



Day services and COVID-19

CPA and LGA briefing for adult social care providers

2nd Edition – 4 March 2021

Introduction

This is the first in a series of brief updates from the [Local Government Association](#) (LGA) and the Care Provider Alliance (CPA) which signpost existing good practice and guidance for providers and commissioners to support services which may have not received as much attention during the pandemic, given the enormous operational pressures faced by the sector in residential care.

This update directs social care commissioners and providers towards useful resources to consider when looking to provide or support the safe functioning and re-opening of day services in their local area, and to protect the future viability of those services.

What we know so far is that many providers are working to ensure day services can remain financially and operationally viable. The numbers of people that can access services have been impacted both through the lockdown and Tier systems across the country. We hear from both commissioners and people accessing services that they believe we should where possible continue to ensure an operational model is available to the community as day services provide social connection for many and valuable respite for carers.

We hope that this update will signpost you to some helpful guidance. We are looking to develop and share more joint advice and guidance to the sector. Please send any examples of good practice in your local area in delivering day services, or any other initiatives taken up by providers and commissioners to support the delivery of these to dan.mould@local.gov.uk.

For a wider set of resources and information, please go to the CPA's [dedicated coronavirus page](#) and the LGA's [commissioning practice resource](#).

Guidance

Social Care Institute for Excellence

The Social Care Institute of Excellence (SCIE) has a [collection of guidance for social care settings](#) and a specific guide to [delivering safe adult day care services](#).

It is focused on community-based day services, day centres (with and without personal care), including specialised day centre environments, and those with outdoor spaces. It covers some practical information and concerns around re-opening, how to plan for the future and consider the wider range of groups a service may need to work with to re-open as well as providing some guidance on risk assessments. This guide includes some helpful practical examples of how providers and commissioners have worked together, such as the flexible funding arrangements utilised by Devon County Council and the triangulated approach utilised by Bradford Council with its local providers.

King's College London

Kings College London have produced a report on [Helping day centres to 'unlock lockdown'](#), with two parts: The first covering the practicalities of re-opening and the second focused on an opportunity for reflection as to what has happened and planning for the future of the service. This report also features a range of examples from providers and local authorities.

Local Government Association

There is also a recording available of [an LGA webinar on the safe reopening of day services](#) which was held on the 17 July 2020. The session is chaired by Hazel Summers, LGA Care and Health Improvement Adviser, and features contributions from SCIE, a day services manager and a provider services lead sharing their experience, the national development team for inclusion (NDTI) and a representative of the charity Sense.

London ADASS

The London ADASS regional team have produced a [resource pack](#) to support day services which examines safe reopening, risk assessments, infection control and staff wellbeing.

Practice examples

Some local authorities have developed guidance and resources for day services in their local area:

- [Islington Borough's Guidance for Re-Opening Day Services](#)

- [Norfolk County Council's Q+As for day services](#)
- [Norfolk County Council Service User letter](#) sent to all service users and carers, which outlines the changes to day care services and plans to re-open within the area.
- [Windward Day Services – Click](#): an easily-accessed, interactive virtual programme designed to enhance the wellbeing of service users and save staff time and resources. The service offers a choice of sessions delivered straight to people, wherever they are. Their Zoom timetable provides meaningful sessions with a focus on building social skills, learning and developing, and creating a community which is active 7 days a week. [This video provides information on how the service works.](#)

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