

Issue for consideration of Priorities Panel

For official use only:

Issue ID Number: ID 032

Date received by Operational Director

02/02/2010

Date to Priorities Panel

10/02/2010

Office use:

Name:

(JJ, RA, KT, All)

Date completed and initials:

Date of referral to LINK	11/01/2010
Date issue arose	05/11/2009
Title (Headline/short title of issue)	A User's Perspective of Day Centres in East Kent
Nature of interest/standing of person in relation to issue:	
Recipient of service ✓	Family Friend Advocate/Campaigner Other
If other, please state what their standing is in relation to the issue: <p style="text-align: center;">Service provider</p>	
Is the person raising the issue a: <ul style="list-style-type: none"> LINK participant? Member of the public? Priorities Panel Member? Governor Group Member LINK Development Worker Part of an organisation ✓ 	
If raising issue on behalf of an organisation, state name and brief details of what they	East Kent Adult Social Services, providing social services to the population of East Kent

do	
Summarise issue (no more than 100 words). If necessary, a more detailed account may be submitted on page three with additional pages attached if necessary	To identify how service users and potential service users need Age Concern day services to develop for the future to better meet their needs
<p>Please use this space to give a detailed account of the issue to be raised with the Priorities Panel. (N.B: Form will expand to accommodate additional text – other documentation can be appended, as necessary)</p> <p style="text-align: center;">Please see the Appendix.</p>	
<p>Is the issue currently under investigation, via a complaint or inquiry or being dealt with by somebody else (this includes being part of a wider campaign on the issue)?</p> <p>Yes <input checked="" type="checkbox"/> No</p> <p>If yes, give details of actions already taken including contact details of others dealing with the issue:</p> <p style="text-align: center;">A similar project has been undertaken in West Kent by West Kent Adult Social Services and the Kent LINK. It is believed that by conducting a similar project in East Kent will produce comparable data, provide service users in East Kent the same opportunities as those in West Kent to have their say about local services and Age Concerns in East Kent will benefit as their counterparts in West Kent have done.</p>	
<p>Is there a timescale/deadline/circumstance affecting this issue which may mean the LINK will have to act quickly, e.g. closure of a unit, change of service, a particular urgency?</p> <p>Yes <input checked="" type="checkbox"/> No</p> <p>If yes, what is that circumstance and what is the timescale by which action has to be taken?</p> <p>KASS would prefer the project to commence <u>by March 2010</u>, in order that it is in line with the project in West Kent so that countywide information can be gathered and comprehensive plans for the future made. Timescale for the conclusion of the entire project and production of reports is expected to be by August 2010. Agreed charges to be charged to KASS for this project by 31st March 2010.</p>	
<p>What expectation does the person raising the issue have of the LINK, i.e. what does that person want the LINK to do/what action does it want it to take?</p> <p>Kent LINK are to carry out the focus groups, surveys and mystery shopping as per the detailed brief in Appendix 1.</p> <p>An independent report to be published by Kent LINK on the findings of the project,</p>	

this should be split into each of the three elements of the project so that early results are available for concluded elements. The information gathered will be used to support Age Concerns develop their day centres and services to meet local needs in the future.

KASS expect to be provided with the reports and the data collected (where generalisations and summaries are produced) in order to evidence the findings.

It is intended that KASS develops an additional project by the end of 2010 to consider all other day centre providers, this would be submitted to the priorities panel as a separate project.

What would be a good outcome from the perspective of the person raising the issue?

Identified support requirements for Age Concern Day Centres to help them develop their services to meet the needs of their current and future clients.

The profile of Kent LINK raised amongst Age Concerns, current and potential service users.

What evidence does the person raising the issue have to support the case they are putting for the LINK to take action? List or attach evidence and sources, if available.

It is important for the Strategic Commissioning Unit within Kent Adult Social Services to assist the market to develop in order to meet the needs of our service users, and to identify future demands and equip the market accordingly.

The project which has commenced in West Kent has already begun to identify some key areas for the Age Concern Day centres to develop, and the mystery shopping and wider survey work will take this further.

How widely does this issue affect other people?

There are 15 Age Concern Centres serving the community of East Kent, providing day services for a large number of over 50's.

In what ways are other people affected by this issue.

It is important to ensure the future care requirements of the local population are planned for and that support is given to voluntary sector organisations such as Age Concern.

KASS seeks that this project is done in conjunction with Age Concerns and would like to introduce the project to the Age Concerns through one of the regular meetings that KASS hold with the Age Concerns with East Kent.

Signed Louise Murrell

Date 11/01/2010

APPENDIX 1

Title	A User's Perspective of Day Centres in East Kent
Aim	To identify how service users and potential service users need Age Concern services to develop for the future to better meet their needs
Brief	<p>East Kent Adult Social Services to commission Kent LINK, as an independent body, to work with Age Concerns in East Kent as a follow on to the work carried out in West Kent during Summer 2009.</p> <p>The project will be broken down into three elements: Element 1 - Age Concern focus groups Element 2 - Mystery shopping at day centres Element 3 - Survey of potential service users</p> <p>There are 15 Age Concern Day Centres in East Kent which will be invited to participate in the project with the clear understanding that it is an independent consultation to find out the views and experiences of current and potential service users in each Age Concern locality. It is in no way related to their current contracts with Kent Adult Social Services.</p> <p>Element 1 - Age Concern Focus Groups Kent & Medway Networks in conjunction with LINK participants will facilitate a series of focus groups in Age Concern Centres across East Kent. The focus groups will be asked specific questions and will enable service users to discuss their experiences and opinions on the centres and the activities provided. The six questions put to the focus groups will be the same questions used in the West Kent project so that information is comparable across the county. The information will then be pulled together into an independent report.</p> <p>Element 2 - Mystery Shopping LINK participants from the LINK's pool of Mystery Shoppers will carry out a mystery shopping exercise in a variety of day centres to look at quality, variety, accessibility and availability of services and standards of facilities and customer care amongst other criteria which is still to be determined. This will again be in line with the exercise to be carried out in West Kent.</p> <p>Element 3 - Survey One single survey will be carried out across the whole of Kent to ensure continuity, pooled resources and data collected that can be easily analysed and comparisons made across Kent. This will involve joint working between East and West Kent Adult Social Services.</p>
Expected outcome	An independent report will be published by Kent LINK on the findings of the project (broken down into each element) and the information gathered used to support Age Concerns develop their day centres and services to meet local needs in the future. Reports and data collected to be provided to KASS to evidence the findings.
Liaison contacts	Kirstie Amos, Customer Care Manager, East Kent Adult Social Services Louise Murrell, LINK Development Worker, Kent & Medway Networks Ltd Sophie Swain, Project Worker, Kent & Medway Networks Ltd

Roles and responsibilities	Kirstie Amos will be the lead contact from East Kent Adult Social Services. Louise Murrell will oversee the project with regards to the budget, direction of the project, assist with the facilitation of focus groups and liaise with Age Concerns and EKASS. Sophie Swain will support the co-ordination of the project, support LINK participants to get involved and assist with facilitation of focus groups.
Resources	It is estimated that the cost of this project will be £1,000 this will cover materials, publicity and other resources. Kent & Medway Networks Ltd will bear the staff costs for this project as a gesture of good will/spirit of partnership working for this project only.
Timescales	It is estimated that a period of 12 weeks will be required for element 1. This will enable appropriate time for planning, preparation and execution of focus groups. There are no current timescales available for elements 2 and 3 although it is anticipated that as it is possible for all three elements to run at the same time the project could be completed and reports produced by August 2010.
Confidentiality	It is agreed that personal information disclosed during the project will be protected by confidentiality.
Ownership of information	Information gathered during this project will be shared between Kent LINK and KASS (Kent County Council) for the purposes detailed in the project brief. Personal details of participants will not be shared with a third party.

**Recommendations proforma
ID 032**

No	Recommended action	Please tick	If additional information required, please specify	Additional comments, if any
1.	No further action			
2.	Watching brief			
3.	Letter to Trust/Social Care calling for comment before taking any further			
4.	Urgent action as issue concerns patient/client safety			
5.	Further information required, please specify			
6.	Consult/ survey participants to check level of interest/concern before proceeding to any other action			
7.	Start discussion on LINk web site/through LINk Bulletin			
8.	Question to Citizen Jury			
9.	Topic for local meeting			
10.	Urgent unscheduled visit –specify purpose of visit in comments column			
11	Refer to regulator, e.g. Care Quality Commission, Ofsted, Health and Safety Executive, Royal Colleges, etc –please specify			
12	Potential to develop as possible LINk project			
13	Any other recommended actions			