



Living Life to the Full

In-House Day Service

We have been working really hard to make sure every person who accesses the In-House Day Service has their own unique support plan.

These plans draw on people's skills and abilities so they can grow and thrive as active members of our communities.



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Executive Summary

This Plan called “Living Life to the Full” summarises the strategic direction for our In-House Day Service which is provided by Adult Social Care and Wellbeing. It also confirms priority actions for the development of the service up to 31 March 2024.

Our In-House Day Service currently offers good quality building based day services for people with disabilities who are eligible for Adult Social Care. The service also provides a level of support for the wider family.

Always getting better at what we do

We believe that it is essential to aim high and keep on getting better at what we do. We strive to improve both the services we commission from others and those we provide directly. This focus on service improvement means local people benefit from high quality forward looking services. As part of this commitment we will try new approaches and share our learning of what works well as widely as we can. We aim to be an example of best practice that others can learn from.

Listening to local people and planning together

As part of our day to day running of the In-House Day Service we have close relationships with the people we support and their families. We work hard every day to understand their wishes and to incorporate them into the service. To inform this plan we asked people to tell us their experiences of the service what they liked, what they didn't like and what they wanted to change moving forwards. Many of the proposals set out in this plan come from the things people said were important, we will also continue to involve people as we move forwards.

Investing for the Future

We have identified opportunities to invest in our Day Services, in local people and in developing and maintaining positive relationships.

The aim of the in-house day service is, to help people to live independent and fulfilling lives, to support families and local communities to continue to care for each other. We will help people using the service to develop friendships and to do the everyday things that are important to them. We will also ensure people can be part of, and make important contributions to their local communities.



Corporate Plan Our Approach

The In-House Day Service will also make an important contribution to Lincolnshire County Council's Corporate Plan. Lincolnshire County Council is committed to:

- **Being customer focused:** understanding the key issues for Lincolnshire's people and places, to help shape services;
- **Working collaboratively:** recognising our challenges and developing plans to deliver improvements together with communities and partners;
- **Connecting our communities:** using infrastructure to connect people and places, including digital communications, rail and road networks;
- **Advocating for Lincolnshire:** working with our partners to passionately advocate for Lincolnshire, attracting additional investment to strengthen our communities;
- **Making your money go further:** providing cost effective, high quality services;
- **Working creatively:** tackling our challenges and making the most of all opportunities and innovation.



LEFT: These volunteers at Hartsholme Country Park are doing something they enjoy while contributing to the community.

LINCOLNSHIRE COUNTY COUNCIL OBJECTIVES

High Aspirations

- Help neighbourhoods flourish.
- Support businesses to succeed.
- Help our young people achieve.
- Offer additional learning options to all.
- Establish high quality job, skills and development opportunities.
- Protect the environment for the future.

The Opportunity to Enjoy Life to the Full

- Make sure housing feels like home.
- Help those who look after others.
- Support all children to have a loving home.
- Give children the best possible start in life.
- Provide opportunities for a fulfilling life.

Thriving Environments

- Look after our places in a sustainable way.
- Develop our county for a prosperous future.
- Make sure families can live safely.
- Provide great choice and high quality education.
- Enable opportunities to enjoy free time.

Good Value Council Services

- Support community spaces and travel.
- Encourage innovation and be innovative ourselves.
- Make the best use of buildings and funding.
- Support those who need extra help, especially older residents.
- Support during key life events.

The above objectives are relevant to the LCC Corporate Plan and to the further development of the In-House Day Services.

A personal pledge from the managers of the In-House Day Service

“ We recognise the privileged position we hold being responsible for a service that is essential to so many residents in our County. We are committed to ensuring the service helps people to enjoy fulfilling lives and reach their full potential. We publicly commit to support the delivery of this plan and are proud to be charged with helping the service achieve its aims and ambitions. **”**



Glen Garrod
Executive Director



Cllr Mrs Patricia Bradwell,
Deputy Leader
of the Council

An endorsement of support from the Deputy Leader of the Council

“ As the Deputy Leader of the Council and the Executive elected member responsible for Adult Social Care and Wellbeing I am delighted to endorse this plan. It sets out bold ambitions for our service and demonstrates the Council’s commitment to maximising independence for people with support needs as well as their families. I am particularly pleased to see how the plan recognises the service buildings are assets that must be shared with and made available to the wider community. **”**



A cuppa and a chat provide a welcome break.

Section One Strategic Direction

The Traditional Day Service

The existing In-House Day Service operates from a number of properties across the County with buildings located centrally in most of the County's main towns. (See Appendix One for a map of where our Day Service buildings are located.)

Currently the service is normally available from 9.00am in the morning to 5.00pm in the evening during week days. The Day Service buildings vary in size with some of the buildings being relatively large but not all of the space or grounds are always fully utilised.

Our Day Service has focused on providing good quality building based day care supplemented with some additional

activities in the local community. Examples of existing activities and opportunities may include (but are not limited to) arts and crafts, gardening, enjoying sensory experiences, visiting the local sports centre or spending time with friendship groups.

The people who have traditionally attended the Day Service are eligible for Adult Social Care and the Day Service plays an important role in meeting peoples assessed care needs and in particular those people with a Learning Disability.

The Day Service also plays an important role in maintaining wider family life. Other family members may work during the day or have other equally demanding responsibilities that need to be addressed whilst the person with care and support needs attends the Day Service.

The In-House Day Service of the Future

Whilst our Day Services will retain the focus on providing quality building based services that meet assessed needs and support to the wider family we will enhance the current service offer in the following ways:

- **We will implement Strength Based Practice across the Day Service:** This will ensure our services are personalised, enable people to build upon what they can do for themselves and their communities whilst also developing an understanding of people's aspirations to enjoy life to the full.
- **We will provide people with access to new and enhanced opportunities and activities within the Day Service Buildings but also within the local community:** This will ensure people have the opportunity to stretch their traditional horizons. We will also enable people to contribute positively to their local communities whilst participating in activities they enjoy. This will help people to thrive.
- **We will invest in our Day Service buildings to increase access and use of the buildings by the wider local community:** This will ensure that the Day Service buildings are seen as community assets and more people can benefit from their use. It will also mean that

the traditional service offer can be expanded beyond normal opening hours and also to people with more complex needs whilst also offering the opportunity to prevent people's needs escalating and therefore avoiding the need for more intensive levels of Health and Social Care.

- **We will develop a Dementia Friendly Service Offer across our In-House Day Services:** We have identified that there is a need for Dementia Support Services in Lincolnshire and therefore we will develop a mix of opportunities for Adults with Dementia and their Carers. This may include access to traditional day services but also to extended networks and related activities.
- **We will enhance our investment in people and positive relationships:** We recognise that people and positive relationships are at the heart of what we do, the service is made up of and relies upon many different groups. The people we support, their families, volunteers who help us, local people, the staff who work in the service, and other professionals are all essential to our ambitions for a great service. We will therefore enhance our investment in people and in developing and maintaining positive relationships.



Section Two High Aspirations

In the past Adult Social Care has largely focused on understanding people's disabilities and then purchasing or providing support to meet assessed needs.

Whilst we will continue to support people with assessed needs, going forward, we will also have a greater focus on understanding people's strengths, building on what people are able to do for themselves and their communities whilst also developing an understanding of people's aspirations to enjoy life to the full. This is known as Strength Based working.

To help us understand people's strengths, we will use person centred planning. This means that people's assessments and reviews will be personal to them, reflect their own unique interests and help them to achieve the things in life that are important to them. Assessed Needs will be communicated clearly to the In-House Day Services team.

Everyone who uses our In-House Day Service will also have the opportunity to grow their circle of support and an opportunity to create their own person centred support plan. To do this we will work with them, their friends and family to agree clear outcomes they want to achieve. We will include practitioners and health professionals to ensure people benefit from their skills knowledge and experience. The support we provide to help people meet these outcomes will be flexible, innovative and creative.

When we help people develop their plans we will not be mechanical and follow one set process but rather we will use a variety of approaches to suit the person and their family. We will encourage people to lead healthy lifestyles and to contribute to their local community. We believe strongly that everyone has something to offer. Where people want to take risks we will help them understand these and do so safely.

We will also improve the way that people's support plans can be stored and accessed. Currently people's support plans are paper based but going forward these will also be available electronically. We will offer ways for people to access an electronic copy of their support plan, for other stakeholders to contribute to the plan and for progress against outcomes in the plan to be recorded and reported. This will also help us to celebrate achievements.

We will create more opportunities for people to take part in meaningful and purposeful activity, through projects such as;

- **Country side access;** a partnership with highways to enable people we support to help maintain footpaths and improve local environment;
- **Community Café;** we will establish a café that provides work experience and is used and valued by its local community
- **Community sparks program;** a micro grant scheme available to enable people using the service to start their own community project or social enterprise;
- **Places and spaces we are proud to share;** including people we support in work to refresh our buildings and grounds;
- **Supporting Micro enterprise and employment opportunities.**

Key Actions

- **Champions for Person Centred Planning:** We will establish a county wide network of people who are passionate about person centred planning and strength based practice that will lead and champion this work.
- **Electronic Care and Support Plans:** We will develop electronic care and support plans on MOSAIC the Councils client database.
- **Opportunities for Volunteering and Employment:** We will support people to access opportunities for volunteering and employment;
- **Individual Support Funds:** We will seek to introduce individual support funds as a way of increasing people's control over their support, and our accountability to them and their family. Doing this will allow people to make better use of their allocated personal budgets and personal health budgets.



Section Three Thriving Environments

Often when we ask people what they want to do, they naturally draw on their experience of familiar things rather than thinking of new opportunities or fresh challenges. We also know that for some people we support, that the opportunities that most of us take for granted, are harder from them to access.

In particular we know that some people find it hard to communicate what they like and what they would like to do. A number of people who attend the Day Services are non-verbal. We will therefore explore innovative ways to engage with people who want to access Day Services and wider opportunities in the local community so that we may better understand their needs and aspirations. For example we will make use of technology that may help people who are non-verbal to communicate what they want to achieve.

We are also committed to offering a wider range of new and more purposeful opportunities. We will help people widen their horizons. This will mean encouraging and supporting people to do new things. We will provide the opportunity for people to live life to the full, in ways that they choose. Our commitment to person centred planning and individual support funds will mean we are able to raise and meet the new aspiration people develop.

We know that poor physical or mental health can be a significant barrier to people achieving their full potential and therefore we want to help people maintain or improve their health and wellbeing. Our Day services will therefore offer a range of opportunities for people to access physical activities, mental health promotion techniques, wellbeing services and health checks.

Key Actions:

- **Tailored Communication with each Family:** We will develop a tailored way of communicating with each person and family who utilises our Day Services to ensure we capture their ideas and aspirations. This will include the use of new engagement techniques and new technologies for none verbal people.
- **WIKIS:** We will explore the use of WIKIS to transform our approach to daily records with the aim of improving our communication with family members, and health and care professionals.
- **Local Engagement Plans:** To ensure we can implement this strategy in a way that is right for each community we will work with key stakeholders to produce local engagement plans each with their own set of priorities and deliverables for improving outcomes for individuals and the wider community.
- **Innovation Funds:** We will support these developments with an innovation fund for each local community;
- **Wellbeing and Health Checks:** We will work with Lincolnshire CCG's to offer increased access to Personal Health Checks and Health Plans. We will also work with Public Health colleagues to offer improved access to Wellbeing Services.
- **Increased Joint Working:** To promote better joint working, we will increase the availability of hot desks and conference rooms available for practitioners and health colleagues and voluntary organisations that offer value adding actives for the local community.



Section Four

Enjoy Life to the Full

Local people are at the heart of what we do, the service is made up of and relies upon many different groups. The people we support, their families, volunteers who help us, local people, the staff who work in the service, and other professionals are all essential to our ambitions for a great service. We recognise the contribution everyone can make to the service, we are committed to working in partnership and making sure everyone can take part and contribute to achieving great things across the In-House Day Service.

Moving forwards we want to make sure the people we support, their families and other people are more actively involved in the service so we will make sure that key stakeholders are more fully involved in key decisions about the service. To do this we will create a network of formal groups, made up of people we support, their family carers and other people interested in the service. These groups will help us make sure that as the service develops the views and wishes of the people we support are at the heart of everything we do. They will have a key role steering the development of the service over time and have a meaningful say in all the important decisions that affect the service.

Day Service teams and managers also play a critical role in helping people to achieve their full potential. Day Service workers and their managers will therefore adopt a can do and flexible attitude with the expressed purpose of raising expectations, at the same time we will give people who work in the service permission to be ambitious and to innovate. Where people are succeeding we will celebrate and share their success and by doing this we will increase belief in what is possible.

We have recently benefited from an emerging partnership with local colleges who provide painting and decorating apprenticeships. This partnership is mutually beneficial, both the college and the day opportunities service. We will develop this and similar partnerships as we continue to improve the quality of our buildings. We will seek to actively involve families, people using the service and other interested people in this work.

It is also really important that we celebrate people's personal and collective achievements. This will encourage further innovation and for people to try out new experiences for themselves.

Key Actions:

- **Development of Partnership Groups:** We will forge a new and more active partnership with families and people we support by establishing a partnership group in each area. The partnership group will ensure that a broad range of stakeholders can be actively involved in the running and development of the service. This will include help with self-advocacy and the use of technology, so the people we support can take part fully. To increase oversight and scrutiny we will also seek to involve the wider community and local elected members in these bodies;
- **Quality Assurance:** Include people we support and family members in our quality assurance process and conduct an annual service survey to provide measurable feedback.
- **More direct time with Families:** We will seek to increase the amount of direct time our staff and managers spend with people we support and their families. This will be helped by reducing the amount of time spent on administration but also by increasing support capacity within the Day Services including:
 - **Work Experience and Community Volunteers:** We will work with local colleges and use the talent academy to make an increasing number of work experience opportunities available to people who want to pursue a career in Adult Social Care. We will also increase the number of volunteers, who offer their time in the service. We will also recruit, train and support a group of volunteers focussed on promoting friendship and social inclusion.
 - **Apprentice Opportunities:** We will create an entry level apprentice post and recruit to a number of positions across the service.
 - **Annual Report:** We will complete an annual report that celebrates the achievements of the families and communities we support as well as the people who work across our Day Services.

Section Five

Good Value Council Services

Places and spaces we are proud to share with our communities

We are committed to making Day Services buildings more widely used, so they become an asset to their local community. By doing so the people we currently support will also benefit from a wider range of opportunities.

We will help local community groups and organisations to make use of the buildings for providing complimentary activities and services. We also want to make the Day Services Buildings available for use at weekends and in the evenings where there is local demand for this. For example a local carers group may want to use the centre at the weekend for a social gathering or a voluntary sector group may want to use the centre for a conference.

Encouraging the people who utilise our Day Services, their families and friends as well as the wider local community to make best use of the gardens and grounds surrounding the Day Service buildings is also a key opportunity for sharing the Day Services as community assets.

We will also help people who may not be eligible for Adult Social Care to benefit from wider opportunities within their local community. For example this may include

more people making use of the Day Centre building, getting involved in volunteering opportunities or developing friendships and networking opportunities with other local people.

Transport to and from our day service buildings is also very important to people without their own means of transport particularly in a County as rural as Lincolnshire. It is also important that the people who utilise the Day Services also have access to wider activities in their communities and surrounding countryside.

Capital Investment

The In-House Day Service will continue to be provided by Adult Social Care. However the Day Service buildings have recently been brought under the oversight of the County Council's Corporate Property Team. This transfer has already helped to ensure that the buildings are properly maintained and future capital development plans can be managed in the most effective and efficient way.

In order to expand the use of our Day Service buildings, to make them more accessible for people with complex needs and to ensure they are places and spaces we can be proud and to ensure people can also access wider activities in their local communities we recognise that there will be a need for additional capital investment.



Gardening locally on a day out.

Key Actions:

- **A business case for capital investment in Grantham:** There is a priority need to replace the existing Day Service building in Grantham. The existing building only allows for very limited access and associated activities and has no provision for people with more complex needs (including people with dementia). For this reason a Business Case is being progressed to seek capital investment for the provision of a new Day Service building that can be utilised as a wider community asset for Grantham and surrounding areas.
- **A review of Existing Transport arrangements for Day Services:** Enabling people to access the Day

Services, to return to their own address and also to access wider day opportunities in the local communities is of utmost importance. For this reason Day Services Teams are working with the LCC Transport Services group to review the opportunities for capital investment that could enhance existing arrangements.

- **Complex Care including a local dementia care offer:** In addition to the business cases above a further business case is being developed in order to secure a capital investment in the other in-house Day Service which would help to facilitate the development of a service offer for people with more complex needs including an offer to people with dementia.




Section Six

Our Commitment to the people who use our services and their families

We know that this plan can only be delivered if we value and respect the people we support and their families. We therefore want to set out our commitments to the people who will use our day services and to their families as follows. We will:

1. Communicate well with and listen to you and your family. Include you and your family in all important decisions about your support.
2. Provide the highest possible quality care and support. Be respectful, courteous, and kind at all times. Review the support you get at least once a year and make changes as a result to support you better.
3. Work closely with other people including professionals who are important to you.
4. Value you as an individual, and recognise the gifts skills and passions you have, we will support you to try new things.
5. Support you to make decisions and make your views known to others.
6. Help you to be as healthy as you can, to understand and take risks safely if you choose to.
7. Help you take part in and contribute to your local community.
8. Support you to form and maintain friendships.
9. When you are not satisfied we will recognise we sometimes get things wrong, we will listen and work hard to put things right.
10. Have high expectations and be ambitious.



Barry, (42) from Louth has complex needs and is supported by the Day Opportunities Service through visits to the Louth base. His visits are described as 'life changing' by his dad Jerry.

Our Key Messages

**High
aspiration**

**Spaces we're
proud to share**

**Celebrating
gifts & talents**

**Fulfilling
lives**

To find out more about your local in-house day in related community activities please contact:

services or to offer some time in volunteering
ServiceDevelopment@lincolnshire.gov.uk



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