

Appendix I – Delivering Transformation Grant Work Programme (DTG) 2021-22: The impact of the Coronavirus Pandemic on Day Services, Respite Care and Short Stay Placements

The Welsh Government's Social Services and Integration Directorate requested that, as part of the Delivering Transformation Grant for 2021/22, ADSS Cymru undertakes a monitoring exercise to assess the impact of the pandemic on short breaks, respite services and day services.

The full report can be accessed [here](#) and the Easy Read version [here](#).

Key findings:

The impact of the pandemic

Key finding 1

The pandemic led to severe service disruption.

Key finding 2

The pandemic had a serious negative impact on the wellbeing, physical and mental health of the people using services, their unpaid carers and the staff providing services.

Key finding 3

The service response has had an impact on the voice of many people who use services and the degree of choice available to them due to services being retracted and as preparations are made to fully re-open.

Key finding 4

The anxiety of those who use services and that of their families has been significant and has impacted negatively on their use of services, compounding pre-existing difficulties.

Key finding 5

The consequences of the pandemic combined with the impact of a lack of social support from family, friends and other social support networks, together with a lack of IT literacy and equipment have widened pre-existing inequalities among some people who use day and respite services.

Key finding 6

Service disruption and closures have affected services greatly risking the sustainability of some services.

Key finding 7

Some positive impacts on those who use services have been identified, resulting from changes and innovations within services.

Steps taken to mitigate the impact of the pandemic

Key finding 8

Services were forced to reconfigure in response to the pandemic, adapting and innovating to continue to offer support despite restrictions.

Key finding 9

Reduced service capacity led to the risk assessment of those who use services enabling the targeting of resources to those in greatest need.

Key finding 10

Innovative practice and the use of technology served to somewhat mitigate the impact of the pandemic for some client groups.

Key Finding 11

Many services across Wales revised their offer to meet individual needs.

Key Finding 12

Services across Wales have reported that efforts to sustain services were aided by staff flexibility and their resilience.

Key Finding 13

The pandemic has required enhanced levels of communication, these have been beneficial.

Key finding 14

Services highly valued the support they received from a range of organisations such as Public Health Wales, the inspectorate bodies, third sector services, the health boards and local authorities.

Barriers to mitigation

Key finding 15

The findings from our service provider/commissioner questionnaires and subsequent focus groups with workforce representatives suggested that logistical constraints such as the suitability of buildings and the availability of IT have constrained service providers' ability to offer services.

"Taking Stock"

Key finding 16

Many services have commenced reviewing the changes made and innovations introduced to mitigate the pandemic's impact.

Key finding 17

Services have, and continue to, face challenges in reopening and recovering service provision to pre-pandemic levels.

Key finding 18

The understanding of the importance of family, unpaid carers and peer support roles has been enhanced during the pandemic.

Key finding 19

The recognition of the critical value of respite care in sustaining caring situations has become evident as a result of the closure or reduction in availability of these services.

Appendix II – Call for Evidence Request

<p>Rhaglen Waith Grant Cyflawni'r Agenda Drawsnewid – 2022/23</p> <p>Ailystyried cyfleoedd dydd a gofal seibiant – Galw am Dystiolaeth</p>	<p>Delivering Transformation Grant Work Programme – 2022/23</p> <p>Day opportunities and respite care re-visit – Call for Evidence</p>
<p>Mae Cyfarwyddiaeth Integreiddio Gwasanaethau Cymdeithasol Llywodraeth Cymru wedi gofyn i ADSS Cymru (CYMDEITHAS CYFARWYDDWYR GWASANAETHAU CYMDEITHASOL CYMRU), fel rhan o Grant Cyflawni Agenda Drawsnewid 22/23, ailystyried darn o waith a gafodd ei gwblhau yn 2021 i gyflwyno diweddariad am y sefyllfa bresennol o ran y ffordd y mae Awdurdodau Lleol (ALI) yn darparu cyfleoedd dydd statudol a gwasanaethau gofal seibiant. Bydd y prosiect hwn yn mynd rhagddo tan fis Mawrth 2023.</p> <p>Yn rhan o'r prosiect, byddwn yn ystyried y canlynol:</p> <ul style="list-style-type: none"> • Yr hyn mae Comisiynwyr a darparwyr wedi'i wneud i ailgychwyn gwasanaethau yn ôl i'r lefelau cyn y pandemig • Deall a fu'n rhaid addasu'r gwasanaethau seibiant a ddarparwyd o ganlyniad i Covid19 • A gollwyd gwasanaethau yn ystod, ac oherwydd effaith y pandemig, neu faterion eraill fel yr argyfwng ynni/pwysau ar weithluoedd • Deall a fu comisiynwyr a darparwyr yn ystyried sut y gellir rhannu gwasanaethau ar draws ffiniau • Deall sut mae comisiynwyr a darparwyr yn cyfathrebu gyda phobl sy'n cael mynediad at wasanaethau, eu teuluoedd, a Gofalwyr di-dâl er mwyn sicrhau bod eu hanghenion yn cael eu diwallu • Deall a gynhaliwyd adolygiadau gyda dinasyddion, neu a ydynt yn mynd rhagddynt, ac a yw'r adolygiadau hyn yn addas i'r diben • Deall sut mae gwasanaethau rhithwir yn dod yn rhan o'r hyn a gynigir ar draws cyfleoedd dydd a gofal seibiant, ac a oes awydd i rai mathau o wasanaethau rhithwir gael eu darparu'n genedlaethol 	<p>The Welsh Government's Social Services Integration Directorate has requested that, as part of the Delivering Transformation Grant for 22/23, ADSS Cymru (ASSOCIATION OF DIRECTORS OF SOCIAL SERVICES Cymru) revisit a piece of work undertaken in 2021 to provide an update on the current position regarding Local Authorities (LA) delivery of statutory day opportunities and respite care services. This project will run until March 2023.</p> <p>As part of the project, we will be considering the following:</p> <ul style="list-style-type: none"> • What Commissioners and providers have done to re-open services back to pre-pandemic levels • To understand if the delivery of respite services has had to be adjusted as a result of Covid19 • Have services been lost during, and because of the impact of the pandemic, or other issues such as the energy crisis/workforce pressures • To understand if commissioners and providers are considering how services can be shared across boarders • To understand how commissioners and providers are communicating with people accessing services, their families, and unpaid Carers to ensure that their needs are being met • To understand if reviews are, or have been, undertaken with citizens and whether these reviews are fit for purpose • To understand how virtual services are becoming part of the offer across day opportunities and respite care, and whether there is appetite for certain types of virtual services to be delivered nationally

<ul style="list-style-type: none"> • Deall sut mae arloesi yn cael ei gymhwyso a'i ledaenu • Deall beth y gallai Llywodraeth Cymru fod yn ei wneud i gefnogi newid ac arloesi • Deall pa gamau byr/canolig a hirdymor sydd eu hangen gan yr holl randdeiliaid i wella cyfleoedd dydd a gofal seibiant 	<ul style="list-style-type: none"> • To understand how innovation is being scaled and spread • To understand what Welsh Government could be doing to support change and innovation • To understand what short/medium- and long-term actions are required by all stakeholders to improve day opportunities and respite care
<p>Bydd Cwmpas yr Adolygiad yn cynnwys:</p>	<p>The Scope of the Review will cover:</p>
<ul style="list-style-type: none"> ○ Cyfleoedd dydd a /neu wasanaethau preswyl seibiant a gomisiynir neu a ddarperir yn uniongyrchol gan yr ALI ○ Cyfleoedd dydd a /neu wasanaethau preswyl seibiant a gomisiynir neu a ddarperir yn uniongyrchol gan yr ALI/GIG 	<ul style="list-style-type: none"> ○ LA commissioned or directly provided statutory day opportunities and/or respite residential services ○ Joint LA/NHS commissioned or directly provided statutory day opportunities and/or respite residential services
<p>Bydd y gwaith yn ystyried y gwasanaethau hyn ar gyfer y grwpiau o bobl a ganlyn:</p>	<p>The work will consider these services for the following groups of people:</p>
<ul style="list-style-type: none"> ▪ Pobl Hŷn ▪ Gofalwyr Di-dâl ▪ Pobl ag anabledau dysgu ▪ Pobl anabl (anabledau corfforol a synhwyraidd) ▪ Pobl ag awtistiaeth / cyflyrau niwroddatblygiadol ▪ Plant ag anghenion cymhleth 	<ul style="list-style-type: none"> ▪ Older people ▪ Unpaid Carers ▪ People with learning disabilities ▪ Disabled people (physical and sensory disabilities) ▪ People with autism / neurodevelopmental conditions ▪ Children with complex needs
<p>Bydd Canlyniad y gwaith hwn yn arwain at lunio adroddiad cenedlaethol fydd yn amlinellu:</p>	<p>The Outcome of this work will result in the production of a national report that will outline:</p>
<ul style="list-style-type: none"> • heriau allweddol • dysgu allweddol • datblygiadau arloesol sy'n deilwng o gael eu lledaenu ar gyfer dysgu ehangach • argymhellion i'w hystyried gan ALI, swyddogion a Gweinidogion LIC a rhanddeiliaid perthnasol eraill i lywio'r gwaith o drawsnewid gwasanaethau 	<ul style="list-style-type: none"> • key challenges • key learning • innovations worthy of dissemination for wider learning • recommendations for consideration by LAs, WG officials and Ministers and other relevant stakeholders to inform the transformation of services
<p>I lywio'r prosiect hwn, rydym yn galw am dystiolaeth o'r wybodaeth ganlynol gan Awdurdodau Lleol a sefydliadau sy'n rhanddeiliaid allweddol:</p>	<p>To inform this project, we are undertaking a call for evidence for the following information from Local Authorities and key stakeholder organisations:</p>
<p>1. Unrhyw adolygiadau a gwblhawyd ac a gyhoeddwyd am wasanaethau dydd a/neu wasanaethau seibiant a wnaed gan awdurdodau lleol neu sefydliadau sy'n ddarparwyr, ers Gorffennaf 2021</p>	<p>1. Any published service reviews of day opportunities and or respite services undertaken by Local authorities or provider organisations since July 2021</p> <p>2. Any published reports by relevant Stakeholder organisations that provide</p>

<p>2. Unrhyw adroddiadau a gyhoeddwyd gan sefydliadau perthnasol sy'n rhanddeiliaid ac sy'n darparu tystiolaeth sy'n dangos sut mae cyfleoedd dydd a gwasanaethau gofal seibiant wedi gwella, neu heb wella ers Gorffennaf 2021</p> <p>3. Unrhyw enghreifftiau o ymarfer positif sy'n helpu i drawsnewid cyfleoedd dydd a gwasanaethau gofal seibiant</p>	<p>evidence of how day opportunities and respite care services have, or have not, recovered since July 2021</p> <p>3. Any examples of positive practice that are helping to transform day opportunities and respite care services</p>
<p>Fel rhan o'r prosiect hwn, ein gobaith yw ailystyried rhai o'r gwasanaethau hyn ledled Cymru, felly rhowch wybod i ni a fyddai ymweliad gan ein tîm yn bosibl, a byddwn yn gwneud ein gorau glas i fod yn bresennol, yn dibynnu ar ddiddordeb, amserlenni ac adnoddau. Am fwy o wybodaeth cysylltwch louise.sweeney@adss.cymu.</p> <p>Dylai'r dystiolaeth ganolbwyntio'n benodol ar y grwpiau o bobl a ganlyn:</p> <ul style="list-style-type: none"> ▪ Pobl Hŷn ▪ Gofalwyr Di-dâl ▪ Pobl ag anableddau dysgu ▪ Pobl anabl (anableddau corfforol a synhwyrdd) ▪ Pobl ag awtistiaeth / cyflyrau niwroddatblygiadol ▪ Plant ag anghenion cymhleth 	<p>As part of this project, we hope to visit some of these services across Wales, so please let us know if a visit from our team might be possible and we will do our best to attend, depending on interest, timescales and resources. For more information contact louise.sweeney@adss.cymru</p> <p>The evidence should focus specifically on the following groups of people:</p> <ul style="list-style-type: none"> ▪ Older people ▪ Unpaid Carers ▪ People with learning disabilities ▪ Disabled people (physical and sensory disabilities) <ul style="list-style-type: none"> ▪ People with autism / neurodevelopmental conditions ▪ Children with complex needs
<p>A fyddai modd anfon yr holl wybodaeth at paul.pavia@adss.cymru erbyn 21 Tachwedd.</p>	<p>Please can all information be sent to paul.pavia@adss.cymru by November 21st.</p>
<p>Hoffem edrych ar dystiolaeth o bob rhan o'r sector, felly rhannwch gyda'ch rhwydweithiau.</p> <p>Os hoffech wybod mwy am y prosiect a sut y gallwch gyfrannu, cysylltwch â:</p> <p>Phill Chick phill.chick@adss.cymru neu Sarah Day sarah.day@adss.cymru.</p>	<p>We would like to look at evidence from across the sector, so please share with your networks.</p> <p>If you want to find out more about the project and how you can contribute, please contact:</p> <p>Phill Chick phill.chick@adss.cymru or Sarah Day sarah.day@adss.cymru.</p>
<p>Tîm y Prosiect Arweinydd y Prosiect - Phill Chick Tîm Ymchwil – Sarah Day and Paul Pavia</p>	<p>Project team Project Lead - Phill Chick Research Team – Sarah Day and Paul Pavia</p>

Appendix III – Survey request to Commissioners



Delivering Transformation Grant Work Programme – 2022/23 Day opportunities, residential respite, and short break services

To provide an update on the current position regarding local authorities' delivery of day opportunities and respite care/short break services, we will be collecting data from commissioning teams within each local authority via two electronic surveys.

Each survey should take approximately 40 minutes to complete, and we would like to thank everyone for their assistance in taking part in this work.

Both surveys will be considering data for the following service groups:

- Older people
- Unpaid carers
- People with learning disabilities
- Disabled people (physical and sensory disabilities)
- People with autism / neurodevelopmental conditions
- Children with complex needs

Survey one focuses on capturing quantitative data in relation to all of the service listed above.

Here is the link to this survey [Survey Monkey link here](#) (survey below)

The second survey focuses on capturing the qualitative information regarding each service listed above. This survey link can be shared with relevant colleagues for completion.

Here is the link to this survey [Survey Monkey link here](#) (survey below)

Who should complete the survey?

The survey should be completed by a commissioning manager or a relevant officer responsible for the commissioning of services for each service group listed above.

Every survey submission will ask the user to identify which user group and geographical location the data relates to.

Will the survey be available in both Welsh and English?

Yes, the survey is available in both Welsh and English.

What will the data be used for?

The data captured will assist us in understanding update on the current position regarding Local Authorities delivery of day opportunities and respite care/short break services.

When is the deadline for the survey?

We would be grateful if you could respond to the survey for each survey group by **5pm on January 6th 2023**.

What happens next?

We will be hosting a briefing session on December 20th at 2pm to provide future information on how to complete the survey. To join this briefing session, [Click here to join the meeting](#)

This session will be recorded for those unable to attend.

On February 9th we will be holding a **one-day virtual event** with a range of invited stakeholders to:

- Share examples of good practice for all forms of day opportunities and respite care for adults and children with complex needs
- Share the findings of our review
- Collectively discuss what sustainable changes have been made and what additional support might be needed from WG and other key stakeholders to progress the transformation of day opportunities and respite care, post pandemic.

During the week beginning the 27th February and the 6th March, we will also be undertaking series of focus groups with commissioners and providers from across the service groups being considered in this project.

Please let me know if you would like to receive further information about the virtual event on the 9th of Feb, or the focus groups.

What do I need to do if I have further questions about the project?

If you have further questions, then please forward these to me, louise.sweeney@adss.cymru and I will pass them onto the project team.

Quantitative survey on the continued impact of the COVID-19 Pandemic on day opportunities, residential respite and short break services for Commissioners

The Association of Directors of Social Services (ADSS) Cymru represents the voice of all twenty-two local authority social service directors, leaders, and managers across Wales. We work to inform and influence how social care services are delivered and improved.

This survey is designed to increase our understanding of the numbers and range of day opportunities, residential respite, and short break services that you commission. This information will provide us with a baseline understanding of the current level of services delivered across Wales.

Thank you for taking the time to respond. Please provide as much numerical data as possible. The information will help us to inform Welsh Government of the continued impact of the pandemic on the services you commission and on the lives of the people you serve.

Please enter the Local Authority Area this information relates to:

Day activity services

Client Groups													
		Older people		Unpaid Carers		People with learning disabilities		Disabled people (physical and sensory disabilities)		People with autism / neuro diversity		Children with complex needs	
		Number	+ or – post Covid	Number	+ or – post Covid	Number	+ or – post Covid	Number	+ or – post Covid	Number	+ or – post Covid	Number	+ or – post Covid
Services commissioned													
Note Enter the No of buildings and if known sessions P/W. Enter a +or- to identify if this service has expanded or contracted since covid 19	Designated building based service provision Only	Buildings	Buildings	Buildings	Buildings	Buildings	Buildings	Buildings	Buildings	Buildings	Buildings	Buildings	Buildings
		Sessions	Sessions	Sessions	Sessions	Sessions	Sessions	Sessions	Sessions	Sessions	Sessions	Sessions	Sessions
Enter the no of buildings that enable people to engage in community activity. Enter a +or- to	Mixed Provision - a blend of building												

<i>Identify if this service has expanded or contracted since covid 19</i>	based and community services													
<i>Enter the number of Services that operate in the community but have no formal building. Enter a +or- to identify if this service has expanded or contracted since covid 19</i>	Community Service Only													
<i>Enter the no of Services that operate in a building, the community and online. Enter a +or- to identify if this service has expanded or contracted since covid 19</i>	Hybrid service													
<i>Enter the no of Services that operate online only. Enter a +or- to identify if this service has expanded or contracted since covid 19</i>	Virtual Service Only													
<i>Enter the number of services offering employment and learning Enter a +or- to identify if this service has expanded or contracted since covid 19</i>	Employment and learning													
<i>Enter the number of services offering volunteering. Enter a +or- to identify if this service has expanded or contracted since covid 19</i>	Volunteering													

Residential Respite and Short Break services

Client Groups	Older people		Unpaid Carers		People with learning disabilities		Disabled people (physical and sensory disabilities)		People with autism / neuro-diversity		Children with complex needs	
	Number	+ or – post Covid	Number	+ or – post Covid	Number	+ or – post Covid	Number	+ or – post Covid	Number	+ or – post Covid	Number	+ or – post Covid
Services commissioned												
Residential Respite	Units		Units		Units		Units		Units		Units	
	Beds per day		Beds per day		Beds per day		Beds per day		Beds per day		Beds per day	
Short breaks	Units		Units		Units		Units		Units		Units	
	Beds per day		Beds per day		Beds per day		Beds per day		Beds per day		Beds per day	

Notes: Enter a +or- sign in the box to identify if this service has expanded or contracted since COVID-19

Units refers to the number of buildings providing services and bed days the total number of respite or short break places available per day.

Qualitative survey on the continued impact of the COVID-19 Pandemic on day opportunities, residential respite and short break Services for Commissioners

The Association of Directors of Social Services (ADSS) Cymru represents the voice of all twenty-two local authority social service directors, leaders, and managers across Wales. We work to inform and influence how social care services are delivered and improved.

This survey should be completed by a commissioning officer who can provide qualitative data about the status of day opportunities, residential respite, and short break services.

Thank you for taking the time to respond. Please complete the questions that follow, providing as much detail as possible. The answers to these questions will help us to inform Welsh Government of the continued impact of the pandemic on the services you commission and on the lives of those people you serve.

Please enter the Local Authority Area this information relates to:

1. What type of service do you commission?

- Day opportunities
- Residential Respite
- Short Break services
- Other

2. Please enter the service area this information relates to:

- Older People
- Unpaid Carers
- People with learning disabilities
- People with physical and or sensory disabilities
- People with autism / neuro-diversity
- Children with complex needs

3. Has your local authority made changes to the services that you commission? Yes/No

a. If so, what is the nature of the change to the specification? Please select which options apply:

Change in the location of provision

Fewer places commissioned

More places commissioned

Reduction in the number of sessions to be made available

Increase in the number of sessions to be made available

Other changes - please specify

4. Had the changes to commissioned services been planned prior to the pandemic or were they entirely a response to the pandemic? Please specify

5. If the changes had been previously planned, did the pandemic enable you to bring forward changes at greater scale and pace than would otherwise have been possible? Please specify

6. Have the changes remained in place since the lifting of restrictions? Yes/No

- a If they have, do you feel that they have had a negative or positive impact on outcomes for people using the service? Please specify
7. Do you have plans to revert to the pre pandemic service specification? Yes/No
- a If yes, please specify the top three reasons for this?
8. Have there been any concerns raised in relation to the changes to commissioned services? Yes/No
- a If Yes, what is the nature of the concern? (Please select any of the options below)
- Changes to the nature of the service provided
 - Less time available to spend time with friends and colleagues at the service
 - Impact on unpaid carers ability to work or cope with caring responsibilities due to a reduction in hours/days provided to the service user
 - Other concerns (Please specify)
- b Have these concerns been raised by? (Please select options below)
- People using services
 - Family or friends
 - Service providers
 - Others, please specify
9. Are other challenges impacting on the way services are being commissioned? Yes/No
- a If yes, which of the following apply?
- Workforce shortages
 - Inflation in food prices
 - Inflation in fuel prices
 - Services having closed due to the pandemic
 - Other causes (Please specify)
10. Are there any services you would like to highlight as being worthy of a visit due to **positive** changes made? Yes/No
- If yes, please provide details of the service:
- Name of service
 - Address
 - Contact telephone or email

Appendix IV – Survey Request to Providers



Delivering Transformation Grant Work Programme – 2022/23 Day opportunities, residential respite, and short break services

Please cascade this survey to all external and in-house providers of day opportunities, residential respite, and short break services

To provide an update on the current position regarding the delivery of day opportunities and respite care/short break services, we will be collecting data from providers of these services from across Wales. The survey should take approximately 40 minutes to complete, and we would like to thank everyone for their assistance in taking part in this work.

The survey will collect data for the following service groups:

- Older people
- Unpaid carers
- People with learning disabilities
- Disabled people (physical and sensory disabilities)
- People with autism / neurodevelopmental conditions
- Children with complex needs

Here is the link to the survey [Survey Monkey link here](#) (survey below)

Who should complete the survey?

The survey should be completed by a manager or a relevant officer responsible for the delivery of day opportunities, residential respite and short break services for each service group listed above. We recognise that these services are commissioned externally and delivered in-house.

The survey will ask you to identify which user group and geographical location the data relates to.

Will the survey be available in both Welsh and English?

Yes, the survey is available in both Welsh and English.

What will the data be used for?

The data captured will assist us in understanding update on the current position regarding the delivery of day opportunities and respite care/short break services

When is the deadline for the survey?

We would be grateful if you could respond to the survey by **5pm on January 6th 2023**.

What happens next?

We will be hosting a briefing session on December 20th at 2pm to provide future information on how to complete the survey. To join this briefing session, [Click here to join the meeting](#)

This session will be recorded for those unable to attend.

On February 9th we will be holding a **one-day virtual event** with a range of invited stakeholders to:

- Share examples of good practice for all forms of day opportunities and respite care for adults and children with complex needs
- Share the findings of our review
- Collectively discuss what sustainable changes have been made and what additional support might be needed from WG and other key stakeholders to progress the transformation of day opportunities and respite care, post pandemic.

During the week beginning the 27th February and the 6th March, we will also be undertaking series of focus groups with commissioners and providers from across the service groups being considered in this project.

Please let me know if you would like to receive further information about the virtual event on the 9th of Feb, or the focus groups.

What do I need to do if I have further questions about the project?

If you have further questions, then please forward these to me, louise.sweeney@adss.cymru and I will pass them onto the project team.

Service Provider survey on the continued impact of the COVID-19 Pandemic on day opportunities, residential respite, and short break services.

The Association of Directors of Social Services (ADSS) Cymru represents the voice of all twenty-two local authority social service directors, leaders, and managers across Wales. We work to inform and influence how social care services are delivered and improved.

This questionnaire is designed to increase our understanding of the range of day activity, residential and short break services that are delivered across Wales. It will also help us to understand the continued impact that the pandemic has had on the nature, range, and type of services that you provide.

This survey should be completed by an officer who can provide qualitative data about the status of day opportunities, residential respite, and short break services you deliver.

Thank you for taking the time to respond. Please complete the questions that follow, providing as much detail as possible. The answers to these questions will enable us to inform Welsh Government of the continued impact of the pandemic on the services you deliver and on the lives of those people you serve.

Please enter the Local Authority Area this information relates to:

1. What type of service do you commission?

- Day opportunities
- Residential Respite
- Short Break services
- Other

2. Please enter the service area this information relates to:

- Older People
- Unpaid Carers
- People with learning disabilities
- People with physical and or sensory disabilities
- a People with autism / neuro-diversity
- b Children with complex needs

3. Has your organisation made changes to the services that you offer? Yes/No

a. If so, what is the nature of the change to the specification? Please select which options apply:

- Change in the location of provision
- Fewer places commissioned
- More places commissioned
- Reduction in the number of sessions to be made available
- Increase in the number of sessions to be made available
- Other changes - please specify

4. Had the changes to the services you provide been planned prior to the pandemic or were they entirely a response to the pandemic? Please specify

5. If the changes had been previously planned, did the pandemic enable you to bring forward changes at greater scale and pace than would otherwise have been possible? Please specify

6. Have the changes remained in place since the lifting of restrictions? Yes/No
- a If they have, do you feel that they have had a negative or positive impact on outcomes for people using the service? Please specify
7. Do you have plans to revert to the pre-pandemic service specification? Yes/No
- a If yes, please specify the top three reasons for this?
8. Have there been any concerns raised in relation to the changes introduced? Yes/No
- a If Yes, what is the nature of the concern? (Please select any of the options below)
- Changes to the nature of the service provided
 - Less time available to spend time with friends and colleagues at the service
 - Impact on unpaid carers ability to work or cope with caring responsibilities due to a reduction in hours/days provided to the service user
 - Other concerns (Please specify)
- b Have these concerns been raised by? (Please select options below)
- People using services
 - Family or friends
 - Others, please specify
9. Are other challenges impacting on the way services are being commissioned? Yes/No
- a If yes, which of the following apply?
- Workforce shortages
 - Inflation in food prices
 - Inflation in fuel prices
 - Services having closed due to the pandemic
 - Other causes (Please specify)
10. Are there any services you would like to highlight as being worthy of a visit due to **positive** changes made? Yes/No
- If yes, please provide details of the service:
- Name of service
 - Address
 - Contact telephone or email

Appendix V – National Event for Practitioners



Sharing event for Stakeholders working in the delivery of Day opportunity and respite care services

Thursday 09 February, Online via Zoom

PROGRAMME

SESSION TIME	TITLE	Link to join
10.00	Introduction to the day Deputy Minister for Social Care, Julie Morgan AM Note: Simultaneous translation will be available throughout the program	
10.15	An overview of the project and Initial findings Purpose of the day Lead by Phil Chick	
10.30	Presentation – Barnardos Mark Carter, Assistant Director for Children’s Services, South East Wales	
10.50	Presentation – Cardiff Council Nicola Pitman , Lead Library and Strategy Manager, Cardiff Hubs and Libraries	
11.10 – 11.30	Break	
11.30	Presentation – Mencap Sian Davies, Head of Impact and Learning, Mencap Cymru	
11.50	Presentation- Karen Davies, Norman Industries	
12.10	Q&A session based on Presentations and learning from the morning Led by Phil Chick	
12.30 – 1.30	Lunch	
13.30	Introduction to the afternoon sessions Overview and explanation Phil Chick and Sarah Day	
13:45	Break out rooms Delegates will be moved into breakout rooms to discuss a series of questions – to be led by Phil Chick, Sarah Day and Mark Williams	
14.45	Break	
15.00	Feedback from facilitators within discussion groups	
15.30	Overview of session and feedback Led by Phil Chick	
15.45	Session Closes	

Appendix VI – Full List of visits undertaken

Service Type	Service Description
Adult services North Wales	General conversation
Day service (primarily for older people) South Wales	The project offers a number of outreach services into the community. There is a café, large hall available for conferences, a drop-in play space for children and their parents plus a number of other services offered by other providers. there is a regular program of exercise and community classes that people can pay to attend. There is also a registered GP practice within the building. Therefore, the site offers a number of services for a wide range of ages within the community.
Day Service for older people – in house – West Wales	It's a day service for people older people living in the community, but those also an intermediate bungalow to test people's independence and it's connected to a residential care home which offers residential care and respite
Older People Day opportunity/Club South East Wales	<p>Current service Day service for five people from community who have residential needs 10-4. This includes food in the dining room and activities that are put on. The club is individually staffed. One person is solely responsible for 5 people. This person is dressed in civies, not a carer. It's a social club with a bit of support. The clients also have the opportunity to connect with the residents of the home. The service is intense, exciting. They go for trips, walks.</p> <p>Information is shared with clients about relevant information – such as financial support/care needs.</p> <p>They help families to navigate the systems that sometimes they don't understand. They provide reassurance. The discharge to assess is a good example of this. Sometimes the service acts as a mediation service between the family and the hospital.</p>
Transition project West Wales	This service supports children with additional needs that will include education, provision and residential care support, including day opportunities. There is potential for the service to also offer in the future respite transition support into independent living. The service is for 18 plus adults who are transitioning out of education.
Learning Disability Day opportunity South Wales	This project is situated in one of the smallest LAs in Wales. Their Day opportunities vision is 'to enable people to live a good life, doing what matters to them'. They have a Person Centred Planning Team, which includes 2 Transition Link Workers (work with individuals 3 years before they leave school). They only have a couple of small hubs that people can use, but a lot of the activity takes place outside of these bases.
Carers Respite Project Mid Wales	<p>Develop an approach to coproducing person centred, strength-based and meaningful respite, both as well as in the longer term with the development of personal strategies to sustain wellbeing over the longer term.</p> <p>Develop better knowledge and access to local assets that can enable and support respite.</p> <p>Share learning among carers and services to influence approaches to respite.</p>

Learning Disability Day Service – in house provision North Wales	The service is an in-house service, which operates in the community. It has a base from which individuals access different parts of the community. This includes access to college courses which promote independent living, and different themed activities, such as going to the cinema, swimming etc.
Supported employment service – West Wales	The service is supported employment, primarily for people who have a learning disability/difficulty and for autism spectrum disorders. The service is accessed across different sites within Council.
Learning Disability Complex Needs day service – North Wales	Hwb Cyfle (Opportunity hub) is a Centre-based Day service for individuals with complex and high support needs. It was opened as a new build in 2019.
Learning disability external provision – North Wales	An external provider of learning disability day opportunities. They offer a number of opportunities throughout the week which include groundworks, gardening, fishing, recycling activities that include up cycling old furniture, but also repurposing domestic goods, such as washing machines. The individuals who attend the programme are students and receive on the job training in various different activities as referred to above.
Learning Disability Service – provided org affiliated to Mencap Mid Wales	A fairly small (up to 20 people I believe) local and rural, community-based day service.
Learning Disability Service – Day opportunity provided charity affiliated to Mencap West Wales	They are a self-funded business, the participants mainly come from supported living. However, there are other attending that come from home with supportive families. They attend the Gardens for day support. They sell their own grown veg and plants in the café – café makes about £250,000 (gross £160,000). They are also planning on planting a vineyard – this is after a legacy.
Learning Disability Drop in service North Wales	It's a drop-in service for people with learning disabilities. The service is run by volunteers, mainly parents of children and adults with learning disability. The services is located on the High Street and acts as a hub for people to engage with meaningful activity.
Physical Disability Day opportunities service – South Wales	A service for adults with physical disabilities offering a range of activities, including crafts, games, physical activity and a woodcraft workshop. Many people attending were recovering from stroke and other life limiting conditions. The emphasis is on participation, social connectedness and recovery both physical and psychological.
Learning Disability Day service South Wales	A service for adults with a learning disability. The centre had a significant amount of high-tech equipment which enabled those with profound disabilities to engage in individual and group activities. Many attendees had profound physical, health, and social needs. These were being met at the day service.

Older adult service South West Wales	<p>A day service for older adults located in close proximity to a residential unit.</p> <p>The day service has gradually developed links with its local community acting not only as a hub to those people who use the service but also to members of the local community. A clothes bank and food bank are provided from the unit meeting the needs of the local community including refugees and asylum seekers. It offers a warm space and is involved in the establishment of groups meeting in local community facilities such as church halls and other public spaces.</p>
Learning Disability co-production project – South Wales (Interview only)	<p>The project had been developed to enhance the use of co-production approaches in delivery of support to people with learning disabilities.</p>
Pan Wales Project (Interview Only)	<p>Project focused upon working with a number of families seeking to establish day activity services for their family members by pooling Direct Payments.</p>