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Good practice guidance for providers of day opportunities

Good practice guidance for Providers of day opportunities	Reference: C&I People Services
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Introduction and background:

The purpose of this Guide is to assist those who are seeking access to such advice and it provides non-statutory guidance for Providers of services to individuals who have been given cash payments to access day services as an alternative to any provision made directly by Bournemouth Borough Council or Borough of Poole social services.

Adult social care defines day opportunities as one of the ways people can meet their social, leisure, employment or educational needs which have been identified as an eligible need in their support plan. Adult social care can make a direct payment to the person to enable them to purchase services that meet their needs in a way that is appropriate and is their choice.

It is recognised these types of services are non-regulated and, given that vulnerable customers are accessing them, Providers will want to demonstrate a commitment to good quality services that strengthen a person's outcomes.

Day Opportunities provide an interesting alternative to more traditional Day Centres and can include activities undertaken for as little as one hour a week. They help to enrich people's lives in a variety of ways, providing clients with the opportunity to learn new skills, be creative, have fun, socialise and make new friends. In order to ensure the best possible professional experience, this guidance has been compiled for Providers who are offering or considering offering Day Opportunities to people who reside or who access services in Bournemouth and Poole.

For ease of reference, direct links to relevant support websites have been included in this Guide, along with the website pathways for your information.

There are a number of criteria which Providers will need to consider.

1. Essential Information

Information will need to tell people about who you are, what and where you are and the nature of the service that you can provide. People will also need to know the aims and objectives of your service and contact details should they wish to find out more about the service or services you provide.

The information should be presented in a way that your client group will be able to understand. For example, this could be in an easy read version or on a DVD.

A Directory of Day Opportunity Providers is available on the My life my care website, providing advice and support about services for all adults in Bournemouth and Poole. It is a good way to promote your organisation and increase awareness of your services for no charge. To register your details, log onto the 'My life my care' website, select the Directory and then Day Opportunities (see link below) and click on 'contact us' if your details are not already included.

Links to Total Communication Guidance

Department of Health Communication Guideline

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_121927.pdf

People First Forum (combined Bournemouth People First and Poole Forum)

<http://pooleforum.co.uk/>

<http://www.bournemouthpeoplefirst.co.uk/>

My life my care - Directory

www.mylifemycare.com

2. Can You Meet a Clients Needs?

You should consider a documented assessment process that will identify whether you can meet a person's needs.

Discussions with the client and family will identify whether your service is right for them. This will help to identify what outcomes the client wants to achieve and what support is required.

This should include asking relevant questions about:

- Personal care and well-being
- Family involvement and support
- Communication
- Sensory needs
- Continence
- Medication
- Mental health and well-being
- Personal interests
- Social, religious and cultural needs
- Dietary requirements and preferences

You should record this on a standard assessment template, for future reference. Remember to only record information that is relevant to your service. In some instances, observational assessments over a trial period or taster sessions could be a way of assessing if the service can meet the needs of the client.

You should regularly review whether the service really is what the client wants and, if not, how it can be modified in order to achieve their outcomes.

Within your planning you should record how you will address the following:

Privacy and Dignity referring to the 10 points of the Dignity Challenge, namely:

- Have a zero tolerance of all forms of abuse.

- Support people with the same respect you would want for yourself or a member of your family.
- Treat each person as an individual by offering a personalised service.
- Enable people to maintain the maximum possible level of independence, choice and control.
- Listen and support people to express their needs and wants.
- Respect people's 'Right to Privacy'.
- Ensure people feel able to complain without fear of retribution.
- Engage with family members and carers as care partners.
- Assist people to maintain confidence and positive self-esteem.
- Act to alleviate people's loneliness and isolation.

Choice and Rights

- Clients should be supported to make informed decisions about the activities that they pursue, be given the information and made aware of the risks involved.
- The clients' legal rights must be protected.
- Clients should be able to discuss the options available to them in a way that enables their independence.

Health and Safety/Safe Working Practices

- Clients who use the services should be in safe, accessible and well-maintained surroundings that promote their well-being. The health, safety and welfare of the clients and support workers should be promoted and protected.
- Depending on the activity, you may need to consider Public Liability Insurance.
- Facilities should be available for families who wish to contact clients whilst they are using the service, e.g. support workers to have a mobile phone and contact information.
- Records of what is expected of any accompanying support worker must be kept. It may be necessary to establish whether carers/support staff will attend with a client and, if so, the limit of their responsibility.

Links to Borough of Poole Guide to Health and Safety for Business

Borough of Poole: Health and Safety at Work

<http://archive.poole.gov.uk/business/health-and-safety/health-and-safety-guidance-for-business/>

<https://www.bournemouth.gov.uk/Business/TradingStandards/HealthandSafetyforBusinesses.aspx>

3. Outcome Focused Support Approach

Once you and the client have agreed that their needs can be met by your service, you should work together to generate a support plan. The client should be at the centre of this planning and the support plan built around them.

Support plans should be used to clarify the following:

- The client's daily and/or long term needs.
- Outcomes that the client hopes to achieve, often referred to as goals.
- Actions and steps that you and the client will take to achieve outcomes.
- Staffing requirements, sessions, costs, etc.

Support plans should be reviewed regularly with your client, as a way of gauging progress, success and if changes need to be made.

Support plans must include risk assessments for each activity as appropriate.

Link to Person Centred Planning

Department of Health Person Centred Planning

http://webarchive.nationalarchives.gov.uk/20130123201648/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_115175

Link to Risk Assessment Template

Health and Safety Executive risk assessment policy and template

<http://www.hse.gov.uk/risk/risk-assessment-and-policy-template.doc>

4. Staffing and Volunteers

You will need to assess and ensure that you have enough staff to support your clients. This will depend on the clients' needs. You should establish whether carers/support staff will attend with a client and if so, the limit of their responsibility.

Clients and their families will need to be assured that you and/or your staff have the skills and competencies to provide the service. Staff should be fully trained and competent to meet the individual needs of the clients. Evidence of qualifications, training or expertise will be required.

Support staff should be able to communicate effectively with the clients and appropriate training, such as Total Communications courses, should be provided as appropriate.

You can access training courses run by Bournemouth Borough Council and Borough of Poole or you can contact Partners in Care for further training availability using the link below.

All staff and volunteers must complete a Disclosure and Barring Service (DBS) check before they can start to support any clients.

All staff and volunteers must provide at least 2 references and an employment history.

Links to Training Courses

Partners in Care

<http://www.picbdp.co.uk/training>

Development opportunities for people who work with children and adults in Bournemouth and Poole

www.pooleworkforcedevelopment.co.uk

Bournemouth Borough Council Learning Development Team
learningdevSCTeam@bournemouth.gov.uk

Link to DBS Checks Guidance

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

5. Medication and Issues Related to the Health of a Client

Most clients will be responsible for their own medication administration but may need some assistance, such as a reminder. However, you must be clear at the commencement of the service with a client if you will assist them with taking medicines in any way.

If a client needs support to take a medicine then you should ensure your staff are suitably trained in the administration of medicines. You will need to make sure that you and/or your staff know what the medicine is for, when it should be taken and what dosage should be given, how it should be stored and how to record the administration of the medication. Safe custody of medicines, including Controlled Drugs, must be maintained in accordance with current legislation and guidance (Medicines Act 1968 from Royal Pharmaceutical Society, Misuse of Drugs Act 1971, 1973, 1985).

Where applicable, there is clear guidance and training around emergency medication. Medication training is available through Bournemouth Borough Council and Borough of Poole. See previous 'Links to Training Courses'.

You and your staff will also need to know what to do in an emergency and who to contact. Patient Advice and Liaison Service (PALS) grab sheet for use in an emergency is available through the link below.

Links to Guidance

PALS

<https://www.poole.nhs.uk/contact-us/patient-advice-service-pals.aspx>

Royal Pharmaceutical Society of Great Britain – The Handling of Medicines in Social Care

<https://www.rpharms.com/Portals/0/RPS%20document%20library/Open%20access/Support/toolkit/handling-medicines-socialcare-guidance.pdf?ver=2016-11-17-142751-643>

6. Protection

Clients who use your service must be protected from abuse, or the risk of abuse, either physical, psychological, sexual or financial, through discrimination or neglect. Their human rights should be respected and upheld at all times.

If it is suspected that abuse has occurred or is at risk of occurring, the appropriate authorities must be informed. Records of any incidents will need to be produced.

All staff must be aware what actions need to be taken.

Safeguarding Training

It is strongly recommended that all staff attend safeguarding training so that they are able to recognise and respond to incidents, risks or allegations of abuse and take appropriate action.

Links to Information and Contacts for Safeguarding Training

Partners In Care

<http://www.picbdp.co.uk/>

[Also refer to training at section 4](#)

Borough of Poole Helpdesk: Tel. 01202 633902

E-mail sshelpdesk@poole.gov.uk.

Bournemouth Borough Council Helpdesk: Tel. 01202 454979

caredirect@bournemouth.gov.uk

Out of Hours Service for Bournemouth Borough Council and Borough of Poole: Tel. 01202 657279 5pm-8.40am Monday to Thursday and 4pm-8.40am Friday to Monday including Bank Holidays.

7. Record Keeping and Confidentiality

Clients' records should be held securely, especially if they contain sensitive information or personal details such as address, contact details and medical information.

Clients can request to see any information that you may have that refers to them. If you need to share any information with another person or service you must first have your clients' understanding and permission to do so. A written agreement is a good way to record that you have permission.

You will need to follow the guidelines under the Data Protection Act 1998 and the Freedom of Information Act 2005. This is a legal requirement.

You should keep a daily register of clients, what activities they are undertaking and who is supporting them. You must record who you need to contact in an emergency.

You should keep a record of:

- Details of any changes in the client's circumstances, health, physical condition and care needs.
- Any accident to a client or staff member.
- Any other untoward incidents.
- Any correspondence relating to a client.
- All assessments, support plans, risk assessments and reviews.

Links to Data Protection and Freedom of Information

Data Protection

<https://www.gov.uk/data-protection>

General Data Protection Regulation (GDPR)

<https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>

Government citizens and rights-Freedom of Information

http://www.direct.gov.uk/en/Governmentcitizensandrights/Yourrightsandresponsibilities/DG_4003239

8. Quality Assurance

A complaints procedure will inform the client or their family how to compliment or make a complaint about your service. This information should be made available to the client at the commencement of the service.

You should have in place appropriate systems for gathering, recording and evaluating information about the quality and safety of your service. For example:

- The success of your service in meeting the outcomes/expectations of your clients.
- Where improvements can be made.
- How complaints and compliments reflect the quality of your service.
- Review of policies and procedures in light of lessons learnt.
- How you have kept up-to-date with changes in legislation, best practice and specialist guidance.
- Gathering feedback from clients, families and stakeholders.

Positive feedback around the quality of your service can be a good marketing tool to record that customers are receiving a service that they want, that meets their expectations and that they consider to be value for money.

People First Forum use Quality Checkers in order to check that services are performing well and supporting people with learning disabilities by using their own experiences. A fair and non-judgemental report is collated detailing what went well and what could be better. You may find it useful to commission this service. It is seen as best practice and a transparent way of making sure that people with learning disabilities have a real say in services.

Link to Support

People First Forum

Telephone 01202 746040

People First Forum Quality Checkers

<http://www.pooleforum.co.uk/page25.html>

9. Fees and Payments

As a client is responsible for paying for the cost of services, you should provide an invoice and receipt of payment to the client or persons acting on their behalf.

You should consider advising the client of your usual terms of business and include the following:

- What the service will provide for the fee paid.
- Tasks that will be undertaken by the service, e.g. assistance with medication and tasks that are optional.
- When and how clients can make payments and the payments process.
- Payment methods which are accessible to all or offer a choice of payment methods.
- When you and or the support worker is unable to fulfil the agreement through illness or injury, the arrangements in place to refund fees already paid for the service.
- Accessible terms and conditions for the service in plain English to include notice of cancellation if either the client does not require, or you are unable to provide, the service.

Any notice period required to end the agreement is made clear in writing at the commencement of the service.

Link to Support for Direct Payments Advice Service

Borough of Poole Direct Payments Advice Service

<http://archive.poole.gov.uk/health-and-social-care/help-for-adults/direct-payments-advice-service/>

Telephone 01202 261133

Email dpadviceservice@poole.gov.uk

Bournemouth Borough Council Direct Payments Advice Service

<https://www.bournemouth.gov.uk/AdultSocialCare/PayingforAdultSocialCare/direct-payments.aspx>

10. Transport.

If staff use their own car to transport clients, they must have a valid driving licence, current insurance and proof that the vehicle is roadworthy. The car insurance must include use for business purposes or whichever category the insurance company requires. Should the support worker need to drive the client's car then appropriate insurance will need to be in place.

Link to Motability Scheme

<http://www.motability.co.uk/>

Other Useful Links and information

Bournemouth, Dorset and Poole Social Services
Out of Hours Team
Adult Social Services
Crown Buildings
Poole
Dorset
BH15 2RU

01202 657279

Operated seven days a week 17:00 to 08:40 Monday–Thursday and from 16:00 Friday to 08:40 Monday

Data Protection Act 1998
<https://www.gov.uk/data-protection>

Dorset Advocacy
<http://www.dorsetadvocacy.co.uk/>

People First Dorset
<http://peoplefirstdorset.org.uk/home-page-2-15>

Foundation for People with Learning Disabilities
<http://www.learningdisabilities.org.uk/>

Mental Capacity Act (MCA)
<https://www.gov.uk/search?q=mental+capacity+act>

Motability - Operates a scheme to provide vehicles, wheelchairs and powered scooters to disabled people in the UK
<http://www.motability.co.uk/>

Person Centred Planning
<http://www.understandingindividualneeds.com/page.php?identity=pcp>
http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_115175

Reach Standards
<http://qualitycheckers.org.uk/about-aqc/quality-checking-tools/the-reach-standards>

Contact Information

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A copy of this document can be found on Borough of Poole website, Poole Learning Disability Partnership Board web page.

www.poole.gov.uk/ldpb