

**SUBJECT: IMPLEMENTATION OF THE MY DAY, MY LIFE REVIEW
RECOMMENDATIONS**

MEETING: PEOPLE SCRUTINY COMMITTEE

DATE: 18th July 2023

DIVISION/WARDS AFFECTED: ALL

1. PURPOSE:

To present the findings of the My Day My Life Service review, the public feedback received and the implementation plan for consideration by the People Scrutiny Committee.

2. RECOMMENDATIONS:

That the People Scrutiny Committee considers the findings of the Practice Solution's review, the review recommendations, public feedback received and the implementation plan, and offers views to the Executive.

That the People Scrutiny Committee notes that it is the Cabinet Member's intention to recommend to Cabinet that the recommendations from the Practice Solution review report should be accepted in full.

3. BACKGROUND:

- 3.1 My Day, My Life is a strength-based approach which enables people with a learning disability to develop and pursue their individual aspirations within every day, community settings supported by their own networks. This approach has been in place since 2014. It has resulted in a move away from traditional buildings-based only day service to more bespoke individual opportunities, with a mix of support within the community and within My Day My Life buildings.
- 3.2 The onset of the Covid-19 pandemic led to the temporary closure of all My Day, My Life hub buildings and the service moved to a fully flexible, person focused and community-based support service. As we came out of the pandemic, a reduction in the number of people receiving support and surplus staffing levels in the north and central areas meant there was a need to review the service and determine its future direction of travel.
- 3.3 A review was undertaken between November 2022 - March 2023 by Practice Solutions Ltd, an independent organisation with experience and expertise in services for people with learning disabilities. An independent review was chosen to provide an impartial assessment and to maximise the engagement of people using the service. The review is grounded in the key principles of voice and control, prevention and early intervention, well-being and co-production set out by the Social Services and Well-being (Wales) Act 2014. The final review

report was produced in March 2023. It contains recommendations to the council for the future for the My Day My Life service and how it should be delivered (See Appendix 1).

- 3.4 In accordance with the Social Services and Well-being (Wales) Act 2014, any person with a care and support need has a right to an assessment based on their need and the assessment undertaken should be proportionate to the request and/or the presenting need. Assessments are the mechanism by which people receive appropriate care and support based on their identified needs and their personal outcomes. People eligible for support from the My Day My Day service will each have had an assessment to identify the most appropriate approach to address their individual circumstances.
- 3.5 When the review began there was 11 people in the north of the county and 11 in the central of the county eligible to receive My Day My Life services, following an assessment of need,
- 3.6 The My Day My Life service in the south is delivered via a contract with Mencap. A review of the service is planned from September 2023. It will be undertaken by SCH officers in the Commissioning Team and the Community Learning Disability Team.

4. THE VISION FOR THE FUTURE OF MY DAY MY LIFE

4.1 The review recommendations have allowed us to develop an initial future vision for the development of MDML, which will be shaped on the way through the direct involvement of people who use the service.

Vision for the future

- 4.2 The future service will be a mix of community-based activity together with access to a MDML 'home base' one in Monmouth and one in Abergavenny. People will be supported to take part in a range of opportunities and activities which are designed around their own interests. Making and maintaining friendships and social connections will be a central tenet.
- 4.3 The review report concludes the service needs to return to its core My Day My Life principles, restoring the positive aspects of the service and positively responding to the concern raised amongst participants, families, and colleagues as part of the review. This will be achieved through the steps set out in the implementation plan (Appendix 3). The My Day My Life principles as shown below will be at the core of the service.
- 4.4 We will re-invigorate and refocus the service, so it focuses upon supporting people to take part in community activities and is genuinely more person-centred. We will expand opportunities available to people with learning disabilities and support their participation in meaningful activities centred around personal goals and development.



There will be opportunities for individuals to experience a fulfilled life by joining in community activity. Decisions will be citizen-led.

This is about real participation in activity, not observing or low level access such as talking to someone. This is about becoming a genuine and active participant in life with the ability to make a contribution.

Wherever possible, people are supported into mainstream, rather than disability specific opportunities within the community.

People are offered individual and bespoke support to access opportunities. This is about working with people's strengths not needs.

People are encouraged to develop in the activities in which they participate and become increasingly independent.

There will be active and continuous engagement with the people who love and care for the individual most.

Serious effort will be invested to guarantee a significant community response.

- 4.5 We will support people to take part in opportunities either on a 1:1 basis or as part of a group of My Day My Life service recipients, depending on their needs and aspirations. Individual opportunities could include going to the gym, visiting the cinema, attending community classes or groups. Group activities will be arranged such as, attending Growing Spaces, Touch Trust sessions and other group activities.
- 4.6 There will be a My Day My Life base in both Monmouth and Abergavenny which will be a space for both the people receiving support and colleagues working in the service.
- 4.7 The bases will offer a dedicated space for people receiving My Day My Life, with facilities appropriate to their needs including accessible toilets and changing beds. The bases will be used to hold group activities or events such as sensory sessions, social groups, or coffee mornings etc. In addition to the service bases and the activities offered within them, people will continue to take part in community/mainstream activities, in other community buildings, as they chose within their local area.

- 4.8 The bases will be used in a fluid way to respond to the needs and aspirations of the people supported. Some days the bases may have people in them and other days not, depending on what people have planned for their day. The bases will be a safe space where people using the service can go when their planned community activities change, or circumstances prevent them from taking part as previously planned. Most people are supported to take part in community opportunities by a My Day My Life support worker who would be able to support them in the bases when the need arises.
- 4.9 A key message within the review report from those receiving the service and their families was the importance of having a base/space which was safe and “felt like home”. The service bases will be safe and a “home”.
- 4.10 Colleagues of the My Day My Life service have found the last 3 years challenging with the provision of only a community-based service. The future service bases will offer a base for the My Day My Life teams, somewhere where records and IT equipment will be located, and colleagues can congregate when appropriate. Colleagues will still spend a large proportion of their working time in the community supporting people in their various pursuits but will have the comfort and confidence of a building base.

5. CURRENT ARRANGEMENTS

- 5.1 People have continued to receive My Day My Life services since the temporary closure of the buildings in 2020 and while the review has been undertaken. People are taking part in a variety of individual and group activities. Appendix 4 provides an overview of the type of activities people receiving the service are doing and a selection of individual pen pictures are shown in Appendix 5. As we move forward with the implementation plan there is scope to further enhance and expand the community opportunities available.
- 5.2 The review identified areas which needed attention before a formal decision could be sought for implementation of the recommendations including:
- greater social contact with friends/groups
 - increased access to community activities
 - access to buildings and appropriate toilet facilities
 - service documentation and access to IT

In response we have put in place some interim arrangements as detailed below.

- 5.3 The service has increased the number of group and social contact opportunities it provides. In addition to current weekly group activities, we are planning social get togethers/activities in the coming weeks such as a weekly evening social group.
- 5.4 People and My Day My Life colleagues are accessing a range of community buildings and people are taking part in activities in various community locations in Monmouth and Abergavenny, including Abergavenny and Monmouth leisure centre, Bridges Community Centre, Mardy Park, The Melville Theatre and Danceblast studios.

5.5 People and colleagues can call in to both Monnow Vale Health and Social facility and Mardy Park should they need a base or a place to go when plans change. IT equipment and service documentation is within the buildings. They have access to accessible toilet facilities in all the buildings listed above and specialist changing bed facilities are available to them at Abergavenny and Monmouth Leisure Centres and Bridges Centre in Monmouth.

6. KEY ISSUES – THE REVIEW

Methodology

- 6.1 The review provides a comprehensive assessment of the current service and sets out a vision for its future direction with recommendations for the future. A copy of the full report is attached to this report as Appendix 1.
- 6.2 The review's focus was on seeking the views of people who receive My Day My Life and their families about what they like about the service and what they think could be done better. The review is rooted in co-producing with the people who receive the service a set of recommendations for the future operation of the service.
- 6.3 Participants invited to take part in the review were people and families currently receiving the service, young people who may use the service in the future, people previously joined in My Day My Life activities/buildings, colleagues from the service team, wider SCH officers and community organisations. Total participants are listed below:
- 22 people receiving the service.
 - 6 young people who may use the service in the future.
 - 12 people who used to join in some My Day My Life activities though not formally receiving the service.
 - 22 My Day My Life colleagues.
- 6.4 The overall participation level from all people (excluding colleagues) was 57%. All 40 people were contacted directly by the reviewers and 23 chose to take part in the review.
- 6.5 The reviewers used a variety of methods to engage with potential participants including telephone calls, easy read letters, surveys and other materials, workshops using visual aids and creative forms of expression, and individual meetings:
- 15/22 (68%) of the people receiving My Day My Life services participated in the review.
 - 33% of young people who may use the service in the future were represented by family members and participated in the review.
 - 33% of people who used to join in activities at My Day My Life centres completed surveys.
 - 17 out of the 19 My Day My Life colleagues took part in the review. (89%).
- 6.6 All participants contributed to producing and agreeing the final report. People were invited to offer their comments on the draft recommendations, which were then finalised within the final report. A copy of the final report was shared with all people receiving the service.

Review Conclusions

- 6.7 The report concludes that when the council initially moved away from providing traditional day services, it was challenging for both staff, participants and families. However, it stated everyone responded well to the challenges involved and with positive results. People spoke about a time when the My Day My Life service was offering a good variety of individual and group activities and support; individuals had moved towards greater independence.
- 6.8 It goes on to state that over time and especially with the impact of Covid-19, the service drifted away from its original principles. It found a lot of concern amongst participants, families and employees, as well as uncertainty and a lack of clear direction. People and their families have been affected badly by the drift and the ongoing closure of buildings. All this is partly a consequence of the need to find ways of responding to unprecedented change for people, communities, and public services such as local authorities.
- 6.9 The reviewers state the council will need to take steps that will restore and develop the positive aspects of the My Day My Life service. This will require a commitment to making timely plans and decisions, providing positive leadership and implementing practical changes. The programme of reform should be developed in full partnership with people receiving the service, their families, staff and stakeholders.
- 6.10 The new service model must fit within a wider strategic offer for people with learning disabilities in Monmouthshire, which focuses upon supporting people to take part in community activities and helping services to become genuinely more person-centred.
- 6.11 The evidence from the review is that a return to the core My Day My Life principles would win widespread support and make a major contribution to improving the opportunities available to people with learning disabilities and support their participation in meaningful activities centred around personal goals and development.

Review Recommendations

- 6.12 The report makes 10 recommendations for the future development of the service which are listed below, more detailed information is available in Appendix 1:
1. The council will need to take steps to restore and develop the positive aspects of the My Day My Life service.
 2. The My Day My Life service should return to the principles it set out at the start.
 3. The council should consider the range of opportunities and activities that will be made available to participants in the service.
 4. The service should adopt more flexible working hours.
 5. The service needs to have stable, compassionate and person-centred leadership.
 6. The programme will have a clear process to document what is happening.
 7. The service should have safe and accessible buildings.
 8. People and families should be meaningfully involved in making changes.
 9. Monmouthshire should think about all learning disability services.
 10. There should be a map of all the services in Monmouthshire.

7. PUBLIC CONSULTATION

- 7.1 The review report was published on the Council website, inviting comments from the public between 6th – 28th April 2023 via an online questionnaire and an easy read PDF version.
- 7.2 In total 24 responses were received to the online public consultation; no easy read returns were received. A full analysis of the responses is set out within Appendix 2.
- 7.3 The public consultation respondents self-identified as follows:
- 50% of respondents were members of the public,
 - 17% family members of people who have, currently use or may use the service in the future,
 - 13% are previous employees,
 - 8% are people who have joined in on My Day, My Life Activities previously,
 - 4% are people who currently use My Day, My Life services,
 - 4% are people who may use the service in the future.
- 7.4 There was overall support for the recommendations:
- between 88% - 96% of respondents either agreeing or somewhat agreeing with each of the 10 recommendations.
 - 3 recommendations received no disagree or somewhat disagree responses.
 - 7 recommendations received between 4% - 8% responses which either disagreed or somewhat disagreed.
- 7.5 Respondents were also able to provide narrative comments and more general feedback. Appendix 2 provides a summary of the questionnaire responses and feedback received. The narrative comments have been collated into themes, which are listed below:
- A variety of activities needs for people; a mix between community and hub- based activities.
 - Tudor Street should be re-opened.
 - The need for accessible community buildings for the wider population.
 - People with learning disabilities need time with friends.
 - The need for skills training including independence and work skills.
 - The need to provide appropriate support and buildings for people with complex learning disabilities.
 - The need for My Day My Life to have a centre/base.
 - The need for appropriately skilled staff and managers.
 - The need to involve people who receive services and their families in planning and developing the service.
 - The need for better accessibility of all Monmouthshire buildings.
 - More support for carers.

8. IMPLEMENTING THE RECOMMENDATIONS

- 8.1 A comprehensive implementation plan has been developed in response to the recommendations.

- 8.2 The 10 recommendations are both wide ranging and detailed, implementing these will require significant effort and time. A key message within the report is the need for the Council to ensure that the future service is developed in a co-produced way with the people who receive it, with meaningful and active involvement.
- 8.3 A proposed implementation plan has been produced (a summary of which is in Appendix 3) which sets out in detail the actions and timescales for the delivery of the recommendations. Subject to approval the next step will be to engage with people receiving the service, their families, My Day My Life colleagues and community organisations to work together to begin the implementation. The estimated timescale for completing the implementation of the recommendations is March 2024.

Future service buildings

- 8.4 Recommendation 7 is the service should have safe and accessible buildings. This is a significant aspect; preparatory work has begun to scope out the criteria for the future service buildings and identify potential sites/buildings in advance of a cabinet decision.
- 8.5 The review report contains feedback from people receiving the service, their families, colleagues and others setting out what is wanted from a future building/service hub. This feedback has been used to develop a provisional set of criteria, which will be shared and finalised with key stakeholders, especially those using the service through the implementation involvement process.
- 8.6 During the review, participants suggested a number of community buildings which might be suitable to host future service bases. This list of bases has been brought together with other potential buildings. An initial assessment has been undertaken by officers from the Council's Estates and SCH departments to compile a short list of potential properties. An initial options appraisal and feasibility assessment has been undertaken (Appendix 6)
- 8.7 The 1st and 2nd stage feasibility assessments have identified a short list of 3 buildings in both Abergavenny and Monmouth which are the strongest options for a future service base in each of the locations. We are awaiting confirmation from all the buildings not owned by MCC that suitable space can be made available and the likely costs. The shortlist is shown below:

Abergavenny:

- Abergavenny Community Centre
- Melville Theatre
- Tudor Street

Monmouth:

- Bridges Centre
- Monnowvale Health and Social Care facility
- Overmonnow Family Learning Centre

- 8.8 The next stage is to seek the views of people receiving the service, their families and My Day My Life colleagues on the short list and arrive at the best possible option for a service base in both Monmouth and Abergavenny. An initial workshop is planned with people and families in August to undertake this.
- 8.9 The service bases will offer a sense of belonging for people and the team as well as an environment where activities and opportunities can be held. The bases will always be in addition to people joining in community activities in other community buildings and locations.

9. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):

- 9.1 An Integrated Impact Assessment has been undertaken and is attached as Appendix 7.
- 9.2 A summary from Section 8 of the Integrated Impact Assessment identifying the significant positive and negative impacts is detailed below.

Positive Impact

The independent review recommendations and the implementation plan will enable us to build and strengthen the service for the future. The review has been produced with full collaboration with stakeholders including people receiving the service and their families. Participation levels were high and included those with the most complex of needs. The equality, diversity and inclusion needs of people was understood as part of the review and informed the development of the recommendations for the future of the service. The review was based on the established values and principles of My Day, My Life to enable people with a learning disability to develop and pursue their individual aspirations within every day, community settings supported by their own networks. The recommendations for the future will support in the creation of connected, prosperous and resilient communities, whilst ensuring collaborative and inclusive practice.

Negative Impacts

It is possible that the implementation of some of the recommendations may create anxiety and uncertainty for people receiving the service, their families and the staff team due to it signalling change. The recommendations developing a more flexible service which may have an impact on the size and terms of conditions of the current establishment include also may identify the need for a smaller or different staff team, which could impact on the primarily female staffing team.

10. EVALUATION CRITERIA

- 10.1 The implementation of the review recommendation will be evaluated in the following ways:
- Progress against the implementation plan and timescales - reports to SCH DMT at 3 and 6 months.
 - Evaluation of progress after 12 months.

10.2 The following evaluation criteria will used:

- People receiving the service and their families have been participants in co-producing the implementation plan.
- People receiving the service have opportunities to experience a fulfilled life by joining in community activities and opportunities.
- People receiving the service have a service base which feels like home and to which they belong.
- People have greater participation in their community and wherever possible, people are supported into mainstream, rather than disability specific opportunities within the community. A genuine and active participant in life with the ability to make a contribution.
- A new service is in place which is flexible and meets people's needs with an appropriate staffing structure.
- The principles of My Day My Life have been re-embedded and people are receiving a person-centred support.

11. REASONS:

- 11.1 The review provides a comprehensive assessment of the current service and sets out a vision for its future direction with recommendations for how this can be achieved.
- 11.2 The development of the My Day Life service as set out in the recommendations will ensure that the service returns to its core My Day My Life principles, restores the positive aspects of the service which were in place previously and positively responds to the concern amongst participants, families, and employees.
- 11.3 A re-invigorated and refocussed service is needed which focuses on supporting people to take part in community activities and helping services to become genuinely more person-centred. This will improve the opportunities people with learning disabilities have and their participation in meaningful activities centred around personal goals and development.
- 11.4 Implementation of the recommendations will result in a modernised service which has the right ethos and values, is fit for the future, and delivers high quality support.

12. RESOURCE IMPLICATIONS:

- 12.1 The majority of the costs associated with the implementation of the recommendation will be met from within the My Day My Life service budget, with the potential exception of:
- Any capital costs relating to works required to ensure the future service bases are accessible and fit for purpose.
 - Potential redundancy costs arising from the redesign and restructure.

13. CONSULTEES:

Jane Rodgers - Chief Officer, Social Care & Health
Jenny Jenkins – Head of Adult Services
Nicholas Keyse - Acting Head of Landlord Services

14. BACKGROUND PAPERS:

- Appendix 1 Practice Solutions Review of My Day My Life Report
- Appendix 2 Summary of Public Consultation
- Appendix 3 Implementation Plan Summary
- Appendix 4 Weekly Activities
- Appendix 5 Pen Pictures
- Appendix 6 Buildings Feasibility Report
- Appendix 7 Integrated Impact Assessment

AUTHOR:

Ceri York Service Manager Commissioning and Disability Services Manager

CONTACT DETAILS:

Tel:

E-mail: ceriyork@monmouthshire.gov.uk