

HEALTH SCRUTINY PANEL

SUPPLEMENT

Tuesday, 11 March 2014 at 6.30 p.m.
**Committee Room 1, 1st Floor, Town Hall, Mulberry Place, 5 Clove
Crescent, London, E14 2BG**

This meeting is open to the public to attend.

Members:

Chair: Councillor Rachael Saunders

Vice-Chair: Councillor David Edgar

Councillor Dr. Emma Jones, Councillor M. A. Mukit MBE, Councillor Gulam Robbani,
Councillor Lutfa Begum, Councillor Zenith Rahman, David Burbridge and Dr Amjad Rahi

Deputies:

Councillor Peter Golds, Councillor Anwar Khan, Councillor Bill Turner and Councillor
Lesley Pavitt

Co-opted Members:

David Burbridge

(Healthwatch Tower Hamlets Representative)

Dr Amjad Rahi

(Healthwatch Tower Hamlets Representative)

The quorum for this body is 3 Members.

Contact for further enquiries:

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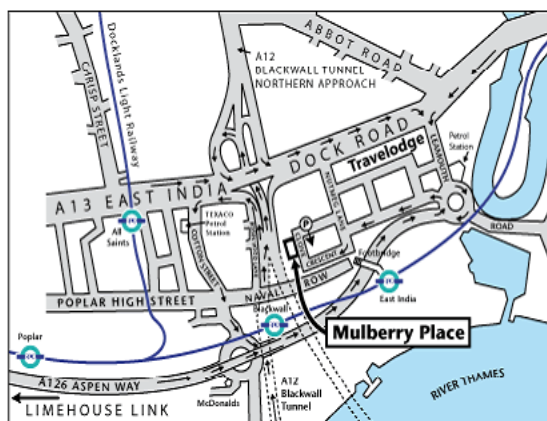
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3.1 Education Social Care and Wellbeing (ESCW) - Update (Pages 1 - 12)

To receive a verbal update on Majlish Home Care services.

Next Meeting of the Panel

The next meeting of the Health Scrutiny Panel will be held on Tuesday, 15 July 2014 in Committee Room 1, 1st Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

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Agenda Item 3.1

Committee	Date	Classification	Report No.	Agenda Item No.
Health Scrutiny Panel	11/03/14			1
Reports of: Education Social Care and wellbeing –		Title: In-house Day Service Provision for Older People		
Presenting Officers: Christine Oates		Ward(s) affected: All		

1. Summary

The purpose of this brief is to provide information to Health Scrutiny about the Council's in house day service provision for older people.

2. Recommendations

Comments and Questions on Service Delivery

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EDUCATION SOCIAL CARE & WELLBEING DIRECTORATE

BRIEFING NOTE FOR	Health Scrutiny Panel
SUBJECT	In-house Day Service Provision for Older People
AUTHOR	Christine Oates, Service Manager

1. PURPOSE: The purpose of this brief is to provide information to Health Scrutiny about the Council's in house day service provision for older people.

2. BACKGROUND The Council directly provides three building based day services for older people. These are based at:

Riverside Centre
 Jack Dash House
 E14 9YQ
 [40 places per day]

Russia Lane (Dementia Service)
 82 Russia Lane
 E2 9LU
 [25 places per day]

Mayfield House (Somali Day Service)
 202B Cambridge Health Road
 E2 9LJ
 [30 places per day]

3. ELIGIBLE USERS All service users are required to have eligible social care needs that meet the Council's eligibility criteria. Eligibility is determined through an assessment process which follows on from an initial referral to the First Response Service based at John Onslow House.

The table below illustrates a breakdown of the current eligible users by gender, age band and ethnic group.

Ethnicity	Count	Percentage
African	2	2.02%
Asian	1	1.01%
Bangladeshi	5	5.05%
Black	4	4.04%
Black British	5	5.05%
Caribbean	6	6.06%
Other white background	1	1.01%
Somali	14	14.14%
White	31	31.31%
White British	27	27.27%
White Irish	3	3.03%
Grand Total	99	100.00%

Age	Count	Percentage
Below 65	7	7.07%
66-75	20	20.20%
76-85	46	46.46%
86 and over	26	26.26%
Grand Total	99	100.00%

Gender	Count	Percentage
Male	37	37.37%
Female	62	62.63%
Grand Total	99	100.00%

Service user attendance varies dependant on their eligible needs, therefore some users will attend as little as one day but some may attend five days.

4. ACTIVITIES

A range of appropriate activities and services are provided in each centre that promotes health & wellbeing but would typically include:

- Chiropody
- Chair based exercise
- Dental
- Dance therapy
- Optician
- Nutritionally balanced meals
- Massage therapy

A significant proportion of service users are socially isolated and the services provide an accessible opportunity to meet other people as they are often housebound. Borough transport is arranged for the vast majority of users as they would not be able to access public transport.

5. PERFORMANCE

Performance is measured in a number of ways but primarily through the Daycare Quality Standards, a copy of which is attached.

6. ACTION

The Panel is asked to:

- Note the briefing

Christine Oates
Service Manager Reablement and Resources

3rd March 2014

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DAYCARE QUALITY STANDARDS

Service Area: Day Care					
Core Function	Strategic Outcome	Standards	Outcome Indicator	Sources of evidence	Source of Standard
Assessment	4 / 7	Prospective service-users will be provided with sufficient information to allow them to make an informed choice about attending the day centre	100% of prospective service-users receive a home-visit to discuss the service	Data base report Visit checklist in file	
	4	Prior to the day service commencing, service users will be offered some choice in the way the service is provided	100% receive written information (brochure) about the service before commencing at the centre 100% prospective users state satisfaction with the information given on home visit	Brochure Visit checklist Questionnaire	
			Days:100% all users will be offered a choice of days to attend. 100% of service users will have their choice of days accommodated within 1 year	Checklist Checklist, database and transport request forms	
			Meals:100% users will have choice of menu	Checklist, menu, individual menu selection documents	
			Activities: 100% users will be informed of activities available.	Checklist (covered by providing brochure)	
			75% of service-users who cannot communicate choice have their preferences promoted through use of personal "life history" information.	Russia Lane: Life History records (e.g. Memoraid)	

Service Area: Day Care					
Core Function	Strategic Outcome	Standards	Outcome Indicator	Sources of evidence	Source of Standard
Service Provision	2	Service-users can expect day care to improve their quality of life	100% satisfaction that attendance has improved their lifestyle	Questionnaire	
			85% of service users are satisfied that attendance has promoted their independence.	Questionnaire	
			75% of Day Opportunities service-users have made significant progress towards their stated goals	Day Opps Case record audit (outcome measures)	
	4	Services users will be offered choice and control over how they experience the day centre	Accessible information about choices is provided	Brochure, activity program. Menu choice.	
			100% service users express a view that they are given choices.	Questionnaire.	
			100% of meals accommodate cultural needs.	Menu selection	
	5	Service users will receive day care services in a way that is free from discrimination	100% of service users who do not speak English will have the offer of access to an interpreter (as needed)	Questionnaire Users notes Budget expenditure	
			100% of service users report their cultural needs and other personal preferences are accommodated by the service.		

	1	Service users will receive day care services that promote their health and wellbeing	<p>All service users' main religious festivals will be observed</p> <p>100% of (Muslim) service users know about and can access prayer / ablution facilities</p> <p>80% of service users report satisfaction that they have access to culturally appropriate media and entertainment</p> <p>All service users that are referred to the service will be admitted within 10 days of the initial referral (discounting client delay)</p> <p>Nutrition: 100% of service users will be offered a nutritious meal</p> <p>All service-users will have access to exercise activities to promote health and wellbeing</p> <p>100% of service-users have access to health-related services (e.g. optician, chiropody) if not otherwise available to them</p>	<p>Diary record Mins of User Group meetings Photo</p> <p>Questionnaire</p> <p>Variety of culturally appropriate newspapers, magazines, internet, radio etc</p> <p>Questionnaire</p> <p>Database reports</p> <p>Menu selection Healthy eating groups, etc</p> <p>Activities programme, exercise groups, outings, user notes</p> <p>Diary, user notes, record of visits from health related services</p> <p>Questionnaire</p>	
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	7	All service-users will be treated with dignity and respect	<p>100% of service users with difficulty maintaining personal hygiene will have access to activities designed to promote personal hygiene, grooming and positive self-image</p> <p>100% of service users feel they are treated respectfully</p> <p>100% of service-users are satisfied that assisted personal care tasks are available from same sex, trained staff</p> <p>100% of day care workers have achieved or are working toward NVQ level 2 or higher.</p>	<p>User notes (sample audit), photo's , letters, e-mails to/with family & S/W</p> <p>Questionnaire</p> <p>Questionnaire</p> <p>Questionnaire</p> <p>Training profile, Course membership or certificate</p>	
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Service Area: Day Care					
Core Function	Strategic Outcome	Standards	Outcome Indicator	Sources of evidence	Source of Standard
Monitoring and Review	1, 7, 4, 2	Service-users will be monitored for concerns about health, safety and safeguarding.	100% of service users will have a named key worker displayed in the centre	Database report Key Worker board. Home visit check list	
	3	Service-users will feel they contribute to the way their day service is provided	100% of service users with capacity would be confident approaching staff with concerns. Safeguarding concerns raised at handover meetings are recorded in Service User file and referred on within 24 hours. 100% of carers are confident that the service-user is safe at the day centre The day care service holds at least two user / carers groups per year as appropriate 90% of service users believe they have been properly consulted about how their daily services are provided.	Questionnaire File Audit Questionnaire. Carer group min Minutes of meeting Questionnaire	

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