

## **Update: day service provision for adults in Slough - 20 August 2020**

### **Introduction**

The purpose of this briefing is to give an update on Provider Services, specifically day service provision for adults, at The Pines and Phoenix. (Priors Day Centre is currently closed for refurbishment).

### **Background**

The Pines and Phoenix centres were closed on 23 March 2020 in line with the lockdown process. The social care teams were made aware of this decision and provided additional support for people at home where required.

### **Review**

As the lockdown eased the re-opening the Pines and Phoenix was assessed with advice from the Health and Safety team. A number of options were proposed. It was decided the buildings remain closed due to the:

- restrictions in meeting indoors and
- lack of guidance for day services.

The re-opening of the Pines and Phoenix is continually reviewed alongside the restrictions that are required.

To implement the risk management plans if, and when, the service is able to re-open the capacity will be significantly reduced. This is likely to mean less people and less days in the buildings.

The challenge faced with the communication to the community is other settings are re-opening, such as schools. The guidance for these settings does not apply for the day centre services.

### **Keeping people informed**

The users of the day centres and their families have been kept updated through regular and direct communication.

### **Interim offer**

The team recognised that the service could not be delivered in the traditional way, and through discussion developed an alternative offer.

Everyone on the list of the day centres attendees was contacted and views sought. A letter also went out to those individuals and their carers to provide an update.

The offer has three components:

1. telephone contact
2. community activities within a bubble
3. a plan for activities through video conferencing.

**Feedback**

The feedback from those involved in the activities has been positive. The activities offered have expanded and has been co-produced. Many of the ideas have come from the service users.

**Future provision**

The traditional way services have been delivered has been restrictive to those it serves. The need for a wider range of approaches and opportunities has been highlighted.

Work around this has commenced. The learning from this period will inform the future of the provision. At the core of this will be the different approaches used to support residents to access wellbeing activities.