



Hertfordshire

# TRANSFORMING DAY OPPORTUNITIES

CO-PRODUCTION UPDATE  
NOVEMBER 2021



# Co-production in Day Opportunities

## SUMMARY

People who use or are connected with our current service are best placed to help shape our future service model. Views of currently underrepresented groups such as young people, people living with dementia and people with behaviours of concern, are also important.

## PHASE ONE

We obtained feedback from nearly 500 people we support, 100 families/carers, 300 staff members and over 200 young people. These findings are contained within the Phase 1 Co-production report. We now have a broad view of what Day Opportunities currently does well, what it needs to improve and what participants see as current gaps in provision.

## PHASE TWO

### Themes

Phase 1 identified the following themes for further exploration:

- Buildings
- Transport and journeys
- People with Profound and Multiple Learning Disability (PMLD)
- People with behaviours of concern
- Young people
- Older people including those living with dementia

### Who?

Via online group sessions, in-person interviews, telephone calls, paper-based activities and online and paper-based surveys, we obtained views from:

- **126** people we support now/might in the future
- **130** current/prospective families and carers
- **16** staff
- **4** other professionals



# What did we learn?

## BUILDINGS

We learnt that the ideal day opportunities buildings are:

- Part of the local community
- Close to nature
- Easily accessible by car and public transport
- Single storey and accessible throughout
- Cheerfully decorated and homely
- Places where people can socialise, take part in group activities and spend quiet time



## TRANSPORT

We learnt that:

- Families and staff want vehicles that are modern, accessible and clean
- The optimum daily journey to and from a day centre should be no more than 30 minutes each way
- Access to pool vehicles could enhance the range of day opportunities offered
- Families highly value drivers and assistants who are kind, empathetic and understanding

## PEOPLE WITH BEHAVIOURS THAT CHALLENGE

We learnt that:

- Specialised training for staff is vital
- Staff have a role in being the link between the individual and a community activity they wish to access
- Online and in person wellbeing sessions are important
- Individuals and those who support them would like day opportunities to support access to paid or voluntary work

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Individuals would like opportunities to enjoy the company of others with similar interests or of a similar age.

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# PMLD

We learnt that:

- Designated link workers are key as they provide individualised support which enables individuals to participate in what they wish to, how they wish to
- Regular access to the local community for both social and therapeutic reasons is vital for wellbeing
- Access to specialist sensory sessions that are both enjoyable in their own right or therapeutic are important
- The role of day opportunities is to continue to provide individuals with new experiences



# YOUNG PEOPLE

We learnt that:

- Day Opportunities buildings are seen as safe spaces where young people can socialise
- Young people value activities and support that match their skills, interests and abilities and which could, on occasion, be enjoyed by their whole family
- Families of young people see Day Opportunities supporting their young person to develop the skills they need to enable them to be as independent as they wish to be
- Day Opportunities has a role in supporting young people to acquire the skills they need to access and remain in paid or voluntary work
- Young people need to be purposefully active in the community and to participate in community activities of interest them
- Young people would like support to travel independently or meet friends in their free time

# PEOPLE LIVING WITH DEMENTIA

We learnt that carers of people living with dementia value:

- Staff who have specialised and on-going training related to dementia and brain trauma
- Buildings and activities which accommodate the sensory needs of a person living with dementia
- Opportunities which reflect the progressive nature of dementia and the changes that occur over time in terms of what a person is able to do
- Regular access to nature which is known to promote feelings of wellbeing
- Activities and opportunities which allow someone living with dementia to feel they have a useful role in society

Carers also felt that access to befriending services provided through Day Opportunities could help an individual both stay at home or access their local community as they wish

## OLDER PEOPLE

We learnt that:

- On-line support and activities are viewed as helpful for both the older person and the person supporting them
- Activities that help an older person maintain their mobility are critically important
- Availability of a hot midday meal for an older person attending Day Opportunities helps to support good nutrition. A lunch club perhaps?
- The delivery of wellbeing and practical support to carers would provide invaluable help and support
- Activities and support that reflect the specific needs of minorities are needed to ensure inclusivity

“Close working relationships with community-based services for older people could help individuals move more smoothly from one service to another.”

## Next Steps

### THE VALUE OF YOUR INPUT

Information from the **Buildings** theme is being used to inform the property projects to build two new Day Opportunities buildings and refurbish others.

Data gathered from the **Transport** theme is helping us to work closer with our Transport department and to choose which vehicles we should buy.



Feedback from the **Young People** theme are informing the development of clubs that could run during school holidays.

Information from the **Older Persons** theme will be reviewed with social workers to explore how enablement services can be expanded.

The **Older Persons living with dementia** data will be used to explore with social workers how opportunities can be expanded to better support the progressive nature of dementia.

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## DO YOU WANT TO HELP SHAPE DAY OPPORTUNITIES?

If you are interested in taking part in future Transforming Day Opportunities co-production activities, then please send your details to [transformingdayopps@hertfordshire.gov.uk](mailto:transformingdayopps@hertfordshire.gov.uk) and someone will get in touch