



Daytime support in Merton

Report by Community Catalysts for Merton Council

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1 What is it?

- Learning about daytime support in Merton
- For people with a learning disability and/or autism
- We talked to lots of different people
- It took 2 months



We heard from 7 different groups of people. They were:

- Adults
- Families of adults
- Young people
- Families of young people
- Professionals who advise people
- Providers of daytime support
- Providers of other services e.g. supported living



2 What happened - overall

- Set up a Reference Group. People from all 7 groups were on it
- Set up a webpage to tell people what we were doing
- Made a video to share information
- Made 7 online surveys. The surveys asked questions
- Asked people to answer the questions. They could talk to us or go online



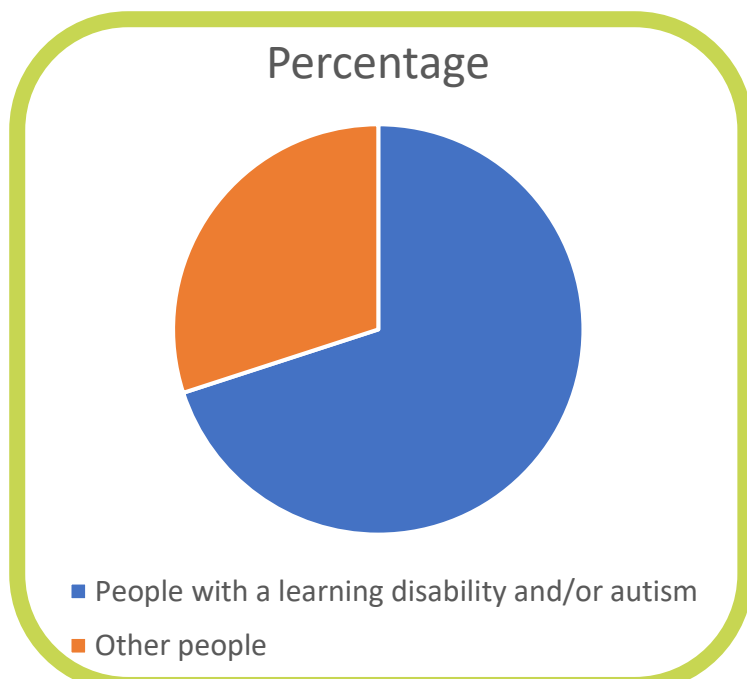
3 What happened – the detail

- Lots of local people helped
- We spoke to people on the phone
- Day centres sent out paper surveys
- Day centres, schools and colleges helped people answer the questions
- People from the Reference Group and Council told people to answer the questions
- We met people at:
 - The 3 Council day centres
 - Adult education
 - Their house
 - Mencap
- We had online meetings with:
 - Council staff
 - Carers
 - Generate Voices



4 Who did we hear from?

381 people joined the Big Conversation



192 people with a learning disability and/or autism

- 56 young people
- 136 adults

69 family members or carers

- 18 families of young people
- 51 families of adults

120 professionals and support staff

- 81 professionals who advise people
- 24 providers of daytime support
- 15 providers of other services



5 What did people say?



Adults and young people



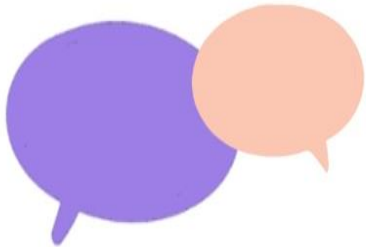
Families

Professionals

Providers of daytime support



Providers of other services



Gaps and ideas from everyone

Adults and young people

Lots of people did lots of different things in the week:

- 45 people went to school or college
- 6 people had a job
- 68 people went to a day centre

Most people's day centre was run by the Council

Lots of people got help from family members or other people



How young people and adults like to spend their time

I go to youth club every Wednesday

Spending time with Mum and Dad

My work with the youth council

I do gardening at Share Community, I do acting at Baked Beans. I have a travel buddy. I do volunteering and guitar lessons

Laughing and being happy



What people are good at and like to do

We asked people what was important to them. They said lots of things like:

- Friends and family
- Their sports club
- Helping others
- Not being cold
- Having choices

We asked people what they are good at. They said things like:

- Cooking
- IT and the internet
- Art and craft
- Dance
- Conversation
- Playing with sticks
- Transport for London
- Telling jokes



What people like to do

In the daytime....



On evenings and weekends people said they spend more time:

- Relaxing
- Watching TV
- Gaming
- Taking trips
- Going to clubs



Covid 19 and what people missed

We asked about Covid 19. We wanted to know what it had changed for people. We wanted to know what people missed

They said they had not been able to go to school or college or the day centre. Or they had been able to go less

People said they missed seeing people

People said they missed doing things and going places



What young people and adults said about Covid 19

During Covid I was getting in a bad panic. I wanted to go out but staff had to remind me to stay home. Zoom meetings with my friends pulled me through

It's boring. I'm stuck inside with nothing much to do. I can't go out and do fun things

I feel left out

I miss going on school trips

It doesn't bother me as I don't really like going out any more



The impact
of COVID 19

How does the impact of Covid 19 make you feel?



The support you get during the day

We asked people what they like about the support they get. Lots of people said things like:

- Staff they get on with
- Meeting friends and other people
- Doing activities
- Going on trips and getting out and about
- Having fun

We asked people what they don't like. Lots of people couldn't think of anything. Some people said:

- They get less time at the centre or school or less help than they did before
- They had problems with travel and transport



What young people said about the future

I want my own gluten free café so people who have coeliac like me can have whatever they want

Get married

To be a waitress on a cruise ship

To go back to volunteering and clubs and seeing people face to face

I don't know what job I want but I do know that I want to have a family, be comfortable and have a nice life



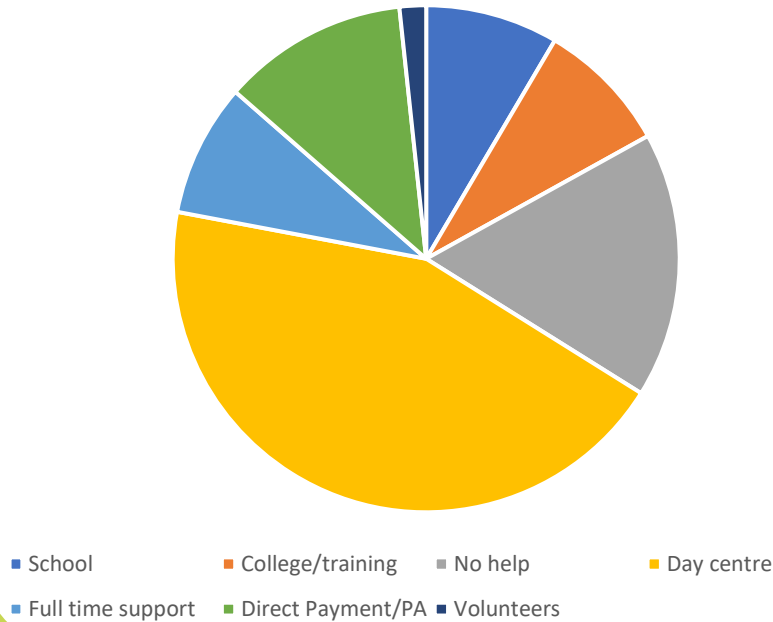
We asked **adults** about their dreams for the future.



Families

We heard from people who had family members of all ages

What support does your family member get during the day?



People's family members do lots of different things in the week:

- 26 people go to a day centre
- Some people get no support from services. They only get support from family members



What help does your family member need to do the things they like?

- Lots of families said their son or daughter needs someone to go places with them. To make sure the person is safe
- Lots told us they want places to make their son or daughter feel welcome
- Some said their son or daughter needs a lot of help to do anything. Some need help with personal care
- Some talked about travel and transport. Their son or daughter needs help to get to places
- Some people said their family member needs equipment or aids



What help do family members need?

He would like to go out to work and meet people but needs someone to go with him, at least initially

Specially trained staff for emergency medications

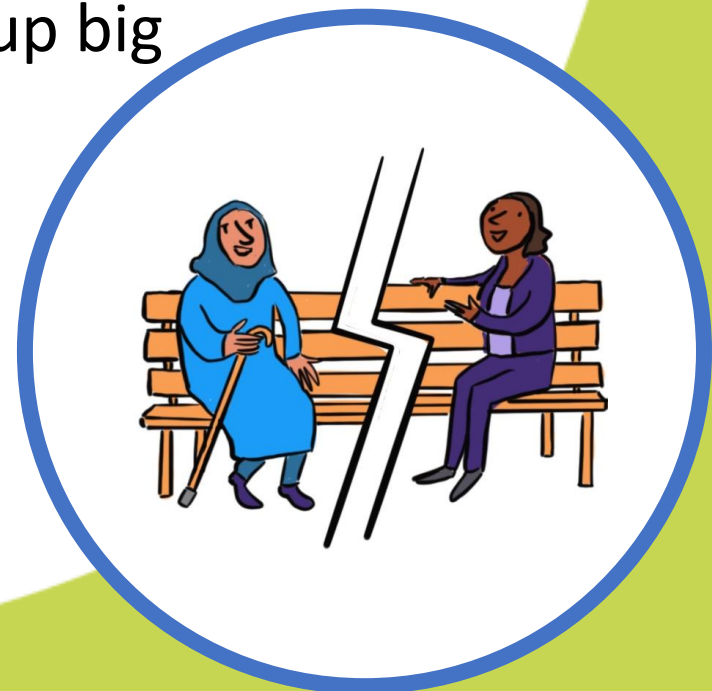
Needs help with travel to and from places



Covid 19

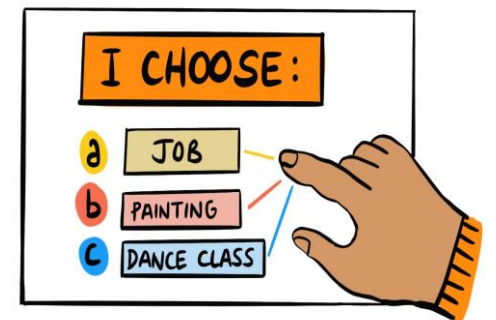
We asked about Covid 19. People told us things had been hard:

- Lots of services stopped or happened a lot less
- Some families had to support their son or daughter without help
- Some people got lonely or anxious. Some family members did too
- Some people could not do things online and this was hard
- One or two people had to give up big things like new jobs or house moves
- Some people said that services had been supportive



Daytime support in an ideal world – for your family member

- 16 families of adults said their son or daughter should go to a day centre 5 days a week. Families of young people did not talk about day centres much
- Lots of people said they wanted:
 - Their son or daughter to develop and learn. Some wanted people to get jobs or volunteer
 - Support at different times of the day and week
 - Different things to do and more choice
 - More social time
 - To 'get back to normal' after Covid 19



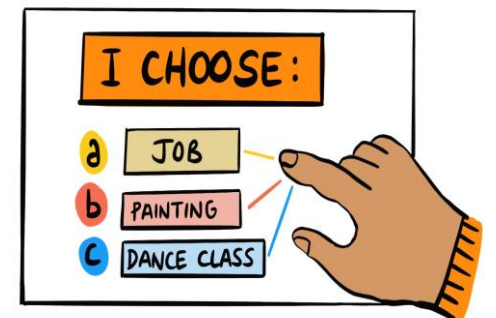
What daytime support do people want for their family member?

I would like a flexible service that provides stimulating activities that service users can dip in and out of...

...The current set up is too rigid...

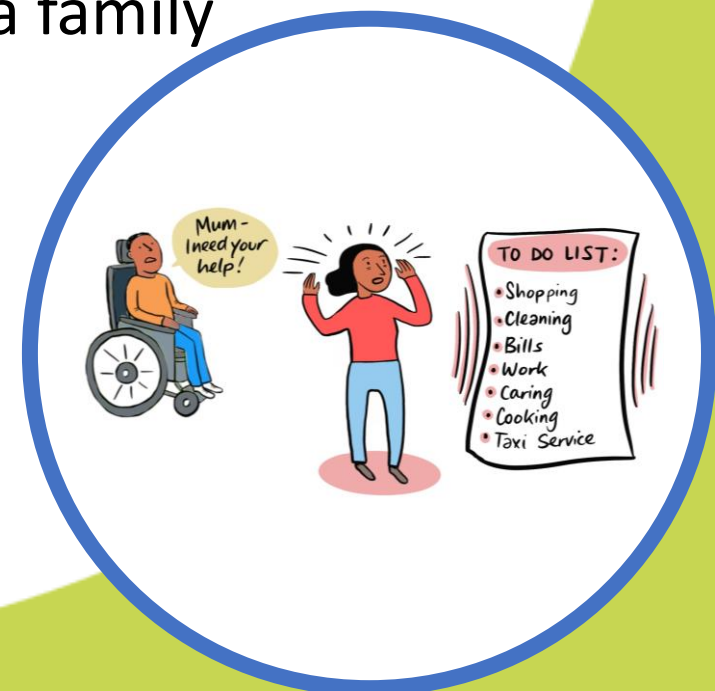
...It needs to be more community based, more innovative and not stuck within four walls all day – support that extends beyond 9-2 Monday-Friday

Something purposeful with other people – learning, doing, eating, being out and about – he has always said he wants a job



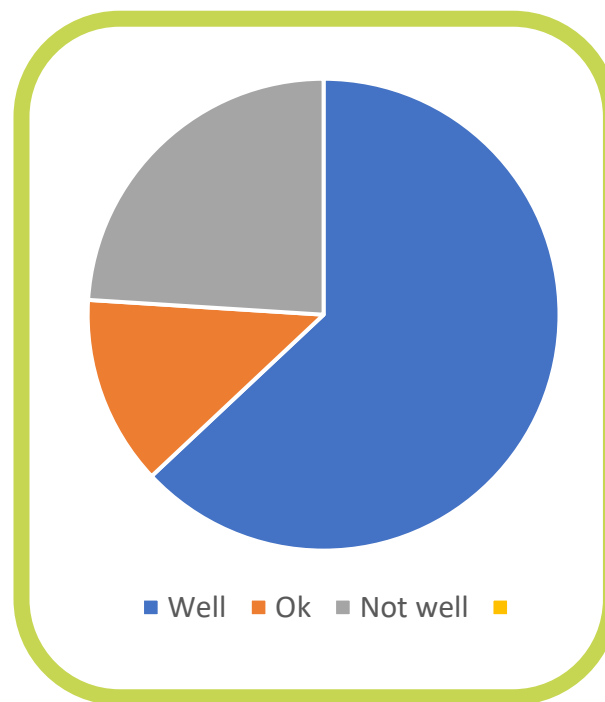
Daytime support in an ideal world – for your family

- Lots of families of both young people and adults said they wanted to know their son or daughter was safe
- They wanted support and services to be reliable
- They wanted to know the staff would do a good job
- Some people talked about ‘getting the balance right’. They meant that daytime support needs to be right for their disabled family member. It also needs to be right for them as a family
- Some families said need to be able to go to work. They need to be able to live their own life and not just be a carer

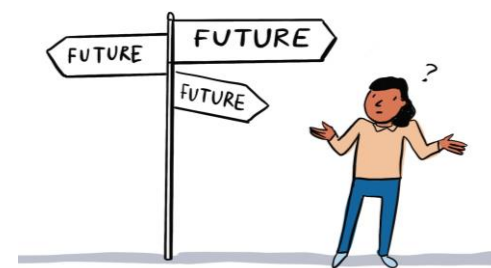


Support during the day

A lot of the **families of adults** said that day services offer what their family member needs well. Some said they offered what was needed a little bit or not at all



We asked the **families of young people** how much they knew about the daytime support their son or daughter might get in the future. Most families of young people didn't know much



Professionals



We heard from people who did lots of different jobs. They were:

- Social workers
- Support workers
- Therapists
- Nurses
- Advocates
- Teachers and education workers

They work with over 2500 people and families

Lots of the people they support go to Council day centres. Some go to college or adult education. Other people are supported by Mencap or Baked Bean or Workshop 305. Some people don't get support. Some people get help to work

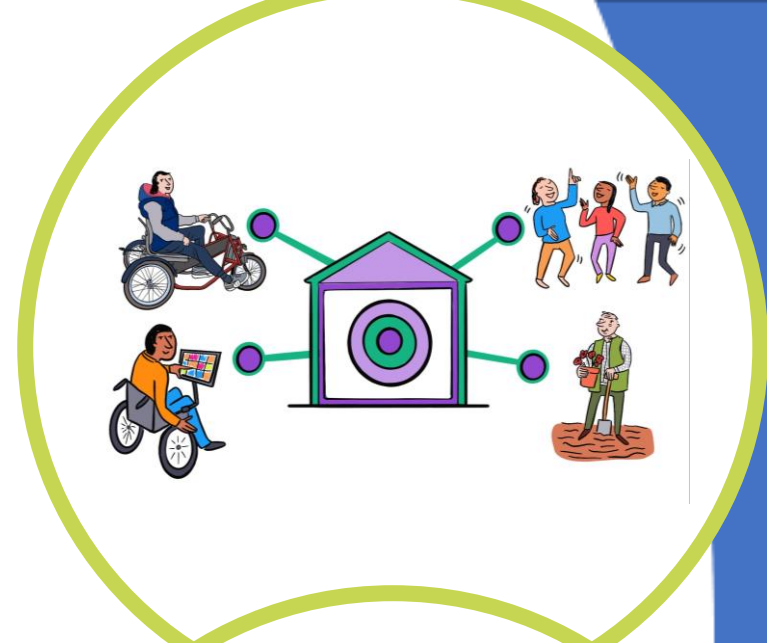
What is important to the people you advise and their families?



How well do current day services offer what people and families want?

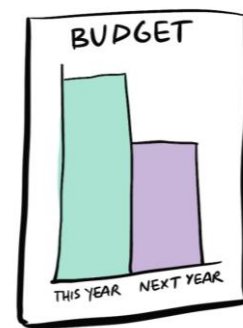
Just over half of professionals think they offer what people want well or very well

Just under half think they offer what families and carers want well or very well



What could be changed to make day support better?

- People said the Council should find money to pay for more staff and staff training
- People said that services for some groups of people could be better. The groups are:
 - Young people
 - People with Autism
 - People who don't get funded by social services
 - People who challenge services
- Some people had ideas they thought might make things better



What professionals think could be changed to make day support better?

Flexibility with the direct payments service, having more services to enable young people to have more social inclusion to prevent isolation in their homes

More funding and staffing levels

To have options in where they go that are tailored to suit their personal needs



Providers of daytime support

Most people worked in day centres. Some people worked for the Council. Some worked for other organisations

They worked with over 1600 people. Most of the people they work with have a learning disability and/or Autism. Some people work with families

People help people from 5 to 100 years old. Most people help adults aged 18 to 65



The impact of Covid 19

We asked about Covid 19 and the impact it had on people and services:

- People said they had to stop their services or support fewer people
- They said they helped people in different ways
- Lots of them helped people online or on the phone. Some went to people's houses more
- People said it had been very difficult for the people they support and their families
- People said it had been difficult for them too. They had to manage the risks. Making changes costs money



What could make your service more attractive?

- People said they needed more:
 - Money
 - Staff
 - Equipment
 - Time
- They could offer different activities and more sessions
- It might be good to help people at different times – like evenings and weekends
- They would like to connect with local people more



What people think would make their service more attractive

Sports facilities seem to be lacking, also specific spaces for young people that are influenced by hip hop and street style such as graffiti, dj-ing and street dance. If there was a facility like that it would open up so much

Open days so the public can come in and see what services we provide. Hosting events in the community to bring awareness to what we offer



What stops you doing different or better?

People said:

- There needs to be more money. Or the money needs to be spent better
- Money needs to be spent on more staff and staff training
- It would be good for supporters to be able to go to people more. This is called outreach
- They wanted to get back to normal after Covid 19
- Covid 19 had helped them work with other people better. They want to keep doing this



Providers of other services

Most people offered supported living services. Some worked in care homes or for voluntary or community organisations

They worked with over 1000 people who use day services

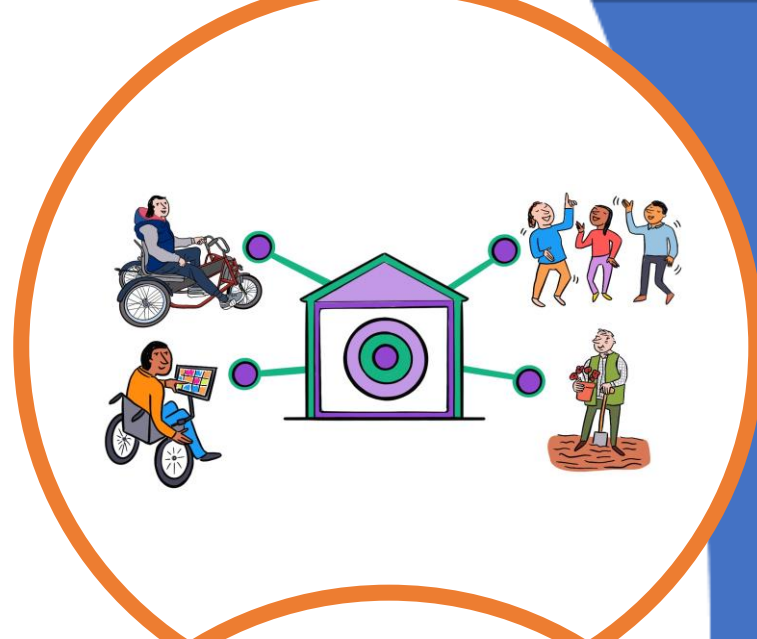
Three quarters of the people they support attend Council run day centres. Other people attend college or get the help from other organisations



Day services

Three quarters of providers think that current day services work well or very well with the support they offer

A quarter think they work a little or not at all



Gaps and ideas from everyone

Gaps in services and support

- Lots of people said that services for some groups of people could be better. The groups are:
 - Young people
 - People with Autism
 - People who need less help
- They said that people need:
 - Help to make friends and socialise
 - Help to work and volunteer
 - More choice from different services
 - Help to go on holiday and have day trips
- Families need help, especially after Covid 19



What else did people say?

- Some people want to say thank you to day services
- Some families are happy and want to get back to normal
- Some families are very unhappy and want something different
- Communication is poor – with the Council or between different services
- Day service staff should be offered more training
- Services have been cut and this is not a good thing. More money is needed
- The way things work now is not very joined up. The person and their family are not always at the centre
- People talked about Direct Payments. They want them to be better than they are now

What else people said

I want to do more

It's the only place I meet my friends

I would like to do more courses

I feel valuable. I am part of the community



More information

- We wrote two reports. This report is easier to read and has less information in it. The other report is longer and harder to read
- If you want more information you can read the other report. It is on this website
<https://www.merton.gov.uk/social-care/adult-social-care/disabled-adults/learning-disabilities/have-your-say>
- Thank you to everyone who joined the Reference Group
- Thank you to people who answered the questions
- Thank you people who helped with the Big Conversation

