

ANNEX E - DAY SERVICES

The Day Service as specified in this document relates to a service being provided in or from a Residential or Nursing care home. This document forms part of the Older Persons Residential and Nursing Care Home Service Specification and is an appendix to the requirements within the main Specification in terms of Workforce, Safeguarding, Health and Safety, etc unless otherwise specified below.

Introduction

An effective Day Service should aim to provide a service for older persons, including those living with dementia, which promotes individual health, wellbeing and independence. The service should aim to ensure that individuals can participate in and help steer the services provided, taking into account their specific needs. The Day Service should also enable Service Users to make informed decisions and to facilitate access to services across the health, social and voluntary sectors. The specific service for each Service User must be delivered in accordance with the requirements of the Service Delivery Order and the Care and Support Plan provided by the Case Manager, and must not be significantly varied without the prior agreement of the Case Manager and the Service User. Case Managers monitor compliance to Service Delivery Orders through regular reviews.

To be eligible for the Day Service, the older person must meet Kent County Council's eligibility criteria. This service is primarily aimed at older persons who have a high level of need, but rules are relaxed in special cases where the need is felt to overcome barriers created by age, culture, disability or language.

Where services are provided as part of the main home, the existing Residents must be consulted to let people not living in the home join their service and participate in activities and lunch.

Where services are provided in a separate part to the main Residential or Nursing Care Home, it would not be expected for Residents to be consulted as it would be expected that the service would be run separately to the main Home activity.

The Purpose of the Service

The purpose of the Day Service is to support the older person in improving their quality of life, through promoting wellbeing and independence. The Day Service should assist the Service User to lead an independent and fulfilling life, help them to maintain their good health, and to promote and enhance effective personal support networks. The Day Service should support the Service User to take greater control of their life and allow them to remain as independent as possible within their own home, the community and within their chosen way of life.

The Service User must be at the centre of all decisions about how they are supported. The Service Provider should provide services in such a way that the

Service User is able to feel secure, confident and included in all decisions regarding the service provided to them.

Activities

Time must be spent with the Service User finding out what activities they would like to undertake.

Staff should create a lively, positive and changing environment, which is not bound by routine.

A range of activities must be provided that are appropriate to the needs and interests of the Service Users and should be enjoyable.

The following, non-exhaustive list, gives examples of the type of activities expected to be provided and could be part of the activities to the Residents living in the home:

- Exercises designed to maintain or improve physical abilities and wellbeing, e.g. seated or other exercise such as Tai Chi;
- Health promotion including health checks, falls screening, nutritional advice and where necessary straightforward rehabilitation programmes prepared by Community Assessment and Rehabilitation Team (CART) or other professionals must be followed;
- Social interaction, e.g. group activities/discussions and contact with local schools, charities etc.;
- Assisting Service Users to seek advice appropriately, e.g. security and safety in the home;
- Hobbies and interests, e.g. art, craft, internet access, speakers, music, newspapers;
- Additional services, such as hairdressing, toenail cutting and complementary therapy must be made available as required and will be paid for by Service Users.

In addition to the above, the following activities should be available to all people using the services, and must be available to people with mental health needs:

- Maintaining existing life skills as well as offering the opportunity to learn new skills;
- Ordinary activities of daily living within the day service, to enable Service Users to regain skills, such as cooking, gardening, washing up etc.;
- The activities on offer should be purposeful to take account of past history, interests and strengths;
- The service will support the use of life history work with the Service User and family/carer.

Required Outcomes

Working with you to achieve this aim, we have set the following four outcomes we require from the provision of the Day Service for Older Adults:

Self-Worth/Promoting Independence

Defined as:

The Service User being supported in the enhancement of their self-value. A Service User will feel valued if they are certain that the support they receive is from known and trusted people, whose allocation is managed, monitored and recorded. A Service User's feeling of self-worth is increased further by a service that enables the individual to be as self-determining as possible in all day to day matters, and also in the major decisions as to how they wish to live their life. Personal choice and autonomy define and express the way people live.

Ability to Realise Aspirations/Promoting Wellbeing

Defined as:

The Service User is encouraged to define and realise their own goals and aspirations and has the opportunity to engage in a range of activities that promote their individual physical and emotional health and wellbeing. A Day Service assists the Service User in their aspirations by supporting long-term learning or social opportunities; or shorter-term activities. A Day Service offers the Service User focussed encouragement, motivation and support in order to achieve these aspirations, and any practical assistance necessary for their facilitation.

Social Life/Reducing Social Isolation

Defined as:

The Service User has the right to choose how they spend their time and who they wish to socialise with. Often Service Users find their social opportunities are restricted due to lack of confidence, adequate information or restraints imposed by unmet needs. A Day Service assists the Service User to visit, use, contribute to and be valued members of the local community. With this support, the Service User feels more confident about facing new social experiences. A desirable outcome is that the Service User feels confident enough to participate in social opportunities without the need for support. A Day Service models, advises and supports Service Users with every day issues e.g. personal relationships.

Being Valued as a Member of One's Community/Promoting Social Inclusion

Defined as:

For the Service User, feeling confident and valued within their local community is key to successful independent living. The Service User has access to and is able to participate in the multitude of resources and social experiences which make up community life. A Day Care Service supports these aspirations in everyday

community life; from supporting and participating in various activities including leisure, to assisting the Service User to become part of their community.