

You Said...	We Did...
<p>You want to visit a centre more often and at weekends and have more flexibility of the hours at the Centre. This would also help carers to undertake paid employment and attend appointments.</p>	<p>We are now working with Care Plus Group and the local voluntary sector to look at how we can offer a more flexible service at our Centres, to better meet the needs of service users and their carers. This has included looking at ways in which buildings can be used outside of the normal working hours and providing support for people who may be isolated or lonely.</p>
<p>You are interested in days out, trips and holidays and a variety of activities that are suitable for all age groups and would like the transport offer to be extended to support those.</p>	<p>The next steps of the Day Services Review involves looking at how the service could be offered in the future, using the feedback we have received from our surveys and discussions with individuals/service users, unpaid carers, staff, and the public. During these discussions, we will be looking at the current provision offered by Care Plus Group, as well as organisations such as Rock Foundation and other voluntary (VCSE) organisations.</p> <p>In July, <a href="#">Sector Support North East Lincolnshire</a>, a service commissioned to provide support to our local voluntary sector, hosted an event at West Marsh Community Centre for VCSE organisations to find out more about Day Services from the Director of Adult Services, and explore the potential opportunities available for them to host activities for older people and adults with a physical or learning disability. The workshop saw a great turnout from local organisations, with some very useful discussions. We will continue to work with local organisations over the coming months to explore any potential barriers to them offering activities for adults.</p>
<p>You would like to continue to attend a Centre, but also be able to choose other day activities which are on offer in the wider community.</p>	<p><a href="#">Direct Payments</a> offer a route for service users to use their Personal Allowance to access services and support from a variety of providers, and have been phased into use across North East Lincolnshire in recent years.</p> <p>As part of our work with the voluntary sector, we're looking at how we can make better use of Direct Payments to allow individuals/service users to access activities ran by our local voluntary organisations. This work will include looking at any potential barriers which currently exist that are preventing voluntary organisations from being able to accept Direct Payments for their services and helping them to manage any potential uncertainty in the demand for their activities.</p>

<p>You would like to continue to access services close to where you live.</p>	<p>The decision has been taken to continue to utilise the two main sites operated by Care Plus Group – Cromwell Road Resource Centre in Grimsby, and the Curzon Centre in Cleethorpes; whilst working to raise awareness of all the local providers who also offer activities for adults.</p>
<p>You would like a dedicated Adult Services website for North East Lincolnshire.</p>	<p>In recent years, local health and care organisations have worked together to launch the '<a href="#">LiveWell</a>' website which is a directory of services. 'LiveWell' has a dedicated section providing information on Adult Services, including support with daily living, and the Single Point of Access (256256). The website also includes the '<a href="#">Simply Connect NEL</a>' portal, which helps local people to find activities, social groups, and support services (including activities for adults with a physical and/or learning disability) in North East Lincolnshire. Over the coming months, we will be continuing to work to raise greater awareness of the website within our local population, including promoting it on social media and through other communication channels. In addition, the Health and Care Partnership is undertaking a review of some of the information which is held on the LiveWell website; this piece of work is due to conclude in December 2022. Key to the Review will be hearing the voice of our local population. A small group of Accord members, working with the support of staff, will be reviewing, and providing feedback and suggestions regarding the website content, including whether information is easy to understand and find.</p>
<p>Awareness of Direct Payments could be improved.</p>	<p>The <a href="#">LiveWell</a> website holds a wealth of information about Direct Payments including a 'frequently asked questions' page, as well as newsletters which are regularly published online, to help people understand more about Direct Payments, who qualifies for one, how to apply, and what they can be spent on. We're now looking at how we can raise awareness of this information and make it more accessible to people who use Day Services.</p>

<p>You would like to explore information about the Centres and Day Opportunities on the Livewell website.</p>	<p>It's clear that people want to be able to find out more about Day Centres and activities, both online and in paper format – such as leaflets. Staff and voluntary organisations have also told us that they would find it beneficial to have easy access to information about the Day Centres, and the vast range of activities for adults which are on offer in North East Lincolnshire.</p> <p>We're planning to work with our local communities, including members of Accord, to review and further develop the information which is publicly available about Day Opportunities for adults. Alongside this, we are keen to work with our local partners, including the VCSE sector, to find out what information they need, and in what format(s), to signpost individuals/their service users to appropriate activities.</p>
<p>You would like the experience of attending Day Centres to be reviewed (centres can be cold in winter and some equipment is outdated).</p>	<p>In recent months, Care Plus Group has undertaken a programme of work to improve the experience for people attending their two Day Centres in North East Lincolnshire.</p> <p>The Reminiscence Room at the Curzon Centre has been refurbished, and technology including Alexa devices and Tablets have been purchased, to allow service users to video call their friends and family whilst at a Day Centre.</p>
<p>The closure of Day Centres and limits on the number of people attending, due to the Covid Pandemic, has had an impact on service users and their carers, friends, and family. Some Service Users were not able to attend Centres as often as they did before the pandemic.</p>	<p>The Day Service provided by Care Plus Group at Cromwell Road Resource Centre and the Curzon Centre fully reopened on the 6<sup>th</sup> June 2022, and is now able to operate at its pre-covid capacity.</p>
<p>Certain areas of the Day Service could be improved to better support unpaid carers; for example, communication between carers and Centre staff.</p>	<p>We are planning to hold a workshop with carers, and their support organisations, to give them the opportunity to work with us to shape the future of the service and discuss in detail any issues they have with the current service.</p>
<p>'Day Services' is not an easily understandable name for the service.</p>	<p>We're working with colleagues to identify a more suitable name for the service, and would welcome input from individuals/service users, carers, and families with their suggestions. To promote a series of workshops, we have temporarily changed the name of the service to 'Activities for Adults 18+'</p> <p>If you have any suggestions for the name of the service, please email <a href="mailto:hnyicb-nel.adultsocialcare@nhs.net">hnyicb-nel.adultsocialcare@nhs.net</a></p>

