

**CITY OF CARDIFF COUNCIL DAY OPPORTUNITIES STRATEGY**

**REPORT OF DIRECTOR OF COMMUNITIES, HOUSING &  
CUSTOMER SERVICES**

**AGENDA ITEM: 8**

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**PORTFOLIO: HEALTH, HOUSING & WELLBEING (COUNCILLOR SUSAN  
ELSMORE)**

**Reason for this Report**

1. To agree in principle to the approach to Day Opportunities in Cardiff.
2. To agree for consultation to take place on the proposed Day Opportunities Strategy

**Background**

3. The City of Cardiff Council's Corporate Plan 2015-17 has set out 'Supporting People in Vulnerable Situations' as a key priority, along with the aim that 'People in Cardiff are supported to live independently'. These priorities have framed the basis for the new proposed Day Opportunities Strategy.
4. Currently the strategy for the provision and delivery of services for older people is set out in the City of Cardiff Council Older People's Strategy 2014-2017. That Strategy outlines what the City of Cardiff has to achieve to meet the needs and outcomes of older people with social care needs living in Cardiff.
5. The Social Services Well-being (Wales) Act 2014 creates a new legal system for social services which will be implemented from April 2016. The new act aims to address a number of challenges faced by public services in Wales, including demographic changes, increased expectations from those who access care and support, as well as continuing hard economic realities. The act will promote equality, improve the quality of services and enhance access to the provision of information that people receive. It will also encourage a renewed focus on prevention and early intervention.
6. The population in Cardiff is expected to grow (and age) substantially over the next 15 years. The latest projections predict that total population over 85 will increase by 12% in the next 5 years, and 48% in the next 15

years. Numbers of people in Cardiff with dementia is projected to rise by 10% in the next 5 years and 43% in the next 15. It is important that any new strategy not only meets the current demand, but is flexible to be fit for purpose over the medium and longer term.

7. The expectations of this growing population are also changing. New and future service users rightly expect more choice, and better quality and control over the support they receive. It is this that informed the budget consultation in 2014, where the council asked a series of questions on day services for older people. It is on the basis of the subsequent feedback that the new model has been built.
8. It is important that we meet individuals' and carers' needs through working with partners and the community to efficiently achieve the best outcomes for older people.

### **Day Opportunities Strategy**

9. The aim of the City of Cardiff Council's Day Opportunities Strategy is to prevent social isolation and enable older people to achieve their chosen outcomes based on individual level of need by:
  - o Providing information, advice and assistance to encourage independent access to social activities and engagement opportunities
  - o Providing assistance to those who need it to access community services and activity through targeted intervention and support
  - o Supporting the most vulnerable through high quality specialist day services
10. The proposed new Day Opportunities Strategy can be found at appendix A to this report.
11. The strategy sets the foundations for a more locality based approach to service delivery for social care services in the future. The overall objective is to integrate both Council and partner services more effectively to improve outcomes and reduce service duplication, which is essential at a time of increasing demand and reducing financial resources.
12. The suggested changes to current council service delivery can be achieved within existing day opportunity revenue budgets.

### **Day Centres**

13. Based on extensive research into current and projected future demands, and on the approaches taken by other local authorities (in addition to taking into account previous consultation), the proposal is for continued investment in a building-based approach for those with high needs only.

14. The investment will be in three day centres, to include a specialist dementia centre and two centres to support individuals with high care and support needs.
15. Phase 1 proposes the use of existing buildings: the location of the Dementia Centre at Grand Avenue, Ely; and two High/Complex Needs Centres at Minehead Road, Llanrumney and Pwllmelin Road, Fairwater. Phase 2 will incorporate the development of the existing or a new purpose-built building facility to meet current and future demand.
16. The Dementia Centre will cater for all specialist dementia support, including current commissioned day centre provision, from one site and will look to work jointly with Health and other partners with a view to a future co-located Health and local authority Dementia Centre.
17. The proposal for High/Complex Needs Centres is subject to further consultation and research in order to better understand reablement and prevention outcomes for older people in terms of delivery from a building-based approach.

### **Meals on Wheels**

18. This is a discretionary service and the previous proposal looked to cease the council's delivery of Meals on Wheels; however, after further investigations and analysis, and importantly after listening to the customers who already benefit from this service, it is proposed to retain and expand the service.
19. Clients who currently use the Meals on Wheels service have an identified eligible need. For some if the current service was removed their needs would still require to be met in other ways. Analysis of the impact of service removal has identified that alternative options would incur additional costs to the council and would be higher than the subsidy required to continue the existing service.
20. Therefore, it is proposed to expand the service through increasing uptake via rebranding, greater awareness and marketing on a cost recovery basis. This includes a review of pricing to determine the level that delivers a financially sustainable model encompassing any required capital investment.
21. Currently the service cost is £2.90 per meal and 60p per dessert. The proposal is to consult on a price of £3.90 per meal and 60p per dessert, and to explore the options of providing a cold evening meal or sandwich for those who wish to receive this.

### **Luncheon Clubs**

22. Luncheon clubs play an important role in addressing social isolation and ensuring that individuals receive a hot nutritious meal. There are currently 30 luncheon clubs known to the council that operate in Cardiff; of these, 3 operate from council owned buildings and 2 receive additional council funding.

23. It is proposed that the council helps all community groups to become self sustaining and that current funding is removed over future years to be reinvested into the recreation of a Day Opportunities Team.

### **Day Opportunities Team**

24. It is proposed that a Day Opportunities Team (DOT) is created that will support individuals in accessing community facilities. The team will provide targeted support to provide either short-term assistance to help older people take the first steps towards increased independence, or arrange for low-level longer-term intervention, where this is required.
25. The service will take a neighbourhood approach to supporting social engagement – providing carers to assist individuals with low level care and support needs to access day opportunities within the community (including Luncheon Clubs).

### **Community Transport**

26. The success of the strategy relies on the ability of individuals to access council and universal services. Therefore, it is proposed that current funding levels are maintained and, where possible, the benefits of this funding are accessible to those who need it.

### **Volunteering**

27. A successful model in developing sustainable services for the future is the use of volunteering to enhance community networks and build on the knowledge and talents of local people. Not only does volunteering provide additional support and assistance to older people, those that volunteer often gain much from the experience as the people and communities they help by learning new skills, giving something back and meeting and making new friends.
28. There are already a number of successful initiatives whereby volunteering is leading to improved outcomes for older people. One of which is the Health & Active Partnership (HAPS) pilot project which has been funded to explore volunteer-based service delivery addressing the social isolation of older people. To date, 186 volunteers have successfully been recruited to the project and the proposal is to build on this successful pilot and recommission the service.
29. Additionally, our intention as a Council will be to work with the wide range of partners to develop a 'Team Cardiff' approach which links these opportunities to make it easy for people to find out where they can access them. One factor which has enabled the community to get more involved in developing support for older people has been the use of Time Credits.

### **Consultation**

30. It is essential that the council's approach to the Day Opportunities Strategy is designed to achieve the best outcomes for individuals. It is

subsequently proposed that an extensive consultation exercise is undertaken with users and stakeholders including:

- Existing service users
- Older peoples groups, e.g. 50+ forums
- Employees
- Third Sector and community groups
- Trade unions
- Ward Members

31. The strategy is being presented to the Communities and Adult Services Scrutiny Committee on the 4<sup>th</sup> November for pre-decision scrutiny and their comments are captured in the scrutiny letter at Appendix B.
32. The Day Opportunities Strategy is a city-wide approach; however, it is acknowledged that aspects of the strategy have some specific issues with regard to location. Therefore, the proposals in relation to day centres and luncheon clubs have undergone consultation prior to the publication of this report.
33. The trade unions and staff have been briefed on this report.

#### **Reason for Recommendations**

34. These recommendations enable consultation to take place with service users and stakeholders prior to implementation of the new Day Opportunities Strategy.

#### **Financial Implications**

35. There are a number of potential financial implications arising from this report, the details of which will need to be assessed following the consultation and reflected in the Council's Budget for 2016/17. It is currently anticipated that overall, any proposed changes to service delivery can be met from within existing revenue budgets. Any future capital costs would need to be reflected in the Council's Capital Programme and approved as part of the Budget.

#### **Legal Implications**

36. The proposed recommendation, put simply, is to seek Cabinet's approval to undertake consultation with regard to the draft Day Opportunities Strategy.
37. It should be noted that the carrying out of consultation with the public and any interested party, gives rise to a legitimate expectation that the consultation exercise will be carried out properly. In particular that (i) the consultation is undertaken at a time when the proposals are still at a formative stage, (ii) that sufficient reasons for the proposals are set out so as to allow those being those consulted to give intelligent consideration and an intelligent response, (iii) sufficient time is given for the consultation to allow for consideration and response and (iv) the

outcome of any such consultation is taken into account in determining the way forward. Legal Services understands that is how the Directorate intends to proceed. Further, that the Directorate intends to report back to the Cabinet upon the findings of the proposed consultation.

38. Legal Services notes from the body of the report that the draft Strategy has been drafted to take account of the new Social Services Well-being (Wales) Act 2014 ("the 2014 Act"). The 2014 Act became law on 1 May 2014 with the majority of its provisions due to come into force in April 2016. One of the key objectives of the 2014 Act is to improve the well-being outcomes for those who need care and support, and for carers who need support. To that end, and when the relevant provisions come into force, the Council will have a duty to promote the wellbeing of people in need and of carers pursuant to Section 5 of the said Act. Section 15 of the 2014 would also appear to be appurtenant to the proposal set out in this report. Put simply, the provisions of Section 15 will place a general duty upon the Council to provide services that, amongst other things, will prevent, delay or reduce needs for care and support and enable people to live their lives as independently as possible.
39. In considering this matter the decision maker must have regard to the Council's duties under the Equality Act 2010. Pursuant to these legal duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are: (a) Age, (b) Gender reassignment, (c) Sex, (d) Race – including ethnic or national origin, colour or nationality, (e) Disability, (f) Pregnancy and maternity, (g) Marriage and civil partnership, (h) Sexual orientation (i) Religion or belief – including lack of belief.
40. Consideration should be given as to whether an equalities impact assessment (EQIA) is required, (including an updated assessment if there has been a time lapse since the assessment was carried out), to ensure that the Council has understood the potential impacts of the proposed decision in terms of its public sector equality duty.

## **HR Implications**

41. The Trade Unions and affected employees have been consulted on the proposals for consultation within this report. Further consultation with all parties will take place once a decision is made by Cabinet. At the present time, and based on the proposals for consultation it is not envisaged that there will be any changes in numbers of resource required however there may be a need to a different skill set and therefore training may be required.

## **RECOMMENDATIONS**

Cabinet is recommended to agree that consultation be carried out upon the draft Day Opportunities Strategy (a copy of which is attached to Appendix A),

with the matter to be brought back to Cabinet in order to report upon the outcome of the consultation.

**SARAH MCGILL**  
**DIRECTOR**  
6 November 2015

*The following appendix is attached:*

Appendix A - Draft City of Cardiff Council Day Opportunities Strategy  
Appendix B – Letter from the Chair of Community & Adult Scrutiny Committee

My Ref: Scrutiny/Correspondence/Cllr McGarry

5 November 2015

Councillor Susan Elsmore  
Cabinet Member (Health, Housing and Well Being)  
c/o Room 520  
County Hall  
Cardiff  
CF10 4UW



Dear Susan

### **Community & Adult Services Scrutiny Committee Meeting – 4 November 2015**

Members thank you, Andrew Cozens, Tony Young, Sarah McGill, Jane Thomas and Amanda Phillips for your attendance at committee to discuss Reshaping Adult Social Care and the proposed Day Opportunities Strategy. This letter captures the agreed comments and observations of the Committee with regard to these items.

#### **Reshaping Adult Social Care**

Members welcome the focus that you have brought to the need to reshape adult social care in Cardiff in order to improve outcomes for vulnerable citizens. Members also welcome the chance to receive an independent appraisal of the current position with regard to adult social care in Cardiff and thank Andrew Cozens for his honesty in answering our questions.

Overall, Members recognise the picture described by Andrew. We are pleased that the hard work, loyalty and commitment of the adult services staff was acknowledged and paid tribute to; this was heartening to hear. Despite this, it is clear that there are significant areas that require improvement and Members are pleased that Tony Young has therefore established an Improvement Board, which will give the needed work both focus and drive. It is clear that high level mapping of the landscape has taken place; what is needed now is for the detail to be fleshed out in the Improvement Plan.

Members note that a key early action is the need to create a simple narrative for adult social care that captures the 'Cardiff offer' and can be quickly communicated and understood by staff, service users and citizens. Members are interested in



receiving this, once it has been discussed and agreed by the Improvement Board, and ask that this be shared with the Committee at an appropriate point.

Members note that Andrew Cozens is undertaking more work on partnerships; we would be very interested to receive the findings of this work as we recognise the critical importance of effective partnership working to improve outcomes for citizens.

With regard to the overall work of the Improvement Board, Members are aware of the role the Children & Young People Scrutiny Committee played in assisting improvement in Children's Services; as the relevant scrutiny committee for Adult Social Care, Health, Housing and Communities, we wish to do what we can to support this Improvement Board and we were pleased to hear Tony Young's support for this happening; I look forward to continued dialogue with you on this.

Members also wish to thank Sarah McGill for her presentation outlining the Vulnerable Adults programme of work, which forms part of the Organisational Development programme. This work, alongside the Strategic Commissioning programme, is obviously key to ensure the successful reshaping of adult social care.

Our one concern relates to achieving clarity in knowing whether the changes deliver the needed improvements. I know this view was shared by all those attending the meeting, which is reassuring. Members would like to receive details of the following: the metrics that will capture the impact of changes; and the approaches being taken to ensure time and resource are not wasted replicating meetings or paperwork, across relevant Organisational Development programmes, the Improvement Board, the various partnership boards, the service area's delivery plan etc.

Once again, thank you for sharing with us your views and plans to reshape adult social care and the principles underpinning this.

### **Proposed Day Opportunities Strategy**

Members thank you and officers for bringing the proposed Day Opportunities Strategy to Committee for pre-decision scrutiny. Members welcome the fact that the original proposals put forward in the last budget round have been revisited; at the time of budget scrutiny we raised our clear concerns that the proposed savings would not enable 'choice and control' It is therefore very pleasing to see these concerns addressed in the proposed Day Opportunities Strategy.

Overall, Members welcome the Day Opportunity Strategy and the principles underpinning this, working with partners and encouraging volunteering. The tiered approach seems to enable the Council to meet assessed needs appropriately and prevent social isolation by keeping three day centres, creating a Day Opportunities team and signposting to community provision.

Members also welcome the fact that a three month consultation period is proposed; this seems an appropriate length of time for consultation on an issue affecting vulnerable people, their carers and families. Members wish to receive the resultant consultation schedule and ask that this be brought to Committee at the time the final proposal is brought back to Committee.

Members note that the Day Centres will be available to clients other than Older People, if their needs are assessed as requiring this, so that it may be a client with young onset dementia who uses the dementia centre or it may be a client in their thirties or forties who uses one of the other two proposed centres, if this is suitable for their needs. Members welcome this, for the reasons stated at the meeting i.e. that there are younger-age clients who need day centre provision and we would wish to see this need met.

As discussed at the meeting, Members have some concerns about the capacity in Cardiff amongst partners and volunteers; it will be interesting to see if this is a theme in consultation responses.

Members are also concerned that there may be unintended negative impacts arising from putting high numbers of dementia clients in one venue; is it possible to provide Committee with some reassurance about the numbers of clients who will be using the proposed centre at any one time and the views on this of experts in working with dementia clients?

Members also raised the point that the Social Services and Well Being (Wales) Act 2014 details the role of local authorities in promoting and encouraging the use of social enterprises. Members note the responses at the meeting regarding your work with the Wales Cooperative Centre and officers views that some of the work described in the proposed Strategy could be undertaken by social enterprises in the future and Tony's recognition of the need to add this strand into the work being done to prepare for the implementation of the Act.

Finally, Members assume that transportation for service users will be put in place as required to enable access to the day centres; it may be worth spelling this out in the consultation to avoid unnecessary concern.

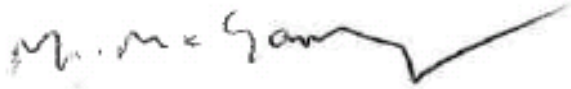
This letter requires a response please, as Members request the following:

- To receive the narrative for Adult Social Care, once it has been discussed and agreed by the Improvement Board, and at an appropriate point
- To receive the findings of Andrew Cozens work on partnerships
- To have a continued dialogue with you on how this Committee can work constructively to support the improvement of Adult Social Care

- To receive details of the metrics to be used to capture the impact of the improvement work
- To receive details of the work to ensure there is no duplication regarding meetings or paperwork
- To receive the Day Opportunities Strategy consultation schedule at Committee at the time the final proposal is brought back to Committee.
- To receive assurance about the numbers of clients who will be using the proposed centre at any one time and the views on this of experts in working with dementia clients.

Thank you once again for a very interesting and informative scrutiny, which sets the scene for future scrutiny of adult social care items.

Yours sincerely,



**COUNTY COUNCILLOR MARY M<sup>C</sup>GARRY**

**Chairperson - Community & Adult Services Scrutiny Committee**

Cc: Andrew Cozens      Tony Young      Sarah McGill  
Jane Thomas      Amanda Phillips  
Claire Deguara      Paula Angel      Liz Patterson      Nick Blake

# City of Cardiff Council

## Draft Strategy for Older People's Day Opportunities – Proposals for consultation



**Independent**  
Living Services  
**One point  
of Contact**

“ People in Cardiff are Supported to Live Independently ”



“ Supporting People in Vulnerable Situations ”



“ Working together for a brighter future ”

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## Introduction

This paper outlines the strategic direction that the City of Cardiff Council will take in developing Day Opportunities for older people and their carers. It forms the basis for a series of consultation events that will take place with a range of stakeholders, including existing and future service users.

The City of Cardiff Council strives to deliver its vision of becoming Europe's most liveable capital city, this can only be achieved if all residents have the opportunity to benefit from what the city has to offer. This strategy builds on the council's key priority of "*Supporting People in Vulnerable Situations*" by ensuring "*People in Cardiff are Supported to Live Independently*".

**Day Opportunities** for the purpose of this strategy are defined as all the opportunities for older people to do things, whether in the day, evening or weekend. A range of activities on different days of the week, in different venues, that maximise independence and are suited to individuals' needs and interests

## Legal Framework

All local authorities have a statutory obligation to meet the assessed eligible needs of older and disabled people.

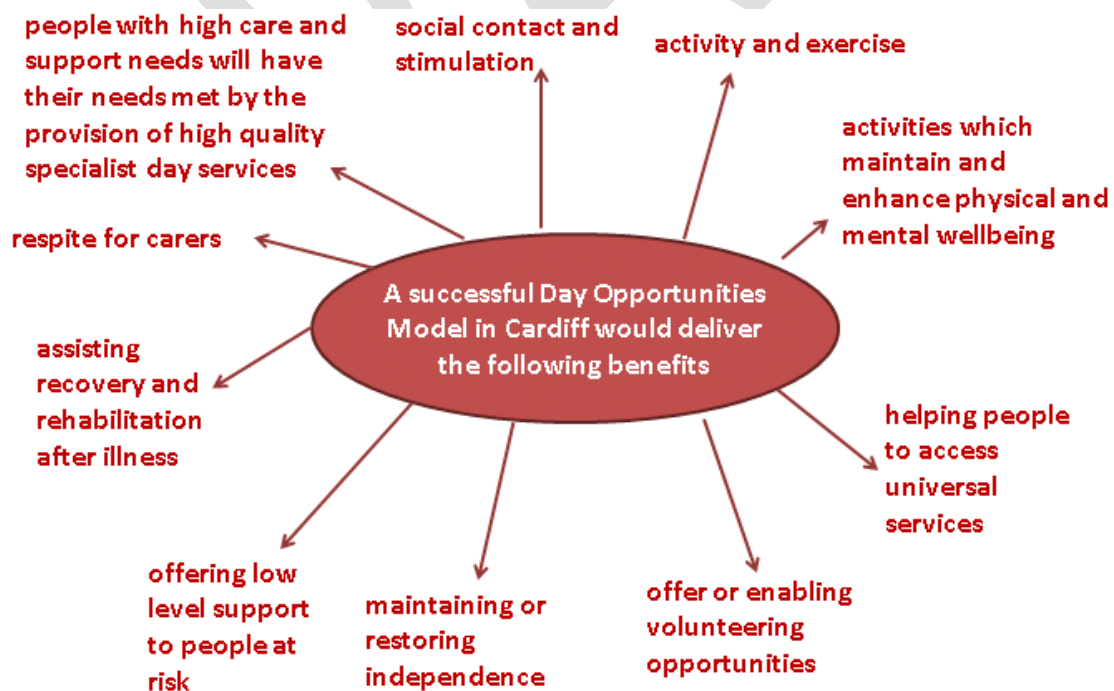
The Social Services Well-being (Wales) Act 2014 creates a new legal system for social services. The current models of social care provision across Wales are acknowledged to no longer be sustainable, with services under pressure due to increased demand and reduced budgets. The Act provides the legal framework for achieving the vision, in partnership with national and local government, NHS, third sector organisations and independent providers. The Act places a duty on local authorities to promote the well-being of people who need care and support, and their carers. According to the Act, local authorities are to ensure that there are services that contribute "*towards preventing or delaying the development of people's needs for care and support*".





The Day Opportunities Strategy reflects the direction of travel within local and national strategies and research policies (including The Strategy for Older People in Wales 2013 – 2023 (Welsh Government), incorporating for example:

- A focus on the outcomes that service users and carers wish to achieve
- A reablement approach placed at the heart of all service delivery
- A greater focus on prevention, promoting well-being and delivering services in settings which are more convenient to the people that use them
- A change of service delivery to ensure readiness for the projected increase in the number of older people in Cardiff, including an increase in the number of people with dementia
- The “mainstreaming” of older people’s concerns across all service and policy areas so that older people receive more positive engagement, have more opportunities to contribute to Cardiff and to their local communities, and to enable older people to live as actively and independently as possible in a suitable and safe environment of their choice.



## Drivers for Change

### Population

The population of Cardiff has risen sharply in recent years, and is forecast to continue for the foreseeable future. This is largely due to Cardiff's appeal as a great place to live and work driving migration to the city, and is clearly a sign of economic and social success. Increases in working-age population will inevitably be followed by increases in the numbers of elderly retired people, as incomers to the city age and retire, and as elderly people move into the city to be near to their families and to access the city's amenities and services.

A review of the population of Cardiff aged 65 or over shows that this population is now starting to increase after two decades of no significant change. Most demand for social care services, however, comes from those individuals aged 85 or over and it is this group that is predicted to have the highest increase over the next 5 to 15 years.

	Present 2015	2020	% increase 2015 - 2020	2030	% increase 2015 - 2030
Total population aged 65+	49,675	54,492	10%	68,924	39%
Total population aged 85+	7,428	8,326	12%	11,107	48%
Population aged 65+ with dementia	3,598	3,943	10%	5,154	43%
Population aged 65+ unable to manage 1+ mobility activity	9,374	10,283	10%	13,188	41%
Population aged 65+ who are obese	10,704	11,783	10%	14,728	38%





### **Changing Expectations**

New and future service users have experienced a better living standard than ever before, and they expect that to continue into old age. They rightly, expect more choice, better quality, and control over the support they receive. Therefore, this strategy needs to see service users and their carers as consumers rather than passive recipients of services. The success of this strategy will be determined by the delivery of outcomes that matter most.

### **The impact of Loneliness**

More and more research reaffirms what people already know; that happy and sociable lives are key to healthy, long life. It is later in life that people are particularly at risk of loneliness, especially following the loss of a partner or close friends. According to Age UK's figures, 7 per cent of people over 65 across the UK say they always or often feel lonely. This figure rises to 33 per cent for those who sometimes feel lonely are included. It is widely recognised that loneliness and social isolation are harmful to health. Research shows that lacking social connections can be as detrimental as smoking 15 cigarettes a day (Holt-Lunstad, 2010). Further to impacting on mortality, social networks and friendships also help individuals to recover and regain their independence when they fall ill (Marmot, 2010).

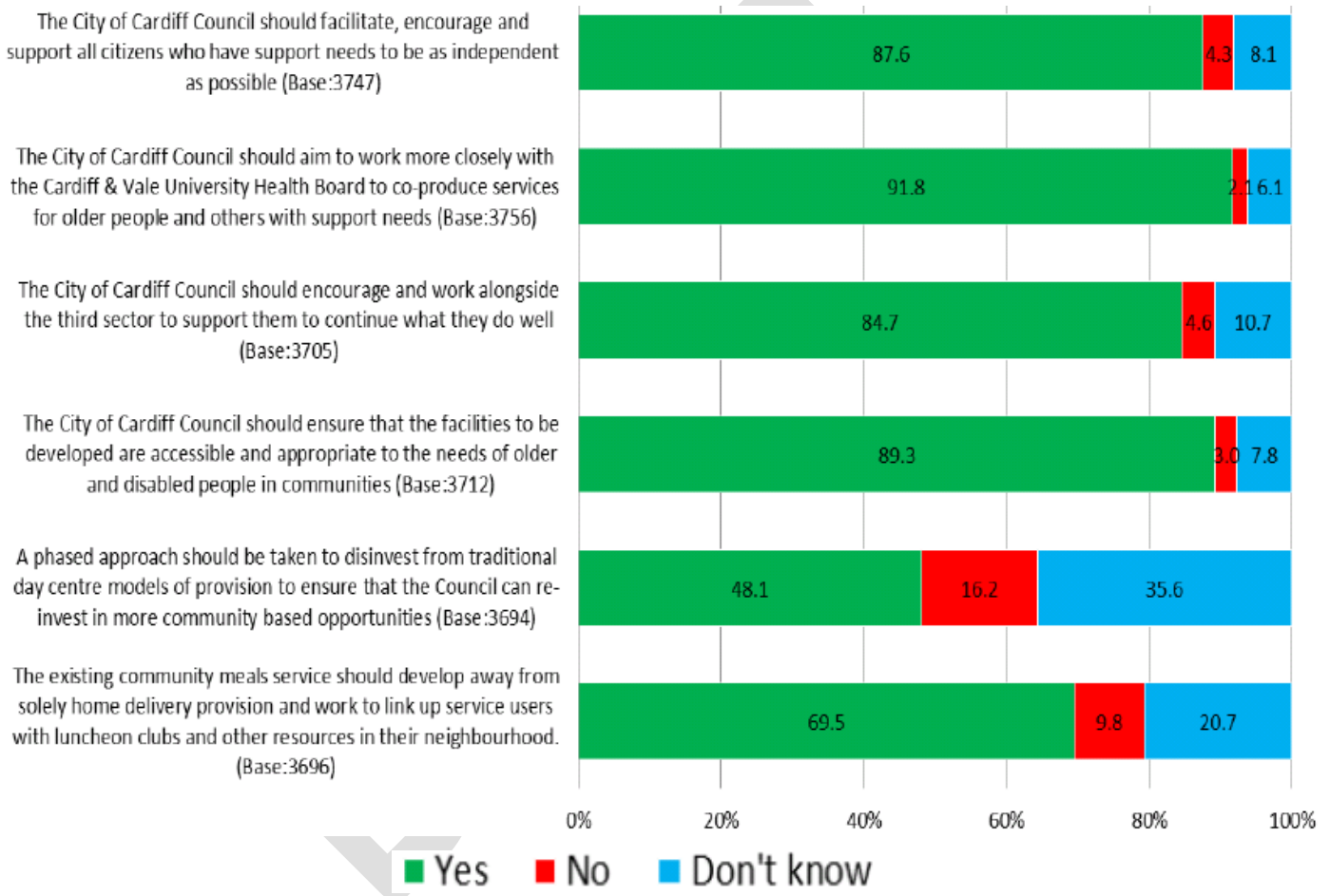
### **Budget Resources**

Like all other authorities, the City of Cardiff Council is facing unprecedented financial pressures at the same time as demands on services are increasing. This has meant that the authority must ensure that all council spending is focused on the areas that are most important and make the biggest difference. It also means we need to make sure that each pound goes as far as possible through working successfully with partners and community groups.



**Previous Consultation**

As part of the budget setting process for 2015/16, the council carried out a series of consultation events. These took place within the Changes for Cardiff Budget Proposals, which ran from 21st November 2014 until 12th January 2015. It was the City of Cardiff Council's most far reaching city-wide public consultation which included service-specific consultation with service users/groups to discuss the organisations' budget proposals. The results relevant to Day Opportunities are displayed below.



Disinvestment in traditional day centre models received the least support, with 16.2 % of respondents disagreeing with this strategy. 9.8% opposed the development of community meals away from solely home delivery.



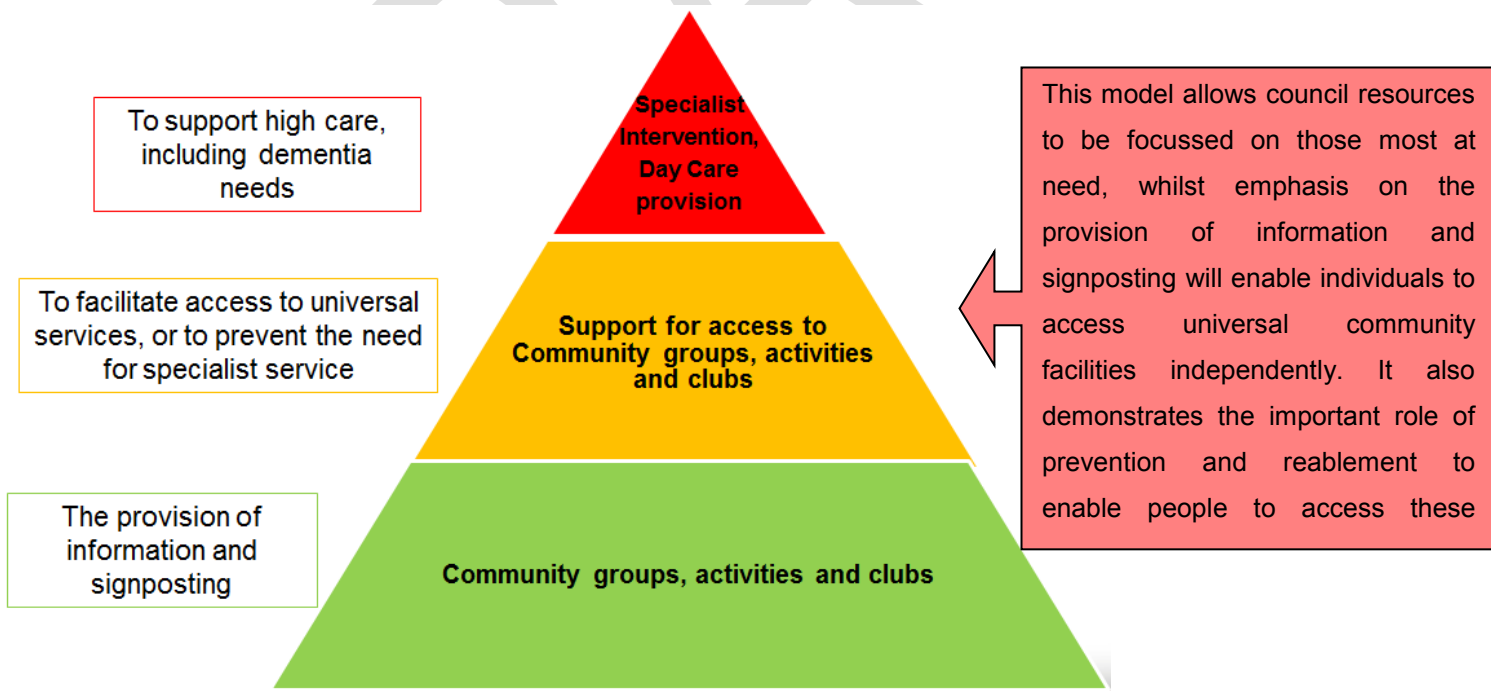
## Vision for Day Opportunities in Cardiff

After considering the strategic context and building on the authority's key commitment to "Supporting People in Vulnerable Situations", and the goal that "People in Cardiff are Supported to Live Independently" as per the Council Corporate Plan 2015-2017, it is proposed that the Day Opportunities Strategy will aim to prevent social isolation by enabling older people to achieve their chosen outcome by:

- Providing information, advice and assistance to encourage independent access to social activities and engagement opportunities
- Providing assistance to those who need it to access community services and activity through targeted intervention and support
- Supporting the most vulnerable through high quality specialist day services

### 3 Tiered Day Opportunities Model

The delivery of this vision is based on the following proposed model in Cardiff. The purpose of this three tiered model is to differentiate between types of day services based on the needs of the service user.



Community groups, activities  
and clubs

**Tier 3: Access to Universal Services**

Tier 3 covers all of the older population with no or low level care and / or support needs. It incorporates the universal services that are available in Cardiff, such as the community groups, activities and clubs that either are designed for or are accessible to older people. This can include mainstream services such as libraries, hubs and leisure centres, or groups and activities such as luncheon clubs, arts and crafts, knitting groups, local history groups, or sports clubs.

To encourage take up of these activities, it is recommended that people who would benefit from joining or attending these events are provided with information and, where possible, signposted to existing community facilities. Through the **One Point of Contact** people who feel lonely or isolated, or have low level needs, can ring and be provided with information and signposted to services in their community. If there is an indication that there are low level needs which may require targeted intervention or support, individuals will be referred through to the appropriate service that will assess their needs and aim to find solutions to support them.

In order to capture valuable community knowledge, it is important that a directory of all services is created. This will ensure the One Point of Contact has the required information to provide to individuals. It is also proposed that this is made accessible online.

**CASE STUDIES**

Mr X who lives alone, socially isolated and living away from family. He has long term poor physical health and suffering depression. He also has great difficulty doing his shopping, collecting prescriptions and meeting people. Following a call to the One Point of Contact Mr X was:

- Informed of his housing options
- Referred to the befriending society
- Identified as a former service man with the Welsh Guard and arranged for them to visit
- Evaluated for his personal care needs
- Identified as being entitled to Attendance Allowance





## **Tier 2: Targeted Interventions and Support**

### **Targeted Intervention and Support**

At the tier 2 level are those people who require low level support to access day opportunities. The aim at this level is to remove the barriers which may prevent individuals from accessing community groups, activities and clubs, and to prevent people from requiring specialist support.

To deliver this aim, the council is proposing to create a Day Opportunities Team (DOT) that will help people live within their community. To do this, individuals will be helped to access activities that either support their needs or hobbies and interests ideally through short term intervention

There will be individuals who require a small amount of low level support to enable them to access universal services within their community. The team will provide a targeted period of assessment and goal setting intervention, lasting for approximately 6 weeks and focusing on activities such as confidence building and using public transport, which for many people will enable them to be independent thereafter in accessing community-based universal activities. The DOT team will assess and identify the type and amount of support necessary for individuals to access these services as independently as possible within their range of functional ability. If they need ongoing support this could be met by the use of a volunteer or the provision of a small care package to fulfil the personal care or support needs of individuals.



It is recognised that ensuring the necessary facilities are available at community venues is half of the challenge, while the other is having people at these venues who can either help individuals to access services, or provide low level care. To address this, it is proposed that a Neighbourhood Care Team is created. Working across neighbourhoods, this team will actively encourage the take up of day activities in their area. This could include:

- Scheduled attendance at a hub, library or leisure centre to allow individuals to access these facilities with the reassurance that there will be on-hand support for their care needs.
- Help to arrange transportation of individuals to access day opportunities in their local area.
- Assistance with attendance at luncheon clubs, to enable some luncheon clubs to accept individuals that require additional support.

### CASE STUDIES

Mr M 87 years of age – was referred to the service to help him to find and access social opportunities in the community. He has limited mobility and communication difficulties arising from a stroke. Mr M was assessed to determine his capabilities, strengths and difficulties and to identify his likes and dislikes. He was accompanied by the Day Service Support Officer to a range of facilities and was encouraged to engage in conversation with other people throughout these visits. Over a period of 6 weeks, Mr M grew in confidence when conversing in social situations, and also in going out and walking around public areas. Mr M has now used the contacts he has made and has a full itinerary of events and groups to start attending in September. He has made his own transport arrangements; including sharing a lift with a member of one of the groups he will be attending.

Mr J 73 years of age – was referred to the service to assess his ability to independently access community-based activities. It was hoped that this would provide stimulation and activity for him and would also provide respite care for his carer. Mr J had little confidence in functioning without the support of his carer. Over a period of 6 weeks he has been supported to access various community gardening projects, which are of particular interest to him. He is now regularly attending one of these community gardening projects. Mr J was also interested in being able to go into the city centre. He has been supported to use the shop mobility service and to access the VEST transport service and is now able to use both services independently. The outcome has resulted in Mr J's pleasure from his increased independence, and this time enables his carer to have a period of respite care.

### Tier 1 Specialist Intervention

This level of intervention will be targeted at those individuals with the highest and most complex care and support needs, including support for individuals with moderate to severe dementia. It is anticipated that in the future demand for this will be reduced through successful prevention at tiers 3 and 2. To achieve the best outcomes for individuals and to best support respite for carers, it is proposed that services for Tier 1 are provided through specialist day centres:-

1. **A Specialist Dementia Centre** – for those individuals with moderate to severe dementia with an assessed eligible need. Providing this specialist centre will give an opportunity for developing a joined up service with Cardiff & Vale University Health Board and with Third Sector organisations. This service will support carers by providing respite care.
2. **High Needs Day Care Provision** – for those individuals with the highest and/or complex physical care and support needs. This service will support carers by providing respite care.

There are currently 3 day centres in Cardiff located at Minehead Road, Fairwater and Grand Avenue. It is proposed that existing buildings are used in phase 1 and following a review of the sites, it is proposed that Grand Avenue is best suited for the Dementia Centre and Minehead Road and Fairwater for the High/Complex Needs Day Centres.

Phase 2 of this strategy will require further consultation and will assess whether these buildings are capable of managing the long-term needs of service users. It is anticipated that this will require a full review of the service at that time, in partnership with Health to deliver either a fully refurbished day centre or a purpose designed and built building.



## Commissioned Day Services

As part of this strategy, it is proposed that the current contract with the Alzheimer's Society is reviewed. It is recommended that all dementia day service is delivered from one council run building to enable for the right amount of support for those with the highest need. A more integrated service approach is to be developed in partnership with Cardiff & Vale University Health Board and it is anticipated that there will be other opportunities for joint working with third sector organisations.

## Rationale for Tier 1 Proposal

The proposal is to continue investment in day opportunities for those with the highest need through a building-based day centre approach. It would not be appropriate to direct this group of clients to universal services as they would require having their needs met through alternative more costly care. Analysis has shown the building based approach is better value for money whilst achieving better outcomes for individuals.

Individual day care support at home would not provide the opportunities for social interaction or meet the respite needs of carer. The respite that this gives is crucial for helping carers to continue caring.

The cost of providing day care is £40 per session  
(max 5 sessions = £200 a week)  
versus  
If services fail and users need residential care =  
up to £1,000

## CASE STUDIES

Mr Q, 99 years old, cared for by wife. – Both feel that regular respite by day centre attendance 3 days a week is holding things together and is the only service they wish to receive.

Mr P, 82 years old, care package 7 days a week. – He requires a great deal of reassurance and supervision. Regularity and consistence of day centre attendance 5 days a week helps to sustain his wife's carer role.

Mr H, 84 years old, attends day centre 1 day a week – This enables his daughter, with whom he lives and who is his main carer, to have a regular break from her carer role and prevents the need for a care package.



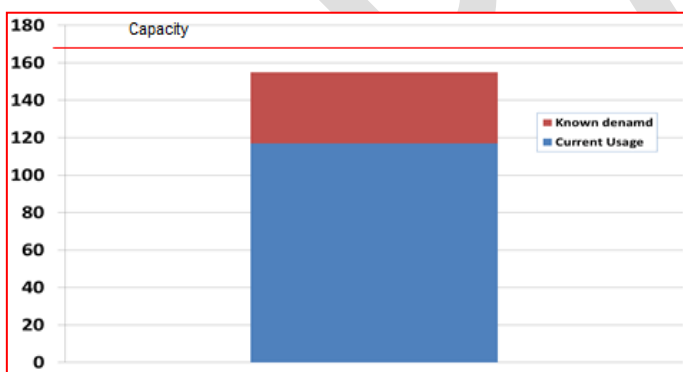
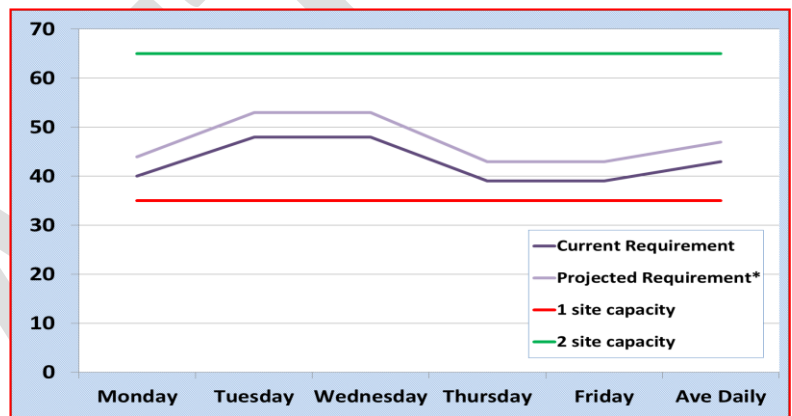


### Rationale for Tier 1 Proposal

The number of older people who need this level of service has been fully analysed. This analysis looked at current usage and those currently waiting to access day centres, or those who require additional days. Work to capture future demand relating to an appropriate step down from health provision has started and that information has fed into the analysis. Based on this data, it is proposed that 3 day centres will be required.

### High Needs Day Care

The graph on the right shows the daily attendance from this client group and the projected requirement over the next 3 years, against the capacity at Minehead Road and Fairwater.



### Specialist Dementia Centre

The graph to the left shows the number of sessions required from current usage and the known demand (those requiring additional days or are on the waiting list) against the capacity (sessions per week) at Grand Avenue Day Centre.

**This demonstrates that all 3 sites will be needed.**



## **Building Community Capacity**

### **Volunteering and Community Engagement**

In Cardiff there is a growing number of people wishing to volunteer, ranging from retired professionals to young people seeking work experience and those wishing to return to work who may want to refresh skills or build up confidence. There are already a number of successful initiatives whereby volunteering is leading to improved outcomes for older people in undertaking activities. These include driving individuals to exercise classes and social opportunities, and also in befriending.

Not only does volunteering provide additional support and assistance to older people, those that volunteer often get as much out of the experience as the people and communities they help by learning new skills, giving something back and meeting new friends.

Time Credits has helped the community to get more involved in developing support for older people. Time Credits are a way of rewarding people by giving volunteers one credit for each hour of time they donate. The Credits have no monetary value, but can be exchanged for a 'spend' opportunity within a wide range of community and national organisations, including leisure activities and community events. Within the new Day Opportunities Strategy, the City of Cardiff Council proposes to support more volunteering and the use of Time Credits.

The volunteer portal will be a single 'gateway' into volunteering in the city, so people can easily search for volunteering opportunities and access the necessary support to guide them in terms of volunteering policies, Disclosure and Barring Service (DBS) and training assistance, etc.



## Transport

Transport is crucial to enable access to universal services. The Council currently provides funding to support community transport and this funding is proposed to continue at current levels. The Council will also consider how to work alongside other partners to build greater sustainability into the transport infrastructure so that more of the people who need this service can access it.

## Age Connects (HAPS)

The council has commissioned a pilot project from Age Connects (HAPS) to deliver a volunteer-based model of service to address the issue of social isolation and to support older people to be more engaged within their communities. To date, 186 volunteers have successfully been recruited to the project and it is proposed that we build on this. The evaluation of the project will inform the commissioning of a service going forward from April 2016.

I discovered I still had a voice

I feel like a normal person...she's taken me to the museum and out for a cup of tea

It has been very helpful...we go to Roath Park and have a cup of tea and I cannot go out alone

It makes a big difference to me – contact with the younger generation

Keeps me in touch with the community – don't feel left out

It makes a difference – she is the only person I see for any length of time



### Luncheon Clubs

It is acknowledged that luncheon clubs have an important role to play in preventing social isolation. Across Cardiff, there are 30 luncheon clubs that the Council is aware of. These lunch clubs bring older people together to enjoy a hot nutritious meal and socialise with others at the same time. The lunch club is a focal point for a lot of older people during their week and the sustainability of these clubs is crucial.

Of the 30 clubs, 3 are run from council owned buildings and only 2 of these receive a council subsidy. The aim is for all luncheon clubs to be self-sustaining therefore, it is proposed that:

- Community groups will be helped to develop a self-sustaining model, and assistance will be provided to currently funded groups to become self-sustaining
- Where possible, existing community buildings and facilities will be used to operate luncheon clubs (Hubs, Churches, Restaurants, Pubs, Sport and Social Clubs etc.)
- Existing funding arrangements will be reduced over a period of time
- Additional support will be offered to these groups from the council 'Stepping Up' Team and C3SC and its national partner, WCVA. Both organisations have grant finding services and access to advice and information on grants currently available.



### Meals on Wheels Service

Although a discretionary service, this provides an important service for individuals, as it provides regular hot meals and is an essential social contact for many older people. From previous consultation we know how much individuals and their families value this service. However, currently the service does not cover its costs and meals are therefore provided at a subsidy.

#### The Current Service

Monday to Friday service, with meals delivered between 11:15 and 2PM

£2.90 for a hot meal and 60p for a dessert

160 clients currently using the service

A fixed monthly menu, with variation for those requiring vegetarian or a soft or diabetic diet  
etc

It is proposed that the council will work towards a self-sustaining model for the meals on wheels service including:

- Expansion of the service by increasing uptake through rebranding, greater awareness and marketing.
- Service to be offered on a cost recovery basis modelled on actual cost and predicted increase in service users by increasing the cost of a meal by £1.
- Service to be offered out to luncheon clubs, other community groups and sheltered housing.
- Additional choice, including the provision of an evening cold meal / sandwich for those that would benefit.
- More flexible use of the service, e.g. following hospital discharge or when families members are away.





## Summary of proposals

### Day Centres

- Continued investment in a building-based approach for those with high needs
- 3 day centres, including a specialist dementia centre and the provision of 2 centres to support individuals with high care and support needs.
- Review of current services for people with dementia provided by third sector organisations
- Phase 1 will involve the use of existing buildings and the location of the Dementia Centre at Grand Avenue. The 2 High/complex needs Centres will be at Minehead Road and Fairwater Day Centre. Phase 2 will incorporate the development of the existing or a new purpose-built facility to meet current and future demand.

### Meals on Wheels

- The service is retained and expanded by increasing uptake via rebranding, greater awareness and marketing
- A price of £3.90 for a meal and 60p for a dessert, and to explore the options of providing a cold evening meal or sandwich for those wish to receive this.

### Luncheon Clubs

- All community groups to become self-sustaining with available help and for the phased removal of current funding.

### Day Opportunities Team

- Day Opportunities Team (DOT) is created that will support individuals in accessing community facilities.

### Community Transport

- Current funding levels are maintained and, where possible, the benefits of this funding are accessible to those who need it.

### Volunteering

- Creation of a volunteering portal to match volunteers with opportunities of interest to them or in their area
- Build on the Health & Active Partnership (HAPS) pilot project

### One Point of Contact

- One Point of Contact providing advice and information tailored to their individual need, including signposting to local social activities and events.
- Directory of community based activities for both council and partners to use – this information to be developed and provided online for citizens to access directly or by telephone.

