

Frequently asked questions

My family member should have started in a Day Centre in September so why are they not open?

Day Services are reopening on a phased basis. Individuals are being prioritised to attend by Assessment and Care Management Teams. Covid is still with us and increasing so guidance still needs to be followed.

When will bases be re-opening?

Two bases have reopened, Brooklands and Brondeg, Ystrad Mynach is due to open on Monday 25th October 2021 and Oaklands to follow.

If you have been prioritised to attend a base you will be contacted by a social worker.

Re-opening will be a phased approach. There will be morning or afternoon sessions, not whole days, our priority initially was individuals who required specialist equipment for personal care.

Will I be going back to the same base I used to attend and will it be on the same days?

You will have support which will continue in the community and/or a base. If you are prioritised by the social work team to attend a base we are unable to guarantee that it will be in the same base that you used to attend or at the same times and in the same way. We will look at geographical areas of bases that can meet your needs. We will support you in a person-centred way, if we can support you in your local community, we will aim to achieve this.

Why are the numbers that can attend a base reduced?

Visits have taken place twice with Health & Safety and the recommendation still remains reduced numbers e.g. at one of the day bases 60 attended per day in 4 rooms, that is approximately 15 per room plus 3 or 4 staff, 20 per room. Recommendation has been 4 per room which would be a maximum of 16 per day if we opened all rooms. Hence sessions have been introduced to support as many people as possible prioritised by

Assessment and Care Management. 2 bases are already open, Brooklands 2 days, that is 4 sessions and Brondeg 3 days, that is 6 sessions per week available. With Assessment and Care Management we are planning for Oaklands and Ystrad Mynach to reopen for specific days - see above.

Day Centres are open in other Local Authorities so why not Caerphilly?

Our understanding is that other local authorities are operating a similar model to us i.e. they are providing day services on a sessional basis in the community and reduced numbers in bases. Some authorities have not reopened any bases.

How will you keep me safe?

All staff will continue to follow guidance in relation to the wearing of Personal Protective Equipment while in the base. Staff will be required to undertake Lateral Flow Device testing. Staff will have received training in infection prevention control and will work to robust risk assessments which will be regularly reviewed. Most staff will have received both their vaccinations and their booster. This is intended to reduce the effect of Covid but does not guarantee not getting or spreading the virus. The base will be Covid compliant in relation to cleanliness and social distancing.

What if a staff member or someone else attending with me tests positive for Covid?

Should this happen you will be contacted and maybe required to take a PCR test on day 2 and day 8, depending on your vaccine status you may not have to self-isolate. If you develop symptoms during that time you will need to obtain a Covid test.

How will my carers needs be met in relation to respite?

Should you have any concerns regarding this please contact your social work team who can arrange for a carer's assessment.

Will transport be provided?

Transport will only be provided if you have no other means of getting to the base, for example no family/carer who could transport you, or no mobility

vehicle. The authority has a transport criteria that has been agreed by cabinet. This will assist with keeping you safe, as the number of people on buses is also restricted due to Covid.

Will meals be provided?

Meals will not be provided but you are welcome to bring snacks. Light refreshments will be available during your session. Kitchens have not been removed from the bases.

Why are there two separate Day sessions and then a gap? can't we have one whole session like before?

If there was one whole day there would be less people who could receive support and those that do receive support would have less days.

The two separate sessions with a gap in between enables cleaning to take place in the bases in accordance to H&S guidance received and the Covid risk assessment that is in place.

If my family member can go out into the community to a pub or café why can't they go into a Day Centre?

Social Care Services continue to follow H&S guidance as we support vulnerable adults. PPE continues to be required to be worn by staff plus staff required to undertake Lateral Flow Tests. Also Infection and prevention control (IPC) is strictly managed across social care with plans in place for cleaning etc.

Why can't Day Centres be opened evenly across the Borough?

A phased approach to the reopening of bases is being implemented. The significant recruitment issue of staff in social care is having a major impact.

Why has Springfield Day Centre been turned into a café?

Springfield will still offer sessional support to individuals. The café will only occupy part of the building. We are also looking to provide employment opportunities for individuals and Springfield is in an ideal location for a café

facility. We will also provide opportunities for specific sessions within the building, such as photography, card making etc. Employment opportunities whether work experience, voluntary work or paid employment is something people with a Learning Disability have asked about for many years. Work also empowers individuals who would like this, which isn't for everyone.

Is the reduced provision of day services a way of saving money?

The Council is not doing this to save any money we are complying with Welsh Government guidance.

Why are sessions for people reduced?

All individuals have been prioritised for community/base sessions by assessment and care management teams. The number of sessions we can provide is increasing however capacity is significantly impacted upon by the national crisis in recruitment for health and social care workers.

Is day services statutory?

Day Services are not statutory, they are not regulated services and therefore do not have to be provided by local authorities. However we recognise their importance hence why we are continuing to provide services albeit on a reduced capacity.

Who determines who accesses Day Services?

Assessment and Care Management teams.

Everyone has been vaccinated against Covid so there should be no issues with staffing Day Centres?

Not everyone has been vaccinated and this may be through choice. We are also now starting on the booster programme for the priority groups. Many of our staff who have been double vaccinated have still had Covid as in the general population. Also residents in our residential homes have tested positive despite 2 vaccinations. Double vaccination reduces the effect but does not stop people having Covid.

Who am I able to contact for any further questions I may have?

Email: SSComplaintsandInformation@CAERPHILLY.GOV.UK

Telephone: 0800 328 4061