

MODERNISING DAY SERVICES-A CHECKLIST FOR PROVIDERS
WANTING TO BRING ABOUT CHANGE

Government and good practice guidance

Key principals for refocusing day services:

1. Promotion of recovery
2. Focus on community participation
3. Reduction in social isolation
4. Provision of opportunities for peer support and user run services
5. Maximise choice and self determination
6. More appropriately meet the needs of diverse groups
7. Improve accessibility to people needing higher levels of support on an ongoing basis
8. Involvement of users and carers in designing and developing services (including those who don't use them!)
9. Increase the diversity of providers (voluntary and independent sector)
10. Improve cross sector working (e.g. faith communities, ethnic minority groups, libraries, employers, colleges, sport and leisure).

Key functions of day services:

1. Provide opportunities for social contact and support
2. Support people to retain existing roles-retaining roles is much easier than regaining
3. Support people to access new roles, relationships and mainstream social/leisure opportunities of their choosing
4. Provide opportunities for people with mental health problems to run their own services.

Transforming services requires fundamental changes in:

1. Structure
2. Location
3. Providers
4. Skill mix
5. Range of services

Anticipated outcomes for services:

1. An increasing range of providers
2. An increasing number of user/ex user run services
3. Wider use of additional funding sources
4. A change in the balance from social and leisure to vocational
5. Disinvestment in potentially costly buildings with more outreach support and support in mainstream settings
6. A move from group based to individualised support.

How do you know if the services you are providing meet the above aspirations?

Key questions

Key principals for refocusing day services:

1. Promotion of recovery

- Do you ensure those who use your service have individual care plans that include goals whilst using your service?
- Do they contain clear outcomes with regards to recovery?
- Have they defined care pathways?
- Do you hold regular reviews with the service user to review individual goals/outcomes?
- Does your service have a realistic but flexible risk management policy?

2. Focus on community participation

- Does your service promote inclusion or exclusion?
- Do you encourage opportunities for people to access community based activities?
- Are you seeking an emphasis on community-based activities?
- Are there obstacles to community participation? If so have you an action plan to tackle them?

3. Reduction in social isolation

- Have you established the degree to which individuals are socially isolated? Have you a way of measuring this? What tools do you use?
- Do your services extend people's social networks outside of the mental health system?
- How do you encourage this to happen?
- Is community participation through 'specialised provision' or through access to mainstream opportunities?
- Do you require measurement of the improvement in people's social networks outside of the mental health system?

4. Provision of opportunities for peer support and user run services

- Have you user led activities/provision?
- Is it sufficient?
- Could you encourage more user led services?
- How will you encourage/secure payment for such development?

5. Maximise choice and self determination

- How do you enable individuals to make choices?
- Have you explored the use of direct payments to enable service users to purchase the services they need?
- Does the way you undertake assessments and promote recovery fully involve service users and recognise their unique values and preferences?

- 6. More appropriately meet the needs of diverse groups**
Does your service appropriately meet specific needs related to age, gender, ethnicity, religion, sexuality and disability?
Are these services being provided by the most appropriate people in the most appropriate place?
Do you need separate focussed provision?
- 7. Improve accessibility to people needing higher levels of support on an ongoing basis**
Has your assessment of need identified people with needs requiring more intensive levels of support? How are you providing this? Are the right people providing it in the right place?
Do the services you provide to this group of people still promote a recovery model?
Are your services accessible to people with physical disabilities?
Are there ways in which you are involved in engaging people who find it difficult to take the first step?
- 8. Involvement of users and carers in designing and developing services (including those who don't use them!)**
How are you ensuring user involvement in decision-making and the design and development of your service?
How are you ensuring carer involvement in decision-making and the design and development of services?
How are you getting feedback and influence from those who have considered what you provide and don't make use of it? How are you capturing and responding to this information on an ongoing basis?
- 9. Increase the diversity of providers (voluntary and independent sector)**
Do you know who else provides services in your area, including services outside of focussed mental health day service provision?
Do you meet regularly?
How do you challenge others who are failing in their responsibility to be providing access to alternative opportunities?
- 10. Improve cross sector working (e.g. faith communities, ethnic minority groups, libraries, employers, colleges, sport and leisure).**
Who are your local stakeholders? Who are the key individuals?
How are you engaging with others who may provide services both in and outside of the traditional mental health system?
Have you a local forum for those engaged in providing services? Do you need to establish one? Is the membership sufficiently wide enough?
How do you influence the practice of others?
Do you have joint training/learning events? Do you provide opportunities for staff exchange or visit opportunities?

Key functions of day services:

1. Provide opportunities for social contact and support

Do you provide opportunities for social contact and support?

Do these opportunities encourage peer support?

Can people access this support easily by 'dropping in' when needed?

Is support available outside of Monday to Friday 9 to 5?

Do you know when people want such support?

2. Support people to retain existing roles-retaining roles is much easier than regaining

Are you involved at too late a stage in helping people?

How might you influence practice at an earlier point of contact?

What support do people need?

Does the current way services are provided inadvertently 'take people away from potential sources of support' and then spend time trying to re-engage them?

3. Support people to access new roles, relationships and mainstream social/leisure opportunities of their choosing

How do you do this?

Are the right people providing this support?

Is there sufficient emphasis given to this? How might you ensure this happens? Have you lobbied your commissioners to ensure their commissioning outcomes reflect this aim?

Are there restrictions to working offsite?

4. Provide opportunities for people with mental health problems to run their own services.

What services are currently user run?

How might you encourage this further?

Transforming services requires fundamental changes in:

1. Structure

Are you aware of a 'day services plan/model' for your particular area?

If not how who needs to develop one? Who needs to be involved?

How does your service operationally link with other aspects of service provision i.e. day hospitals, in patient services, community teams?

Are users and their needs at the centre of the service model you have established or does it revolve around the services you currently provide?

Can people easily access help or do they need to 'become ill' to get to benefit from what is available?

Are there ways in which service users can self refer into your service?

If embarking on significant change are you clear where you want to get to and the process of change? Have you the support of the right people at a senior or commissioning level? If not how might you engage them in change?

2. Location

Are your building costs or current staffing profile holding you back?

Is the building suitable? Does it promote a sense of recovery?

Is your location stigmatising?

Are your services provided in the most appropriate and accessible local setting?

What do you do better in providing the majority of your services in a non-building based service?

Are there appropriate or logistical reasons that suggest you should stay where you are? How might you encourage others to 'move in with you' and break down the segregation of services? Could your building be shared or used at other times during the week?

3. Providers

Are you the right people to be providing the services you offer?

Who might better provide some aspects of your service? What are you best placed to concentrate on providing?

4. Skill mix

Have you got the right staff to do what is needed?

What experience and competencies do you need for workers?

Are employment opportunities in your service open to service users?

Do workers need additional training? If so what training is needed and how will this be provided?

Is training needed for staff to work more on their own in community settings?

Have you considered the need for community bridge builders, employment support workers, community development workers, and support time and recovery workers?

5. Range of services

How did you decide what services you currently provide?

How do you know if its what people need or want?

Anticipated outcomes for services:

1. An increasing range of providers

Is there sufficient variety in local providers?

Is their co-ordination of what is provided?

Are you meeting the needs of diverse groups? Is there a need to access help and support from other organisations?

2. An increasing number of user/ex user run services

Have you seen an increase in such provision?

If not are there obstacles stopping it happening?

3. Wider use of additional funding sources

Have you got the financial resources you need?

What might you do to get more money or use existing resources in more innovative and creative ways?

How will you ensure you don't 'lose' any savings you make in the process of changing your services?
Are there other sources of finance you could directly access?
Have you explored the impact of direct payments?
Have you ensured that those who use your service have the assistance they need to maximise their benefits or income?

4. A change in the balance from social and leisure to vocational

Have you got the balance right?
Have you established appropriate pathways into work opportunities?
Do you have the right people in post to enable this to happen?
Are there links into educational and voluntary work opportunities as an alternative to paid work?

5. Disinvestment in potentially costly buildings with more outreach support and support in mainstream settings

Have you established that the balance between building based provision and non-buildings based support is right?
Have you ensured money saved from buildings is 'ring fenced' for developing day service provision?
How do you move from a buildings based service to more flexible provision?

6. A move from group based to individualised support

Where groups are run have you reviewed the purpose of these groups and whether they are best provided by you?
Do those attending groups have individual care plans indicating the need for such provision?

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