



A Good Day



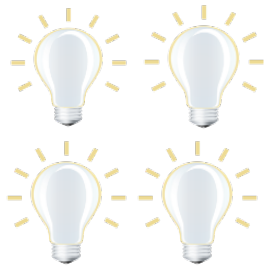
End of Project Report



March 2021



What we did



We worked on our 4 ideas



**We helped day services communicate
with people who use their services**



We learned some things



We have some things to do

It has been a difficult year because of Covid-19. The Good Day team, Day opportunity staff and Social workers worked on 4 ideas: looking at annual reviews of Care and Support Plans, direct payments, helping people to do things together and getting videos of activities.

We co-designed a survey and helped to write the letters to everyone. We set up an on-line group to talk to people.

We learned about how people were coping with the pandemic and what was important to them.

With Day Opportunity staff, we have agreed some things that will be done in the future, once the A Good Day project is finished.



Idea 1



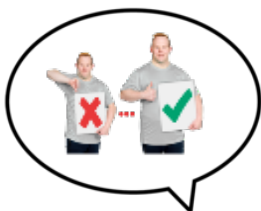
Review Care and Support Plans and record what matters to the person.



A new review process for day opportunities was tried out in September.



There were meetings of social workers, day opportunity staff and community connectors.



We have some ideas for improvements.

We tried out a new way of doing reviews in September. Social workers, managers, support workers and community connectors held meetings to

- 1) review what support a person was receiving,
- 2) suggest ways that their goals could be met by friends, family, their community and Torfaen council paid for services.

The social worker then worked with the person to arrange the support needed,

This took too much staff time. We are looking at whether support workers could work with people to put their plans into action. They could ask for help if they needed it. Service providers could also be involved.



2 Idea 2



Offer direct payments as an option every time



Talked to Independent Living Team



Talked about Direct Payments in a workshop for providers



Checked an Easyread Introduction to Direct Payments

People should be offered Direct Payments as an option, even if it is unlikely to be the best option. More people may want Direct Payments if they can use them to buy services.

Service providers wanted to know more about Direct Payments and how people they support could use them.

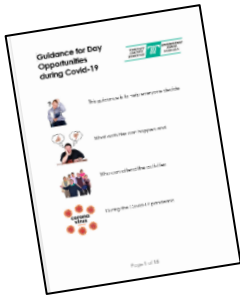
In the summer the Independent Living Team wrote an easyread guide to Direct Payments. We checked it with some people with Learning Disabilities and suggested some improvements. It's ready to use now.



Idea 3



After lockdown, help people to do things together



We co-produced guidance for restarting day opportunities in Easyread



Suggested a trial of 'Together As One' to Social Services



There are talks about changing how services are organised so people can use Direct Payments

Many people said that they missed their friends who they saw at Ty Nant Ddu, Able Radio or Evolve, We looked at ways of helping people to see each other when you have to social distance.

We co-produced guidance in easyread for Day Opportunities to re-start activities. This showed what was possible. Some providers started activities with a few people who were friends. Some groups went for walks together.

We heard about a project called 'Together As One'. This helps people to share their support worker time so they can do things with friends. We think Torfaen should pilot this.

Using Direct Payments can make doing things with friends easier, as you can do things in the evening or at weekends. Social Services are discussing how this might work.



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Idea 4



Capture activities and experiences on video using tablets.



Gave tablets for people to take videos



We couldn't use the tablets properly



The activities stopped meeting

We wanted to take videos of people doing activities that they enjoyed and helped them to achieve their goals.

We gave tablets to some groups.

The tablets needed to be logged into Torfaen Council's network to work properly. We had difficulty doing this because of Covid 19.

By the time we sorted the problems, the firebreak and second lockdown meant that groups stopped meeting.

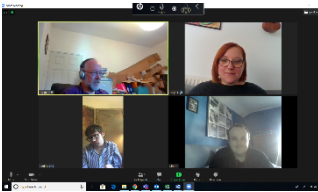
We have not been able to collect videos. Evolve and Able Radio have some good videos on their Facebook pages.



Communicating with people who use day services



Conducted a survey and told people and Social services the results



Ran a weekly on-line chat session with people



Co-produced 3 letters for people who use services



Started a Facebook page

In the summer we did a survey of everyone who used Day Services in Torfaen. We had 64 responses. We wrote a report and shared it with Social Services to help them plan.

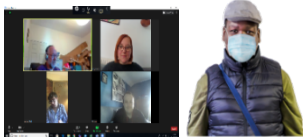
We organised a weekly on-line session with people who used services. We got to know them quite well. They told us what life was like and questions they had for Day Services.

We helped Day Services to write 3 letters to everyone.

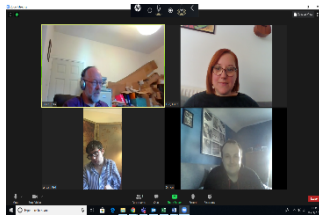
We started a Facebook Page to connect with more people, but we didn't get many followers.



What we learned



New ways of working



Doing things on-line



Social distancing in activities



Learning new skills

We learned that people were finding new ways of doing things. People could do video calls on Whatsapp or Messenger. People could have a doorstep visit to check they were okay.

People were doing things on-line. They joined in livestream exercises, recorded radio shows from home and held quizzes and Bingo.

When people could meet for activities, they were socially distanced and wore masks if they were indoors. People learned to be safe quite quickly.

People learned new computer skills on their laptop or tablet or smart phone. They learned to use Zoom or Teams to meet online.



Communication is very important



Between teams



With people who use services



Needs to be 2-way



Many people can't get online

We learned that communication is very important. People felt isolated and didn't know what was happening.

The people who provide services could talk to each other more. They could check who is okay or if there are concerns. They could share ideas about providing activities.

People who use services felt isolated. They wanted to talk to their friends but didn't know their phone numbers. They wanted to know what Day Services would do in the future.

Social Services needs to be able to listen to what people are saying as well as telling them what is happening.

People can find it difficult to get on-line. Support providers and activity providers can help. Some older carers don't have wifi at home.



Things to do



Have a communication plan



Make concrete plans to deliver activities

We will have a plan about how we tell people who attend day opportunities what is happening and how they can contact us.

It will include knowing and using the method of communication people want, eg a paper newsletter, a phone call, an email.

It will include a place where information is available, eg on the council website or a Facebook page.

Communication will be in easyread and checked by a group of people who receive services and their carers.

Some activities are possible with social distancing. There is no specific guidance for day services from Welsh Government but there is guidance for employers.

Day opportunity staff can be tested and then they can run activities with less risk of harming people who attend.

Activities that can be delivered by all services after lockdown needs to be agreed, including outreach, sending out activity packs, 1:1 or small group walks, indoor sessions, garden sessions and online activities.

Activities could be offered to specific people or friendship groups.

Online activities or posted activity packs could be offered to everyone. Torfaen People First, Able Radio and Evolve already offer these. These could be open to all?



Have ways for people to tell us what they think



Co-produce communications

When services are running we can ask people when we see them. When services are closed, we need ways for people to talk to us.

A Good Day did a survey, held a weekly online group and had a Facebook page. We will look at ways of continuing this contact.

We will think about a survey asking people what they would like to do in the summer.

People who joined A Good Day's online group are now busy with other things. We will look at ways of having a quiz or other activity to make it more fun.

A Good Day helped to coproduce the letters that were sent out.

We will continue this. We will invite people from different services plus a parent/carer. Able Radio, Evolve and Torfaen People First could provide news as well as Torfaen Council. We will ask the group what people need information about. They can help to write the answers and choose pictures to convey the message.

It will be in Easyread and available on the website or by email as well as by post.

It will be 3 or 4 times a year.



Continue with what matters conversations



Offer direct payments as an option every time

Many people have now had a year with no service or a very different service. Some people are happier without a service, and some are missing their friends.

We will make sure that their CASP is up to date. We will arrange for a member of Day Opportunity staff work with the person and their carer(s) to find activities that help them to reach their goals.

When we are talking about services and activities, we will always offer Direct Payments as an option. Make it clear that people can purchase services as well as employ a personal assistant. Emphasise the choice and control available.



Help people to do things together



Help people get jobs

We will look at how to have social activities to offer post lockdown where 2-5 people can do things together.

We will see if we can pilot the Together as one way of providing flexible support to small groups.

We will try to offer sessions outside the 9-4 Monday-Friday window.

Promote getting online with quizzes and social events eg Electric Umbrella.

Engage with Be Bold Be Brave – help people to get online to join the sessions.

Return to the idea of supported employment in Torfaen Council.

If funded, carry out the 'Creating inclusive and innovative employment and self-employment solutions' project.

Written by the A Good Day team



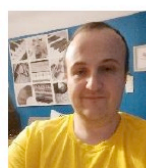
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