



## INDIVIDUALS OVERVIEW & SCRUTINY COMMITTEE

<b>Subject Heading:</b>	Update on Council-run adult disability day centres and external privately run adult day centres.
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<b>Policy context:</b>	Supporting vulnerable adults, Meeting duties under the Care Act 2014
<b>Financial summary:</b>	Reduction in collection of fees and charges/income from other boroughs who purchase placements at our council run day services

### The subject matter of this report deals with the following Council Objectives

Communities making Havering	<input checked="" type="checkbox"/>
Places making Havering	<input type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

### SUMMARY

- 1.1. This report outlines how our council run adult day centres (Avelon Road Centre (for adults with learning disabilities and the Yew Tree Day Centre (for adults with physical and sensory disabilities)) and external day services in the borough have adapted their offer and continued to operate during the pandemic.

- 1.2. This report covers the period 23<sup>rd</sup> March 2020 to February 2021. It is primarily a reflective report to advise the committee of the actions taken to ensure that our most vulnerable residents continue to receive support. This report also aims to reassure the committee that our centres continue to operate in a Covid secure way and maintain a focus on promoting and protecting the health and well-being of vulnerable adults and our staff.

## RECOMMENDATIONS

- 2.1. It is recommended that this report serves primarily as an update to the committee about the work undertaken by day provisions to adapt their respective offers in order to support vulnerable residents during the on-going pandemic and whilst usual operations are affected.
- 2.2. The committee are asked to note that at all times the overall wellbeing of vulnerable residents and their carers has been paramount and support has continued to be delivered and targeted to those residents identified as most vulnerable or at risk.

## REPORT DETAIL

### **Background context:**

- 3.1. The Avelon Road Centre (day provision for adults with learning disabilities) and the Yew Tree Day Centre (day provision for adults with physical and sensory disabilities) continued to operate as usual until the Coronavirus pandemic began in March 2020. Prior to the start of the pandemic the Avelon Road Centre (ARC) could offer placements to up to 70 people per day and Yew Tree Day Centre (YTDC) could offer up to 20 placements per day.

### **Lockdown 1:**

- 3.2. As the country entered a national lockdown both centres began preparing for a managed closure in line with the national guidance issued at that time. The closure of both centres was agreed via a non-key decision dated 20<sup>th</sup> March 2020 and regular communication updates were published on the Councils 'service disruptions' webpage.

- 3.3. Whilst the centres were closed, staff were redeployed to support the council's wider response to the Coronavirus pandemic. The staff worked in teams to physically visit the home addresses of all of the vulnerable adults that were not able to be contacted by telephone by those undertaking the NHS shield calls. These visits enabled vulnerable residents to be seen and to check that they had enough food and medication and that they were not socially isolated. Over 650 community visits were undertaken by the day centre staff whilst the centres were closed. This was an extremely worthwhile piece of work as only 12 cases were escalated to senior management for action. 10 individuals were visited who had high needs and had fallen through the various support loops. Although this process was time consuming, it was successful in terms of enabling contact to be made. The above work took place within a framework for accountability, responsibility and escalation which was monitored by internal audit.
- 3.4. Some staff were deployed to make shield telephone calls on behalf of the NHS and others were deployed to provide an outreach offer to some existing centre clients with learning disabilities for whom the disruption in normal routine was causing issues for the individual and/or their carer.
- 3.5. Staff also implemented a welfare check programme whereby all day centre clients were contacted to determine how they were managing (frequency of contact was determined by known risk factors). In over 40 cases a visit to the clients home was undertaken to maintain contact in person 'through the window'. This was appreciated by clients and carers and positive feedback was received. Where clients or carers were found to be struggling to manage due to the protracted lockdown, onward referrals were made to the Community Learning Disability Team for social work support.

**Preparing to reopen both Centres:**

- 3.6. A non-key decision to re-open both council day centres was presented at Leaders briefing and signed off on 7<sup>th</sup> August 2020. This briefing outlined the comprehensive plans that had been put in place in order to re-open safely, in a phased way. It also contained details as to how the centre would ramp down at pace in the event of an outbreak.
- 3.7. The Avelon Road Centre reopened to 27 clients on 17<sup>th</sup> August 2020 with Yew Tree following a week later on 3<sup>rd</sup> September 2020. A comprehensive reopening and recovery plan was developed and clients were invited back to

both centres who were considered in high need according to an agreed criteria. The Centres implemented bubble/zone working and the staff were trained and committed to working in a way that would ensure that the buildings were Covid secure.

**Lockdown 2:**

- 3.8. Following advice received from the Association of Directors of Adult Services (ADASS) via the Department of Health and Social Care (DHCS) day centres were able to remain open during lockdown 2 as long as the rule of 15 was adhered to (maximum 15 clients per zone/bubble). The centres again adapted their respective offers and remained open. ARC once again provided an outreach service to those who had been identified as at risk by non-attendance and where it had been highlighted that this would adversely affect their mental health and wellbeing.

**Lockdown 3 and the current position:**

- 3.9. The centres closed again on 21<sup>st</sup> December 2020 for the Christmas break however the subsequent government announcement that England was to enter a third lockdown meant that the centre had to adapt its offer and operating model. The Centres reopened again on 7<sup>th</sup> January 2021.
- 3.10. Since the 7<sup>th</sup> January and at present ARC is providing a service to 7 clients. Numerous activities such as keep fit and games are provided which are interactive sessions. The life skills programme, particularly baking remains popular and as client numbers are currently low, this enables one to one support to be provided.
- 3.11. Clients of Yew Tree have all elected to stay at home and an online programme has been put in place by the staff team to enable people to connect via Zoom. This is proving worthwhile to clients and staff.
- 3.12. Both ARC and Yew Tree were also part of a pilot to implement Lateral Flow Testing for staff at each site. Both sites are now formally registered which enables staff to be tested regularly and both sites offer twice weekly testing to Drivers and Escorts of the Passenger Travel Service. This has been instrumental in ensuring that the centres remain Covid secure and that any potential transmission risks can be managed.

**External day provision:**

- 3.13. The above summarises the measures taken by our council run adult day provisions since the start of the pandemic and continuing. However the majority of adult day provision in Havering is privately operated and our

## **Individuals Overview & Scrutiny Committee, 9<sup>th</sup> March 2021**

Joint Commissioning Unit has remained in contact with local day service providers to provide support and advice as well as to gather information as to how they have adapted their offer during the pandemic period.

- 3.14. An exercise is currently underway (via a survey) to establish how many clients have continued to benefit from support via an adapted offer whilst the centres remain closed.
- 3.15. Day service providers are keeping in regular contact with their clients (and families or carers), depending on the type of provision and the client's needs, support is being tailored through different mechanisms, prioritising client/carer's needs according to personal need or request. This includes:
- Transferring regular learning worksheets and activities onto an online platforms, sending hard copies to those who do not have facilities for online work.
  - Online Activities include: Health and Wellbeing, Catering, Bingo, Quizzes, Music/Drama sessions, competitions. Providing special virtual events such as sing a long and afternoon teas.
  - Delivering activities for those who do not want to participate online. These will include art and crafts, cross words and puzzles
  - Providing telephone befriending, for vulnerable clients in need of emotional support.
  - Carrying out practical tasks such as picking up shopping, dropping off board games/jigsaws, collecting prescriptions, topping up gas and electric meters for vulnerable clients.
  - Targeted community visits may be undertaken for those members who would be at risk without face-to-face contact
  - On standby to carry out essential tasks for clients.
- 3.16. There are specific external day care provisions which remain open to clients who are in crisis or are high risk of carer breakdown, also providing alternative outreach services. These providers have notified us about the clients who continue to attend to enable adult social care to so review individuals needs to ensure sufficient level support is being provided.
- 3.17. For those day services who are not able to provide the specific support required by the client (carer) alternative 1-1 support via a personal assistant is being obtained.
- 3.18. In summary, all day centres for people with disabilities continue to operate in some capacity, often with a limited offer which may be delivered online or

directly to a small number of individuals at the centres. In addition welfare checks via the telephone are being undertaken to provide support and advice and this remains ongoing. As soon as it is possible and considered safe to do so, the centres will re-open and begin ramping up attendance and capacity in a phased and managed way.

## **IMPLICATIONS AND RISKS**

### **Financial implications and risks:**

The main direct financial impact of the periods of closure in respect to the day centres mentioned in this report has been the loss of income, which is usually received from other local authorities who purchase placements at the centres.

The main income losses relate to the Avelon Road Centre and The Yew Tree Day Centre who have estimated income losses of £80k and £24k respectively in this financial year.

These losses have been reported to MHCLG in the relevant return, of the total £104k loss, around £74k of this may be recoverable within the rules of the scheme.

Sajeed Patni (Business Partner, Finance and Procurement) - 9<sup>th</sup> February 2021

### **Legal implications and risks:**

The Council has a duty to provide support by way of direct provision or direct payment where care and support is set out in an adult's Care and Support Plan. It is assumed that the service users of day care provision have this set out in their Care and Support Plans. It is possible therefore that any such service users unable to access day care may complain about the difficulties they encounter accessing the provision. However, in the context of the national pandemic the Council should be able to defend the reduced service being provided as long as it is doing whatever is reasonably practical and does not endanger the health and welfare of staff or service users.

Otherwise there are no legal implications in noting the content of the Report.

Stephen Doye (Head of Law (Community)), Legal and Governance – 12<sup>th</sup> February 2021

### **Human Resources implications and risks:**

The recommendations made in this report do not give rise to any identifiable HR risks or implications that would affect either the Council or its workforce.

Julian Sivill (Strategic HR Business Partner) – 10<sup>th</sup> February 2021

**Equalities implications and risks:**

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have 'due regard' to:

- (i) The need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) The need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) Foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex/gender, and sexual orientation.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

Jerry Haley (Senior Community Development & Resilience Officer) – 10<sup>th</sup> February 2021