

## SCHEDULE 2.1

### SPECIFICATIONS

#### PART 5

#### DAYTIME SUPPORT

##### 1. GENERAL

- 1.1 This Part of Schedule 2.1 sets out the service specification, outcomes and standards which apply to the provision of Daytime Support Services to Customers by the Supplier under this Agreement.
- 1.2 This Part of Schedule 2.1 should be read in conjunction with Part 1 of this Schedule.

##### 2. SCOPE

- 2.1 The Supplier shall make the Daytime Support Service available to adults with learning disabilities in Somerset whose Care and Support Plan includes access to day evening and/or weekend activities and these activities shall include:

- 2.1.1 social inclusion including making new friends and maintaining relationships;
- 2.1.2 cultural and creative opportunities including going to or taking part in events in the community and both participatory and non-participatory creative activities;
- 2.1.3 supporting health and wellbeing including exercise, sport, diet/nutrition and access to appropriate therapies;
- 2.1.4 building independence including supporting Customers to progress towards paid employment skill development and/or maintenance, volunteering (but not where this is an alternative to paid employment), positive risk-taking, learning and education, leisure activities and trying new things; and
- 2.1.5 day time respite care and/or support for Carers including personal care and support for vulnerable Customers.

- 2.2 The following are not included within the scope of this Part of Schedule 2.1:

- 2.2.1 Daytime Support provided through a Shared Lives Carer or as part of a Domiciliary Care package;
- 2.2.2 support that requires additional mileage and/or staffing to that stated on the Authority's purchase order for which the Authority or an organisation authorised to act on its behalf (the Referrer) is responsible for meeting the cost without their prior agreement;
- 2.2.3 the provision of meals or refreshments, except where such provision has been assessed as an eligible need by the Authority and included in the Customer's Care and Support Plan and the Purchase Order for the Daytime Support Service (and where this is not the case it shall be the Customer's responsibility to provide and/or pay for any meals or refreshments they wish to consume);
- 2.2.4 accessing any activities that do not relate to the Outcomes without the prior agreement of the Authority or the Referrer;
- 2.2.5 the provision of Daytime Support as an arbitrary "gateway" or similar prerequisite for the Customer to access other Services regardless of whether or not it relates to their individual needs and outcomes.

### 3. **OUTCOMES**

3.1 The Supplier shall promote the independence of all Customers and shall endeavour to achieve the following outcomes for all Customers who receive Daytime Support Services in addition to the Generic Outcomes and the Individual Outcomes:

that Customers can:

- 3.1.1 maintain their skills and develop new ones in the areas that they want to;
- 3.1.2 access transport that meets their needs, where this has been assessed as an eligible need by the Authority and included in the Customer's Care and Support Plan and the Purchase Order for the Daytime Support Service;
- 3.1.3 have equality of opportunity to become part of their communities and do the things that they enjoy regardless of their disability;
- 3.1.4 understand that information and communication technology may help them to talk to their friends and family shop and make choices;
- 3.1.5 try new things pursue leisure interests participate in physical and mental activity and access community resources in the same way as any other person if they want to;
- 3.1.6 take part in social leisure and further educational activities that meet their needs including during the evening or at weekends provided that Customers shall be told how much they shall have to pay before they are supported to take part in any such activity;
- 3.1.7 choose what to wear what to eat where to go shopping what to do and when to do it;
- 3.1.8 access a broad range of volunteering opportunities in the local community; and
- 3.1.9 if they are young people in transition develop new skills and move towards paid employment.

### 4. **QUALITY STANDARDS**

4.1 The Supplier shall ensure that:

- 4.1.1 services are outward looking and engaged in their local communities helping Customers to be included when they want to be; and
- 4.1.2 services work in partnership with health Suppliers to ensure needs are met.

### 5. **ACCESSING SERVICES**

5.1 Where there is a change of Daytime Support settings for the Customer the Supplier shall agree the start date for the new provision for each individual Customer with that Customer and with their consent their Representative(s) and the Authority or the Referrer based on the Customer's needs and the urgency in which the change is to take place.

5.2 The Supplier shall ensure that at least one introductory session is arranged for each Customer whose Daytime Support setting is to change prior to that change taking place and with their consent their Carer and/or their Representative(s) and/or the Referrer in order to support planning and decision making.

**6. REVIEWS**

- 6.1 The Supplier shall assist the Authority or the Referrer as necessary in arranging a 28 day Review with the Customer and with their consent their Representative(s) and the Supplier in order to ensure that the Services provided are meeting their needs.
- 6.2 The Supplier shall ensure that they monitor and re-assess the Customer's needs over time and make minor adjustments to the level of support provided where this does not detract from achieving the Outcomes for the Customer or incur additional costs without authorisation from the Authority or the Referrer.
- 6.3 The Supplier shall work with the Authority or the Referrer to ensure that the service provided to each Customer meets their Assessed Needs and is reviewed at least annually which Review shall include relevant contributors including the Customer and with their consent their Representative(s) as well as anyone the Customer wishes to invite.
- 6.4 The Authority or the Referrer may cancel the Daytime Support Service following Review for any Customer with unexplained non-attendance lasting for 28 consecutive calendar days.

**7. CUSTOMER CHOICE**

- 7.1 The Supplier shall ensure that Customers are given every opportunity to make their own choices about the activities they wish to participate in including through the use of "taster" activities to help facilitate choice.
- 7.2 The Supplier shall work alongside the Customer and with their consent their Representative(s) and the Referrer to agree a Person Centred Plan for the service to be provided.
- 7.3 The Supplier shall ensure that Customers have informed choices in a range of opportunities and activities that enables them to choose what they do when they do it and wherever possible which Supplier Personnel support them.
- 7.4 The Supplier shall ensure that Customers are supported to participate in and contribute to voluntary and charitable sector work where they wish to provided that the Supplier shall not promote this as an alternative to paid employment where a Customer is seeking paid employment.

**8. SERVICE PROVISION**

- 8.1 The Supplier shall provide a person centred flexible and responsive service that meets the assessed eligible needs of Customers and Carers as detailed in the Customer's Care and Support Plan.
- 8.2 The Supplier shall ensure that sufficient Supplier Personnel are available to provide care and/or support as detailed in the Customer's Care and Support Plan and delivered through their Person Centred Plan.
- 8.3 Where services are community based the Supplier shall ensure that there is appropriate flexibility to respond to changes in weather conditions when delivering services and that appropriate risk assessments have been completed in advance to enable this flexibility.
- 8.4 The Supplier shall ensure that the environment in which the Daytime Support Service is being provided meets the needs of all Customers including the provision of appropriate toileting and changing facilities to meet each Customer's individual needs.
- 8.5 Where a building based service is provided the Supplier shall ensure that it is of sufficient and flexible size to accommodate the number of Customers using the service and to have quiet space for people who wish to make use of such and shall also ensure that the buildings and any grounds accessible to Customers are maintained in good order and have suitable facilities and equipment to meet the Assessed Needs of all the Customers.

8.6 Where a Customer's physical needs require specialist facilities the Supplier shall demonstrate to the Customer and/or their Representative and the Authority or the Referrer that they are available and that it has sufficient Supplier Personnel with appropriate training to enable their use.

8.7 Where a building based service is provided to Customers with complex physical and/or health needs the Supplier shall ensure that sufficient Supplier Personnel who have appropriate qualifications, skills and experience to meet each Customer's individual needs on site at all times.

9. **TRANSPORT**

9.1 The Supplier shall ensure that Customers who can are enabled to access public transport and use it to access the Daytime Support Service where the same is buildings based and activities in the community.

9.2 Where Customers cannot access public transport and this has been assessed as an eligible need by the Authority the Supplier shall arrange appropriate transport to enable Customers to access their chosen opportunities and activities.

10. **EQUIPMENT**

10.1 The Supplier shall possess all necessary equipment appropriate for the services being delivered excluding personal items which the Customer would reasonably be expected to own.

10.2 The Supplier shall ensure that equipment is maintained in accordance with health and safety legislation and the manufacturers' guidance supervised by suitably trained staff when in use and stored safely when not in use.

11. **TRAINING**

11.1 The Supplier shall ensure that all Supplier Personnel receive induction training which incorporates as a minimum:

- 11.1.1 introduction to learning disabilities;
- 11.1.2 safeguarding of vulnerable adults;
- 11.1.3 the Mental Capacity Act (2005) and Deprivation of Liberties;
- 11.1.4 first aid;
- 11.1.5 lifting and handling;
- 11.1.6 fire safety;
- 11.1.7 risk assessment;
- 11.1.8 "whistle blowing";
- 11.1.9 person centred approaches to the delivery care and support;
- 11.1.10 professional boundaries;
- 11.1.11 the Mental Capacity Act;
- 11.1.12 equality and human rights; and
- 11.1.13 where required in relation to the service being provided:
  - (a) meeting Customer's communication needs;

- (b) food hygiene;
- (c) basic food preparation and healthy meals; and
- (d) medication.