

## NORTH LANARKSHIRE COUNCIL

## REPORT

TO: Social Work Committee	Subject: Review of Day Services for Older People
FROM: Jim Dickie Director of Social Work	
DATE OF COMMITTEE: 6 June 2000.	
REPORT AUTHOR: Jim Nisbet, Principal Officer, Community Care	
REF: JD/JN/HS	

**1. PURPOSE OF REPORT**

- 1.1 The purpose of this report is to advise Committee of an in-house review of day care services for older people carried out recently by the Social Work Department.
- 1.2 The review considered all day care services provided by the Social Work Department for older people, including directly provided services and services purchased from the independent sector.

**2. BACKGROUND**

- 2.1 The development of day care for older people in North Lanarkshire mirrors that in other authorities in Scotland. Within the predecessor authority, development was largely opportunistic and patchy, reliant on temporary funding mechanisms and often supported by voluntary or community groups.
- 2.2 Service provision today generally reflects the inherited position with one or two notable high quality improvements. However, there has been a need for a strategic overview of day care and the review of current services presents that overview.
- 2.3 There is currently a total of 314 day care places provided by the Social Work Department across the Council. The breakdown of directly provided services and services purchased from the independent sector is outlined in Appendix 1.

**3. THE REVIEW PROCESS**

- 3.1 All local authority services were reviewed, together with four significant providers in the voluntary sector and the one private sector provider contracted to provide such a service.

- 3.2 The review included visits to centres, assessment profiles of service users, scrutiny of records, care programmes and daily activity programmes. Consultation with staff, service users and carers was another important feature of the review.
- 3.3 The review process used as a benchmark a basic social work principle of service specification based on assessment of need, proper care planning and regular review.

#### **4. FINDINGS**

- 4.1 Day care makes a valuable contribution to meeting the social care needs of older people. It is valued by clients and is seen as an important resource when community care packages are being constructed.
- 4.2 For the majority of clients, the service is largely social and recreational in nature. The service to these clients relieves social isolation and loneliness may assist in monitoring levels of vulnerability and could be seen as preventative.
- 4.3 Social isolation and loneliness featured strongly as significant debilitating factors in the care needs of older people during a recent consultation exercise with a large number of local elderly people. Those consulted - represent a wide cross section of older people in North Lanarkshire - identified day care as one of the most important services provided to older people by social work.
- 4.4 Around one third of attenders receive planned programmes of care to meet the need for care and support or respite or to contribute to alternatives to institutional care.
- 4.5 Given the development of day care services, outlined in a previous section of this report, it is not surprising that the service lacks clear definition, proper eligibility criteria, consistent service standards and opening times, or staffing/grading consistency.
- 4.6 Day care plays a significant role in supporting carers in particular by providing periods of respite from what can often be a challenging role. Carers of older people are often elderly themselves and in many cases their ability to cope can be compromised by their own health difficulties, by stress and by lack of appropriate support. Consultation with carers of older people suggests that respite care, both in residential settings and for periods of day care, are crucial support services which enhance carers' ability to cope with the task.

#### **5. GUIDING PRINCIPLES**

- 5.1 It is proposed that the following definition of day care is adopted -

*Day care is a flexible and adaptable form of support provided outwith a persons own home and in a group context, for set periods of time, which enables vulnerable older people to remain independently in the community for as long as is realistically possible.*

- 5.2 The following criteria should be used to asses eligibility for day care services, with a combination of the undernoted features in evidence -
- *an older person who is isolated and lonely, has personal care needs and is failing in such a way as to create concern about safety and ability to retain independence*
  - *where there is marked erosion of basic living skills in relation to personal care, hygiene, organising and preparing food*
  - *vulnerable older people needing support where they are considered to be at risk due to social isolation or family stress*
  - *older people who require a period of support following illness, injury, bereavement, separation or other trauma which has affected the older person's mental health, has left them disorientated or has significantly increased the need for support such that they may otherwise require admission to a residential care setting*
  - *older people whose primary carers are relatives, friends or neighbours, and those carers who require support and respite in order to continue their caring role.*
- 5.3 It is proposed that the council should continue to be significant providers of day care services. All departmentally provided services should have consistent staff and grading levels, similar opening times and should be subject to the same procedures for referral, assessment, care planning and review.
- 5.4 Day care services located in residential homes should be phased out where they are not discrete and clearly separated from the residential part of the facility. It is expected that changes in registration and inspection, due to be implemented in April, 2001, will discourage provision of day care services provided in residential units. Any phasing out of day care services located in residential homes will of course require to be the subject of consultation and negotiation with users, carers staff and the Trade Unions.
- 5.5 Where the Council purchases service from the independent sector, eligibility criteria standards, operational procedures and facilities available should be consistent with that expected in local authority establishments.

- 5.6 There should be a minimum of one in house standalone day centre of at least twenty places serving each of the six large towns in the authority. Such centres should concentrate on providing planned programmes of care, including respite for carers for vulnerable clients as defined in section 5.2 of this report. Where it is not immediately feasible or practicable to offer this level of provision, adjacent communities may share a larger resource as an interim measure.
- 5.7 The provision and further development of social and recreational day care is considered to be much valued by older people. It is therefore proposed that such development should be encouraged with a view to providing one social/recreational day centre in each of the six larger communities of North Lanarkshire. Some such services presently exist, provided by voluntary organisations with financial support from the Social Work Department but there are gaps in some areas and these could be filled by the development of existing lunch club facilities or by more imaginative use of communal facilities in sheltered housing developments.
- 5.8 Given a proposal for two different types of day care service - one with planned programmes of care and the other largely social and recreational - it is suggested that different staffing levels and grades would apply to each type of service. A more detailed report on staffing levels and grades for day centres will be presented to a future Committee after consultation with trade union representatives.

## **6. PRESENT POSITION AND FUTURE PLANS**

- 6.1 Four of the six major townships within the authority have in house day care services for older people. All four can adapt to provide planned programmes of care as described in section 5.6 of this report.
- 6.2 Motherwell and Bellshill townships have no in house day care services at this time. Services for clients from Motherwell are purchased from the independent sector and the Sir John Mann Home (presently vacant) in Bellshill is being renovated with a view to providing day care services. It is suggested that the future Committee report described at section 5.8 also considers the situation in Motherwell and Bellshill and provides firm recommendations as to future provision to these areas.
- 6.3 Three of the six townships in North Lanarkshire have significant voluntary sector (social and recreational) day care provision. It is hoped that development can be encouraged within the voluntary sector in the other three areas (Coatbridge, Airdrie and Motherwell) or that lunch clubs/sheltered housing communal facilities can be developed as volunteer led social and recreational day care provision in these areas.

7. CONCLUSION

7.1 It is recommended that Committee -

- (i) note the content of this report;
- (ii) approve the principles and approach contained in the report;
- (iii) seek further reports from the Director of Social Work in due course.



**JIM DICKIE,  
DIRECTOR OF SOCIAL WORK  
30 MAY 2000.**

(For further information contact Jim Nisbet, Principal Officer, Community Care - Telephone 01698 332031)

CommCare/Operations/Jim/Reports/CmtRepRDSOP3.lwp

**APPENDIX 1**

**Review of Day Services for Older People**  
**Outline of Provision of Day care Places in North Lanarkshire Council**

<u>Name</u>	<u>Sector</u>	<u>Total No. Places</u>	<u>No. of Days</u>
Alexander Resource Centre, Coatbridge	NLC	40	5
Antonine Day Centre, Cumbernauld	NLC	42	7
Burngreen Lodge Day Centre, Kilsyth	NLC	8	4
Craigneuk Day Centre, Wishaw	NLC	35	5
Harry Walker Day Day Centre, Airdrie	NLC	35	5
East Stewart Day Centre, Coatbridge	NLC	15	6
Monklands Day Care, Plains, Airdrie	NLC	7	6
Bonkle Day Care, Wishaw	V	37	4 ½
CACE, Cumbernauld	V	40	1
UTHEO, Bellshill	V	19	5
Alzheimer Scotland	V	20	3
Orbiston Day Care , Motherwell	P	16	6

**TOTAL PROVISION****314****KEY:**

NLC	-	Provided by North Lanarkshire Council	182 places
V	-	Provided by Voluntary Sector	116 places
P	-	Provided by Private Sector	16 places