

Nottinghamshire Day Opportunities Strategy 2021-2026
Connecting people to communities to live the lives they want to lead

Our vision is for an inclusive society where mainstream leisure and employment is accessible to people who access care and support.

Summary

We know that adults with care and support needs face particular barriers and challenges to participating in community life and activities. They face greater inequalities and harassment and have less access to services and employment. Nottinghamshire County Council aims to help reduce these inequalities by supporting adults to live as independently as they can, build resilience and skills, enjoy good standards of health and wellbeing and have access to mainstream services and activities within their local communities. Day opportunities can help people to have a fulfilling life, enable development of new skills, gain employment, pursue interests, make friends, gain relationships and peer support, and make a positive contribution to the community. The strategy will look at how people can best be supported to access the support and activities they need to achieve the outcomes and lives they want.

The COVID-19 pandemic meant that redesigning day services and opportunities was necessary to ensure compliance with restrictions and some of these measures will be needed into the future to ensure people remain safe as part of ongoing measures to keep the risk to people low including responding to any future outbreaks. COVID-19 has had a terrible impact on the lives of people who use social care services and their carers. Disabled people more often indicated coronavirus had affected their life than non-disabled people in ways such as their health (35% for disabled people, compared with 12% for non-disabled people), access to healthcare for non-coronavirus related issues (40% compared with 19%), and access to groceries, medication and essentials (27% compared with 12%)¹. Among people who indicated coronavirus affected their well-being, disabled people more frequently than non-disabled people specified that the coronavirus was making their mental health worse (46% for disabled people and 29% for non-disabled people), they are feeling stressed and anxious (67% and 54%) or they are feeling lonely (49% and 37%)².

Already marginalised people have therefore been more excluded from society due to their vulnerabilities and this has led to both incredible resilience from carers and the informal support of their communities around them but also great hardship for those overwhelmed by the pandemic, with associated impacts on people's mental and physical health.

¹ [Coronavirus and the social impacts on disabled people in Great Britain](#), Office for National Statistics, February 2021

² [Coronavirus and the social impacts on disabled people in Great Britain](#), Office for National Statistics, February 2021

The Council recognises that people value day opportunities. This strategy aims to provide a clear vision and intentions for future commissioning to support the development of day opportunities in Nottinghamshire enabling an increase in people's access to their local communities and services, ensuring there is enough accessible provision for those that need it, where they need it with the appropriate support.

Whilst the majority of people who have day support currently access building-based services there are a number of other options people utilise such as commissioning a Personal Assistant (PA) using a direct payment, accessing Shared Lives for daytime support or supported employment and volunteering opportunities. People also access a variety of community activities such as lunch clubs and activity-based clubs and services. It is our vision that in the future more people will access the available community options to have a meaningful day in order to live a fulfilling and "normal life".

Day services benefit approximately 1500 people across Nottinghamshire with a wide range of support needs including older people, people with learning disabilities, autism, physical disabilities, and people with mental ill health across the county. Currently services are delivered directly by the Council as well as by 60 external providers. The majority of current day service provision is building-based which may limit the options available within the wider community for those wishing to partake in a broader range of daytime opportunities.

A clear strategy is required to start to redress the increased inequity faced by those who use social care services following the COVID-19 pandemic, to ensure appropriate day opportunities are available for those who need/want them, increasing people's access to activities and services in their communities. These should be outcomes focused and meet the aims identified in people's support plans. Whilst it is recognised that building-based day services may be appropriate for some individuals, others will benefit from more diverse opportunities to learn new skills, participate in a wider variety of hobbies and interests, access the community and develop friendships and support networks. This can build on many of the initiatives that sprang up from within communities to support people during the pandemic and which have continued in many places. We know for example that loneliness reduces people's healthy life expectancy and that research shows that "loneliness and social isolation are harmful to health. Lack of social connections can increase the likelihood of early death by 26%. That risk is comparable to smoking 15 cigarettes a day and is higher than that caused by obesity and physical inactivity"³. One of the good things that has come out of the pandemic is a plethora of both informal and organised arrangements that have helped ensure those who may otherwise be lonely, have contact and support or friendship from those around them.

³ [Recognising Loneliness](#), Royal College of Nursing

It is recognised that accessing day opportunities is a key source of support for carers who rely on this provision for respite and/or to attend paid employment, medical appointments etc. As such the strategy will incorporate both the needs of carers and the people they care for into the proposed future vision for day opportunities.

In summary, the key aspirations of this proposed new strategy are to:

- Focus on the individual, their strengths, choices, assets, and goals through person centred planning
- Focus on the outcomes that people who use services and their carers wish to achieve
- Work with the whole family to ensure that the support provided works for individuals and their carers
- Support people to build relationships and avoid social isolation
- Provide support that enables the person to access a range of opportunities in the wider, and their own, community as an active and equal participant
- Create welcoming communities that understand the needs of those who access them
- Focus on skills development, learning and improving independence in daily living i.e. travel training and employment where possible
- Maximise the opportunity to use personal budgets or direct payments to access support or activities of the person's choice including employment of Personal Assistants (PAs)
- Ensure choice and flexibility is available through a diverse range of opportunities and support mechanisms (e.g. people are supported to do the activities they want to do and, wherever possible, they can choose where they want to do them)
- Develop services that are flexible to meet the needs of those who need them including during evenings and weekends
- Develop a range of services to support people short, medium, and long-term in line with their needs and goals
- Enable carers to continue in their caring role whilst maintaining their own health and wellbeing and employment (where applicable)
- Support people through their life course, ensuring that the right support is available at the right time and recognise that needs may change over time as people age or their independence increases or decreases
- Ensure that people feel safe

Introduction

ADASS (the Association for Directors of Adult Social Services) defines day opportunities as “any service that allows vulnerable adults to improve and maintain their independence through participation in activities, leisure, work experience, developing everyday living skills, maintaining and widening their friendship and support network and/or that which allows unpaid carers the opportunity to take a break from their caring

responsibilities. The services can be provided by Local Authorities and other public service organisations, the voluntary sector, for- and not-for profit organisation, family carer groups and any other relevant bona fide organisations. The services can take place in: day centres, registered care homes, community facilities, any other setting that is deemed relevant and safe or people's own homes (for instance 'sitter services', Shared Lives Schemes and so on)". They provide the chance to take part in various interests and activities, make friends, develop relationships, gain new skills, and enable people to become part of their local and wider community whilst making a positive contribution to it. Day opportunities also provide support to carers by means of creating a carers' break so that they can pursue their own interests outside of their caring role, attend to their own health and wellbeing or partake in and sustain paid employment. There are day opportunities available for older people, people with learning disabilities, autism, physical disabilities, and for people with mental ill health.

The Nottinghamshire Adult Social Care Strategy focuses on enabling people to maximise their independence through strength-based approaches and outcomes-based commissioning goals whilst, whenever possible, enabling them to exercise choice and control so that they can live good quality lives and enjoy good health and wellbeing.

Key to the day opportunities strategy is the need to address some of the barriers which some adults, particularly those with learning disabilities, face in participating fully in communities and identify mechanisms to either remove them or to reduce their impact. These barriers are even more pronounced for those who also have additional needs and have grown during the pandemic with loneliness being a key concern particularly for those who were social distancing and unable to access their usual support mechanisms or services. The aim is to ensure a range of options for meaningful daytime activities are available for all to access.

This strategy proposes to deliver more day opportunities based in the community that focus on developing skills and independence in order to enable and reable people to live their lives in the way they want. It proposes to focus on what people want to achieve (outcomes) and what they are good at (their strengths) to promote health and well-being in line with the Care Act 2014. COVID-19 means it is also important that any options are adaptable should the need for restrictions and social distancing measures be necessary again in the future.

Our vision for day opportunities is that people should be able to access resources within their local communities and through a range of technological innovations to enable them to maintain networks, support and learning should building-based services not be available (i.e. due to social distancing measures) or not be the right option for an individual. Wherever possible, short term focused support that enables people to find friendship groups, develop skills and get involved in activities to maintain health and well-being that are based in the wider community should be utilised. People should be encouraged to maintain these newly formed relationships and interests outside of formal support, to

sustain and maintain the connections they have made, in order to enable greater autonomy in the future whilst maintaining the benefits of such interactions.

The shift in focus will see patterns of investment change gradually over time, as more young people choose community based options, a greater number of people receive short term enablement and reablement offers and people find alternatives within their local communities, funding will move accordingly to ensure those services are available to meet people's chosen options.

Background

There are a number of factors at both a national and local level which have influenced and prompted the need to review the day opportunities model in Nottinghamshire not least the COVID-19 pandemic. This strategy seeks to ensure that Nottinghamshire is compliant with key Social Care legislation as well as significant national policy and good practice.

There is a large amount of research and evidence, both national and local, that recognises the importance of day opportunities for people with a variety of support needs. "People with learning disabilities [and other support needs] want to lead ordinary lives and do the things that most people take for granted. They want to study at college, get a job, have relationships and friendships and enjoy leisure and social activities"⁴. Access to appropriate day opportunities can help people to achieve these aspirations and support them in their chosen activities to meet their identified outcomes. These findings were also backed up by [Having a Good Day?](#) in which the Social Care Institute for Excellence (SCIE) published a "knowledge review" of community-based day activities which remains very applicable today. The review of policy and practice highlighted: work, education, training and volunteering; participating in leisure, arts, hobbies and socialising; as essential elements of successful day opportunity services. It goes on to say, irrespective of the support, people need activities to have a purpose, be undertaken in ordinary places, do things members of the wider community would do and ensure friendships, connections, and a sense of belonging develop in the process. The recent [National Disability Strategy 2021](#)⁵ states that "Disabled people's aspirations for their lives are no different from non-disabled people's aspirations. We all want to live fulfilling lives. We want to be safe and healthy. We want autonomy about where we live, how we live, and with whom we live. We want to go outside, meet other people, and go places. We want to easily access the support we need to live an independent life and to feel confident that we won't lose it. We want to be able to participate in society, to be valued, to go to work".

⁴ [Commissioning Services for People with a Learning Disability: Good Practice Guidance](#), Institute of Public Care 2017b, p.7

⁵ [National Disability Strategy 2021](#), HM Government, page 18

Having “small amounts of practical and social support can benefit people ... and have the potential to mean that more intensive services are needed less often” as “some of the difficulties faced by people ... could be addressed or reduced if low-level, often relatively inexpensive services, were provided promptly”. Prevention services (such as day services) can support people “who may find that support with social skills can prevent social isolation and attendant mental health difficulties” and can also help people with more complex needs for whom “intensive support within the home, coupled with good respite care, can prevent placement in expensive residential care” ([SCIE](#)). For those with dementia and their carers the most effective types of support to enable them to live well and maintain independence include support for living well i.e. support for carers, feeling included in society, meaningful activity and spirituality⁶. It has been shown that maintaining activity and social connections can help with reducing the acceleration of dementia and may reduce the need for more costly interventions.

It has also been shown that the participation in appropriate day opportunities can support the five ways to wellbeing: Connect with other people; Be physically active; Learn new skills; Give to others; Mindfulness. For those with sensory impairments the first of these may be particularly difficult due to accessibility issues within communities. Locally people have said that where support is unavailable they can find it difficult to engage in activities or to understand communications sent to them or find information about available resources. As a result of this inaccessibility deaf people said that they can often feel a sense of loneliness and isolation which can lead to poor mental health and that COVID has further enhanced this in a group of people who were already more likely to suffer from mental ill health than the general population (approximately between 27% and 43%)⁷.

[Redesigning Mental Health Day Services](#) highlights the ways in which day services need to modernise in order to most appropriately support people with mental health needs. In addition to 9-5 day opportunities the report states that “weekend services can help reduce the isolation frequently experienced most acutely at weekends and bank holidays. Ideally located in a community-based venue, weekend services offer a range of recreational and social activities, and can promote social inclusion when those actions involve participation in community activities and events”⁸. Further, intensive day support that takes place over seven days may avoid hospital admissions⁹.

⁶ [Prime Minister's Challenge 2020](#)

⁷ Marit H. Kvam, M. H., Loeb, M. and Tambs, K. (2007) “Mental Health in Deaf Adults: Symptoms of Anxiety and Depression Among Hearing and Deaf Individuals”, *The Journal of Deaf Studies and Deaf Education*, 12:1, Pages 1–7

⁸ [Redesigning Mental Health Day Services](#), page 16

⁹ [Redesigning Mental Health Day Services](#), page 17

In 2018 a review of Moving Forwards (a mental health support service) by Nottinghamshire County Council sought feedback from users of the service. People stated that they valued having a meaningful day that gave structure and purpose and enabled them to gain new skills such as cooking, IT and budget management. People accessing the service suggested that someone to facilitate a skills swap would be of value as it gave purpose to the one teaching and new skills to those learning. They also said that attending services with those with similar problems was manageable whereas accessing the wider community was often not as they felt misunderstood and like they “didn’t have anything in common” with other people. They did say that this got better over time and that it was something they could be supported towards. Likewise Deaf people and those with Autism have said that they would welcome awareness raising within communities to enable them to participate more easily.

The Government paper [Work, health and disability green paper: Improving Lives](#) (2017) states that “appropriate work is good for an individual’s physical and mental health”. Disabled people are significantly less likely to be in employment than non-disabled people. In 2015 nationally, 47.9% of working-age disabled people were in employment compared to 80.1% of working-age non-disabled people. Additionally, “evidence shows that there is currently a significant employment gap for autistic people. Data published by the Office of National Statistics for the first time in February 2021 shows that as of December 2020, 22% of autistic people aged 16 to 64 are in employment, in contrast to 52% of disabled people, and 81% of non-disabled people”¹⁰ ([The national strategy for autistic children, young people and adults: 2021 to 2026](#)). People with a learning disability are less likely to be employed than people without. It is estimated that approximately 17% of all adults with a learning disability in England are in paid employment, while only 6% of adults with a learning disability known to their local authority in England are in paid employment. Locally only 2.8% of adults with a learning disability who are in contact with social care have paid work. In order to close the gap between the Nottinghamshire and English average for adults with disabilities (including learning disabilities), Nottinghamshire have produced the [Nottinghamshire Employment and Health Strategy 2020-2030](#).

Locally people identified barriers to accessing friends and networks outside of services which included issues with transport, support, lack of awareness of alternative activities, and lack of provision at weekends and in the evenings including for less traditional support such as [Gig Buddies](#) and [Stay Up Late](#). People have also identified the need for support outside of the current 9-5 model of day service support to enable them to access a broader range of activities based on interests or because they require more structure for their leisure time. In the recent report [Self Building Our Lives](#) it is stated that “whilst some people use weekends and evening to relax and spend time with family and friends,

¹⁰ [The national strategy for autistic children, young people and adults: 2021 to 2026](#) (2021), HM Government, page 21

others would benefit from more organised social and leisure activities, including opportunities for social evenings, days out and holidays”¹¹. In line with the Care Act 2014 and local priorities around strengths-based approaches it is important that people are encouraged therefore to think creatively about daytime opportunities to meet their identified outcomes.

Learning from Covid

The severity of the COVID-19 pandemic and the vulnerability of the client group who attend building-based day services has meant that the way they operate have had to change significantly. During the period of social restriction day service buildings were only able to remain open for a limited number of people and most have provided support to their client group in alternative ways. COVID-19 is likely to have an influence for many more months or even years and any day opportunities that are available and/or commissioned as a result of this Strategy will need to take account of the longer-term impacts of the pandemic such as increased social distancing measures and the potential needs for further local lockdowns or restrictions. Many providers have adapted well to the outbreak and have been innovative in their approaches to maintain support for those that need it. COVID-19 also poses additional challenges such as those of providing transport and catering for day centre attendees. It is also acknowledged that the pandemic will have had an impact upon individuals who were previously attending services and that additional needs may be identified or previous needs altered. Many individuals will have been receiving alternative packages of care for a considerable period of time and it is important that we assess how these alternatives may have met their needs. As such it is important that the needs of people are reviewed through regular annual reviews.

The COVID-19 pandemic has required providers of day opportunities to look for alternative methods of provision in order to meet the needs of the people who use their services. As a result, many providers have looked to use technological solutions such as the use of Zoom and Teams to host virtual quiz nights, gardening clubs, art classes, exercise activities etc. These new ways of support have been utilised across all cohorts including for those with dementia who have taken part in activities such as the “delivery of cooking kits then a Zoom cookery session together, starting community gardening, taking on an allotment with a friend rather than gardening at a day service and a variety of quiz groups” all of which have evaluated well with the people who have used them and their carers. Technological approaches to deliver support is an area of increasing development for those who are able to, and want to, use these technologies particularly given the many advantages and opportunities it can bring and is an area with exciting potential to support the delivery of future day opportunities as outlined in this strategy.

¹¹ [Self Building Our Lives](#) (2020), page 49

A [survey](#) undertaken by Mencap to assess the impact of the pandemic lockdowns reported that a lack of social care support led to negative impacts on people with a learning disability including their mental health (69%), relationships (73%), physical health (54%) and independence (67%), according to family carers¹² with many worrying that service closures may be made permanent or that further cuts are to come. In August 2020 ADASS/Sortified published New Models of Care¹³ which reflects the impact of Covid in the East Midlands on those who had reduced access to Day Services and Short Breaks. Some of the learning from that included greater involvement of people who use services and their carers in defining wants, needs and future services, developing shared digital resources, increasing access to Direct Payments and Personal Assistants as well as doing further work to understand the impacts of Covid. The role of day services as respite featured and again the reflection is that a variety of provision needs to be available to meet the diverse needs.

A survey undertaken by Sortified on behalf of East Midlands ADASS reported that during the height of the restrictions 48% of carers would not allow people into their homes which led to additional carer pressure with carers reporting they felt “tired, stressed, uncertain and lonely”¹⁴. A lack of access to respite and usual support services made sustaining care arrangements incredibly difficult with carers saying they needed respite and emotional support as a priority at that time. Reflecting on support that had been helpful carers said that a number of things including timetabled Zoom groups, podcasts, YouTube, walking, yoga, advice from professionals and a buddy or someone to connect to, were all useful. Feedback reflected that solutions needed to be tailored to each family and circumstance and that any future options would also need to offer variety rather than “one size fits all”¹⁵.

When asked, people locally reported that one of the biggest impacts of Covid upon them was the sense of loneliness and isolation and that attending services, for many, is a way to have social interactions they would not normally have access to. The Campaign to End Loneliness report [Loneliness Beyond Covid 19](#) identifies that

“Although the restrictions were universal, their impact on loneliness was highly unequal. People who were already lonely

¹² <https://www.mencap.org.uk/press-release/i-dont-know-what-day-it-or-what-weather-outside-social-care-cuts-people-learning>

¹³ New Models of Care: Assessing the impacts on day opportunity and short breaks provision for people with a Learning Disability and Autism in the East Midlands during the Covid-19 crisis, ADASS/Sortified, September 2020

¹⁴ The East Midlands’ Unpaid Key Workers: Supporting Unpaid Carers by adapting services and responding to need during the Covid-19 crisis, ADASS, March 2021, page 10

¹⁵ The East Midlands’ Unpaid Key Workers: Supporting Unpaid Carers by adapting services and responding to need during the Covid-19 crisis, ADASS, March 2021

were likely to get lonelier, as were those at greater risk of loneliness because of factors such as health, income, ethnicity, sexuality or gender identity. In contrast, those with strong social connections were likely to feel less lonely, as they spent more time with family and in their local community. This reflects the pictures we've seen for health and employment during the pandemic. It exacerbated existing inequalities, rather than creating new ones.

With many of us unable to see friends or family, take part in social activities or interact with others, we've seen a significant increase in loneliness. Office for National Statistics (ONS) data shows that up to a million more people became chronically lonely (defined as "often" or "always" feeling lonely) as lockdown continued – increasing the total to 3.7 million adults by the beginning of 2021.”¹⁶

It is therefore more important than ever that people are supported to make and maintain social connections and become part of their communities.

Current Commissioned Day Services

Day Services

Locally (as of March 2021) 10,646 people receive some form of commissioned care package from Adult Social Care with around 1511 of those receiving some form of day care provision (from a total population of approximately 823,126). Internal (Council owned) day services offer a generic service to a broad range of people who have a variety of primary support needs (or multiple support needs) whereas external services (those owned by private organisations, charities and community interest companies) generally offer a more specialised approach to the support they deliver. The table below shows the current and pre-pandemic access levels across both internal and external day services. Pre-pandemic, day services were costing Nottinghamshire County Council approximately £16 million per year.

Table 1: Day service attendance 2019/20 vs 2020/21

	Internal Day Services		External Day Services	
	2019/20	2020/21	2019/20	2020/21
Number of individuals commissioned to access day care	1044	884	659	611

¹⁶ [Loneliness Beyond Covid 19: Learning the lessons of the pandemic for a less lonely future](#), Campaign to End Loneliness, July 2021, page 3

Number of individuals who accessed support	962	684	630	509
Number of individuals who did not access support	82	200	29	102

As can be seen from the table attendance at day services has decreased during the Covid -19 pandemic due to capacity reductions as a result of social distancing measures and a need for a proportion of the people (or their families) to shield. In addition, many of the people still in receipt of day service provision will have been supported in alternative ways to building based services. For internal day service provision 45 people (5%) are currently in receipt of outreach support and 260 (29%) are receiving telephone calls.

Primary support need of people accessing day services

Across all day service settings the primary support need identified is for people with a learning disability (57% of internal day service and 69% for external) followed by a physical health need (16% for internal services and 27% for external services). The table below shows the breakdown of people attending internal and external day service provision by primary support need for the year 2019-20 (the last full year of data available).

Table 2: People attending day centres broken down by primary support reason (PSR) 2019-20

	External		Internal		Total	
	SU No	% PSR type	SU No	% PSR type	SU No	% PSR type
Disability	6	1	2	0	8	0
Learning Disability Support	539	69	715	57	1168	60
Mental Health Support	49	6	57	5	106	5
Physical support	127	16	335	27	454	24
Sensory support	10	1	19	2	28	1

Social support	6	1	31	2	37	2
Support with memory and cognition	47	6	88	7	130	7
Total	784	100	1247	100	1931	100

It is important to remember that many people attending day services will have specific support needs which the day centres, their staff and buildings, are able to meet. Wider community options may be more accessible for more people where day services are not the correct support option for them.

Geographical location of day service access

The table below shows the distribution of need across the districts of Nottinghamshire with the highest attendance being in Ashfield and Newark

Table 3: Geographical access to day services across Nottinghamshire

District	Service Users (SU)			
	SU No.	External	Internal	% total Day Care
Ashfield	320	40%	60%	17%
Bassetlaw	277	24%	76%	14%
Broxtowe	249	25%	75%	13%
Gedling	230	41%	59%	12%
Mansfield	268	36%	64%	14%
Newark	333	47%	53%	17%
Rushcliffe	254	57%	43%	13%
Total	1,931	39%	61%	100%

It may be that the numbers reflect the location of the day centres rather than the location of need and further work is therefore required to ascertain where any future opportunities that are established should be located.

Complexity of needs

People who attend day services are assessed depending upon the level of support required. Complexity may relate to physical needs or complex behaviours which may challenge. In general, the more complex the need the more intensive the support a person requires.

Table 4: Assessed complexity of need those attending day services 2019/20

	External		Internal	
	SU No.	% of need	SU No.	% of need
Complex needs	187	24	203	16
High needs	206	26	394	32
Medium needs	92	12	272	22
Low needs	115	15	378	30
Spot contract/ other	137	17	0	0
No need listed	47	6	0	0
Total	784	100	1247	0

Length of stay

Individuals tend to remain in current services for long periods of time (particularly if they are younger adults), sometimes for significant periods of their lives. Older people who attend day services tend to do so once their needs meet a significant level and day time care and support is required to provide carer breaks to enable them to live at home for as long as possible. For these people day services are able to support them to live at home for longer by providing much needed breaks for carers as well as maintaining health, wellbeing and nutrition. It is essential that effective, appropriate and proportionate reviews are carried out to ensure that individual's skills and interests are captured. At

a time when building-based services have reduced capacity it is necessary to make sure that places are available for those who have limited alternatives for the support that they require.

Other day opportunities and support

Complexity of needs care offered by NHS Day Services

The highest number/percentage of people with complex needs are connected to external provision 24% compared to internal provision (delivered by the Council) of 16%. Complex needs and high needs make up 50% of the external provision, compared with 48% internal provision. The majority of high, medium and low needs are with internal provision. 52% of people in internal provision fall within the low and medium categories.

For those with the most complex needs the NHS provides specialist day services through two sites at Newark and Mansfield. The Specialist service offers adults from the age of eighteen onwards who present with an intellectual disability, physical disabilities, mental health difficulties, behaviours that are considered a challenge and associated co-morbidities and supports people with a wide range of needs including Epilepsy, Autism, obsessive compulsive disorder, personality disorders, self-harm, hearing or sight disability, profound disability/mobility problems, dysphasia, aggression to self and/or others, anxiety/depression, speech and language difficulties susceptibility to reoccurring infections and disease. The Service offers a wide range of activities in the building and accessing the community which enables the individual to receive an ongoing health service that cannot always be met at a primary level due to the persons behaviours and/or health needs. This group of people would be unlikely to be able to access mainstream provision and would be at risk of hospitalisation without this specialist support. Unfortunately, capacity is limited and as people generally remain within the services for several years there is little opportunity to reduce waiting lists. Currently provision is provided to:

- **Holly Lodge (Newark)**
 - Holly Lodge have a total of 28 people who access the service
 - 1 person is due to commence service shortly
- **Heather Close (Mansfield)**
 - Mansfield Health Day Services have a total of 25 people who access the service
 - There are 2 people making a proposed transition from child to adult services for September 2022
 - There are 10 people aged 18-40 and 15 aged 40-73
 - 4 people have 1:1 packages of support with one person requiring 2:1 support for community access

- Group activities are for a maximum of 5 people
- Many people have complex behaviours as well as physical health conditions that require specialist support
- A further 2 people are supported by the service on an outreach basis

Shared Lives

Shared lives support can be delivered in several different ways:

- living in a carer's home: the person needing support may live in the carer's own home and be supported in their everyday life. Sharing a carer's home can be to cover a short-term need (such as providing a break for a person's main carer) or a longer-term situation
- day-time support: regular support sessions held in the carer's home
- outreach support: the person needing support lives in their own home and a carer provides help as needed.

Currently only 2 people access Shared Lives for daytime support solely with a further 22 people utilising Shared Lives for short breaks and daytime support. 95% of people accessing Shared Lives have learning disabilities whilst only 1% are older adults, 1% have mental health support needs and 3% have physical disabilities. The Council is currently looking to expand the Shared Lives offer to enable more people to access the provision it offers to ensure that this is a real option for those seeking daytime support. The scheme has a waiting list of people wishing to access the support it offers, so this expansion is needed to ensure that provision can keep up with demand.

Personal Assistant support purchased via direct payments

Personal Assistants (PAs) are employed to help people who need support either because of their age or disability, to enable them to live as independently as possible in their home. PAs can help carry out a wide range of tasks including leisure and recreational activities, helping some to get involved in their local community and supporting someone at work. PAs can offer a personalised approach to supporting people to access day service opportunities and to assist with learning new skills. PA support can be purchased using direct payments or can be self-funded. Approximately 222 people are using a Direct Payment to commission their day service (approximately 10% of all Direct Payments spend).

Supported employment, training and internships

People who live in Nottinghamshire and have a learning disability and/or autism can be supported by the iWork team who will:

- Look at skills, interests and qualifications

- Provide support to find jobs
- Explain what will happen with benefits for people in paid work
- Provide opportunities to try out jobs to see if people like them
- Provide ongoing support to help people stay in employment.

Data from October 2018 show 740 people have been supported and 207 are successfully in paid work.

Support is also available through a variety of supported employment and training opportunities such as through Brooke Farm (a Nottinghamshire County Council service) and the Towards Work scheme provided by the Building Better Opportunities Partnership as part of the Local Area Partnership (part of D2N2). There are also opportunities for supported apprenticeships and internships around the County including within the Council itself in areas such as County Enterprise Foods and Solutions 4 Data.

Brooke Farm currently have 12 people attending its work programme that supports adults with learning disabilities, Asperger's and autism to learn, and feel confident in, employment skills. The service is currently amending its offer with a view of offering places for up to 30 people at any given time. Brooke Farm is predominantly a horticultural site, with a small farm shop, plant sales garden centre and a café. People are given real, hands on experience at working in these areas as well as on their employability skills in order for them to be ready for long-term employment at completion of the programme. The programme can last for up to three years – this is dependent on the individual. The service, will also offer a shorter version of the programme on a 12 week skills refresher basis, for example to improve confidence in the workplace following long term unemployment absence due to Covid.

[Community groups and organisations](#)

Many community groups and organisations are available throughout the County that may be utilised by people with support needs with the appropriate assistance as an alternative to building-based day services. Provision may include sporting activities, lunch clubs etc. Accessing such groups provide the opportunity for people to integrate with their wider community and develop social and support networks. Groups can provide opportunities for developing and learning new skills, to partake in physical activities or to develop friendship groups. The County Council Community Development Team can support with establishing appropriate opportunities where none are currently available. It is recognised however that utilisation of community support and assets is dependent on the accessibility of that community such as accessible buildings, autism and dementia friendly communities and accessible toilets and Changing Places. In November 2019 an audit was carried out of Changing Places toilets across the County. It was noted that whilst Nottinghamshire had a higher proportion of accessible toilets and

Changing Places compared to neighbouring authorities these were still not sufficient to meet demand and were often put in inaccessible areas, were blocked by obstacles, had alarm chords tied up out of reach, had equipment missing or doubled up as cleaning cupboards and staff locker rooms. Those that were known to be good were often overused and as a result quickly needed consumables replenishing and lacked the required cleanliness. The report also found commercial buildings were often better equipped than public buildings and where facilities were available were often not sufficient in number e.g. a local pool had one accessible changing room for a class of four learners. Such considerations will have significant impact on the accessibility of venues or on the amount of time people are able to access the community for without returning to a more user-friendly building.

Sport England's vision is to transform lives and communities through sport and physical activity, driven by [Uniting the Movement](#), a 10-year strategy of change. Data from Sport England's Active Lives Adult Survey shows that disabled people or those born with a long-term health condition are twice as likely to be physically inactive (41%), compared with those without (20%). Whilst barriers to participation are often multifaceted, the benefits of active participation for adults with disabilities are well understood. Locally, [Active Notts](#) are funded to work to a national specification as agreed by Sport England, identifying local partners to increase participation and opportunity at a neighbourhood or district level. Nottinghamshire County Council is working within its innovation sites and at a strategic level with Active Notts and partners to map local provision, enhance opportunities for increased participation and review how contracted social care partners can be utilised.

Technological solutions

The COVID-19 pandemic has led to many technological solutions being implemented in order to keep supporting the people who have previously utilised building-based day services. Whilst the majority of the contact to date has focused on wellbeing checks for people and carers, technology offers opportunities for creativity that traditional building-based services do not. For example, taking part in online quizzes, virtual fitness challenges, online support groups, cookery classes etc. The nature of virtual interactions mean that they can be available as and when people want them including evenings and weekends and negate the need for transport. Technology can also enable people to make wider connections outside of their immediate area and can lead to people interacting based on interests rather than geography.

Whilst COVID-19 has driven the need for organisations to be creative and inventive with their use of technology it is essential that the momentum and learning gained during this time is not lost as many mainstream services such as on line shopping, applications for work or

benefits and social media are now accessed on line. Some people who use services and their carers may require support to engage fully with this type of activity and learning such skills may be included in future outcomes as part of support planning.

Projecting future demand

In order to plan services effectively it is important that future demand is taken into account. An increase in demand is to be anticipated across all areas of need as the population ages and the tables below show the anticipated population changes which will need to inform decision making around future service provision

Table 5 – projecting future demand across primary support need

	2020	2025	Percentage change
Learning Disability	15437	15797	2%
Autism	7306	7513	2.80%
Mental health need	117376	116967	-0.35%
Hearing impairment	16620	18449	11%
Visual impairment	20885	23877	14%
Age over 65	176100	192400	9%
Carers (aged 65 and over)	26600	28873	8.50%

Source: PANSI and POPPI March 2021, national prevalence model applied to ONS population predictions

Overall the demand for day opportunities and provision of support is predicted to continue to increase and future provision needs to be able to accommodate this need as well as be adaptable to the types of support required as new people enter services. The age structure of Nottinghamshire is slightly older than the national average, with 21% of the population aged 65+ in 2017 compared with 18% in England. Our population is predicted to continue to age over the next fifteen years with the number 65-84 year olds increasing by over 30% and 85+ year olds by over 76%. Older people are more likely to experience disability and limiting long-term illnesses which may lead to the need for support via day opportunities. This is likely to be linked to the projected increased need around both sensory needs and caring as people are likely to acquire both as they age.

Why the need for change?

In 2017 analysis of the Council's, 'younger adult's services' identified that:

- 37% of people could achieve greater independence with some adjustment to their support, such as 'enablement' services,
- 35% of people could achieve better outcomes with a care package that better reflects their needs, skills and aspirations,
- 28% of people were benefiting from a package of care and receiving the right level of care appropriate to their needs was allowing them to live as independently as possible.

Whilst it is recognised that building-based day services may be an appropriate mechanism to deliver day opportunities for some people, less-intensive, community-based provision or enablement and reablement may be better suited to others to support them to maximise their independence and meet their outcomes more effectively. It is important that full time day provision is not utilised as an automatic progression from full-time education and that instead of focusing on care requirements (whilst recognising the importance of supporting family carers), the strengths of the individual, the outcomes they want to achieve and their aspirations are the driving factors in the commissioning of support and services.

ADASS suggest a series of changes for a more flexible approach that services can adopt during the current COVID pandemic and beyond including:

- The ability for people using services to be able to switch between services to maintain their original levels of service and support
- A wider variety of options available to people, so they can move to a more community-based model and become less reliant on building-based services
- More alternative ways of giving unpaid carers a greater say and choice in how they get support in caring
- Good digital access to services for those who don't want to go out during the pandemic
- The opportunity to move from traditional building-based to more personalised and flexible services

A review of Day Opportunities

Stage 1 Engagement: Day services and Covid

In June 2020 Adult Social Care carried out an engagement activity to assess people's experiences of receiving day services during Covid. At this time the building bases were mainly closed for people who use services and were instead utilised as staff bases as well as PPE storage, dissemination and safe disposal. When asked the majority of people who use services said that they would return once they were able to. Of the 13% who said they would not want to return the main reasons stated were 'worry about getting ill' and uncertainty about safety. Day services promptly responded to these concerns putting in place a Covid secure offer to enable people to return as safely as possible. People who use services reported that the things that were most important to them about attending day services were seeing friends in a safe place and help with learning activities. Additionally, carers reported that they needed support to access breaks (particularly if the person they cared for was not attending day services as they usually would) and securing a support network for themselves.

Stage 2 Engagement: 'What is a meaningful day'

In November 2020 people using day services, those in receipt of direct payments, users of short breaks, shared lives and mental health support services and their carers were invited and supported to participate in completing a questionnaire, online discussion, participate in a telephone call and to hold discussions within existing services to find out what a 'meaningful day' meant to them. This engagement activity built on that previously carried out as restrictions continued and people had returned to some form of day support.

The findings from the early engagement questionnaire identified that the most important thing that people wanted to keep doing was seeing family, friends and staff and socialising closely followed by attending day services. People identified a range of activities they either did or would like to do in the future including arts and crafts, cookery, exercise and sporting activity, evening and social events and community access (including day trips, going out for meals and visiting new places/places of interest). People most disliked staying in and feeling lonely and isolated. People also identified new things that they wanted to learn including cooking, carrying out domestic tasks, money management and learning to use IT. People were asked to identify any barriers they currently experienced with being able to access the things that they had identified. Things that were reported included physical and mental health, lack of support and finances.

Table 6 - Summary of findings from people who use services

What are the things you want to keep doing?	See family/friends/staff/socialise	43%
	Attend day service	41%
	Arts and crafts	37%
	Exercise/sporting activity	35%
	Community access	25%
What would you like to do more of?	See family/friends/socialise	21%
	Exercise/sport	17%
	Arts and crafts	13%
	Day centre	12%
	Day trips/visiting places	11%
What are the new things you want to try?	Arts and crafts	10%
	Cookery	7%
	Swimming	7%
	Evening events/social events	4%
	Gym	4%
Are there any new things you want to learn?	Cooking	16%
	Computer/phone/tablet	4%
	Arts and crafts	3%
	Domestic tasks	3%

Carers were also asked what they needed in order to carry out their own caring role. When asked what they wanted to keep doing carers reported that the things that were important to them were the person they cared for being able to access day services, socialising, carrying out the carer role, accessing breaks and having the opportunity for hobbies and leisure activities. They reported that having access to this support helps with their own physical and mental wellbeing, allows them to attend to their own personal care needs, provides time for them to socialise with friends and family, enables them to continue in paid employment and enables them to have a rest and “recharge their battery”. Carers were also asked what they would like to see more of and reported a need for a wider range of activities for the cared for and at more flexible times, more carer breaks, the need to know what was available and timely reviews and regular checkins. Carers

reported barriers to them being able to access the things they had identified including their caring role, the availability of support and services (e.g. for evenings and weekends), their own health conditions and time and finances.

Table 7 - Summary of findings from carers questionnaires

What are the things you want to keep doing?	Day service	21%
	Socialising	20%
	Carrying out caring role	19%
	Carer breaks	18%
	Hobbies/leisure activities	15%
What could the Council do more of?	Wider variety of activities for cared for	10%
	More carer breaks	8%
	Information/support advertised to carers	6%
	Timely reviews/regular check ups	4%

Staff within services and service providers were also asked to provide their feedback and reported similar findings of social contact and community integration and access being what was important. Staff also noted the key role they play in supporting carers, providing a safe environment and the wider work they do in terms of health and wellbeing including access to meaningful activity and learning new skills. Staff thought that more was needed by way of community access and social inclusion, a wider variety of activities and flexibility of service offer. They noted that in order to make services more accessible they needed to be flexible, advertise their offer and be more innovative in the type of support and services they could offer such as using IT, outreach and community support and accessible facilities. Staff also expressed a desire for continued working in smaller groups and more access to the community including community outreach for those not attending services. Linked to this was some reflection that services would often be more accessible closer to the people who use them whether utilising community venues or by changing building locations. A number of responses mentioned the need to diversify the service offer both in terms of activities and available days/times rather than the current rigid structure, including the need for people to move flexibly between services depending on activities on offer or to attend at different days/times on different weeks dependent on individual circumstances. Additionally, there was some desire to separate out client groups and have staff trained in particular specialisms particularly in the case of those with dementia or autism who staff thought may benefit from some quieter times.

Table 8 - Summary of staff feedback

What are the things we should keep doing?	Social contact	75%
	Community integration and access	31%
	Supporting carers	27%
	Provide a safe environment	27%
	Health and wellbeing	23%
	Meaningful activity	15%
	Learning new skills	15%
What do we need to do more of?	Community access/social inclusion	17%
	More variety/options	15%
	Small groups	15%
	Flexibility	13%

Stage 3 engagement: How would the things identified impact on you

Throughout March 2021 we asked people who use services, their carers, service providers and staff about the practicalities of implementing the things that people told us they wanted in the second engagement activity. People were invited to provide their feedback via questionnaires or through telephone conversations. Summaries of the feedback can be seen in the tables below.

Table 9 - Summary of responses from those who use services when asked where they would like to access services

Where would you like to do the things you told us about?	Number of responses	Percentage of total responses
Cafes/pubs	32	65%
Day centre	30	61%
In your local area with staff	30	61%
Shops	28	57%
In your local area with friends	28	57%
At home	25	51%

Libraries	18	37%
Leisure centre/gym	17	35%
College/school	10	20%
Work placement	1	2%
Guitar classes	1	2%
Concert	1	2%

People who use services have told us that in addition to accessing activities within the day service 65% of people would like to access pubs/cafes, 61% would like to access the community with staff, 57% would like to go shopping and/or out with friends and 51% would like to do activities at home.

Table 10 - Summary of responses from those who use services regarding requirements for assistance

Would you need any help to do these things or get to these places?	Number	Percentage
Support worker/carer	16	33%
Yes	15	31%
Transport	13	27%
No	5	10%
Emotional support/anxiety management	2	4%
Familiarisation support	1	2%
Sometimes	1	2%
Friends	1	2%

There were some concerns raised over accessing community-based activities with 33% of people saying they would need the support of a staff member, 31% saying they would need some sort of support (type unspecified) and 27% saying they would need help with transport.

Table 11 - Summary of responses to carers regarding impact of any changes to delivery model

If people were accessing these alternatives in shorter blocks of time and at a number of venues - how would this impact on you?	Number of responses	Percentage of total responses
Positive	17	32%
No impact	11	20%
Access issues/transport	5	9%
Wouldn't work	4	7%
Impact on work	3	6%
Weekends	3	6%
Able to accommodate	2	4%
Impact on siblings/wider family	1	2%
Need morning activities	1	2%
Online	1	2%
Anxiety issues	1	2%
Needs easy access	1	2%
Shorter times still need to be long enough to get a break	1	2%
Planning needed	1	2%
Base needed to run sessions	1	2%
Cost	1	2%
Needs constant care	1	2%

Of the 54 carers who responded to the survey 32% thought that accessing community activities and venues would be positive for them and the people they care for and enable greater flexibility in the type of support they received. A further 20% thought that any changes would have little or no impact on them as carers and 6% stated that weekends in particular would be beneficial. A further 6% did note that alterations to service may impact on their working day and a further 9% were concerned about transport and accessibility. 7% of respondents stated that changes would not work for their family.

Table 12 = Summary of responses to carers around overcoming potential barriers

Is there a way we could support you to make this work for you?	Number of responses	Percentage of total responses
Transport	12	22%
Range of activities	7	13%
Being local/accessible	6	11%
Flexibility	5	9%
Information	5	9%
Care/support	3	6%
Advanced notice to plan	3	6%
Support from family	2	4%
Evening care	1	2%
Unworkable	1	2%
Weekend support	1	2%
Day centre	1	2%
Smaller groups	1	2%
Community access	1	2%
Safety	1	2%

Carers were asked if there was anything in place that could support them if the person they cared for accessed services outside of a day centre. The biggest obstacle was around access to transport (22%) followed by requiring a range of activities (13%), the need for services to be local (11%) and to enable flexibility (9%). 9% of people also stated that having access to information so that they knew what was available would be helpful.

Staff who currently work within day services were also asked about the impact to them and/or their service should changes be required and how any negative impacts could be negated. A summary of the responses can be found in the next tables.

Table 13 – Impact of alternatives on you/your service

If people were accessing these alternatives in shorter blocks of time and at a number of venues - how would this impact on you/your service?	Numbers	Percentages
Impact on work/life balance	29	47%
Staffing/rotas	14	23%
Transport issues	14	23%
Staff flexibility	11	18%
Worry about impact on current role/service	8	13%
Impact on own caring role	8	13%
Carer support	7	11%
Access to community venues/activities	6	10%
Safety	5	8%
Base important	4	6%
Equipment/facilities/accessibility	3	5%
Consistency and structure	3	5%
Cost	3	5%
No impact	3	5%
Risk/risk assessments	2	3%
Planning	2	3%

Impact on coworking with other areas	2	3%
Young adult specific groups as step from youth groups	1	2%
Training	1	2%

Of the 63 staff who responded 47% of staff were concerned about the impact that alterations to services would have on their work/life balance with a further 23% stating that staffing and rotas would be important considerations as would transport issues. 18% of staff said that they were willing to be flexible to support any changes and 13% were concerned about what changes would mean to existing services or their caring roles outside of work.

Table 14 – What are the challenges for implementing changes

Are there any particular challenges you see with being able to deliver these and how could these be overcome?	Number	Percentage
Transport	19	30%
Staffing	18	29%
Community facilities/accessibility	12	19%
Cost	9	14%
Smaller groups	8	13%
More person centred	5	8%
Specific needs of certain groups	5	8%
Flexibility	5	8%
Offer venue hire/wider use of resources	4	6%
Weather	4	6%
Safety/comfort	3	5%

Evening and weekend support	3	5%
Impact on existing services	3	5%
Training	3	5%
Quieter space	2	3%
Different days/sessions for different needs	2	3%
Experience and confidence	2	3%
Planning	2	3%
Carer needs	2	3%
Bookable rooms positive	1	2%
Technology	1	2%
Isolating	1	2%

The biggest barrier was seen to be transport at 30%, followed closely by staffing (the need to have enough and the impact on them) at 29%. Concerns were also raised about the availability and accessibility of community venues and facilities particularly in relation to changing places and wheelchair access.

The Proposed New Vision of Day Opportunities

Nottinghamshire proposes a shift in practice in the delivery of day opportunities based on national and local priorities, good practice evidence and what people have told us. The proposal is to move away from approaches of solely providing 'day care' to instead:

- Focus on the individual, their strengths, choices, assets, and goals through person centred planning.
- Focus on the outcomes that people who use services and their carers wish to achieve.
- Work with the whole family to ensure that the support provided works for individuals and their carers

- Support people to build relationships and avoid social isolation.
- Provide support that enables the person to access a range of opportunities in the wider, and their own, community as an active and equal participant.
- Create welcoming communities who understand the needs of those who access them
- Focus on skills development, learning and improving independence in daily living i.e. travel training and employment where possible.
- Maximise the opportunity to use personal budgets or direct payments to access support or activities of the person's choice including employment of Personal Assistants (PAs).
- Ensure choice and flexibility is available through a diverse range of opportunities and support mechanisms (e.g. people are supported to do the activities they want to do and, wherever possible, they can choose where they want to do them)
- Develop services that are flexible to meet the needs of those who need them including during evenings and weekends
- Develop a range of services to support people short, medium, and long-term in line with their needs and goals
- Enable carers to continue in their caring role whilst maintaining their own health and wellbeing and employment (where applicable)
- Support people through their life course, ensuring that the right support is available at the right time and recognise that needs may change over time as people age or their independence increases
- Ensure that people feel safe

We want to ensure that the people of Nottinghamshire can say:

- I am treated as an individual
- I am able to keep in touch with the people I want to see
- I feel safe
- I am asked about the things I can already do
- I am asked about the things I want to do in the future
- I am asked about what I want to achieve (what my goals are and what things I would like to learn) and how I can be supported
- I am asked about what my family's and carer's needs are
- I get the support that is right for me and this might change over time
- I am helped to use support I already have like my friends and family
- I am part of my local community and the area where I live

- I know the community I am part of are welcoming and understand my needs
- I am able to be as independent as possible
- I can get a personal budget or direct payment so that I can buy my own support and services and have more choice and independence
- I can do the activities I want to do and wherever possible I can choose where I do them
- I can access services and activities at evenings and weekends
- I am supported for as long as I need to be
- I can learn new things

Commissioning Intentions

Market Development

- Investment in Personal Assistance/Direct Payment market
- Employment focus and investment linking in with wider corporate employment programme including increasing access to volunteering and job carving to ensure suitable employment options are available
- Ensure investment patterns over time reflect the increase in personalisation for individuals and the adaptation of services for the life course
- Community based opportunities working with Communities Department, social prescribers and Primary Care Networks
- Work with communities, community groups and local businesses to ensure accessible communities are available
- Work with organisations such as Sports England and Active Notts to develop sport as a mechanism for community integration
- Encourage the development of Micro Enterprise in relevant growth areas
- Ensure payment approaches reflect the outcomes and support required
- Enhance the information and advice offer to ensure a full range of alternative options can be effectively communicated
- Strengths-based and outcomes-focused service specifications and approaches
- Services available to meet a spectrum of needs including those with complex or specialist requirements
- Develop the Shared Lives offer to provide greater choice and control for individuals
- Outcome driven market
- Provision developed according to the demographics and need of the population
- Develop County Council owned day services to support the implementation of the vision outlined in this strategy including:
 - The provision of day services for those with complex needs

- Working with others to support people through enablement/reablement to gain independence including accessing employment and community support
- Continuing to provide support to those already utilising day services as appropriate
- Work in partnership with external providers of day services and wider day opportunity support such as microproviders and Community Interest Companies (CICs) to broaden the offer of support and choice for those needing it

Cultural Change

- Work closely with existing services to coproduce new offers of support during COVID recovery and beyond
- Move away from fitting people to services
- Ensure that strengths-based and assets approaches to assessments are utilised across all staff teams
- Work with staff to ensure that the full range of day opportunities have been considered before the most appropriate service is commissioned
- Ensure that services are commissioned based on needs and outcomes
- Promote the use of “next steps” when identified outcomes have been met
- Co-production with key stakeholders
- Work-force development plan
- Change management - e.g. change champions

Personalised Planning

- Strength/Asset based planning
- Enablement focus
- Ensure clear engagement with the review of carers services to ensure carer needs are met

Desired outcomes from the new offer

- Person centred planning that supports individual aspirations and strengths
- Maximised use of community assets
- Opportunities to make a positive contribution including employment opportunities
- Significant increase in the uptake of direct payments and personal assistants
- Enablement focus including clear links with the Maximising Independence Service (MIS)

- Community opportunities are available when they are required including at weekends and evenings
- Every person travels as independently as possible
- Focus on support not services
- Clear information and advice offer of what is available
- Accessible community
- Increase the proportion of carers who report that they have as much social contact as they would like
- Increase the proportion of people who use services who report that they have as much social contact as they would like
- Maintain the proportion of people who report doing things in their community that they enjoy
- Increase the proportion of young adults who are supported to access employment, education, training or volunteering across each of the primary need areas (i.e. learning disability, mental health support need, physical disability)
- Increase the proportion of adults in receipt of a direct payment employing a PA

New model of day opportunities

Within this strategy the regaining and developing of new skills, as well as the promotion of independence and well-being are identified as essential elements. It is also recognised that people benefiting from day opportunities will have different levels of need and that this might change over time as people's needs increase due to age or illness or as people gain independence. Therefore, it is proposed that there are four levels of support in acknowledgement that some people require a relatively short period of support to realise their aspirations whereas others may need longer term specialist intensive support. It is anticipated that those who require lower levels of support will primarily access opportunities within their communities. Those requiring more specialist provision or higher levels of support may continue to require building-based in order to support their needs most effectively, but the aspiration will remain that everyone should be able to access their communities if they choose to. Provision of support will be built around the strengths of the individual, in a personalised manner within an inclusive society where mainstream leisure and employment support is accessible to people who access care and support and that through Shared Lives and PAs they are able to access this how they want, when they want. Support will be responsive to changes in personal circumstances such as a desire to access work, ageing with a learning disability or a change in the needs of carers due to their own health or ageing needs. Wherever possible planning will be carried out in advance of these life events to ensure appropriate transition is carried out.

The four levels are:

Early intervention and prevention

At this stage people will be encouraged to recognise their existing strengths and support networks and/or signposted to community support options to maintain their wellbeing and to prevent a deterioration in their health and wellbeing that may lead to longer-term or more intensive

support requirements. This tier would include the routine use of community resources such as leisure services, libraries, colleges and open access groups to provide activities and social contacts for people within a community setting.

Enablement

At this stage there will be a focus on what people want to achieve (outcomes) and help for them to achieve their personal aspirations. The enablement phase would be time limited (for example up to 12 weeks) and would focus on regaining skills, promoting independence, linking friendship groups in a safe environment and helping people to connect to their communities or regain/retain their previous community connections. This stage could form part of a transition from or between services and would be suitable for people with low support needs and will be supported by the Maximising Independence Service (MIS).

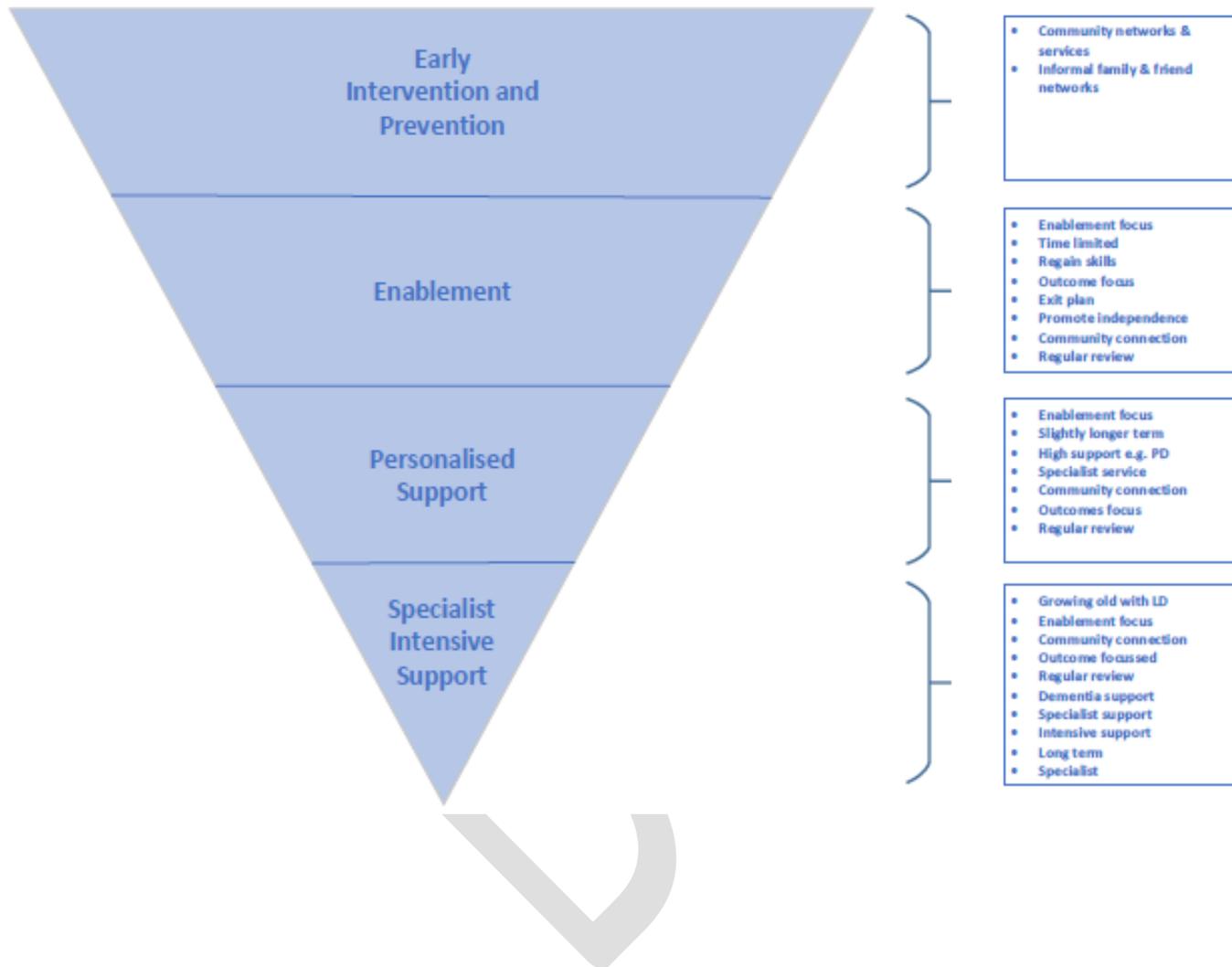
Personalised Support

Some people may need a little longer to regain skills and feel confident and need a higher level of support to achieve their outcomes. In this phase there would be a focus on enabling people to regain their independence and support for them to connect to their communities over a longer period of time. This could involve a programme of support within a day centre environment which aims to enable people to achieve greater independence over a longer time period. This phase would be suitable for people with higher support needs and may involve such activity as commissioning peer-friendship groups.

Specialist Intensive Support

A focus on developing specialist intensive support for people with complex needs. This would involve long term support with a focus on an individual's health and wellbeing and can contribute to hospital avoidance for those who might otherwise see a deterioration in their mental health. Individuals would be supported to be able to access the community like everyone else but may also involve an element of building-based support. This phase would be suitable for people with more complex specialist needs for example dementia, people whose behaviour challenges services and those growing old with existing support needs.

Proposed Day Opportunities Model



What next?

To move to the new model our social work teams and services will work with people in a strengths-based way through regular reviews in order to identify the support they require to meet their needs and outcomes and will look for suitable options to do this. For many, this will mean accessing services or activities that are available in the community but for others there may be gaps in provision. Where gaps are identified we will endeavour to work with service providers and individuals to coproduce solutions to meet their needs.

We will work with local communities to ensure that services are accessible to all, including those with hidden disabilities and will, through our [Market Position Statement](#) and [NottsHelpYourself](#) website, and the through the Adult Social Care Prevention Strategy which is currently in development, to encourage growth in underserved areas.

In order to draft this Strategy we have worked with a number of people who have expressed an interest in the future development of services. This includes people who work in social care, those who run activities in the community and those who provide services as well people who use services and their carers. To implement the Vision detailed in this draft Strategy we will continue to work co-productively to develop an implementation plan and will involve people throughout service design, delivery and evaluation. It is anticipated that there will be a gradual movement towards greater community provision of support rather than a whole-scale shift towards community delivery and for some, the service they currently have, will remain the best one. We know that changes to services can be of concern for people and want to reduce this anxiety by working together.