

Service Charter

Staffordshire County Council Specialist Day Opportunities

Staffordshire County Council's Specialist Day Opportunities is a countywide social care provision across the county. The purpose of this service is to offer specialist support to people with Profound and Multiple Learning Disabilities (PMLD).

People with PMLD have more than one disability, the most significant of which is a profound intellectual disability. These individuals have great difficulty communicating and often require those who know them well to interpret their responses and intent. They frequently have other disabling conditions which may include physical disabilities that limit everyday tasks, sensory impairments, complex health needs such as epilepsy, diabetes, dysphagia, eating and drinking problems. Some may have 'coping behaviours' and therefore present behaviours that challenge.

A person who has PMLD will require consistent, timely support and interaction that is flexible and adaptive to any changes in a health and wellbeing, in a professional and responsive manner.

The ethos of the Specialist Day Opportunities service will be to provide a Person-Centred service which develops, and realises, outcomes, thus meeting individual need and promoting wellbeing. To achieve this, we will work closely with the people who use our services, their carers / relatives and colleagues across the Council to ensure that the most appropriate service is offered.

Our primary aim will be to create a culture that enables people who use the service, their carers and employees to use their talents whilst enabling them to feel safe, valued and appreciated. The service will offer a holistic approach and work alongside other professionals to offer the most appropriate opportunities to our customers.

A person may attend the service for an agreed assessment period so that person centred information can be gathered to inform Assessment and Care Management Teams to identify suitable community-based support in the future.

Staff will be fully trained to provide the service, including any specialist interventions required to maintain people's health and wellbeing.

Those people who require health interventions in addition to social care may be referred, and with appropriately trained staff and ongoing professional input, a placement may be available subject to agreement and payment by the appropriate NHS funding body, for example Clinical Commissioning Groups.

The service will provide opportunities which are responsive, enabling, community focussed, flexible and meet the assessed eligible care and support needs of the people who use the services.

Where there is an assessed eligible care and support need, and capacity within the service, transport will be provided.

Some activities that are in addition to the care and support required to meet peoples assessed eligible needs may be charged for.

The service will continue to modernise and evolve in order to meet assessed eligible care and support needs in the most responsive and efficient manner.

The service will:

- Develop, and implement, accessible Person-Centred Plans (accompanied by a range of other person-centred tools) – identifying both eligible needs and outcomes
- Offer individual annual Person-Centred Reviews – which can be used to inform the statutory assessment and review process
- Provide quality, specialist, skilled support to meet needs and achieve outcomes
- Be reactive and responsive to individual needs
- Implement Active Support Model
- Implement simple choice and decision-making tools
- Access local opportunities and resources, as appropriate to meet individual needs and outcomes with people being notified where there is a requirement to make a financial contribution for the provision of activities
- Work closely with carers, social care staff, commissioners and other professionals for the benefit of the people using the service
- Employ and implement digital solutions
- Adhere to and implement any relevant and applicable County Council Policy and Guidance