



## Physical and Sensory Impairment Partnership Board

# Our Life, Our Services, Our Say

## Our Life

### A consultation document

**‘Shaping the future of day services for adults with a physical or sensory impairment’**

February 2008

## ‘Our Life, Our Services, Our Say’

### Shaping the future of day services for adults with a physical or sensory impairment

#### Your chance to have a say

The London Borough of Barnet is committed to delivering high quality services to its residents that meet peoples assessed needs and offer options that meet national guidelines and standards of best practice, and that provide good value for money.

The purpose of this document is to consult all people with a physical or sensory impairment who currently use or would like to use day services, on both the range of services and activities they would like to see available in Barnet, and the proposed changes in service delivery. We are also seeking the views of others who may have an interest in the proposed changes, such as family carers, care organisations and health service staff.

We are inviting your comments by asking you to complete the short questionnaire attached. This feedback will then be used to help us design a service that best meets the needs and aspirations of local residents with a disability or impairment.

#### Why are we doing this?

The report by the Prime Ministers Strategy Unit in 2005 called ‘*Improving Life chances of Disabled people*’, required action by local authorities in two key areas in relation to services for adults with a disability:

- Firstly **Independent Living**. This is defined as the ‘*right to control your life and participate as fully as possible in society, with support based on personal need delivered through individualised budgets*’.
- Secondly **Employment**. The aim is to improve the prospects for keeping and gaining employment through support being made available to employers, and the on-going personalised support to people with a permanent or temporary disability to be able to work.

In a customer satisfaction survey carried out in Barnet in January 2007 for residents with a physical and sensory impairment, 55% of respondents reported that they either had nothing or not enough to do during the day, or were engaged in activities that were not of their choice. This requires a change from all services being delivered from in one building, to support services built around the person and delivered in a variety of locations depending on what the person wants and needs.

## **What is available at the moment?**

Flightways Resource Centre is Barnet's current service for adults with a physical or sensory impairment based in Grahame Park. The service is provided and managed by Adult Social Services, and currently provides over 90% of all day care support purchased for people with a physical or sensory impairment by the council.

We have identified through discussions with current service users, that the existing service options provided from Flightways Resource Centre require a change in focus. As a result of these discussions it is felt that there needs to be a stronger emphasis on learning and rehabilitation activities at the centre, and with support staff available to enable people to access ordinary activities in the community. This is to enable all people with a physical or sensory impairment to live as active citizens in their local community. Adult Social Services have developed a vision to enable choice and independence for people with a physical or sensory impairment.

## **Our vision**

We believe that the main purpose of day services following the diagnosis of a physical condition or impairment, needs to be to support people to:

- Access prompt rehabilitation, assessment and treatment
- Regain skills and confidence, and
- Have relevant support and advice
- Access a range of vocational and leisure opportunities in the local community.

In Barnet, we need to develop more opportunities that are based on the acknowledgement that people with physical and sensory impairments are equal members of the local community. Also, that any activity they engage in through social care services should have a purpose that improves their quality of life. The aim is to encourage people to have a greater say in their own health and well being, through working together to achieve better outcomes through rehabilitation and community living.

Our priorities for any future service are:

- To support people with long-term conditions to have greater choice and control in services provided
- To support people to have the confidence, knowledge and skills to better manage their condition and aid their recovery
- To give the right support at the right time, enabling people to play an active part in society and access opportunities that maintain and enhance their quality of life
- To provide support services that fit around the individual, their lifestyle and personal circumstances
- To support people to live at home.

## **How are we going to do this?**

The Flightways building is part of the Grahame Park estate regeneration programme. Given the physical condition of the existing building now, we will need to explore different options, including immediate repair works or an alternative location. In the future, options could include:

- Several 'centres' to reduce the need for people to travel across the borough to access support services
- Services being available when and where they are needed in different parts of the borough, for example, in buildings such as libraries and shopping centres.

Our intention is that a specialist resource centre will act as a base for long-term advice and support, as well as providing centre-based rehabilitation and/or time-limited outreach services to help people achieve their personal goals and meet their assessed needs.

As the first step towards a future 'Centre for Independent Living' in Barnet, the range of services available through the resource centre will be developed through a Steering Committee established from people with a physical or sensory impairment.

We are asking all current service users to complete a self review of their support needs, which will then form the basis of a support plan agreed and funded either through care management or Direct Payments.

It is anticipated that the new service model will consist of:

- Individualised activity programmes based on Support Plans that are Person Centred. These plans will form the basis for supporting people with social care needs, to choose the level and type of support that best meets their assessed needs
- Support available to achieve agreed goals, such as increasing mobility or other independent living skills
- A range of rehabilitative activities - employment and skills related - both at a base and other locations such as leisure centres
- A service that is culturally appropriate to provide support to members of the local minority ethnic communities
- Support to access a range of public community based services, for leisure and educational activities.

## **What will the service look like?**

The new range of service options will be established around three service strands:

1. Rehabilitation and enablement
2. Condition self-management and peer support
3. Community access.

Staffing support from the resource centre will be reshaped to focus on either Personal Assistants for support with personal care, or Person Centred Planning to develop individual activity /rehabilitation programmes with people using the service. Each person using the services, will have a support member of staff that is their named link worker, and each staff member's work will be based on the personalised programme for those individuals.

## **Service Strand 1 – Rehabilitation and enablement**

Historically disabled people have been treated as being in need of care, rather than being recognised as full citizens. This has meant that any response to assessed support has often created dependency, rather than promoting independence and extending opportunity. The local authorities 'duty of care', has defined people as being vulnerable or at risk.

*'Enabling disabled people to take the lead in assessments and responses to their needs, helps create more personalised responses to those needs. Personalised responses mean that disabled people are more likely to live independent lives, playing a full part in family life, contributing to their local community, and seeking employment or other valued activities'*<sup>1</sup>

*'Social care should be seen only as a means to an end, not as an end in itself, and judged on its success at extending freedom and control, supporting participation and promoting well-being, consistent with the goals of promoting human rights and eliminating inequality.'*<sup>2</sup>

### **What does this mean?**

We will offer personalised support services from the resource centre or elsewhere in Barnet. These services are focused on delivering the outcomes required as defined by the person through self or jointly assessed need. The aim is to assist people with a physical or sensory impairment to achieve their full potential, and that allows for the sharing of risk between the people that use the service and support staff.

Any activities provided in a building which are supported by social care services and health staff, will therefore focus on:

- Advice and support, both on particular medical conditions and general advice such as welfare benefits
- Assessment for equipment and adaptations required to live at home
- Personalised rehabilitation programmes.

The services that will support rehabilitation and enablement include:

- Access to physical assessment suite supported by Physiotherapy and Occupational Therapy
- Direct Payments advice

<sup>1</sup> Improving the Life chances of Disabled people – Prime Minister's strategy unit 2005

<sup>2</sup> Independent Living discussion paper – Disability Rights Commission 2005

- Employment, housing and finance advice sessions
- Advocacy
- 'Access to Work' support
- Independent Living Skills development
- Counselling
- Access to an equipment demonstration suite including home adaptations, Telecare and Middlesex Association for the Blind
- Health promotion advice sessions
- Computer suite and internet access.

## **Service Strand 2 - Condition self management and peer support**

It is recognised that a significant but informal role of the service at Flightways, has been the social networking and friendship support, available in a safe and non-judgemental environment. However we believe that, with the right support and training, people's personal expertise and knowledge can be used to promote and deliver user led services that break down barriers imposed because of the nature of someone's disability.

People attending the Flightways Resource Centre have recently elected to form a Steering Committee to assist in the development of these new services and contribute towards delivering a Centre for Independent Living in Barnet in the future.

### **What does this mean?**

The Steering Committee made up of local people with a physical or sensory impairment has responsibility for the organisation of the social, and information and advice activities operating from the centre.

It is envisaged that this committee will also assist the council in the monitoring and evaluation of other services. This will enable committee members to provide information on the availability and type of services especially important for those people considering Direct Payments.

The range of services that will be available to support condition self-management include:

- Support to help people to self-assess their needs
- Support to use Direct Payments
- Advocacy and support for self-advocacy
- Peer support, advice and information.
- Social club
- Art club
- Community newsletter / website
- Expert patients programme on long-term conditions
- Stepping out programme for people who have suffered a stroke
- Lip-reading classes.

### **Service Strand 3 - Community Access**

Flightways Resource Centre currently provides a limited outreach service, supporting people to access sports and leisure facilities. Currently, this requires most people having to travel from home to the centre by council transport, and trips being supported to and from the centre.

Apart from people's day activities having to be structured around the current transport arrangements, it also means that people are not able to access services closer to their home. Individual transport needs will be therefore be re-assessed as part of the self-review process, with the intention to reduce the need to travel to the resource centre to access activities.

Equally, based on the aim that the majority of people will be accessing activities of their choice elsewhere in the community, we will also need to review the current catering arrangements. The options that we will consider with staff and people who attend the services, will include the potential for developing the facility as a community café offering a range of healthy snacks throughout the day. This could also provide a new source of income generation for the centre.

#### **What does this mean?**

Staff will work closely with other services, such as leisure, to offer support to people to access community activities throughout the week closer to home. This means that:

- People will be supported to travel from home to the community activities of their choice using public and specialised transport, with leisure and educational activities taking place in mainstream facilities.
- General public services will be encouraged to develop the accessibility of their facilities, with specialist support and training from health and social care staff.

The range of services to support community access includes:

- BSL (British Sign Language) Interpreting service
- Disability Equality training for public service staff
- Information points in Libraries
- Wheelchair service
- Hearing loss clinic.

#### **Tell us what you think!**

We want to know what you think! Please complete the short online questionnaire by visiting [www.barnet.gov.uk/day-services-consultation](http://www.barnet.gov.uk/day-services-consultation). When you have completed the form it will automatically be sent through to us. On the form you will see that there are different ways for you to tell us your views.