About the Day Centre Resources Hub

DAY CENTRE RESOURCES HUB - SECTION 1

These resources are for older people's day centres and organisations who may work with them. They aim to support day centre sustainability by improving knowledge about them, supporting their operation and encouraging joint working.

NIHR | Applied Research Collaboration
South London

KING'S College LONDON

About this document

This document forms part of the Day Centre Resources Hub which can be found at https://arc-sl.nihr.ac.uk/day-centre-resources-hub. These resources are for older people's day centres and organisations who might work with them. They aim to support day centre sustainability by raising awareness and improving knowledge about them, supporting their operation, and encouraging joint working.

People who might be interested are those whose roles involve planning, funding, evaluating and referring or signposting to day centres. They might be people working in community organisations or considering partnership working with day centres. Others might work or volunteer in day centres or support other stakeholders, research service provision, or be carers of people who attend day centres.

This Resources Hub contains seven sections.

Each section is available as a downloadable Adobe Acrobat document. Alternatively, you can download one document that includes all seven sections. There are also Word or Excel templates that can be downloaded and used locally.

Documents can be printed in black and white by selecting 'printer properties' and 'print in grayscale'.

Each section is a compilation of useful material. We hope people will dip in to find specific resources relevant to their work and appropriate to their needs. A broad range of day centre stakeholders were involved in developing these resources. They address priority support needs identified by day centres and their stakeholders in various roles. They were created because a survey found that day centres felt unsupported and under-prepared for current and future environments. Day centre providers, professional decision-makers and community groups felt there needed to be more supportive and informative resources, and they had an appetite for joint working.

- **About this Resources Hub**
- Why research matters
- Research evidence on day centres for older people
- Understanding outcomes and measuring impact
- A guide to marketing communications
- Workforce: staff and volunteer recruitment
- Case studies and inspiration

This work was funded by the National Institute for Health and Care Research Applied Research Collaboration (NIHR ARC) South London, which brings together researchers, health and social care practitioners, and local people under different themes. It focuses on 'applied' research designed to solve practical problems faced by local people and their health and social care services. This work falls within the Social Care theme, which aims to support the sustainability of social care services.

People who 'road-tested' the Day Centre Resources Hub said:

My overall reflection is that this is the type of resource I wish I had when I first started commissioning day services 7 years ago. I can see this being like a 'one stop shop' resource that collates examples of what good looks like and valuable hints and tips that can be considered by professionals from different sectors, whether it's policy makers, commissioners, or providers.
Commissioner

I found the resources really helpful and have already shared some with my team.
Assistant Locality Team Manager (adult social care social work team)

I found it very useful and I am sure that it will be used to enhance understanding and joint working.
Senior Social Worker

I would direct "commissioners" or those looking at local health and social care spending to see these pages and find the evidence to inform their plans for local services.
GP

The website is well structured and offers detailed information. The presentation is clean and easy to read. The content is right to the point on the topics. I particularly like the links to research and marketing.
South Croydon Day Centre for the Retired Co-ordinator

Suggested citation:

Orellana, K and Samsi, K (2024) Day Centres Resources Hub, London: NIHR Applied Research Collaboration South London and NIHR Policy Research Unit on Health and Social Care Workforce. https://doi.org/10.18742/pub01-174

Disclaimer and approvals

This project is funded by the National Institute for Health and Care Research (NIHR) Applied Research Collaboration South London (NIHR ARC South London) at King's College Hospital NHS Foundation Trust. Researchers are also part of the Policy Research Unit in Health and Social Care Workforce, which is core funded by the NIHR Policy Research Programme (Ref. PR-PRU-1217-21002). The views expressed here are those of the authors and not necessarily those of the NIHR or the Department of Health and Social Care.

Ethical approval was awarded by King's College London (ref: LRS/DP-21/22-27013).

Table of content

About the Day Centre Resources Hub

1. Aims of the Resources Hub

This Resources Hub aims to help support day centre operation and improve knowledge about day services.

It provides resources for day centres for older people and the professionals and organisations who refer or signpost to them. It also provides information to those who make funding decisions about them, who have local relationships with them, or who might consider engaging with them in other ways. All of these are stakeholders.

These resources are not a guide on how to set up and run a day centre. The Hub does not provide contact information about individual day centres and the services they provide.

Day centres are often valued places for people with social care and support needs who want to remain living in their communities. Day centre providers would like them to be more central to health and social care systems and are keen to develop local relationships with professionals, other services, businesses and community groups.

2. Who are these resources for?

These resources are primarily for people working in roles that have, or could have, connections with day centres for older people and older people with dementia. This includes day centres themselves and their external stakeholders.

Day centres

Day centres are building-based community services. They provide care and activities, specifically for people need support services and/or are disabled.

Day centres vary in many ways. Services take place in different types of buildings with different facilities, programmes (activities etc) and staffing. They cater for different numbers and types of people, and services are provided by different types of organisations. People may attend them for a whole day or part of a day (at least four hours) [1].

[1] Tester S. Day Services for Older People. In: Clark C, editor. Adult Day Services and Social Inclusion: Better Days. London: Jessica Kingsley; 2001. p. 19-45.

Day centres are potentially valuable places attended by people with low level needs to multiple and complex social care and health support needs. They reduce isolation by offering companionship and, as well as care, they provide emotional and practical support to people who attend. This can support them to continue to live at home in the community (including by reducing some of the risks associated with frailty and social isolation). They also help to support carers to continue to provide care at home. Desired outcomes or goals are usually set with people who use their services.

The role of day centres goes beyond a source of companionship or respite. They can also play a safeguarding role and are a safe place that carers can trust to look after the person they care for. They also provide wellbeing benefits for their volunteers. Home care workers may wish to know if their clients attend a day centre because it gives them another topic for conversation.

Please also see the **Research evidence on day centres for older people section of the Resources Hub**.

The social care regulatory body, the Care Quality Commission, does not monitor, inspect, or regulate day centres for older people.

During the Covid pandemic, day centres for older people faced mandatory, temporary closure. While some have re-opened, some did not survive.

Day centre stakeholders

Aside from people who use services and their carers, other day centre stakeholders are a wide range of people working in social care, health care or public health. Their roles might involve planning, taking decisions about funding, monitoring, reviewing or referring or signposting to day centres. Others who work in community organisations might consider undertaking shared activities and/or partnership working with day centres, and those who work or volunteer there.

This broad group may include (potential) commissioners, social workers, occupational therapists, district and community nurses, social prescribing link workers, GP practice nurses, allied health care professionals working in the community (e.g. rehabilitation teams), service reviewers, local Councillors, specialist and professional social care related organisations and bodies, local community and neighbourhood groups. Further stakeholders, who are slightly further back than these 'frontline' people, are those involved in researching service provision or those who support people working in any of these frontline roles.

Lack of regulation and varied typology of day centres mean that they are often 'invisible' to planners, funders, and practitioners. Local authorities are responsible for shaping the market and, to an extent, commissioning what services are available for people to use, so it is crucial that day centre services are made prominent.

People with a personal interest in day centres (for example carers and older people who attend them), are also important day centre stakeholders. Although they are not the primary audience for these resources, they were involved in its development.

3. Introduction to the Resources Hub

The name 'Resources Hub' reflects the way we hope this resource will be used – as a compilation of potentially useful documents. It is not intended as a 'how to' guide to be worked through from beginning to end. We hope that people will dip in to find specific resources relevant and appropriate to their particular needs or circumstances.

> **Day centre sustainability matters: evidence and real examples show their importance to planners and funders.**

No one service model is suitable for everybody, but experience and research demonstrate that some people wish to support people to attend day centres. A study participant told us *"There have to be buildings of some sort where people can go and be safe. It's what else goes on in those buildings that's important."* They knew of a county that had closed all its day centres and employed a consultant to train the voluntary sector to support people to find alternative things for them to do. While successful for some people, the local authority realised that there was a group for whom nothing else was suitable. A decision was made to open a large day centre for this group, for whom support at home would have cost more.

> **This hub aims to support knowledge exchange. Having a single resources hub for a variety of stakeholders can help to improve understanding and build trust between them. Day centre providers are keen to learn from each other and commissioners are keen to find out about new ideas, what works well and how best to manage these initiatives.**

Building on what already works rather than always starting afresh can be both a reward and a challenge. Finding information is time-consuming and some stakeholders want to know what the research says about day centres. Others are interested in learning how best to monitor whether a service they have commissioned or provide is working for the people it aims to benefit. People who refer older people to day centres benefit from knowing about the research evidence whilst some commissioners have expressed a wish for real examples that bring to life the impact of a service.

Exemplifying the value of a service in a succinct, person-centred way through real case studies can help commissioners to share information with elected members and to access funding sources. Case studies can also help to illustrate the impact of service provision that can be tricky to measure with numbers. They help to reduce wheel reinvention in the absence of a forum for information exchange, or a local or national umbrella body. They also help to demystify day centres for those who are unfamiliar with them and who may have preconceived ideas about them.

A 2022 report by the **Local Government Association, Strategic collaborative planning and commissioning: A guide**, may be a useful source of practical pointers to support health and care strategic systems, in creating the right conditions for effective collaboration for strategic planning and commissioning. The LGA would like health and care systems and leaders to use it to think about areas for development and exploration together.

What does the hub include and how is it structured?

In terms of content, our co-design process revealed that all information is useful because people, services and organisations are at different stages and there is scant material about day centres gathered in one place.

This Resources Hub is structured into 7 sections:

- About this Resources Hub

- Why research matters

- Research evidence on day centres for older people

- Understanding outcomes and measuring impact (incorporating tools, questionnaires and other ways day centres might gather data)

- A guide to marketing communications

- Workforce: staff and volunteer recruitment

- Case studies and inspiration.

Each of the seven sections is divided into further sub-sections and each is available as a downloadable document.

A single document including all the Resources Hub content can also be downloaded. Some templates are editable Word or Excel documents for local use/printing that can be downloaded from the website.

About this Resources Hub sets out the aims of the Resources Hub, who it is for and how it was developed. It explains how it is structured and can be used. Contributors are acknowledged and contact details are provided if you would like to get in touch with us.

Why research matters explains why becoming aware of the research evidence can benefit day centre providers and their external stakeholders, and the value of academic research.

Research evidence on day centres for older people looks at some of the recent research about day centre outcomes and summarises the main findings.

Understanding outcomes and measuring impact explains what is meant by 'outcomes', or 'impact'. It introduces different types of outcomes data and discusses the collection of this information in English day centres and sets out how it may be useful. Some ways to gather

different kinds of data are listed and examples provided. It introduces some tools, questionnaires and other approaches that may be useful for day centres to consider using when monitoring or gathering their evidence about outcomes. All tools are free of charge to use unless otherwise stated.

A guide to marketing communications explains why it is important for day centres to carry out marketing communications and who their potential audiences might be. It suggests ways that day centres can communicate and share information about themselves and the communication routes that might help them to do that. Local examples appear throughout and further resources are signposted to.

Workforce: staff and volunteer recruitment outlines staff and volunteer roles in day centres. It shares recruitment and retention tips and signposts to useful resources about values-based recruitment. It also shares tips about role descriptions and adverts and highlights the value of sharing testimonials. It then suggests ideas for bringing young people and people with support needs and specific skills-sets into day centres.

Case studies and inspiration shares, in the form of case studies, examples of local day centre initiatives and partnership working as well as external resources in five topic areas:

- Supporting the NHS and social care

- Enhancing service quality

- Activities in day centres

- Outreach that might involve bringing in the community and local partnership working

- Day centre service expansion or re-design.

4. Why and how the Resources Hub was developed

Why were these resources developed?

The resources on the hub address the priority support needs identified by day centre stakeholders in various roles. They were developed after a survey found that day centres felt unsupported and under-prepared for current and future environments. The survey also found that evidence and information about day centres would be welcomed by day centre providers, professional decision-makers and community groups and that there is an appetite for joint working.

Resources were felt to be lacking, particularly about and for day centres for older people, including those living with dementia. Survey respondents were keen on a web-based centralised information resource to support these day centres and their stakeholders.

How were these resources developed?

These resources were developed in three stages: resource needs were identified, the resources developed and then tested and refined.

This was a co-design study which means that a broad range of day centre stakeholders were involved throughout, with stakeholders and researchers being partners in the process. We aimed to empower, collaborate, involve and consult with our stakeholders.

In the first stage, we spoke to ten people from day centres (nine managers, one volunteer and service user) and nine external stakeholders, in a variety of roles, in four diverse south London boroughs. We asked them about any tools or questionnaires they had used or that they might like to use. We also asked what other resources and what other tools/questionnaires or resources might be valuable to them. We discussed priorities raised by our earlier stakeholder survey and whether it would be helpful to make available any resources of that type (e.g. supporting the workforce). Finally, we asked about suitable formats for resources and whether interviewees had examples of local practice. We categorised this information into topics.

The Stakeholder Reference Group was central to the second stage. This stage involved prioritising, identifying, assembling and developing resources that were prioritised and that aimed to meet the needs expressed in stage one. Members included day centre providers and other professional and lay stakeholders. Members decided which topic areas to prioritise and what resources to include and they were invited to submit case studies and examples. The Stakeholder Reference Group reviewed the content and structure of individual resources that had been collected and drafted, mainly by the lead researcher. This researcher-led input and feedback model was chosen in recognition of members' time constraints. Members contributed to the design of this website and document presentation formats.

In stage three, resources were read in three day centres and by eight professional stakeholders in south London. Their feedback was used to further refine the resources.

Before its development started, we requested feedback on draft plans for this study from the NIHR ARC South London Social Care theme's PPIE lead (and member of the ARC's PPIE Strategy Oversight Group (SOG)) and deputy.

How were these resources funded?

This work was funded by the National Institute for Health and Care Research Applied Research Collaboration (NIHR ARC) South London which brings together researchers, health and social care practitioners, and local people under different themes. It focuses on 'applied' research that is designed to solve practical problems faced by local people and their health and social care services.

This work falls within the Social Care theme which aims to support the sustainability of social care services. Developing the Resources Hub is part of its work focusing on filling gaps in

knowledge around the value of day services and other social care services and strengthening them as community assets or anchors within South London and beyond.

NIHR ARC South London covers the London Boroughs of Bexley, Bromley, Croydon, Greenwich, Kingston-upon-Thames, Lambeth, Lewisham, Merton, Richmond, Southwark, Sutton and Wandsworth.

5. Acknowledgements

We are grateful to the 'road-testers' who set aside time to consider these resources and how they might (or might not) support them, and colleagues, in their roles and who gave us feedback to further improve them.

Day centre road-testers:

- South Croydon Centre for the Retired, London Borough of Croydon

- Saxon Day Centre (Age Concern Orpington & District), London Borough of Bromley

- Raleigh House (Staywell), London Borough of Kingston-upon-Thames

Stakeholder road-testers:

- Local authorities: Two senior social workers, an Assistant Locality Team Manager, a Senior Commissioning Manager (Older People, Physical and Sensory Disability), and an Interim Project Manager (commissioning team supporting older people and people with a physical disability) in the London Boroughs of Kingston-upon-Thames, Wandsworth and Richmond

- Health: A Neighbourhood Clinical Team Manager and a GP in the London Boroughs of Bromley and Kingston-upon-Thames

- A social care researcher.

We are grateful to the ARC South London Communications Team for their advice, for facilitating the web design and build process and for uploading and revising all the content.

Effusion built the website and designed the document layouts.

The website's home page photo is courtesy of the Centre for Ageing Better.

6. Get in touch

Please let us know:

- whether this Resources Hub has been useful by emailing **Katharine.orellana@kcl.ac.uk** with the subject being 'Feedback on Day Centre Resources Hub'.

- if any of the links to external materials no longer work by emailing **Katharine.orellana@kcl.ac.uk** with the subject being 'Broken link on Day Centre Resources Hub'.

We run a **Day Centre Research Forum** that shares research and facilitates local and national collaboration between researchers and stakeholders working in the day services field. If you would like to be on the Forum mailing list to be kept up to date with details of forthcoming meetings, please contact Katharine Orellana: Katharine.orellana@kcl.ac.uk.

For information about the NIHR ARC South London, see **https://arc-sl.nihr.ac.uk/.**