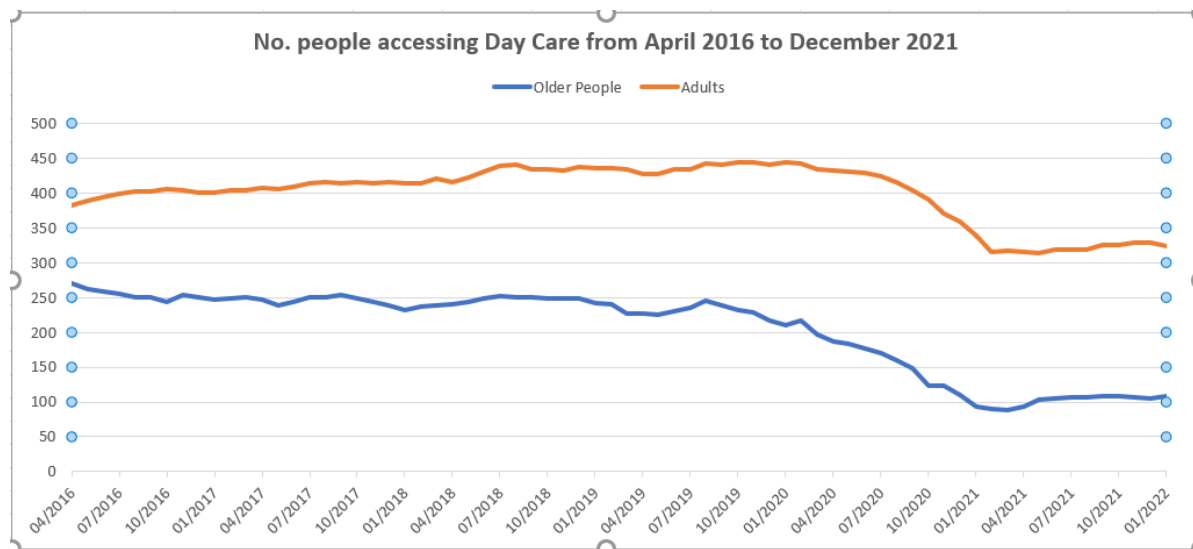


Day Opportunities
Consultation
Sefton Day Services Profile
March 2022

The number of older people (people aged over 65 years) and the number of adults (people between the ages of 18 and 65 years) accessing day services has declined.

There were 648 people attending some type of day service pre COVID.

Diagram 1.1: Activity across Day Care from April 2016 to December 2021



At the end of January 2022 there were a 108 older people and 323 adults currently attending some type of day care a total of 431 people.

Diagram 1.2: Activity across Day Care from February 2021 to the end of January 2022

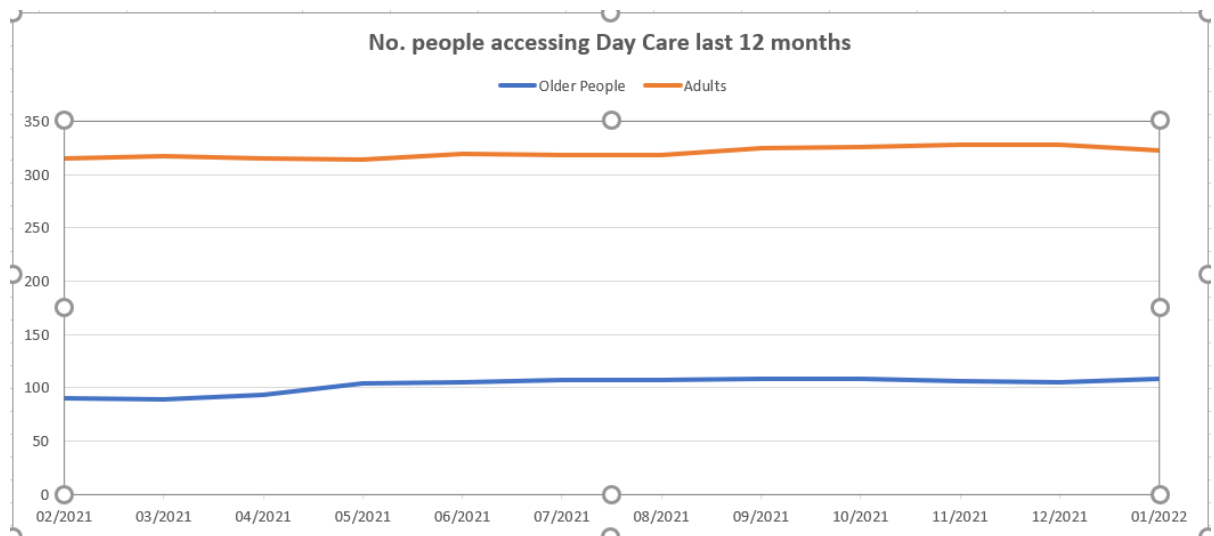


Diagram 3: Age breakdown of those access Day Care

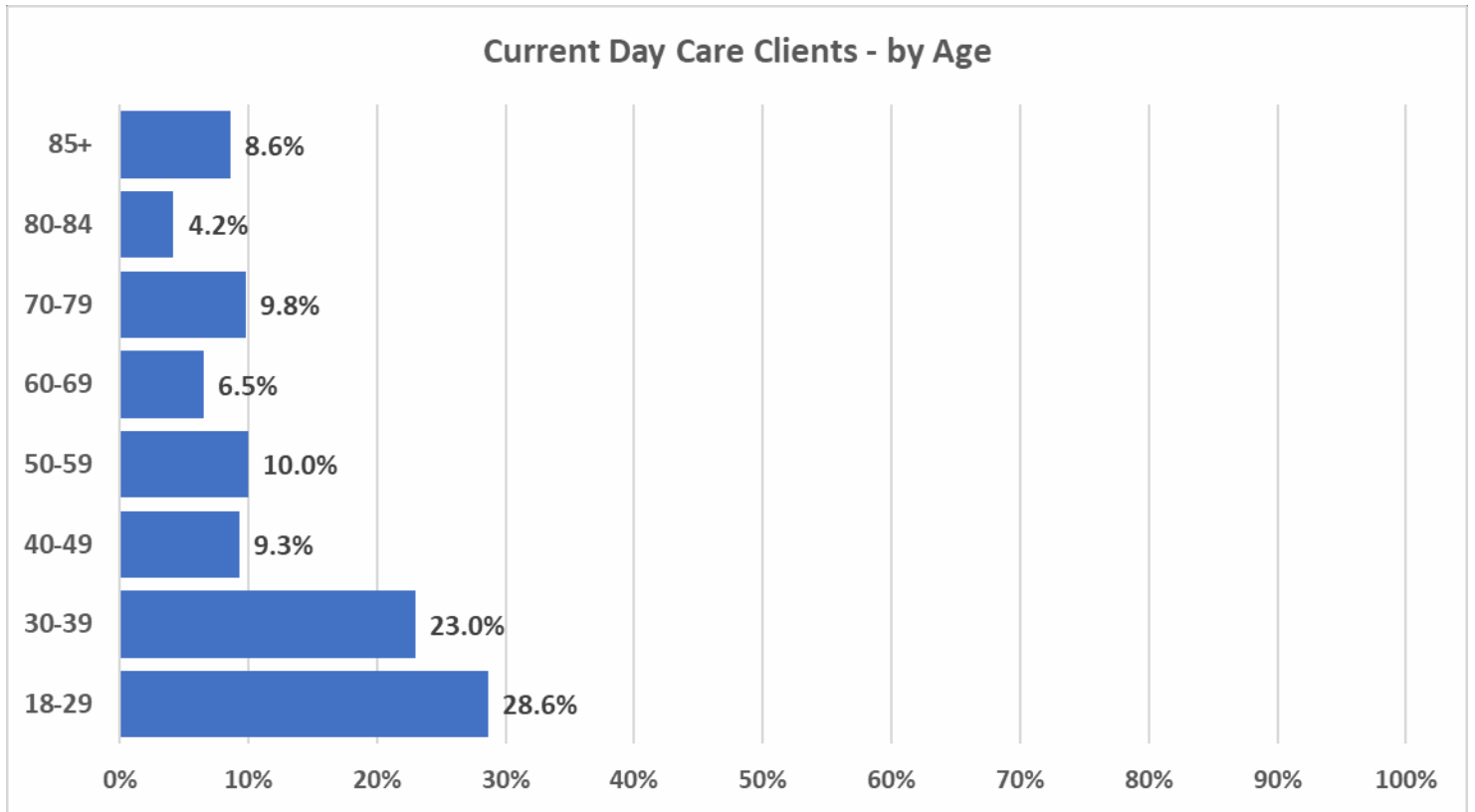


Diagram 4: Age breakdown of those access Day Care

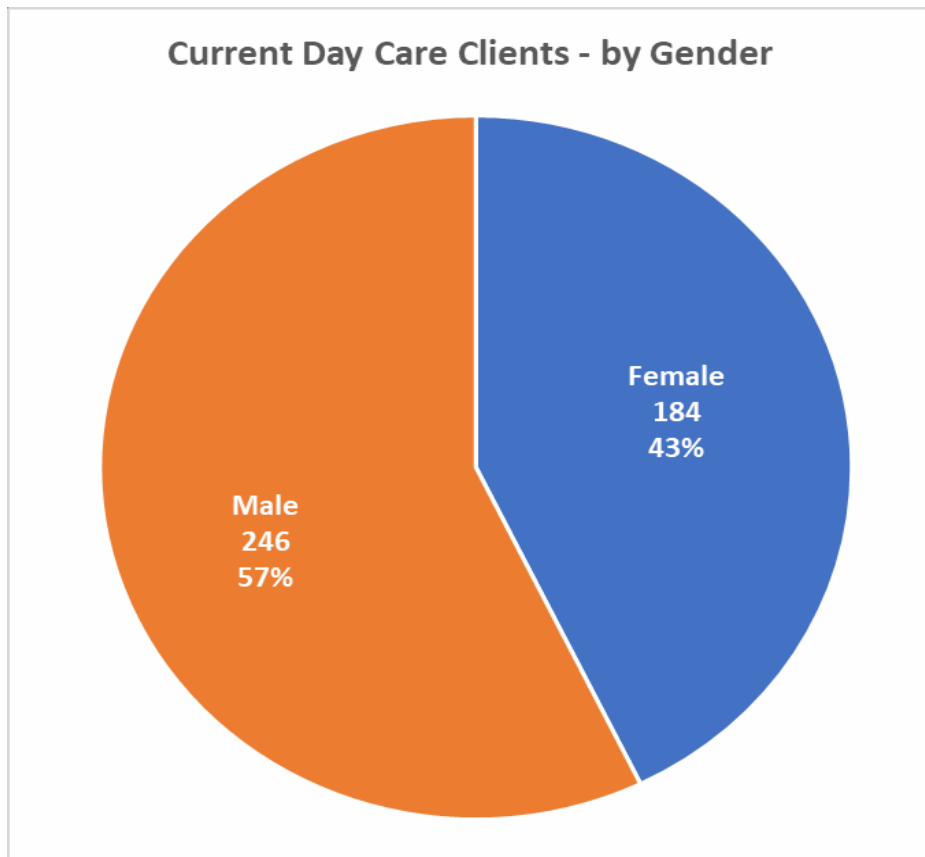


Diagram 5: Client Groups attending Day Care

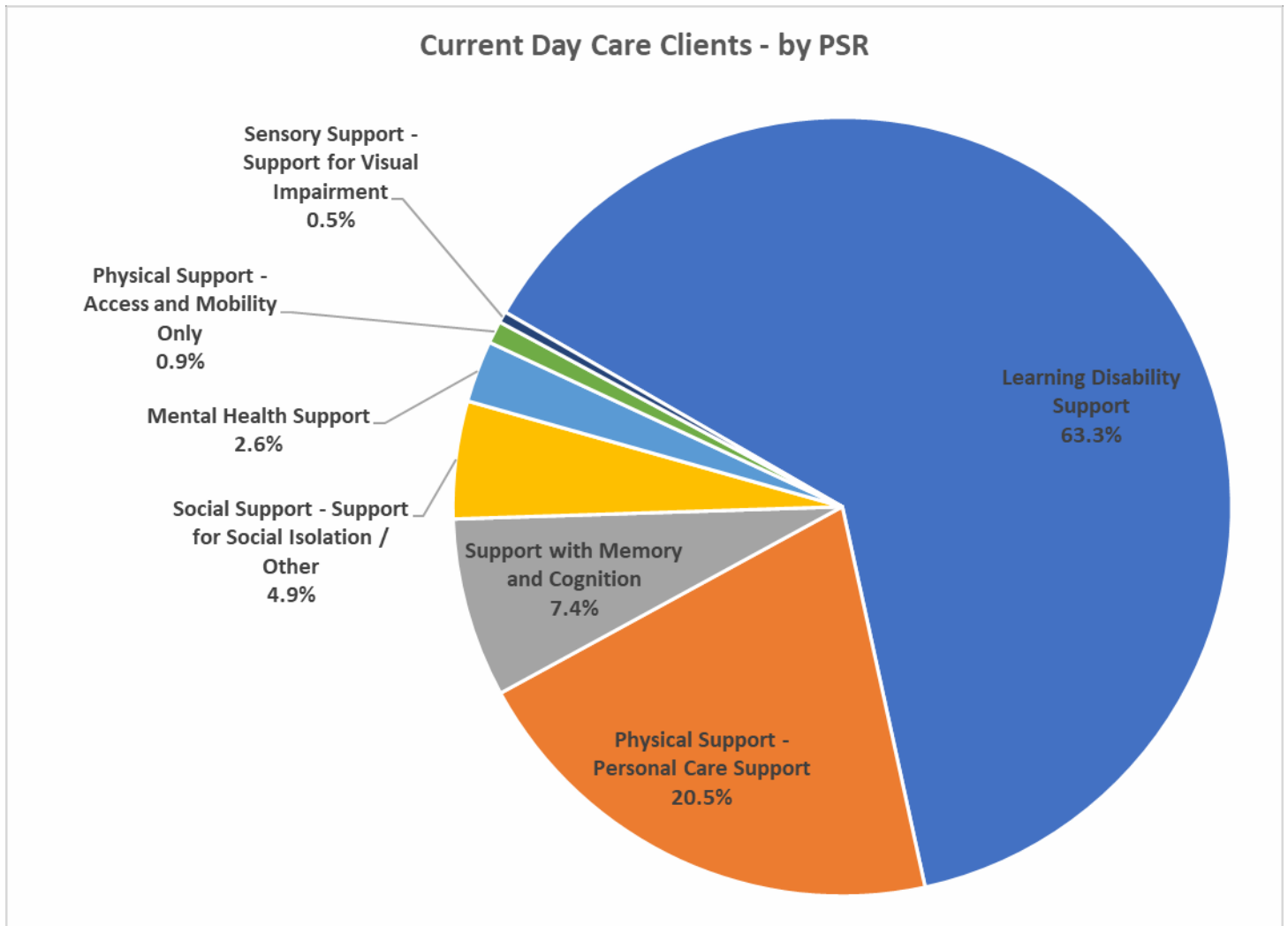
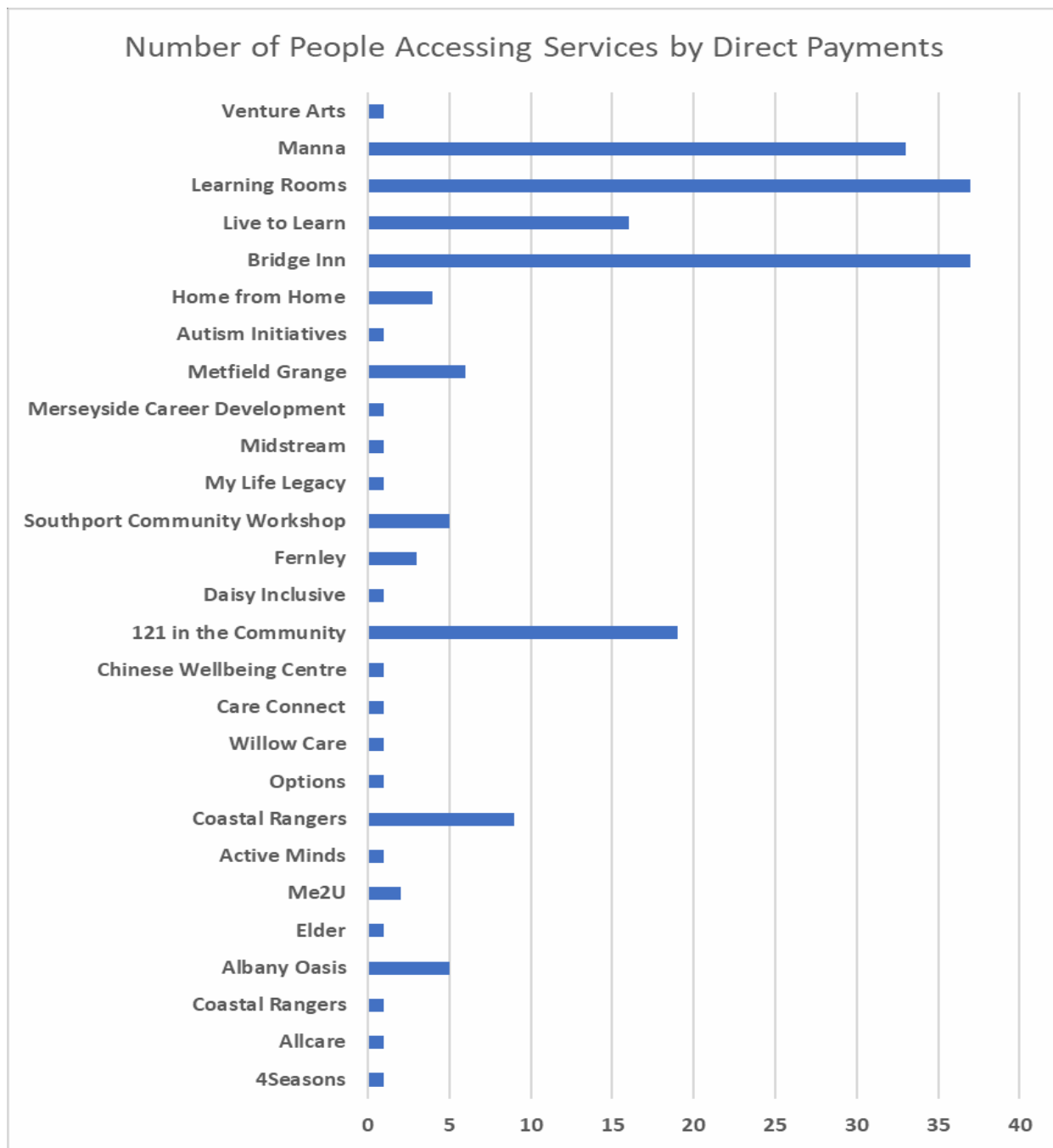


Diagram 6: There are currently 191 people using Direct Payments to fund access to day services



Day Opportunities
Consultation

New Directions
Consultation Feedback

Consultation Feedback – New Directions Day Services 17 December 2021

During a recent meeting in relation to the day services consultation in Sefton, New Directions agreed to provide some feedback on the process.

Feedback has been provided centred around two core themes:

- What worked well; &
- What could be improved for future consultations.

What worked well?

- Audience was the right size, allowing everyone that wanted to speak an opportunity to contribute and provide feedback.
- A person-centred approach was taken and people felt at ease.
- The team who came out were very approachable and easy to talk to.
- They listened to individuals and acted upon what they were saying.
- Sefton staff and the People First Advocate presented the information in a way that was understandable to all. Sessions continued after Sefton staff left with some services carrying it on throughout the day. This also allowed time for staff to get their feelings across on some of the challenges they faced during lockdown. Everyone supported each other and this exercise brought people together.
- Some managers attended sessions in other services prior to the consultation meetings taking place in their own service, allowing an insight on what was involved.
- High numbers of questionnaires were returned, demonstrating a good level of engagement.
- Some of the people we support are getting an increase in day provision following the consultation. Other issues such as queries over respite are currently being investigated.
- A flexible approach was taken e.g., the consultation at one of our services required a different approach compared to other day services due to the composition of the people we support, the majority of whom are at the advanced stages of dementia.
- Regular meetings took place with New Directions' Managers to keep them informed of progress throughout.
- Information was discussed with all day services' providers attending the call (via Teams) and best practice was shared, along with insightful ideas and suggestions.
- The people we support were briefed in advance of sessions taking place to ensure they understood the purpose.
- During the sessions Sefton staff were professional, compassionate and understanding. They demonstrated good knowledge of our services and the people we support.
- Nothing was too much trouble and Sefton staff were quick to respond to queries and requests.

What could be improved for future consultations?

- The level of carer engagement could be improved, however we appreciate this is difficult with some of the restrictions in place.
- Consider allowing more time during sessions to explore issues/ concerns.
- The questionnaire was a bit confusing in terms of who completed it i.e., carers or the people we support. This was rectified and further clarification provided.
- Possibly consider using more visual aids during the sessions to support understanding.
- The questionnaires for people we support predominantly focussed on adults with a learning or physical disability. Some of the questions were not suitable for people with advanced dementia e.g., “were you able to learn new skills during the pandemic?”

From my personal perspective, I have been thoroughly impressed with the way the consultation has been conducted. This very much follows the principles of coproduction and I am confident that the services will be changed for the better to meet current and future demand.

I have done a lot of research in this area and would recommend that the model for Adult Social Care Day Opportunities Strategies in place at Birmingham City Council is reviewed. This is widely recognised as an area of best practice and is based on the Having a Good Day model (SCIE). [Click here for further details.](#)

If you have questions about any of the information provided, please do not hesitate to contact me.

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