

Social Impact Report

Day Opportunities

- Community Support
- Dutch Farm
- Fusion
- Making Days
- TRIO



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Section 1: What is Impact Reporting?

PSS has long been committed to delivering services that strengthen communities and empower individuals.

As an organisation that seeks to change things for the better in society, we need to measure and quantify not only what we do, but also how many people we reach, how effective we are at what we do, and to place a value on services we deliver. Having the evidence to demonstrate our social impact is important to us for two reasons. Firstly, our commitment to quality means that in order to improve our services' and service users' stories of change we need to understand what does and does not work. Good impact reporting will help us to tell these stories more clearly and to focus on achieving even more for those we are supporting. Secondly, we are motivated by legislative and regulatory requirements such as the Public Services (Social Value) Act 2012 which place a duty on organisations like ours to demonstrate how our services might improve the economic, social and environmental well-being of society.

We prioritise social impact reporting because:

We want to demonstrate the **difference we make**

We are committed to delivering **value for money**

We want to see **what does and does not work**

We have embedded it in our key strategic objectives **underpinned by our vision and values**

The ultimate aim is to look at our services and the people we work with - and be able to answer the question - are we doing any good?

This report for Day Opportunities at PSS looks at the outcomes for people who receive support to enjoy positive social participation and occupation. This includes support at our Making Days centres in the North and South of Liverpool, Dutch Farm which provides outdoor opportunities, the Fusion centre for older adults in the Wirral, the TRIO service in Wales (working with individuals with dementia) and our Community Support service in Merseyside.

Section 2: Who We Are

PSS provides a variety of different Day Opportunities to cater for a range of different individuals and their needs, including people with learning disabilities, older adults and people with dementia.



Making Days



Fusion



TRIO



Community Activities



Dutch Farm



Community Support

Making Days

Making Days comprises two day services based in the north and south of Liverpool. Both provide social activities within the centres including arts and crafts, music making and cookery. We also provide health and care support during the day, including some personal care and support with medication.

At Making Days North, there are specific health related facilities and the centre can accommodate a range of physical needs. Currently Making Days Services are not regulated by the Care Quality Commission (CQC) but we work to the same standards as other regulated services to ensure that quality is always the first priority.



Fusion

Fusion is a day service for older adults who are frail and socially isolated. The Fusion Centre (where the service is provided) is a purpose built facility in Birkenhead owned by Sanctuary Housing and is part of a Wirral consortium headed by Age UK.

The purpose of the service is to prevent people becoming socially isolated, and aims to promote independence and personal choice. Individuals are supported around a range of needs including health issues, medication, communication, mobility, eating and drinking, finance, staying safe and personal care. The service provides a bathing service and is equipped with a specialist hydrotherapy bath. There is also access to hairdressing and chiropody.





TRIO

TRIO is a unique Shared Lives project based in Wales which supports people with Dementia to take an active part in their communities. This is delivered through Shared Lives Carers known as 'TRIO Companions'. Individuals are supported to participate in activities that interest them and to meet people with similar interests, often in groups of two or three - hence the name TRIO.

Community Activities

At PSS we think it's important that our service users are able to access both mainstream and specialised facilities available across Liverpool, as a way of remaining part of their communities. This means that a range of activities are provided through sports centres, swimming pools, arts and drama facilities, cinemas, tourist attractions and other local leisure and recreational facilities. We also engage with services more suitable for individual needs such as accessible cycling facilities and Greenbank Sports Centre which offers adapted sports facilities. There are also a number of other locations where services are provided including Alfred Stocks, Mossley Hill and Noah's Ark.



Dutch Farm

Dutch Farm is an extension of the Making Days service and provides services to the same service users but in a very different setting. Dutch Farm provides an outdoor, therapeutic environment. It is a large allotment leased to Making Days by YMCA Liverpool and allows service users to grow vegetables and improve their gardening skills.



Community Support

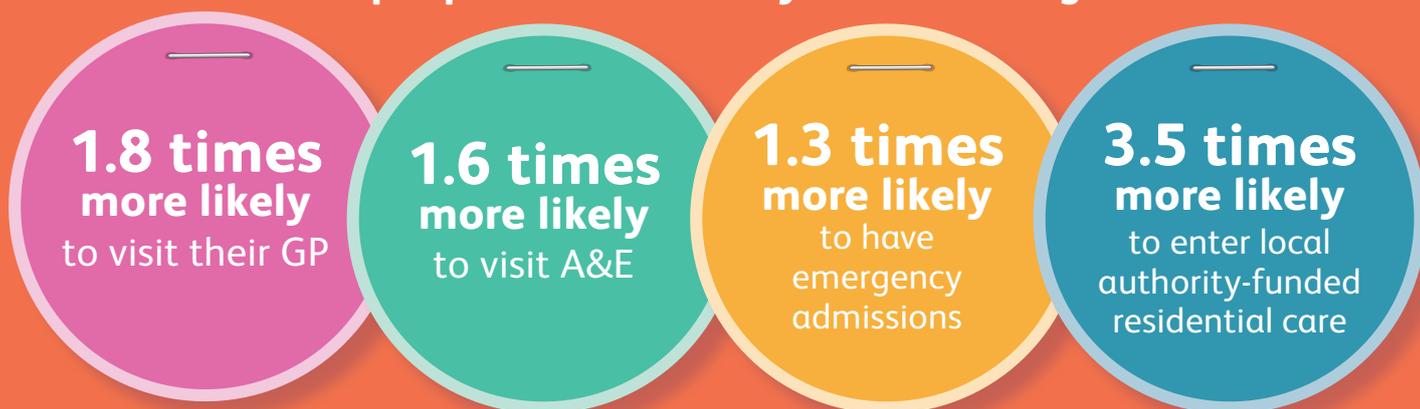
Community Support is a service that offers opportunities to those who wish to access social and community based facilities, or require support to continue to live independently in the community. The service provides support for anyone over the age of 16 who has a diagnosed physical or learning disability, acquired brain injury, sensory impairment or a mental health problem. Community Support focuses on encouraging and facilitating; learning, education and employment, budgeting, the development of social skills, personal travel, building self-confidence, provision of information and advice, access to health and welfare services with support, encouragement and the development of life skills.



Section 3: Why Day Opportunities are important

Building positive social relationships, participating in the community and enjoying good physical and mental wellbeing is important to everyone. Without access to such opportunities, people run the risk of experiencing ill health, social isolation, reduced independence or possibly all three.

Older people who are lonely are on average¹:



when compared to people who are never lonely

One of the most important outcomes that contributes to overall wellbeing is ensuring that people are not socially isolated. Anyone can experience social isolation and loneliness and while this is more commonly considered to happen in later life, it can occur at all stages of the life course. Particular individuals or groups may be more vulnerable than others, depending on factors like physical and mental health, level of education, employment status, wealth, income, ethnicity, gender and age or life-stage.

Social Isolation is characterised by an absence of social interactions, social support structures and engagement with wider community activities. It's important to note however that not all social isolation is bad as it can be a positive choice - but more often, it is not.

Importantly, it's notable that social isolation is not the same as - but it can also be linked to loneliness. Some people may have lots of social contact but can still feel lonely, and a lot depends on the nature of the social contact. However, both can have a negative impact on health and wellbeing including increased hospital admissions and increased vulnerability to stroke, diabetes and coronary heart disease. Also, people who are socially isolated are less likely to be engaged with treatment and run the risk of further deterioration in their physical and mental health. Therefore there are clear links to other outcomes relating to physical health and wellbeing.

Social activities and meaningful occupation are just as important as physical activity in reducing the likelihood of dying earlier or spending longer in residential care, and the outcomes of social engagement have been linked to several important health and wellbeing outcomes in later life².

The Day Opportunities provided by the services at PSS support individuals to identify and achieve a range of different outcomes. This report will show how we have done this.

Section 4: **What we want to achieve**

In order to help people achieve positive outcomes including avoiding becoming socially isolated, building positive relationships, maintaining independence and becoming involved in the community, PSS has been commissioned by a number of different organisations to provide ‘Day Opportunities’ in a range of areas.

The aim of Day Opportunities is to provide a range of day support, in a variety of settings where people can participate in meaningful activities, build new relationships and, where required, receive care and support.

In 2007, the Social Care Institute for Excellence published a knowledge review entitled “Having a Good Day”³; which identified the characteristics of a ‘good day’.

A good day involves:



Doing things that have a purpose.



Receiving support that meets your needs.



Being in ordinary places, doing things that most members of the community would be doing.



Doing things that are right for you.



Being in touch with local people, meeting people and developing friendships.

Throughout this report, we will tell the stories of several people using our services, including what they have achieved these through their day opportunities with PSS.

Day Opportunities at PSS aim to help people have good days through all of the above characteristics, and provide a diverse range of services and activities which may or may not be location based. The services we provide and activities we support cater for a variety of people and needs, and serve a number of different purposes. We aim to support people to achieve a broad range of outcomes including:



Section 5: Who we work with

In 2016/2017 we worked with a total of 304 individuals across our Day Opportunities Services.



Of the 304 people we provided services to...



The needs of the people we work with

We support people with a variety of learning disabilities, including profound and multiple learning and physical disabilities, sensory impairments, and autism. Support is also offered to those who may have a dual diagnosis of mental health and head injury.

At the Fusion Centre, all the individuals are older adults and are described as frail or socially isolated. Individuals with early onset dementia are also supported here. The individuals in our TRIO service in North Wales are all living with dementia. Community Support Services provide a range of support for individuals to stay as independent as possible in their own home and in their own communities through one to one support staff.

Where we work...

- **Making Days North** - Rice Lane, Walton in the north of the city.
- **Making Days South** - Bridge Chapel Centre, Heath Road in Allerton in the south of the city.
- **Alfred Stocks** - (Lunch and Activities base)- Turner Close, Dingle.
- **Mossley Hill Sports and Athletic club** - Mossley Hill, Liverpool.
- **Noah's Ark**, (social club) Ganworth Road, Speke, Liverpool.
- **Dutch Farm**, Leeds Street, Liverpool.

Section 6: What our clients' and carers' journey is like



Individuals are referred to Day Opportunities through social services and health professionals, although some people also refer themselves. Direct payments and Individual Budgets can be used or people can fund their own day opportunities if they are of independent means.

Stage 1: Referrals can be received through Local Authority Social Workers, Health Services, or from individuals themselves.

Stage 3: An initial visit to the service is encouraged to talk about the kind of activities and support on offer. Usually a welcome pack is provided.

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Stage 2: An Initial assessment is carried out by a member of our team to look at whether the service can meet the individuals needs and deliver a service in the right environment which promotes the person's dignity.

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Stage 5: On starting the service the individual will meet their designated staff member(s) or TRIO companion who will welcome them into the service.

Stage 4: If the person likes the service, we will go ahead and start making arrangements for the service to be commissioned and for the person to attend. For individual packages we will recruit staff with individuals and their families based on their preferences and needs. For TRIO we will look to match people with carers and other individuals.

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Stage 6: A person-centred support plan and risk assessment are developed with the individual setting out their goals and the things they want to do.

Stage 7: The person then starts the service and can undertake a range of opportunities and receive different levels of support.



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Stage 8: For some individuals, once the service has started, they along with their parents or carers will be invited to a 6 week review with their Social Worker to review progress and make changes to their support plan if needed. For TRIO, placements will continue to be monitored by the Shared Lives Development Worker.

Stage 9: PSS will continue to work with the individual and review their support plan every 6 months depending on needs and changes, whilst continuing to help them achieve their goals.

Section 7: What we have achieved in 2016/17



All Day Opportunities services achieved a green rating or higher as part of the internal quality review services, and have positive ratings from regulators and commissioners.

92%

of service users in Day Opportunities stated they were “happy with the people who supported them”.

88%

of service users in Day Opportunities stated they felt that the service they received from PSS had “a positive effect upon their overall quality of life”.

86%

of service users in Day Opportunities stated they were “happy with the levels of choice available to them”.



Community Support

- Community Support is fully compliant following an LCC commissioner inspection, and is rated as ‘Good’ by the Care Quality Commission.
- The service delivered on average 610 hours of support per week in 2016-2017.
- The service successfully relocated to Lancaster House under a new Registered Manager.
- Student social workers have been hosted by Community Support.

Making Days



- We delivered services to 166 people providing a range of support.
- Making Days South achieved the Quality Improvement Award at the 2016 PSS Big Awards ceremony.
- Both Making Days services have received positive compliance visits from Liverpool City Council in their first year of operation.
- We have hosted work experience placements and student social workers.



Dutch Farm

Dutch Farm received a visit from Dame Lorna Muirhead - the Lord Lieutenant of Liverpool - who recognised and commended “the excellent work they do”.



Fusion



- Fusion delivered 426 hours of support a week across 32 individuals.
- The service delivered approximately 25 meals a month to the tenants at Rose Court.



TRIO

- TRIO worked with 41 individuals throughout the year, supporting them as individuals and as part of a group to engage in social activities
- 95 % of survey respondents stated that the TRIO service had a ‘positive impact on their social life’.

Improving and maintaining good physical and mental health

One of the most common desired outcomes for people who use our services is ensuring their physical health and wellbeing is both improved and maintained. This is particularly important for those who have a history of complex needs, physical frailty or have behaviours that challenge.

The varied activities undertaken through Day Opportunities can include exercise and physical activity. These bring about obvious benefits to physical health; as well as social integration, engagement with the community and participation in activities with peers which also offer inherent benefits to health and wellbeing. In addition, specific support around health such as attending GP appointments, administration of medication and support in hospital contribute to individual's health and wellbeing.

Inputs from PSS	Outputs and Achievements of Individuals
<ul style="list-style-type: none"> • 1:1 Support is provided to individuals to access medical appointments and planned hospital admissions. • Specialist training for staff around medication administration, individual peg feed, Makaton training, postural care, and NAPPI enable staff to work with individuals with a range of needs. • Joint working with health professionals to ensure a high standard of support around physical health issues, epilepsy and sensory impairments. • 'Meals service', hairdressing and bathing provided to individuals at the Fusion centre. 	<ul style="list-style-type: none"> • Service users have been supported in hospital to reduce anxiety, ensure good nutrition, hygiene, and wellbeing. • Individuals are better able to receive the medical intervention as planned by health professionals. • Service users have attended men and women's groups. These have been developed so that service users have a platform to talk about gender specific issues that affect them or to find out information regarding health and wellbeing • Fusion service users make use of the bathing facilities in a secure environment, reducing the risk of falls.

Stakeholder	Outcome and Value Added
<p>Families and service users / citizens</p>	<ul style="list-style-type: none"> • 79 % of individuals stated that PSS services 'had a positive impact on their health and wellbeing'. • 91 % of individuals stated they were 'very happy or happy with how safe the services they received made them feel'. • Respite for primary carers of individuals, and reassurance that health needs and mental health needs are being addressed. • Support to maintain dignity through using the bathing facilities at Fusion, as well as ensuring good nutrition from the 'meals service'.
<p>NHS and Health</p>	<ul style="list-style-type: none"> • Medical staff and nurses have the right information and support to manage individual needs through health passports during transitions of care. • Early interventions help to reduce pressure on primary care services and mental health admissions. • Learning Disability Nurse assisted to achieve outcomes of a successful planned hospital admission for people with additional needs. • Day Opportunities which promote physical activity, improve overall health and wellbeing as a preventative measure to the NHS.
<p>Local Authority</p>	<ul style="list-style-type: none"> • Reduced levels of deterioration in need and the requirement for more costly social care support - particularly within community support settings and for those with challenging behaviour.

Making Days



Alfred's story show this his 'good days' were about receiving support that meets his needs.

Alfred's Story...

Alfred is an older gentleman with a severe learning disability and presents with some challenging behaviours as well as frail physical health. He attends the Making Days service which PSS took over in December 2015. Alfred had a particularly difficult time in managing this change to a new provider.

It quickly became evident that Alfred liked to know who was supporting him and these people needed to be consistent and react to him in certain ways. In order to help Alfred reduce his anxiety and address his failing mobility and health issues it was important to get to know him well. It was also important to ensure that staff understood his needs and how best to manage these, taking an interest in him as a person and as someone who needed to be understood. They always made sure that he had the things around him that made him comfortable, as well as ensuring that he had a healthy breakfast and was well nourished.

Alfred unfortunately became ill and was taken into hospital. When the service became aware of this the staff stayed in contact with his sister who advised that he hadn't been eating or drinking and was distressed and dehydrated. Alfred was refusing to wash and was hitting out at the nurses who didn't have the time to devote to him and weren't familiar with his behaviours. Staff were immediately sent to the hospital to make contact with the nurses and offer to support him at the Royal Liverpool Hospital. He was supported 1:1 during the day, making sure he was able to eat and drink and he was also supported with personal care. The staff also helped to educate the nurses in his methods of communication and his likes and dislikes - even down to how his pillows were arranged. Following Alfred's hospital stay, the Learning Disabilities Nurse wrote to PSS to thank the team for their contribution to his recovery. Alfred's sister also came in to our office to offer her thanks for the support provided.

The support from Making Days made a hugely important contribution to Alfred's own health and wellbeing, and to his family in a practical and fundamental way, earning both his trust and that of his sister. That relationship continues today as Alfred has recovered completely and has since returned to Making Days.



Reducing levels of social isolation and loneliness

Social Isolation is a significant problem today, and one which faces a large section of society. Large, extended families that were relied upon to provide companionship and support in times gone by, are now fewer whilst the number of one-person households has greatly increased.

Individuals often move far from their families to work or retire, but maintaining positive connections to friends and participating in meaningful activities has never been more important. As well as the obvious benefits of being socially integrated - scientific studies report health benefits for people with strong social ties. Statistics show that marriage (which is one of the strongest social bonds) can increase life expectancy, and that suicide rates, mental illness and alcoholism levels are significantly reduced when people feel a sense of belonging. Furthermore, when social isolation results in a feeling of loneliness - this is a specific risk factor for health outcomes and increased levels of need. Day Opportunities at PSS provide the chance to not only participate in meaningful activity, but to engage with others, make friends and improve overall wellbeing and relationships with existing friends and family.

Inputs from PSS		Outputs and Achievements of Individuals	
<ul style="list-style-type: none"> • Providing opportunities for social contact at home and within the community • Designing activities which promote independence and which meet individual need. • Offering a range of different support options from individual working, to socialising as a group - including the TRIO service • Providing opportunities to learn new skills which can improve life chances. 		<ul style="list-style-type: none"> • Opportunities for leisure and reminiscence with peer groups at Fusion. • Positive relationships achieved by service users within their social group and in the wider community. • Service users report having made new friendships, improved relationships and having been given increased choice over their activities. • Individuals are better able to achieve their goals and aspirations. 	
Stakeholder		Outcome and Value Added	
Service users, individuals and families	<ul style="list-style-type: none"> • 86 % of the service users in Day Opportunities services stated that they were 'happy or very happy with the levels of choice they have within the service'. • 84 % of the service users also stated that they felt 'the service they received from PSS had a positive impact on their social lives'. 		
NHS and Health	<ul style="list-style-type: none"> • Studies have reported fewer colds, lower blood pressure and lower heart rates in participants with strong social ties⁴. • Reduced levels of loneliness as linked to social isolation results in a reduction in GP visits and A&E visits. • Promotes better mental health outcomes and the avoidance of medical interventions including anti-depressants. 		
Local Authority and Public Sector	<ul style="list-style-type: none"> • Support planning demonstrates quality of work and conforms to expectations of Local Authority commissioners. • Parents and carers gain trust in the Local Authority in the selection of providers. • Increasing social isolation may exacerbate existing disabilities resulting in a loss of independence and increased reliance on social services and disability benefits. 		

The Day Opportunities we provide for social contact

Some of the opportunities we have provided and practical support we have given include:



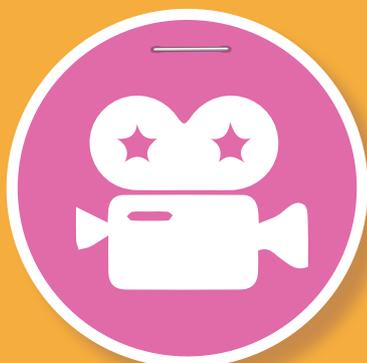
Horse riding



Arts and crafts



Attending a local disco



Support to visit the cinema



Support people to attend college, paid/unpaid work



Support people with finances



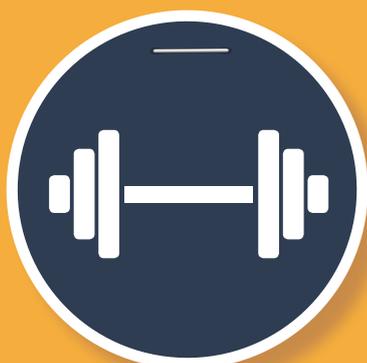
Attending computer course



Drama groups



Gardening



Accompanying service users to the gym and leisure facilities



Support to travel independently



Support with housework and daily living activities

TRIO



David's story shows that his 'good days' were about being in ordinary places, doing things that most members of the community would be

David's Story...

David is an older gentleman from Wales who lives with his wife Bet, and has a diagnosis of dementia. He requires frequent prompts for toileting and requires assistance at times, but he is able to make choices of his own with time and encouragement. In his spare time he enjoys getting out and about, visiting new places and he really likes motor cars - although Bet isn't so keen!

David was introduced to the TRIO service in Wales and was matched with a TRIO Companion called Alf who, like David, is also very passionate about motor cars, new or old. During the time they have been out they have visited the Jaguar Garage which David thoroughly enjoyed. They have also had a day out in Chester, travelled on the Great Orme Tramway in Betws y Coed and visited the Welsh food centre at Bodnant.

Since starting with TRIO, David has come to really appreciate the social contact with Alf that he didn't have before. David said "it is great just to talk about men's stuff like cars and boats. I really enjoy spending time with Alf - we get on great and have a really good time."

David's wife Bet is also thrilled with the service and acknowledged that not only does it help David, but also supports her to continue her caring role.

In Bet's words: "I'm very pleased with the pace and quality at which the service has been put in place. It was really useful to have the opportunity to meet up and speak in depth with Alf who has shown great patience and understanding in enabling us to put the right sort of support in for David. This will provide much needed respite for myself and enable me to participate in some of my hobbies. I feel more than confident that Alf will provide my husband with a good quality of care and support. I have also noticed that when David comes home, he tries to remember and talk about what they have done that day and doesn't just nod off in the chair. For me it gives surety that he is happy to be where he is and I get relief from the guilt I feel."



Community Support

Geoffrey's Story...

Geoffrey was referred to Community Support by the Local Authority when it was identified that he was struggling with daily activities including housework, managing his finances and getting out and socialising in the community.

After our first meeting with Geoffrey where we started to plan his support, it became clear that computers were one of his interests. Although he had never had the chance to pursue this further as he had always struggled with reading and writing, with the practical help of the Community Support team, Geoffrey now attends a computer course which he really enjoys and which has given him some much needed confidence.

Since starting his course one of the articles he has written was published in the PSS staff magazine - The Loop. Not only has he committed to attending his course, but on days where he is not due to receive support he will attend the group independently. He has not only been able to pursue a passion of his and learned new skills, but he has also made a new group of friends and will have a cup of tea and chat with them on breaks in his class.

This new-found confidence has also made Geoffrey more proactive with his housework and he has become quite house-proud. With help from Community Support, he agreed a weekly rota of where and when he will do different things around the house and now enjoys buying new things for his home.

Geoffrey also previously struggled with his money and had some debts he did not have a full understanding of budgeting which made him vulnerable in the community. He also likes routine and is quite resistant to change so for many years he would go to the Post Office and take out a large amount of cash making him vulnerable to theft, and unsure of what money he had in which accounts. With the aid of Community Support, Geoffrey changed his routine and set up Direct Debits into one account knowing how much he needed for bills and essentials. Now Geoffrey budgets his money much better and once a month will take the money he has saved and buy something he really wants. After saving up some money - Geoff treated himself to a new laptop to further his interest in computers, and also recently purchased two budgies who he cares for at home.

Geoff is very happy with the support he receives and has blossomed with his confidence, social skills and budgeting.



Geoffrey's story shows that his 'good days' were about doing things that were right for him, and that had a purpose.

Dutch Farm

Dave's Story...

Dave had always spent time at Dutch Farm and was worried when PSS took over the service in late 2015, he likes to know the people he spends time with and was worried he wouldn't like them.

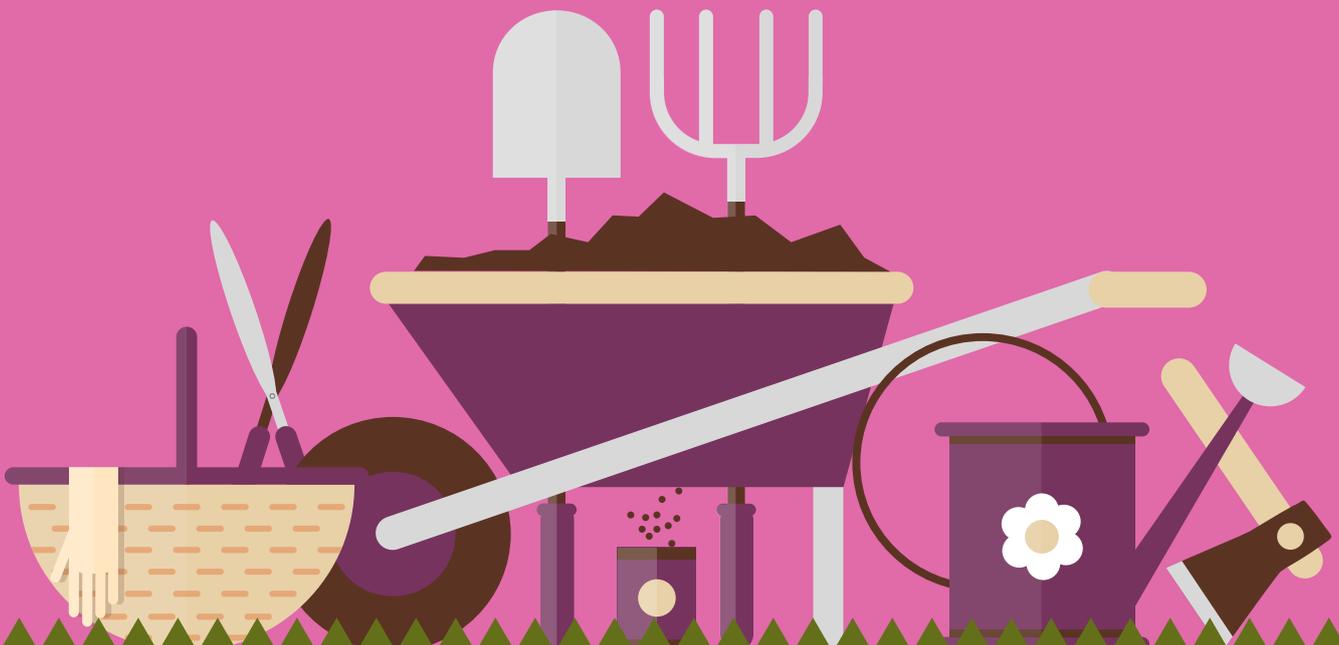
Since PSS have taken over, Dave has become good friends with John, and together they plan out what they want to do at the service. This has allowed them to use the new poly tunnels to grow vegetables in the winter, as well as get a crop of strawberries, raspberries, leeks, potatoes and courgettes at the farm. Dave enjoys all of the work he does on the farm, and most importantly recognises the **value** of what he does. "I do love it when we can pick things and take them home sometimes", he said. "Everyone is made up in the house when I take the strawberries home. I take home potatoes too and we have roast potatoes on Sundays".

As well as Dutch Farm being a place where people can engage in meaningful occupation, it is also an opportunity to meet new people. Dave particularly enjoys attending Dutch Farm to see his many friends and to make new ones.

"I like being outside and it's really peaceful here. I like to be at the bottom of the site where it's peaceful, or keeping the paths tidy for people so they don't trip or fall".



Dave's story shows that his 'good days' were about doing things that have a



Promoting and maintaining independence

Ensuring that people can remain as independent as possible is a cornerstone of how social care works. Almost all Government policy in recent years has included common objectives including personalisation, choice and control and prevention.

Day Opportunities is a service which achieves many different objectives - positive occupation, reducing isolation - but significantly they also act as a preventative service; with the resulting outcomes contributing to the extension of independence. This happens in a number of ways. Firstly, the physical activities undertaken help ensure that people remain mobile, health, can reduce falls and ensure people take managed risks. Secondly, the social integration element prevents loneliness and ensures people are at reduced risk of ill health. Thirdly, Day Opportunities provide significant levels of respite for informal carers - parents, children and family members; without which a breakdown of care at home and a more costly intervention is a real possibility (potentially residential care and a loss of independence overall).

Inputs from PSS		Outputs and Achievements of Individuals	
<ul style="list-style-type: none"> • 304 individuals supported in the year through Day Opportunities. • Range of opportunities provided in a 'with not for' approach to support people to maintain and improve their skill levels • Practical activities such as gardening and cookery provided to promote independence. 		<ul style="list-style-type: none"> • Low numbers of packages ending as the needs of individuals have not significantly increased. • Support provided to individuals in health settings to enable them to maintain their independence. • Service users demonstrating new skills and taking opportunities to work, learn and volunteer in the community. 	
Stakeholder		Outcome and Value Added	
Service users, individuals and families		<ul style="list-style-type: none"> • 72% of individuals stated in our annual survey that the service had improved their relationships with their family and friends. • Providing respite for family members and carers to enable them to continue to care. • 53% of individuals stated in our annual survey that the service had a positive impact on their ability to work, learn or volunteer. 	
NHS and Health		<ul style="list-style-type: none"> • Increased and maintained levels of independence support users to stay healthy and mobile - reducing incidences of ill health, falls and associated healthcare costs. 	
Local Authority and Public Sector		<ul style="list-style-type: none"> • Maintained independence reduces the need for more intensive social care interventions. • Day Opportunities provide respite for the informal carers of the individuals we work with, enabling them to continue their caring role and for the individuals to remain in the community as opposed to being in a more institutional setting. 	

Fusion

Dot's Story...



Dot's story shows that her 'good days' were about being in touch with local people, meeting people and developing friendships.

Dot is an older lady living in the Wirral, who became isolated at home after losing her husband, only saw some members of her family and they were struggling to provide care for her. She was initially referred to the Fusion Centre in July 2015 by the Local Authority; but wasn't interested in attending day care and was reluctant to come along, even for a taster day.

Dot's daughter Veronica who is also her main carer, was concerned that her mother was becoming isolated and that the situation would not be sustainable and that the family would not be able to continue to care for Dot in the community. This may have resulted in her potentially having to go into a care home. However, Veronica managed to persuade Dot to give Fusion a go and in August 2015 she went along to try it out. Dot agreed to attend one day a week for Veronica's sake, but at first she wasn't interested in taking part in activities or socialising with other service users. Gradually Dot got to know the staff and service users and started to engage in the activities. Soon she would arrive in the morning with a "good morning" and a big smile on her face and after a couple of months of attending she asked if she could take up another day, giving her more time with her new friends, and providing Veronica with some more respite from her caring role. Dot now has new friends and looks forward to seeing them every week. She often tells staff how much she enjoys her time at the centre - especially the meals.

Eating and drinking had been an issue for Dot, but after attending the service and with improving physical and mental health, she began to eat more nutritious meals and started to enjoy her drinks. This reassured her family who had been concerned about the amount of food and drink she was able to consume. Overall, Dot's physical health and her mental wellbeing have both improved now that she is no longer socially isolated at home, and her family are particularly pleased that Dot is now happier and that they are able to continue to support her in the community.



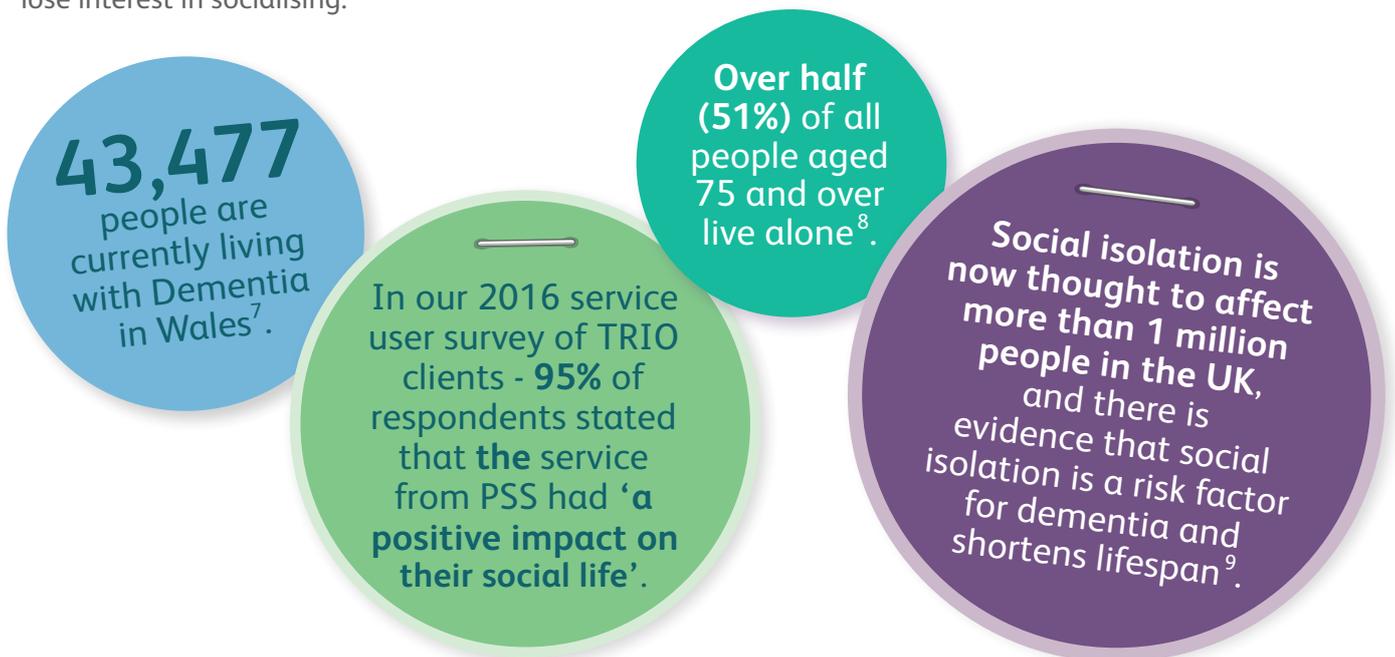
Section 8: **Spotlight on TRIO**

TRIO is a unique Shared Lives project based in Wales designed to support people with Dementia to take an active part in their communities. Instead of formal support workers it utilises the support of Shared Lives Carers known as 'TRIO Companions'.

In 2011, the Welsh Government's National Dementia Vision for Wales: Dementia Supportive Communities was launched with the ambition to have services across Wales working to strengthen communities, creating a key resource for people affected by dementia at a local and national level. The aim is to build on local improvements from the grass-roots up to achieve a network of local dementia supportive communities. The ambition is to ensure that people at all stages of Dementia are given the best chance to live well and to be an active part of a family and community life⁵.

Why the TRIO service is important...

Two of the biggest issues facing the ageing population today are dementia and social isolation; two things which are often connected. According to the Alzheimer's Society there are around 850,000 people in the UK with dementia⁶ estimated to rise to 2m by 2051. One in three people over 65 will develop dementia, and two-thirds of them are women. As well as the commonly associated problems of dementia such as memory loss, mental agility and understanding, people with dementia may also struggle to maintain their independence, find social situations challenging and potentially lose interest in socialising.



A report by Age UK Oxford for the 'Campaign to End Loneliness' commented that traditional social care services have failed to find solutions to loneliness and social isolation among the elderly and vulnerable. The Care and Support White Paper of 2012 identified Shared Lives as an approach which could help people to grow their social networks and tackle isolation; and therefore the TRIO service in Wales has aimed to do just that.

Not only is it an innovative means of providing day support, but it focuses specifically on older people who are at risk of social isolation and more specifically older people with Dementia (where there is additional risk). The scheme matches the individual with a TRIO companion and supports them to participate in meaningful activities of their choice, often with other individuals involved.

An evidence-based service - NICE Quality Standard (QS30)

The TRIO service is an excellent example of embedding best practice into service design and delivery. In April 2013, the National Institute for Health and Care Excellence published a social care Quality Standard titled “Dementia: Independence and Wellbeing” (QS30), which includes 10 quality statements which, if met, demonstrate that providers are going above and beyond fundamental standards of care, and delivering high-quality, evidence-based services. Whilst NICE Guidelines and Quality Standards are mainly applicable in England; the evidence base behind them, and the nature of Dementia, means that the best practice should be applicable throughout the United Kingdom. The quality statements within QS30 are fairly broad, but there are measures attached which we will be using with the TRIO service as part of their Quality Reviews to help demonstrate service effectiveness.

The set-up and delivery of TRIO demonstrates that we are meeting the following quality statements:

- **Quality Statement 2** - People with dementia, with the involvement of their carers, have choice and control in decisions affecting their care and support.
- **Quality statement 3** - People with dementia participate, with the involvement of their carers, in a review of their needs and preferences when their circumstances change.
- **Quality Statement 4** - People with dementia are enabled, with the involvement of their carers, to take part in leisure activities during their day based on individual interest and choice.
- **Quality Statement 5** - People with dementia are enabled, with the involvement of their carers, to maintain and develop relationships.
- **Quality Statement 10** - People with dementia are enabled, with the involvement of their carers, to maintain and develop their involvement in and contribution to their community.

Economic Impact

There are significant economic benefits to a model like TRIO where people can have 1:2 or 1:3 day support. Whilst community support, TRIO and Making Days are all cost-effective ways to achieve outcomes; the intensive support and competitive rates of TRIO make it a highly effective service.

To determine the economic savings for TRIO in 2016-2017, we compared the hourly cost per service user at TRIO, with the hourly cost of Community Support¹⁰, and the hourly cost of day care as an alternative provision to combat social isolation.¹¹

The results were that in 2016-2017:

	Community Support	Day Care Support
For those receiving 1:2 support	TRIO was £2.13 cheaper per hour than community support.	TRIO was £2.17 cheaper per hour than day care support
For those receiving 1:3 support	TRIO was £4.63 cheaper per hour than community support	TRIO was £4.67 cheaper per hour than day care support

In addition to the actual costs of commissioning the service, there are further benefits in relation to the emotional and mental wellbeing of the service users, and the reductions in their attendance at health services, or reliance on medication. Going forward this is information we aim to capture to be able to fully report on the social impact of the service, but the benefits can be shown through the following case studies, which demonstrate the real impact on our users.

TRIO



Ivy's story shows that her 'good days' were about being in ordinary places and doing ordinary things that were right

Ivy's Story...

Ivy started with TRIO from the beginning and always saw Monday as her special day and wouldn't make any other appointments on this day. Ivy loves just been out and about, shopping, eating homemade food and having a nice drive out in the car but also enjoys just walking with her dog. When Ivy goes out with Claire - her TRIO companion - she does find it difficult to remember things and finds verbalising hard sometimes, but they manage well.

In Ivy's words:

"It has filled my life - it makes me feel happy and that makes me feel safe. Claire and I are very nicely balanced in interests and thoughts - I feel I am quite a free bird."

In Ivy's daughters words: "Before TRIO, mum had lost all confidence and had become increasingly isolated, the friends she used to socialise with had also drifted away as most social activities she had were sport-related which she is no longer able to participate in. I think TRIO has had a significant positive impact on her emotional wellbeing. The variety of activities she has done have really lifted her and helped her to see that she can still socialize and participate in activities, albeit in a supported way. As I live some distance away from mum and work full time, knowing she has company and has another person observing her wellbeing in the week also reduces my anxiety levels about her and so the project has a positive impact on both of us. Long may it continue! Having regular updates and particularly the photos of mum enjoying herself is reassuring and really lovely to see."

"The variety of activities she has done have really lifted her and helped her to see that she can still socialize and participate in activities."



Section 9: What our stakeholders and users say

Each year we carry out annual surveys of a diverse range of our stakeholders- here are some of the positive things they had to say about the service.



Making Days South - "I work in the Care Office upstairs and it is a delight to walk past the rooms of Making Days South! The staff and "Service users" seem so much happier these days and a great atmosphere. I notice that everyone is busy doing things, even if it's just chatting, they are not sitting around looking bored!"



Fusion - "To all the staff at the Fusion Centre, thank you very much for all you did for my mum. She loved coming to your centre and enjoyed chatting to you all. It gave her a new lease of life and an interest outside of her family. Thanks again for all the care you all showed her."



Community Support - "I don't think I would want anything else, as the support is really good and it's an excellent service."



Making Days North - "I am really happy going to the centre, I love the activities I can do. I also like the staff that work with me, thank you."



Dutch Farm - "My son really enjoys the gardening at Dutch Farm, as he has done it before with Green Fingers."



Making Days South - "I thoroughly enjoy having my service and independently make my own choices and decisions."



Fusion - "Without the Fusion Centre I would be house bound without any social contact at all. I now have contact with people other than family who are now friends. The staff are always brilliant, what more could I ask for?"



Community Support - "I have no complaints about the carers, they are brilliant at their job."



Making Days North - "The service provided to my daughter is excellent and she really enjoys her days there. The staff are very friendly and will go out of their way to help families."



Dutch Farm - "I really enjoy going to Dutch Farm – it's really well organised by the leader."

And a few others...

“ You are all so kind and I just wanted to thank you for the fabulous experience I have had working with you guys which I will always remember. Your day centre is fab and I wish you all every success for you as a team, PSS and your lovely service users. ”

Student social worker

“ I'd like to take the time to personally thank you for your support of local students with regards to work experience. ”

Liverpool Compact

“ It's clear a lot of thought has gone into the risk assessment. A well thought out good piece of work. Thank you. ”

Social Worker LCC

“ Many Thanks for giving me a wonderful experience, you have made my time something to remember and which I won't forget. ”

Student Social Worker

“ Thank you very much for the love and support the Fusion Centre has given to my mum on her 100th Birthday. ”

Daughter of a Fusion service user



Section 10: What we want to do better

This report shows some of the positive highlights of what we do at PSS to provide Day Opportunities to a large number of people across Liverpool, Wirral and Wales. However there are some occasions when we don't always get it right; and it's important that we not only encourage people to 'Tell Us' when things aren't right, but also that we take on board all the feedback we get and try to do something about it. We call this our 'You Said, We Did' approach; and it's something that we discuss with services at their Annual Quality Reviews.

To show how we strive to learn and improve on what we do - here are some examples of the less positive feedback we have received in two of our services and what we have done about it.

Community Support: *You said...*

"Some of the annual survey feedback received for community support highlighted that support was often cancelled last minute, communication was poor and the staff team always seemed to be changing. PSS also received some complaints through the Tell Us process about similar issues."

We did...

- As a result of this feedback the service appointed a new Registered Manager dedicated to Community Support.
- Stronger relationships have been built with other services to provide additional opportunities to people.
- 6 new relief staff have been recruited as well as additional support, which has significantly reduced the hours that we have cancelled. A 12 month rota plan has been implemented to ensure we plan effectively to cover shifts
- The Quality Business Partner at PSS is also working closely with Community Support to work on improvements to case files.
- The new Registered Manager has written to all service users and families of those receiving Community Support to introduce herself and communicate these changes.

Making Days: *You said...*

"Some feedback received was that the keeping in touch meetings could have been run better and more efficiently, that service users should have more involvement and say in how the service is run, and that staff needed to get to know the service users better."

We did...

- Based on the feedback, the structure of the meetings was changed and has resulted in the Service Manager being given a standing ovation following a recent 'Keeping in Touch' meeting with families and carers of the service users.
- The service now has a successful service user forum that meets every month to discuss issues affecting the service, activities or occasions. Representatives of this group attend the wider PSS "Watchdogs" who have bimonthly meetings and discuss matters affecting them.
- All service users have gone through a round of support planning with the new PSS 'About Me' book which has allowed staff to get to know them better, their needs, preferences and how to support them in the best way.

Section 11: Our economic and social impact

There is significant variation between the different PSS services that provide Day Opportunities; this includes the needs of their service users, the amount of support they receive, the specific activities they undertake, their personal circumstances and their levels of need.

Therefore analysing the economic and social impact of specific services and Day Opportunities as a whole and putting value on it would be a highly complex task, looking at longer term outcomes, measurement of wellbeing, loneliness and potential economic impact. However, the information within this report and the outcomes and impacts that we have captured do tell a story in terms of the likely impact that we have had,. It also highlights potential economic benefits to different stakeholders based on evidence, as well as some direct cost comparisons with different kinds of care for each of our services.

Maintaining Independence: Potential Cost savings

In this report we looked at the importance of people maintaining their independence and how Day Opportunities can support this; both through improving the quality of life and health of the individuals using the services, but also by supporting people to maintain their caring roles and preventing the need for more costly interventions. The economic value of the contribution made by carers in the UK is now £132 billion per year, which is close to the total annual cost of health spending in the UK. Therefore valuing the contribution of carers and providing respite is crucial in economic terms¹².

How we did the cost comparisons

- We identified the costs of some of the more intensive services provided by PSS including Shared Lives and Supported Living as well as looking at national figures for residential care¹³.
- We worked out the costs per session, and costs per hour for the different Day Opportunities services.
- We then used the figure of 30 hours per week of Day Opportunities support (6 hours per weekday) to use as a comparison.

For people with learning disabilities, 30 hours of care provided by the different Day Opportunities services are all less costly than other forms of care. Residential Care for people with learning disabilities is 3.8 times more expensive than 30 hours of support at Making Days. (See Appendix A)

For older people, 30 hours of care provided by the different Day Opportunities are all less costly than other forms of care. Residential care for older people is 2.8 times more expensive than 30 hours of support provided by TRIO. (See Appendix B)

Ensuring that Day Opportunities are available to support people is a crucial preventative service. The direct benefits to the individual and the indirect benefits through respite to carers clearly have a strong economic impact - reducing the need for more expensive forms of support.

Reducing Social Isolation and Loneliness: Potential Cost Savings

Maintaining good physical and mental health is closely linked both with how independent people are and their levels of social isolation and loneliness. Currently we ask people in our annual surveys whether they feel that PSS services have improved their social life and their ability to see family and friends and maintain positive relationships. However we don't currently measure loneliness as a specific issue, and this is something we aim to do going forward, as there is strong evidence that by reducing levels of loneliness - significant economic benefits can be achieved as shown below:

The connection between social isolation and loneliness and the impact on health is well established.



For most people loneliness is a feeling that comes and goes depending on life events, but for 10% of older adults specifically in the UK, it is a chronic feeling and therefore a high risk factor in both human and economic terms. Research has shown that loneliness reduces immediate quality of life, and is linked to depression, anxiety, declining mobility, high blood pressure and increased mortality¹⁴.

A discussion paper published by Social Finance UK in 2015 acknowledge the difficulties of quantifying the costs and savings associated with loneliness, and that projects aimed at reducing social isolation and loneliness are not well-evaluated compared to others with more tangible outcomes. However the paper included a model that had been developed to assess the potential costs to the public sector arising as a result of loneliness in older people¹⁵. The paper identified a potential cost of **£12,000 per person in increased service usage** over 15 years if they were to remain lonely which is a significant cost to the public sector.

Our economic impact

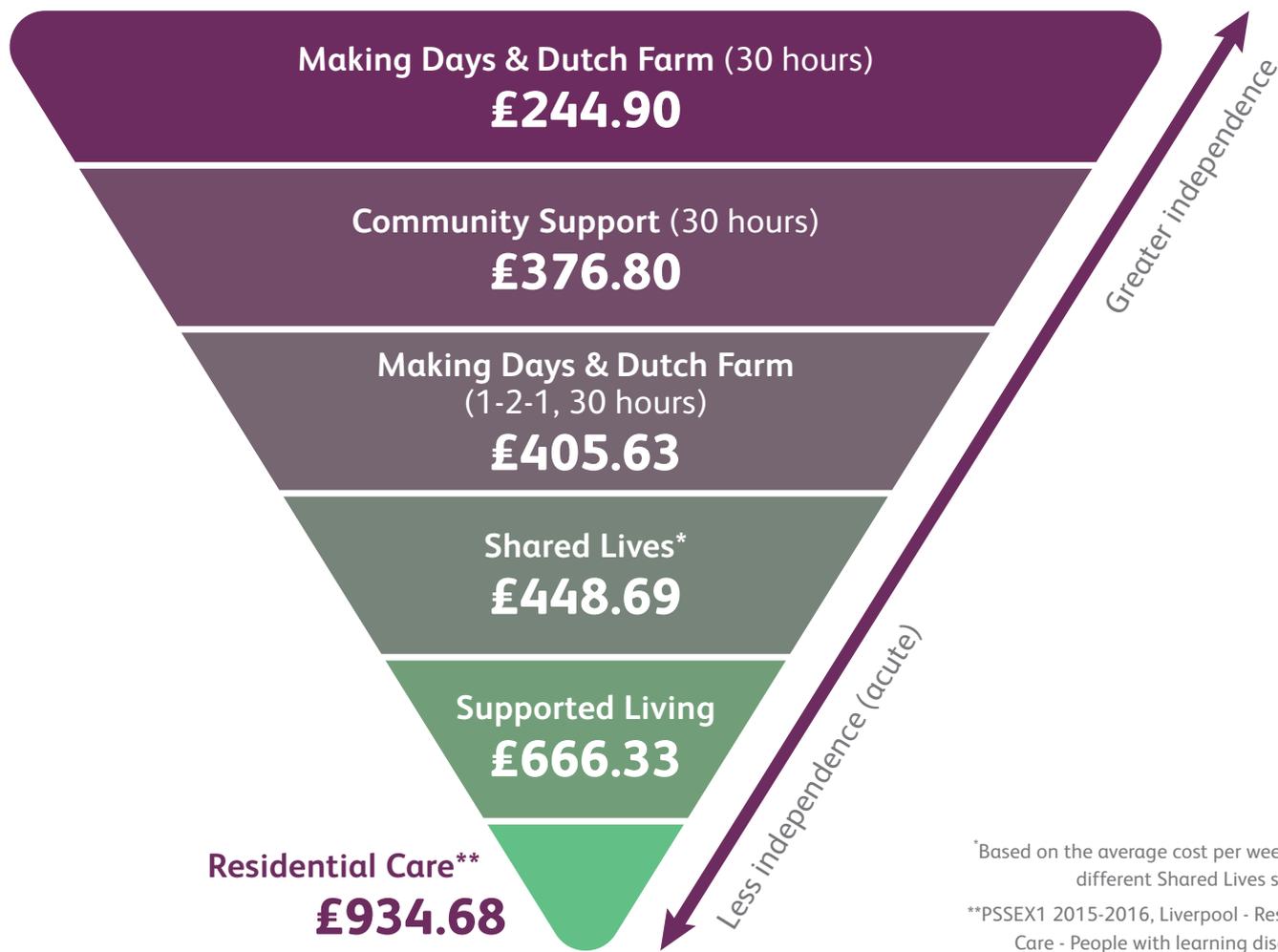
The cost comparisons for the different types of care, and the estimated cost savings in the Social Finance UK paper are only indicative of potential savings and social value that could be realised by Day Opportunities, as opposed to an actual figure. One drawback of evaluating preventative services is that it is difficult to put a cost saving on something that hasn't happened yet; and therefore we have tried to show what the costs would be if people were to be less independent, less healthy and more isolated.

However, whilst we haven't been able to identify a specific saving in this instance, it is evident that the Day Opportunities services will have a positive economic impact as a direct result of helping people to achieve these outcomes of independence, good health and being socially included.

What we plan to do next

As part of our future work on impact reporting, we plan to focus more on **outcome management**. We aim to work across PSS with all services looking at how outcomes and goals are define how we carry out baseline analysis, how we measure outcomes throughout the individuals' journey and the things we can do to improve outcomes as part of that journey. This may involve using specific outcome tools to help us focus on how people are progressing within their service, as well as recognised scales and assessment tools which can help us to quantify our impact more specifically for our next impact reports.

Appendix A: Learning Disabilities Cost Comparisons

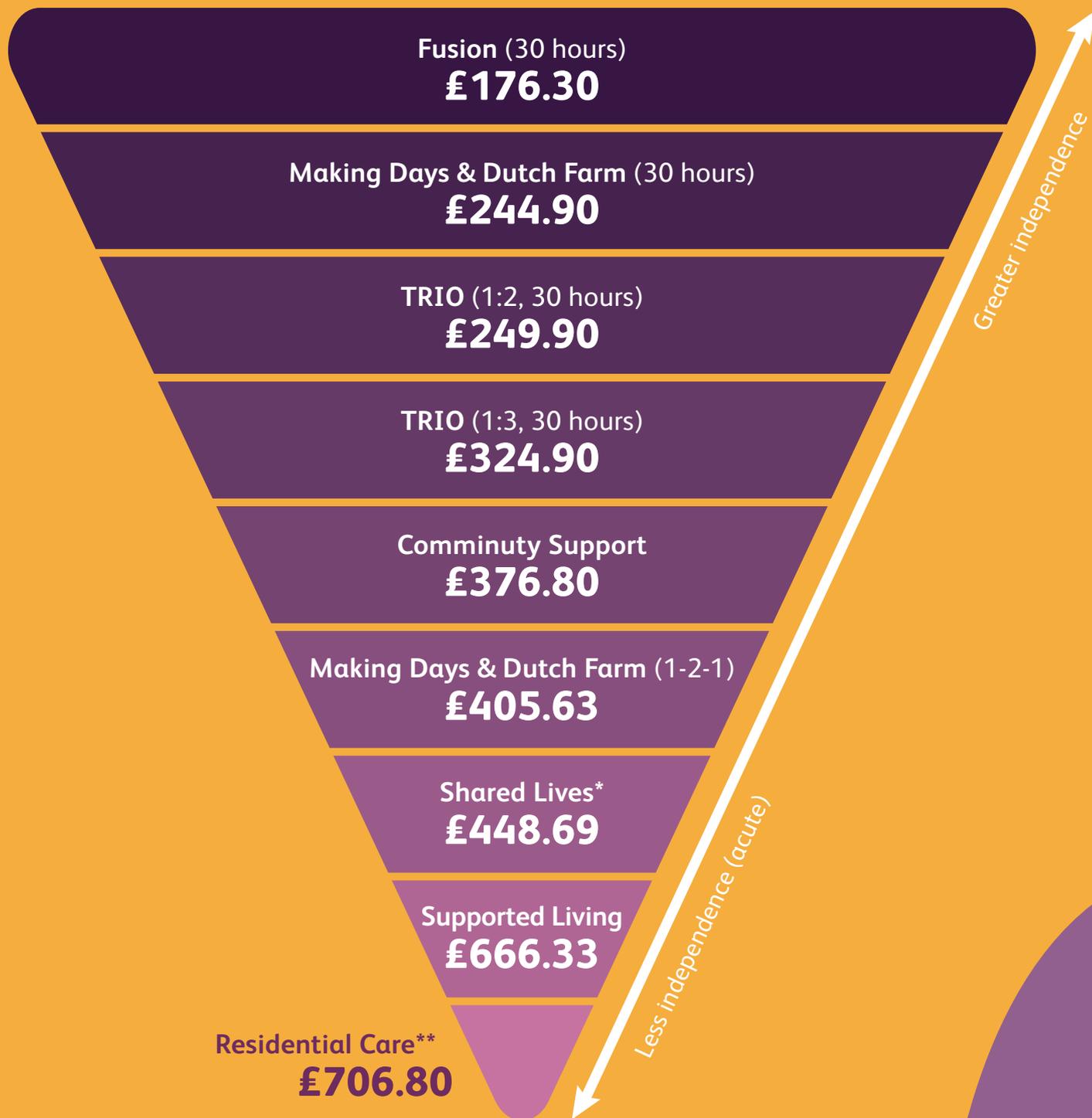


*Based on the average cost per week across different Shared Lives schemes.

**PSSEX1 2015-2016, Liverpool - Residential Care - People with learning disabilities.



Appendix B: Older People Cost Comparisons

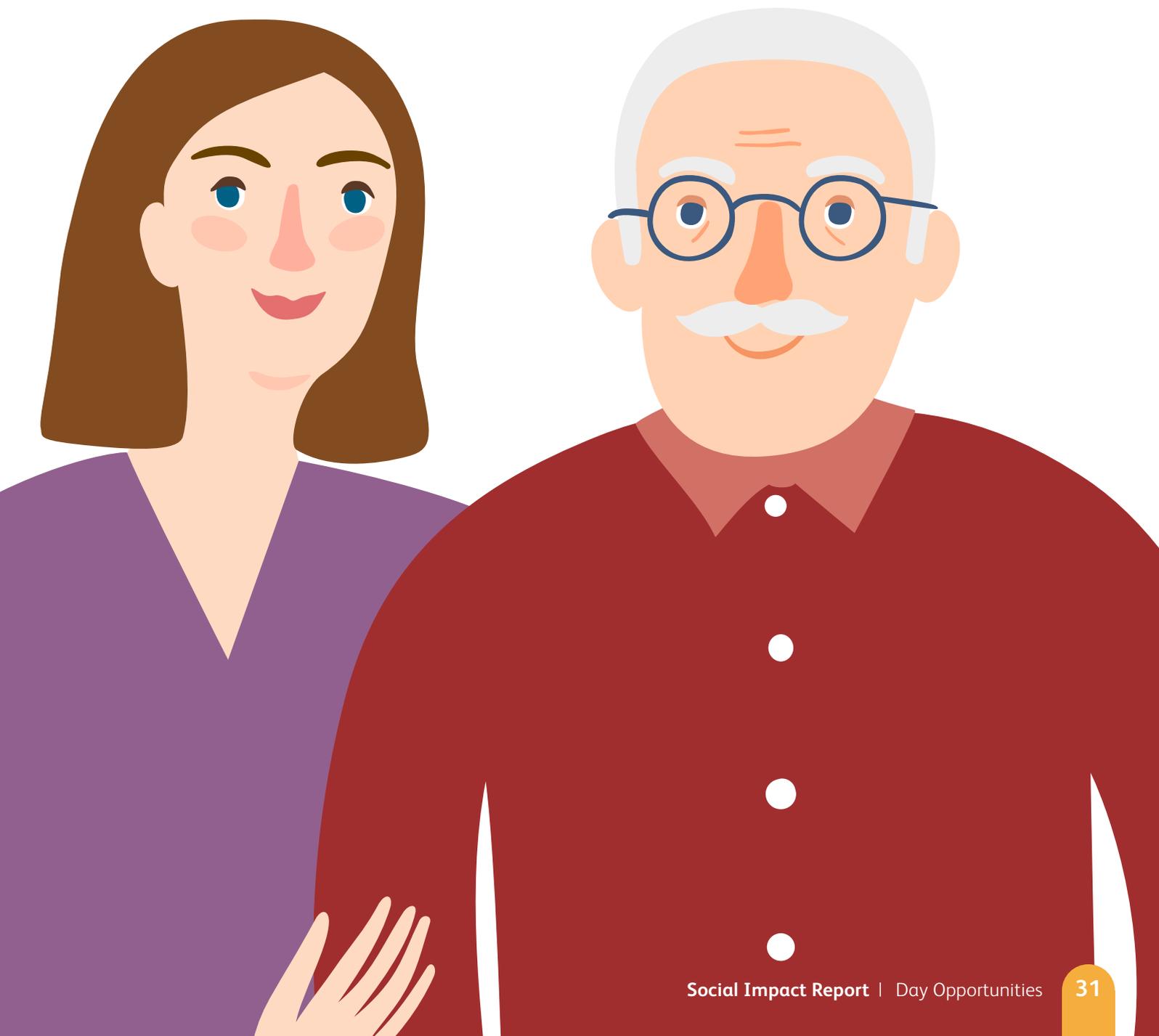


*Based on the average cost per week across different Shared Lives schemes.

**UK Care Guide (average for Merseyside and Wales).

References

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- ⁷ https://www.alzheimers.org.uk/info/20025/policy_and_influencing/251/dementia_uk/2
- ⁸ (ONS, 2010)
- ⁹ Later Life in the United Kingdom, Age UK (2017) : Factsheet.
- ¹⁰ Based on the Liverpool Community Support cost per hour, which is one of the lower rates.
- ¹¹ PSSRU Unit Costs of Health and Social Care 2016 –p28 - £13 per hour.
- ¹² Valuing Carers 2015 - the rising value of carers support: Carers UK.
- ¹³ Average costs were used for Shared Lives as PSS works with different LA's who pay different rates. Residential figures were obtained from PSSEX1 report 2015-2016 and the UK Care Guide.
- ¹⁴ Investing to tackle loneliness, Social Finance UK (2015:7)
- ¹⁵ Social Finance UK have acknowledged that the model has limitations; as it uses evidence from other countries than the UK, has required significant judgement to be applied in terms of impacts on service usage, and recognises the challenges in proving 'causality' between loneliness and service usage.



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