



**Item No. 9**

**Meeting Date Wednesday 22<sup>nd</sup> May 2024**

**Glasgow City  
Integration Joint Board  
Public Engagement Committee**

**Report By:** Jacqueline Kerr, Interim Chief Officer  
**Contact:** Lynn MacPherson, Head of Learning Disability Services  
**Phone:** 0141 314 6218

**Modernisation of Day Services for Adults with a Learning Disability**

<b>Purpose of Report:</b>	To inform the IJB Public Engagement Committee of engagement activities being undertaken in connection with a programme of work underway to review how best we can improve and modernise day services for adults with a learning disability.
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<b>Background/Engagement:</b>	<p>Glasgow City HSCP’s building-based services closed during the COVID 19 pandemic in line with guidance to minimise the risk of infection to vulnerable people. Other measures were put in place during that time to keep in touch with service users and their families, including increasing community-based activities where it was possible to do so. With day centre attendances having now returned close to pre-pandemic levels, it is considered the right time to take stock of our current provision, explore opportunities for improvement and to consider the longer-term service model against projected demand and need.</p> <p>The scope of the review is very much on exploring opportunities for service improvement, informed by learning, best practice and shaped by the input of people who access the services, their families and carers, and staff. This paper reports on initial engagement activity undertaken around this programme of work.</p>
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<b>Governance Route:</b>	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input checked="" type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p>
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<b>Recommendations:</b>	<p>The IJB Public Engagement Committee is asked to:</p> <p>a) Note the content of this report.</p>
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<b>Relevance to Integration Joint Board Strategic Plan:</b>
<p>This work forms part of GCHSCP's transformational change programme, the objectives of which are set out in the IJB Strategic Plan 2023-26</p>

### Implications for Health and Social Care Partnership:

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	<p>This work is particularly relevant to the following outcomes:</p> <p>2: People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.</p> <p>3: People who use health and social care services have positive experiences of those services, and have their dignity respected.</p> <p>4: Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.</p>
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<b>Personnel:</b>	None
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<b>Carers:</b>	The involvement of carers and families is integral to this work
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<b>Provider Organisations:</b>	None
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<b>Equalities:</b>	An EQIA, with stakeholder input, will be developed as proposals for improvement or change are developed.
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<b>Fairer Scotland Compliance:</b>	None
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<b>Financial:</b>	None
<b>Legal:</b>	None
<b>Economic Impact:</b>	None
<b>Sustainability:</b>	None
<b>Sustainable Procurement and Article 19:</b>	None
<b>Risk Implications:</b>	None
<b>Implications for Glasgow City Council:</b>	None
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	None

### 1. Purpose

- 1.1. To inform the IJB Public Engagement Committee of engagement activities being undertaken in connection with a programme of work underway to review how best we can improve and modernise day services for adults with a learning disability.

### 2. Background

- 2.1. GCHSCP's building-based services closed during the COVID 19 pandemic in line with guidance to minimise the risk of infection to vulnerable people. Other measures were put in place during that time to keep in touch with service users and their families, including increasing community-based activities where it was possible to do so. With day centre attendances having now returned close to pre-pandemic levels, it is considered the right time to take stock of our current provision, explore opportunities for improvement and to consider the longer-term service model against projected demand and need.
- 2.2. The scope of the review is very much on exploring opportunities for service improvement, informed by learning, best practice and shaped by the input of people who access the services, their families and carers, and staff. This paper reports on initial engagement activity undertaken around this programme of work. The engagement activity will provide opportunities to improve the current service and to influence the development of the new build programme.

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- 2.3. On average, the day centres at Riddrie and Carlton currently provide support to approximately 70+ individuals. The profile of need is between complex care and profound and multiple learning disability (PMLD). People accessing the service can therefore have high communication needs, require personal care, medication support and benefit from a variety of therapeutic supports.
- 2.4. Parents and carers from GCHSCP Learning Disability Day Care Services were invited to an in-person engagement event within Sense Scotland accommodation in September 2023. Follow-up in-person engagement sessions were arranged in both day care services in November 2023. To facilitate further feedback, an online and paper survey was circulated in January 2024. In total 36 people (37% of all families/carers) attended and contributed at the in-person sessions and 17 people participated in the survey.
- 2.5. At the engagement sessions, GCHSCP staff provided a brief overview of the purpose of the modernisation programme, including the ambition, should funding become available, to see new build accommodation replacing existing day centres. Staff adopted the [What Matters to You](#) approach to create a range of questions that would gather people's views, insights, and experiences with accessing and using the centres and their vision of future models of care.
- 2.6. A graphic illustrator was also in attendance at the Sense Scotland event to capture the meaning behind the spoken words and build up storyboards. The storyboards helped on the day to illustrate the findings from the event and the emerging key themes. Sample storyboards from that day are attached for information (Appendix 1).
- 2.7. The discussion at the event was challenging at times, for both the presenters and participants. This was due to the complexity and sensitivity surrounding the possibility of any change to existing services in the context of historical changes to Glasgow City learning disability day care service model that resulted in the closure of many day centres. It was clear that many families and carers were apprehensive about the possibility of any changes to the model or location of existing services.
- 2.8. Parents and carers spoke of the importance of familiarity for people using the centres and the challenges of managing change and transitions. Those challenges made some less keen on the potential for new build accommodation, preferring to look at options to upgrade existing buildings. Others saw advantages in new build accommodation, but requested a commitment that those accessing the service would not be moved to interim accommodation during any construction period.
- 2.9. Other feedback included comments that the opportunity should be explored for greater input in day centres from other healthcare specialists and to ensure staff are equipped with the training and knowledge around electronic communications aids and specialist dietary requirements.

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- 2.10. On the whole, staff communication within the centres was applauded, as was the commitment and dedication of staff and the quality of care provided. Some communication issues regarding transport were highlighted for improvement.

### **3. Next Steps**

- 3.1 Families and carers expressed a preference to be kept informed of progress through regular newsletters and through meetings at the day centres with staff. Action is being taken to do so, including the potential for meetings to be held online where this may better suit some families and carers. Our communication and engagement plan is attached for information (Appendix 2). The modernisation group will oversee communication and engagement activities to ensure they are inclusive and in line with the principles of GCHSCP's Participation and Engagement Strategy.
- 3.2 In addition to keeping families and carers well-informed, we are also keen to find the best way of involving them in shaping the work of the modernisation group. We are currently exploring a number of options to do so and will be in further dialogue with families and carers to seek their views. This will include seeking their involvement in the development of an EQIA.
- 3.3 Much of the initial engagement has sought views on the prospect of new build accommodation. This preparatory scoping work will continue in readiness should capital funding become available at a future point. However, moving forward, we expect the focus of engagement to be more on exploring the short-to-medium term areas for improvement. The modernisation group will ensure that stakeholders have the opportunity to influence the development of improvement work and that there is appropriate consultation and engagement, should any recommendations for service change emerge.

### **4. Recommendations**

- 4.1. The IJB Public Engagement Committee is asked to:
- a) Note the content of this report.

Staff are amazing...



"Can't we stay where we are...?"



We want to know what the strategy is



*moving on' can be a good & positive thing*

look! it has 'what we had... but better!

but it can cause problems

OUR NEW building!

OUR OLD building...

yes.. but nothing is the same

I like familiarity

important...

*'The building' is hugely important...*

..but it's people who make the difference

care

care

care

S T A F F

Loved one!

It's great to be surrounded by people who really care

*More flexibility with the service would be good*

services

let's not have it set in stone

..being able to move things would give carers a bit of 'me' time

Days & times

*A big start point...*

..is to build a solid trust..

Council

Day Centre Services

Carer

This is the basis for everything moving forward

TRUST

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## Learning Disability Day Services Parent and Carer Communication and Engagement Plan

<b>When</b>	<b>Who</b>	<b>Why</b>	<b>What</b>	<b>How</b>	<b>Lead</b>	<b>Status</b>
<i>Date(s) communication or engagement will take place</i>	<i>People and groups you plan to communicate or engage with</i>	<i>Purpose of your communication or engagement</i>	<i>Key messages or opportunities you want to communicate</i>	<i>Methods you will use to communicate or engage with people</i>	<i>Person responsible for communication or engagement activity</i>	<i>Current position of planned activity</i>
12/09/2023	Learning disability parents and carers	Engaging - Can influence decisions, develop potential options	Improving, developing and modernising LDDs updates. Future engagement approaches.	Group discussion	Lynn McPherson	Complete
08/11/2023	Learning disability parents and carers	Engaging - Can influence decisions, develop potential options	Improving, developing and modernising LDDs updates. Future engagement approaches.	Group discussion	Lynn McPherson	Complete
09/11/2023	Learning disability parents and carers	Engaging - Can influence decisions, develop potential options	Improving, developing and modernising LDDs updates. Future engagement approaches.	Group discussion	Lynn McPherson	Complete

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## Learning Disability Day Services Parent and Carer Communication and Engagement Plan

<b>When</b> <i>Date(s) communication or engagement will take place</i>	<b>Who</b> <i>People and groups you plan to communicate or engage with</i>	<b>Why</b> <i>Purpose of your communication or engagement</i>	<b>What</b> <i>Key messages or opportunities you want to communicate</i>	<b>How</b> <i>Methods you will use to communicate or engage with people</i>	<b>Lead</b> <i>Person responsible for communication or engagement activity</i>	<b>Status</b> <i>Current position of planned activity</i>
22/01/2024	Learning disability parents and carers	Engaging - Can influence decisions, develop potential options	Improving, developing and modernising LDDs updates. Future engagement approaches.	Online survey	Lynn McPherson	Complete
13/05/2024	Learning disability parents and carers	Informing - providing information	Feedback on the engagement session and online survey findings	Infographic with feedback on the engagement session and online survey findings	Stephen Leighton	Complete
03/06/2024	Learning disability parents and carers	Informing - providing information	LDDs updates. Meet the team. Showcase activities. You said we did approach.	Bi-monthly newsletter	Stephen Leighton	Ongoing

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## Learning Disability Day Services Parent and Carer Communication and Engagement Plan

<b>When</b> <i>Date(s) communication or engagement will take place</i>	<b>Who</b> <i>People and groups you plan to communicate or engage with</i>	<b>Why</b> <i>Purpose of your communication or engagement</i>	<b>What</b> <i>Key messages or opportunities you want to communicate</i>	<b>How</b> <i>Methods you will use to communicate or engage with people</i>	<b>Lead</b> <i>Person responsible for communication or engagement activity</i>	<b>Status</b> <i>Current position of planned activity</i>
28/06/2024	Learning disability parents and carers	Engaging - Can influence decisions, develop potential options	Improving, developing and modernising LDDs updates.	Quarterly parent and carer forum	Stephen Leighton	Ongoing
23/09/2024	Learning disability parents and carers	Engaging - Can influence decisions, develop potential options	Improving, developing and modernising LDDs updates.	Online parent and carer forum	Stephen Leighton	Ongoing

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