

Performance Scrutiny Committee – 14 March 2019

Healthwatch report of daytime support services in Oxfordshire

Report by Director for Adult Services/Healthwatch Oxfordshire

RECOMMENDATION

1. The Committee is RECOMMENDED to discuss and comment on the report from Healthwatch and its recommendations.

Executive Summary

2. Healthwatch Oxfordshire was asked by the County Council to undertake an independent review of the user experiences of the 2017 changes to daytime support services. Healthwatch carried out this research a year after the changes to daytime support services were implemented.
3. Following their research, Healthwatch Oxfordshire have made the following recommendations to Oxfordshire County Council:
 - A. Oxfordshire County Council review its approach to major changes to services including:
 - a. The time it allows to implement changes
 - b. Communications with service users and their carers
 - c. Communication throughout all levels of the system affected
 - d. The impact of service changes on carers be addressed through the change process
 - B. The findings of this report are considered when drafting the 2019 Older People's Strategy.
4. Representatives from Healthwatch will attend the meeting, alongside the Director of Adult Services and representatives from Age UK to discuss the findings of the report with the Performance Scrutiny Committee.
5. The full report from Healthwatch is attached at annex 1.

Introduction

6. Healthwatch Oxfordshire was asked by the County Council to undertake an independent review of the user experiences of the 2017 changes to daytime support. The report attached at annexe 1 is a result of this research which was completed a year on from the changes. Representatives from Healthwatch will attend the meeting, alongside the Director of Adult Services

and representatives from Age UK to discuss the findings of the report with the Performance Scrutiny Committee.

7. Healthwatch undertook their research by sending a postal survey to everyone who went through the changes as well as carrying out face-to-face contact with service users, staff and volunteers and family members. This work was carried out between September – October 2018. People told Healthwatch that daytime support made a difference to their lives and valued daytime support for:
 - Social connection and friendship
 - Meaningful activity
 - Independence
 - Reduced isolation and loneliness
 - Support for carers to continue caring
8. Healthwatch Oxfordshire have made the following recommendations to Oxfordshire County Council:
 - a. Oxfordshire County Council review its approach to major changes to services including:
 - i. The time it allows to implement changes
 - ii. Communications with service users and their carers
 - iii. Communication throughout all levels of the system affected
 - iv. The impact of service changes on carers be addressed through the change process
 - b. The findings of this report are considered when drafting the 2019 Older People's Strategy.
9. The Director of Adult Services will be attending the Committee meeting and can outline the steps that the Council will be taking to address the recommendations.

Financial and Staff Implications

10. There are no financial or staffing implications associated with this report.

Equalities Implications

11. There are no equalities implications associated with this report.

Kate Terroni
Director for Adult Services

Background papers: None