of citizens.

Do you have access to the internet to share activities with your relative? (E.g. singing, exercise)?

Families who have internet access are willing to receive information on behalf of their relatives, however many citizens do not have access in their own home. They are keen to consider new ideas, especially where they have previously used the internet with their relatives for music or exercise and are becoming more confident.

Would you be interested in receiving some outreach support in the home (for example -day centre / online / interactive / sessions or a lunchtime meal)? If yes, what type of support or activity might best suit the person that you support?



Those who are interested would like interactive online support and maybe outreach support in due course. Citizens would enjoy tablet/laptop quizzes and art & craft. Some citizens enjoy reminiscing so this would be of interest to them online. In some cases relatives suggest initially chatting and gradually try different activities to stimulate the brain. Others enjoy reading so an activity based around this may be beneficial. Participating in groups is also a major factor in supporting people; feeling they belong, and they are joining in is good for wellbeing.

Over half respondents confirmed that their Wi-Fi connection could be used to access online activities and groups (55%).

Purpose & Scope:

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- To ensure that citizens and their families are receiving a high standard of support in relation to their needs.
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- To identify areas of good practice and improvement whilst the day service has closed.
- To gauge the direction of development of the service in the near future to ensure a good service continues to be provided despite restrictions from the pandemic.

Methodology:

- Questions were developed across day services and adapted according to the type of day service provided. Easy read questionnaires were developed for some citizens.
- Questionnaires were either sent to citizens and their families involved with the service or;
- Questionnaires completed following telephone interviews where identified.

Context

The consultation specifically focused on the lockdown period to ascertain views about the support during this time. This includes communication from the day service, mental and emotional wellbeing of citizens and their families, and activities they would like to do but currently cannot. We specifically wanted to know how we could help them. This consultation forms part of the annual consultation programme. Questionnaires for New Horizons were designed as reviews of the service. These were either carried out by Day Services staff over the telephone or completed by family carers. 59 responses were received.

Summary of Key Findings***Managing current support***

In some cases, families were coping well throughout the lockdown, particularly where communication is being maintained. People are struggling with the lack of social contact. Ongoing support being provided by New Horizons during the lockdown has been much appreciated.

Citizens highlighted how good attending the day service is for mental health and wellbeing.

- Some family members were shielding and could not easily provide the support for the citizen. Other families had their support cut to a minimum so were eager to get “back to normal”. Families have been supporting citizens as much as they could but this has caused additional strain on the families. Where people live alone, family are supporting the citizen where they can.
- People appreciate the support they receive from professionals providing care and support, but when they leave, they start to miss the contact they would have had at the day service. Even where additional support has been provided, the contact that New Horizons staff continued to make regularly has kept citizens engaged and supported. Others are receiving increased care support packages but still miss the social interaction provided by New Horizons.
- Seven respondents said they had no concerns at this time, but where there were, these centred on the implications of further social isolation and lack of social contact. Similarly, citizens and families raised concerns about the potential need for greater knowledge of technology to keep up with the way we are currently working.
- There were many queries about when the centre would be reopening and whether it could do so safely. Nearly three quarters are concerned about the possibility of contracting the COVID virus, due to existing physical health conditions. Some people are susceptible to infections so they are concerned about their vulnerability once they are back in the day service. Many attended exercise classes so they are concerned they are losing physical fitness whilst not attending. People are losing their motivation to be physically active again.



How the lockdown is affecting citizens



- Most people described how their mental health has suffered because of the lockdown. As time has moved on, people have felt more isolated and concerned about the future. Physical health has not deteriorated so much, but people’s physical strength has declined from a lack of activity, and this has affected their mental health. Citizens regularly mentioned feeling bored, and lack of routine is contributing to this.
- Sleep patterns are affected and citizens find they are worrying about contracting the virus.

What people would like to do that they cannot at the moment

The following areas highlight what people would like to do most;

- *Socialising*; returning to the day service for this purpose. The leisure activities people did at the day service contributed to a varied social life. At the very least, most would like to return to the day service just to spend time with others again. People are missing time with friends, and people they have much in common with.
- *Going back to a “normal” life*: includes meeting friends for leisure activities such as bowling and other group activities.
- *Learning*: Some citizens were learning to use computers, which has had to stop. Also learning different exercises to help mobility.



How the lockdown has affected family/carers

The following themes were highlighted for families/carers;

- Families have stepped up and increased the tasks they were doing for the citizens.
- Being restricted has meant that people have not been able to see extended family, which has had a negative effect on all. For others who live together, caring duties have significantly increased and have caused additional strain on the family.
- Where care packages have been reduced, family members have had to do more for the citizens. This is not so difficult if the family members are working from home, however if they are working it is even more difficult as they have little time for themselves.



What could we do better to support you and to offer respite

Almost half of the respondents felt nothing more could be improved currently. Many felt they were coping well with existing mechanisms in place, for example, family and friends. Some commented on the support they already have from New Horizons which is very much appreciated. Phone calls are welcomed, and having these regularly has very much helped. Some of the main areas of improvement for support identified include;

- Opening the day centre as soon as feasible.
- Returning to the gym so that motivation is improved.
- Going for walks with day service staff for some respite for carers. Some citizens are bored, as their routine has gone.
- Virtual meetings with other day service attendees.



What citizens are currently doing for social contact and stimulation

Many citizens speak to family and friends on the phone, however they miss the face-to-face contact.

- Some go out in the garden so they can get some fresh air.
- Neighbours are also very good in some cases. Video calls are popular and social media.
- Carers who come to the citizen's home provide contact but otherwise that is the only form of social interaction for some.
- Walking to the local shop is the only social contact for some citizens.
- The weekly calls from the day centre are helpful but otherwise some people have very limited social contact.



Agreed outcomes

The outcomes that were agreed with citizens were mainly focused on maintaining the contact that they already received from New Horizons, and getting back to the centre as safely and as soon as possible. Citizens

- Maintain the weekly contact they are currently receiving from New Horizons.
- Arranging for walks day centre staff and social contact.
- Continue to receive care support from New Horizons
 - To get back to the day centre once it is safe to do so.
 - Many interested in the day centre exercise pod until gym at day centre is open again.
 - Interested in joining the workshop when open
- To be kept informed regarding the reopening and activities
- People would like day trips on the bus even if it is just a site-seeing ride
- Tai Chi (possibly online).
- Access New Horizons virtual groups (for example music group).
- Social visits from staff – socially distanced.
- Start up a Facebook chat with New Horizon user group – possibly interested in online quiz group.



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Service Area Manager: Linda Ruston, Day Service Manager, New Horizons

Purpose & Scope:

A consultation exercise was carried out during the Summer of 2020, to ascertain citizen’s requirements for reopening further to the COVID pandemic:

- To ensure that citizens and their families are receiving a high standard of support in relation to their needs.
- To ensure that citizens and their families have received good quality communication throughout the lockdown period.
- To identify areas of good practice and improvement whilst the day service has closed.
- To gauge the direction of development of the service in the near future to ensure a good service continues to be provided despite restrictions from the pandemic.

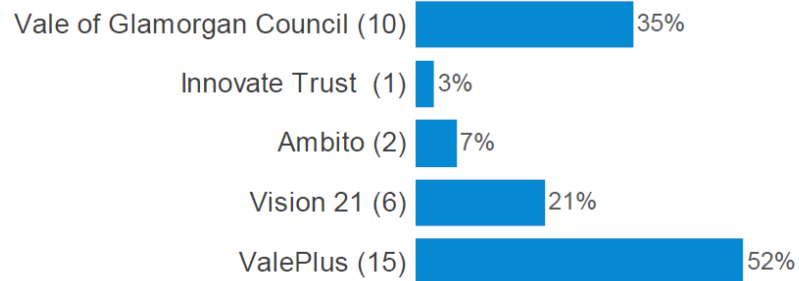
Methodology:

- Questions were developed across day services and adapted according to the type of day service provided. Easy read questionnaires were developed for some citizens.
- Questionnaires were either sent to citizens and their families involved with the service or;
- Questionnaires completed following telephone interviews where identified.

Context

The consultation specifically focused on the lockdown period to ascertain views about the support during this time. This includes communication from the day service, mental and emotional wellbeing of citizens and their families, and activities they would like to do but currently cannot. We specifically wanted to know how we could help them. This consultation forms part of the annual consultation programme. Questionnaires for this service were designed as reviews of the service. These were either carried out by day Services staff over the telephone or completed by family carers. 30 responses were received from citizens and 21 from families.

The chart below shows the day services attended by the citizens who responded;



Summary of Key Findings (Families and Citizens)

Managing current support

Most citizens confirmed that they were currently receiving support;

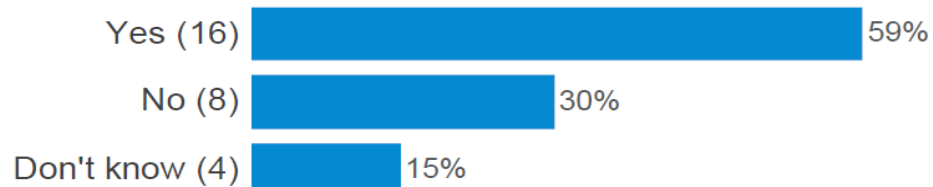


Citizens gave examples of the type of support they were receiving;

- Many parents/informal carers were supporting the citizens, in addition to the staff team.
- Six mentioned that Vale Plus have also been involved since lockdown.
- Innovate Trust were also supportive and APS hosts where possible.
- Some people were chatting on Zoom and others were able to talk over the phone. One person was in residential care so needs are met.
- Day service staff have been coming to accompany citizens out on walks for exercise and fresh air.
- In some cases, families were coping well throughout the lockdown, particularly where communication is being maintained. Citizens were helping with chores and other household tasks. Family and friends have also been involved in daily activities.
- One family had spoken to the team once at the time of the review.

Provision of information during the COVID -19 pandemic/lockdown period

Most citizens concerned agreed that the day service has provided the information they needed during the lockdown.



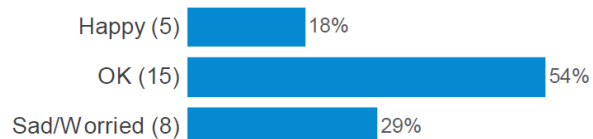
Families echoed this, with over half confirming they had received this information.



Many have said that they receive weekly contact from the day service, which is appreciated by citizens and families. Citizens said that they have received a weekly phone call, and some have received work activities to do at home, however one said they had not received contact or updates since lockdown. Some external providers have been in contact, others less so. There are various chat groups that citizens have been able to join and activities have been posted out to people. Moreover, citizens have had all their questions answered in a way they understand. Information has also been available online. Families confirmed that they have had weekly video calls discussing what they have been doing and offering help or advice if they need it. They were also impressed with homework activities sent. Many have spoken to someone from their Day Service during the lockdown period. People feel that they have been good at keeping in touch through social media and telephone.

Mental Wellbeing

When citizens were asked how the lockdown has made them feel, just over half said “OK”, however nearly a third were sad or worried.



Although many felt sad some days, citizens have acknowledged the support from the day services team. Normal routines are disrupted and people miss their regular activities. Citizens are upset that they cannot see extended family or friends, but they are trying to keep busy at home. In relation to physical and emotional wellbeing, over half (57%) say they have felt the same, but a third felt worse than before. Most people’s diet and nutrition had stayed as before (62%) but 19% had worsened during lockdown. 38% of citizens felt their physical activity levels had reduced.

How the lockdown has affected family/carers

67% of respondents to the mainstream questionnaire indicated that mental and emotional wellbeing had remained the same, but just under a quarter felt it had deteriorated. Physical wellbeing, diet and nutrition had remained stable, but a third felt it had worsened.

Citizen's mood had changed, where some people had become more lonely, and missing social interaction. Many family members are struggling trying to keep people occupied each day, and citizens are feeling more anxious and generally worrying about many things.



What people want to do but currently cannot due to the lockdown

Most people wanted to see family and friends from their day service group. Citizens miss the leisure activities they had opportunities to do when attending the day services. Citizens enjoy drama groups and bus outings to the local places such as Cardiff Bay or Penarth. Football, swimming and dance were also popular sports activities with citizens.

Citizens also missed the staff at the day service.

What the Day Service can do now to support citizens?

Many citizens speak to family and friends on the phone, however they miss the face-to-face contact. They would like the service to reopen as soon as possible.

- Many are happy with the current support, suggest the day service staff maintain the telephone contact
- The day trips are very popular even though there are restrictions.
- Keep citizens and families updated; the weekly calls from the day centre are helpful but otherwise some people have very limited social contact.



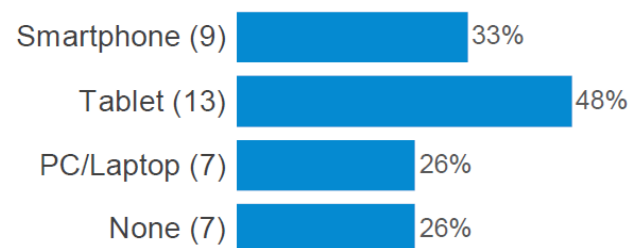
How can the Day Service support you to get more social contact and do more activity?

Many respondents felt that the day services are already doing as best they can to support them in this way. Zoom calls work well and this should continue. Citizens would like more days out so they can be supported by staff but appreciate this is difficult at the moment.

Walking groups were suggested or outdoor meetings so that people can “socialise” whilst staying distanced.

Despite the challenges of the lockdown, citizens and their families acknowledged the hard work of the service to maintain communication and social interaction.

In terms of maintaining communication, citizens have access to a range of devices and used them regularly however a quarter did not. Some used a landline at home, and could use this with support.



What citizens and their families feel the day service has done well during the lockdown

Some respondents said they had not heard from the day service (they did not specify which), and others had received an occasional phone call. Others described the zoom meetings that had been set up. Sending regular work activities were much appreciated and helped to keep people engaged. Keeping in touch was the most important aspect for citizens.

What citizens and their families feel the day service could have done better to support the citizens during the lockdown

Many respondents were pleased with what the service had done so far. Some suggestions were made to keep in contact by writing to the family. Some had received a limited amount of phone calls from commissioned day services but this could be increased. Some families felt the contact so far has not been sufficient. Visits were appreciated and more would be ideal although people acknowledged that this would be challenging. More information about plans for the service would be useful but otherwise many could not think of anything the day service could do better.

Additional information from respondents included general feeling about the effect of the virus on people. Many citizens no longer feel safe outside their homes. Despite this, there was praise for the support the day service had provided throughout this challenging time. There were conflicting citizen experiences between two of the commissioned day services; one was very good and contact however the other had hardly made any contact with a few of the families. Many families acknowledged the importance of the support not just to the citizen but also to the whole family. People felt that the support they received prior to lockdown was even more appreciated now. Not only for activity, but also for mental and emotional wellbeing.

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Collated responses for the Gathering Place to the telephone engagement survey Sept 20

Question	Day Centre		Outreach			
	Yes	No	Yes	No		
Do you want to come back to day centre or continue with outreach?	12	1	0	6		
Do you want to continue with phone calls?			4	8		
Would you prefer staff to visit you at home?			0	11		
If day centre re-opened would you want to attend?	12	0				
Do you want a hot meal at the day centre when we re-open?	12	0				
Would you prefer long days?	12	0				
Would you prefer short/half days?	1	11				
Would you prefer a mix of long and short days?	1	11				
Are you willing to have your temperature tested?	12	1				
Are you willing to wear a face mask?	11	2				
Would you be able to make your own way to day centre?	3	10				
TOTAL RESPONSES = 13 service users						

Not all questions were answered by everyone and two service users stated that although they loved coming to the day centre and wanted to come back they were too scared or worried about themselves or their family member for them to leave the house and mix with others at the present time.



Collated combined responses for Rondel House VOG & CTSEW to the telephone engagement survey Oct 2020

Question	Day Centre		Outreach			
	Yes	No	Yes	No		
Do you want to come back to day centre or continue with outreach?	43	6	17	32		
Do you want to continue with phone calls?			39	10		
Would you prefer staff to visit you at home?			12	33		
If day centre re-opened would you want to attend?	44	5				
Do you want a hot meal at the day centre when we re-open?	46	3				
Would you prefer long days?	37	12				
Would you prefer short/half days?	12	37				
Would you prefer a mix of long and short days?	10	39				
Are you willing to have your temperature tested?	44	4				
Are you willing to wear a face mask?	40	5 + 2 Not sure if would consent				
Would you be able to make your own way to day centre?	22	27				
TOTAL RESPONSES = 49 service users (4 Service users not answering when I rang) - CTSEW						

RH VOG Not all questions were answered by everyone. 8 respondents did not mind whether they returned to Rondel House or continued with outreach. Similarly 4 respondents did not mind if days

were long or short, so these have been included in the “Yes” response to all three questions about day length.

Of the 44 clients on the books we were unable to gain responses from 16 families due to inappropriate timing for various reasons. Of these:

- 2 placed in Temp Residential Care placements since March
- 2 in hospital
- 12 unable to gain a response from family or inappropriate timing due to illness etc

CTSEW Onecarer stated that she would prefer her mum to continue with outreach as she feels this service is safer for her mum at this present time.

Two carers informed me that their relative will be too unwell to return to the day centre at all and one of these didn't want outreach at the moment as their mum was in hospital but wanted another phone call in a month's time.