

**Initial Equality Impact Assessment – New service/Change of service**

Department	Education and Social Services
Service	Day Services for Adults including Frail Elderly
People involved	Rob Persey, Head of Joint Commissioning Unit; Jackie Phillips, Interim Commissioning Manager for Older People & Long term Conditions

**1. What are the aims of the service and what changes are being proposed?**

Specialist day services provide valuable opportunities for elderly/frail or disabled adults to interact socially with other, improve skills, access a hot meal and provide respite for carers.

Currently the borough has a number of specialist day services (for people with assessed eligible needs) within the borough as well as a number of 'open access' services which do not require individuals attending them to be eligible for social care via FACS. The changes being proposed refer mainly to the two specialist day services run by Leonard Cheshire Disability (Randall Close and Gwynneth Morgan) but also signal a possible new approach to open access services in the future (if changes are made, they will be subject to further processes and consultation and are not covered by this Equalities Impact Assessment).

Arising from the convergence of a number of critical factors the Council has an opportunity to develop and introduce a new specialist day service model delivering a menu of personalised programmes within a newly designed facility that can be future proofed to meet projected and potential future demand. Developing enhanced services focussing upon promoting wellbeing and reablement with greater flexibility around programming, including evening and weekend opening, will further enable specialist day services to help fulfil the requirements of the Care Act to prevent or delay the need for care.

Analysis of recent patterns of usage with both of the existing centres operating at below 50% of contracted capacity and service development discussions with LCD, indicate that there is considerable merit to future delivery being provided from a single location. Specialist day services have an important future role and maximising the benefits requires developing a new specialist delivery model focused from a single site that is more closely integrated into future arrangements around the open access day services with their greater emphasis upon prevention.

The detailed service model is not yet available but will focus upon maintaining independence and promoting wellbeing through a more flexible approach to accessing services including expansion of reablement programmes, flexible opening hours including evenings and weekends, more potential outreach activity

and promotion of self management approaches.

The proposal will be subject to consultation and a feasibility study to determine the best deliverable option and all existing service users will be engaged in the process.

**What changes are being proposed:**

The changes proposed at this time are:

- recognising the current over capacity within the two existing sites, seeking to merge current activity on to one site which will enable a more efficient use of existing buildings and resources in maximising the desired outcomes for existing service users.
- Offering a new contract by Direct Award to Leonard Cheshire Disability on expiry of the existing contract to continue operating the retained day service for a minimum period of 18 months beyond the opening of the new centre at whichever preferred location is determined, beyond which time the future operation will be subject to an open tender process.

**2. What is the rationale behind the changes?**

In modernising the delivery of services and making it available to more users with increased availability at evening and weekends, the community hub will have the potential to:-

- Meet the needs for a wider group of people with a range of different needs, retaining a focus upon preventative approaches and maximising wellbeing;
- Work more effectively in partnership with health;
- Deliver more programme choice with greater flexibility in how it is received throughout the week;
- Provide even greater personalised services to deliver prescribed/identified outcomes for the individual;
- Work with non-specialist open access services to ensure complementary services, economies of scale and to prevent unnecessary duplication; and
- Offer greater availability of outreach services.

This model of future delivery will actively consider the statutory responsibilities of the Care Act, the key themes and priorities of the draft Older People Strategy 2015-2020, and the overarching successes to date in commissioning services that promote independence and wellbeing

The proposal to deliver specialist day service activity from one site is likely to support rather than restrict the design of future services in meeting preventative and wellbeing needs of the wider population as required by the Care Act 2014.

Current arrangements between Wandsworth Borough Council and Leonard Cheshire Disability contractually require the block contract purchase of 50 places per day at each of the two centres. However, referral activity does not justify this level of block purchase and attendance has further declined over the past three

years. Analysis of current demand and usage patterns has confirmed that all activity can be transferred onto one site with the additional benefit of better utilisation of existing staff and activity programmes.

At present the recorded 2014/15 actually committed sessions for service users at Gwynneth Morgan totals 11,470 sessions, and at Randall Close 13,501 sessions. This is against a planned annual activity of up to 26,000 sessions at each centre, demonstrating Gwynneth Morgan is running at well below half capacity most days, and Randall Close at around half capacity.

A more detailed feasibility study will be commissioned to establish what services the new building needs to support and whether this can be provided from a refurbished/extended single site or whether a total redevelopment or alternative consideration is required. This study will also identify the capital and revenue costs of the options and the timescales for the delivery of the new building. These will be reported back to a future meeting of this Committee.

The new service model will be subject to consultation and all existing service users and other interested stakeholders, for example Healthwatch, will be engaged prior to implementation.

The aim of the new plan is to create a model which is flexible and allows a greater number of people to benefit from an expanded range of services

### **3. What information do you have on the service and the potential impact of your service in relation to the following?**

	Data
Race	Ethnicity data on service users not currently collected. Visits show a mix of ethnicities.
Gender	40% male and 60% female – in line with the greater number of older women than men in higher age groups.
Disability	All service users are disabled in some respect, either frail elderly, have dementia and/or are physically disabled and/or have sensory disabilities.
Age	The service is primarily for older residents but some younger adults with physical disabilities also use the service.
Faith	Data not currently collected
Sexual Orientation	Data not currently collected

### **4. Thinking about each group below please list the impact that the service will have.**

	<u>Positive</u> impacts of service	Possible <u>negative</u> impacts of service
Age	This service is primarily for older residents. The aims of the proposal are to provide a new	This is a service primarily for older residents. Therefore any changes will impact more on this group of residents.

	<p>specialist centre which is state of the art and designed to meet the needs of current and future service users.</p> <p>The new model is designed to offer greater choice of activities, made available to a greater number of service users and will include more outreach into the community to reach more people who are socially isolated or who have mobility issues. Existing service users will be given comparative services in relation to need.</p>	<p>Current service users may be unsettled regarding the proposals and the impact it will have on them. In order to mitigate this service users will be consulted on the proposals and care will be taken to address any concerns they or their carers raise.</p> <p>Some sessions and days will be more popular than others and service users maybe concerned that their preferred session will no longer be available. In order to mitigate against this any changes agreed for the future service configuration will be well planned and take into account the popularity of current programmes and also changes in need. Some people may find it harder to access a service in a different location. In order to mitigate against this the location of the service will be taken into account and a travel service will be offered</p>
Gender	<p>The new model is designed to offer greater choice of activities, made available to a greater number of service users and will include more outreach into the community to reach more people who are socially isolated or who have mobility issues. Existing service users will be given comparative services in relation to need.</p>	<p>It is noted that more women than men currently use the existing services and therefore any changes will impact more on this group of residents. Current service users may be unsettled regarding the proposals and the impact it will have on them. In order to mitigate this service users will be consulted on the proposals and care will be taken to address any concerns they or their carers raise.</p> <p>Some sessions and days will be more popular than others and service users maybe concerned that their preferred</p>

		<p>session will no longer be available. In order to mitigate against this any changes agreed for the future service configuration will be well planned and take into account the popularity of current programmes and also changes in need.</p> <p>Some people may find it harder to access a service in a different location. In order to mitigate against this the location of the service will be taken into account and a travel service will be offered</p>
Disability	As above	<p>Although the service is for older residents it is noted that all service users are disabled in some respect, either frail elderly, have dementia and/or are physically disabled and/or have sensory disabilities and therefore any changes will impact more on this group of residents.</p> <p>Current service users may be unsettled regarding the proposals and the impact it will have on them. In order to mitigate this service users will be consulted on the proposals and care will be taken to address any concerns they or their carers raise.</p> <p>Some sessions and days will be more popular than others and service users maybe concerned that their preferred session will no longer be available. In order to mitigate against this any changes agreed for the future service configuration will be well planned and take into account the popularity of current programmes and also changes in need.</p> <p>Some people may find it</p>

		harder to access a service in a different location. In order to mitigate against this the location of the service will be taken into account and a travel service will be offered
Race	As above	As above
Faith	As above	As above
Sexual orientation	As above	As above

**5. Is a full EIA required? No**

- Does the policy support a frontline service? Yes/
- Is it clear what impact the policy change will have on all the equality groups? Yes/
- Overall will the change have a negative impact on any of the equality groups? No.

**.Comments - Please give the rationale here for not undertaking a full EIA**

Existing service users will not lose access to an equivalent service and a greater number of people across the spectrum will be able to access the service when remodelled.

**6. Through the initial EIA have you identified any actions that needed to be implemented to improve access or monitoring of the service? (please list)**

Travel for those moving location needs to be researched and taken into consideration and remodelling will need extensive consultation to ensure that services offered are what people need and want.

Date: 27.01.15

Approved by: Clare O'Connor