
Meeting of the Adult Social Care Select Committee - 13th July, 2023

Report of the Director of Adult Social Care

Progress Update with the Woodside Day Service

Purpose of report

1. To provide an update on Woodside Mental Health Day Service Provision
 - Criteria for the service
 - Work underway to review the needs of attendees
 - Physical readiness of the site
 - Long term risks and issues
 - Potential options for the future

Recommendations

2. It is recommended: -
 - That the committee notes the progress in re-opening Woodside Mental Health Day Service as a recovery focused preventative service.
 - That the Head of Adult Mental Health develops partnership working to further develop and enhance the preventative offer.
 - That further work is undertaken to explore community models of service delivery.

Background

3. Woodside day service works to promote recovery, aiming to provide high quality services for people who are experiencing mental health issues or emotional distress.

4. The team will work with people who are managing their Mental Health at home but would find it helpful to get more support or to have opportunities to meet other people in similar situations.
5. Individuals might use the Woodside day service alongside other support, for example, from their GP, Community Health team, crisis team or social care team.
6. Woodside will be part of the transforming health and well-being care services through multi-speciality community providers.
 - It will reduce isolation and loneliness.
 - Maximise quality of life of those affected by ill health
 - Promote longer, healthier, and safer lives for all.

The Criteria and who can refer to our service

7. Individuals, over the age of 18 years can access our service if they are currently under secondary mental health services (open to NHS mental health services) and reside in the Dudley borough or have a registered General Practitioner [GP] in the Dudley borough.
8. Referrals will be made via the Adult Social Care (ASC) access team, either by health professionals, social workers, or self-referrals. Individuals will then be triaged to assess eligibility.
9. If eligible, a person would then be offered a Social Care Assessment under the Care Act [2014], which will identify care and support needs and the individuals desired outcomes. This will determine if the Woodside Day Service can support the individual to achieve their personal outcomes.
10. Woodside will adopt the following objectives:
 - The people of Dudley borough to live an enriched life, fulfilling their full potential, regardless of disability. This will be a *strengths-based approach*. Care Act Section 1 - Individual Wellbeing.
 - Focusing on recovery, prevention and therapeutic intervention through peer-led events, person-centred support groups and community collaboration. Care Act Section 2 – Prevention.
 - To work with GPs, access team, social workers, hospitals. Care Act Section 3 – Integration.

- To set up and manage information and advice service within the Dudley Borough, developing sustainable connected communities. Care Act Section 4 - Info & Advice.
 - To target under-represented groups and individuals with poor engagement or multiple admissions. Care Act Section 5 - Diverse Provision.
 - To use social media and webinars – Care Act Section 4 - Info & Advice.
 - To manage the transition for existing service users to a community supported service Care Act Section 1 - Individual Wellbeing.
11. The Woodside Day Service will be open Monday to Friday 09:00 – 17:00 with a dedicated team which comprises of a Community Engagement Officer, Assistant Care Coordinators [ACC's] and Social Workers.
 12. Individuals will be offered a 12-week programme and will be supported by a dedicated team member, throughout their time with Woodside. The intervention will be Specific, Measurable, Achievable, Relevant and Time bound [**SMART**].
 13. Woodside aims to provide support; help you learn self-management techniques that could help in the future or simply give you a change of scene. This can include:
 - Themed Group sessions such as 5 steps to wellbeing, Mindfulness, Anxiety management, food and mood, other therapies such as arts therapies and more.
 - Links to community activities such as gardening or ecotherapy
 - Opportunities to talk to others or get peer support
 14. Staff will have a good knowledge of local services and have close links with the local community mental health teams.

Woodside Community Engagement Strategy

15. An outcome will be jointly planned and agreed upon during the assessment and throughout the programme, to clarify how the project involvement will end once the goals have been achieved, or at the end of the group cycle. The objective will be to maximise recovery and independence. Signposting to community services will enable citizens to implement the knowledge and skills achieved from their 12-week programme.

16. Woodside was a paper-based institution that used old systems. Work has been undertaken to digitise all previous attendee records and incorporate Woodside into adult mental health social care. This initial piece of work was required before reviews could begin.
17. 110 people were identified as having previously attended Woodside only. 63 of those people have been reviewed to date. The current number awaiting review is 47. A number of people have been assessed and deemed not to have eligible Care Act needs. The service has applied legislation and the criteria equally and these people have been signposted to other resources outside of the service.
18. It is essential that the service is focused on meeting the needs of as many eligible attendees as possible; particularly given the length of time it has not been operational as a building-based service.
19. The site was due to reopen in May 2023 however on weekend of 6th and 7th May Woodside was broken into which resulted in major extensive damage including flooding to nearly the entire building, copper piping was removed, glass smashed, and the alarm disconnected. This required corporate landlord to undertake a site visit and risk assessment.
20. Initial assessment.
 - The water damaged carpet tiles will be removed and disposed of.
 - The areas, recently refurbished, will have de-humidifiers installed, and monitored/emptied.
 - The double doors, adjacent the computer room, will be repaired/replaced.
 - The boiler room will receive a new heavy-duty hasp & staple to the door with a 'site' padlock.
 - The fencing adjacent to the boiler room will be altered to provide access to the boiler room.
21. This has resulted in a delay whilst remedial work was undertaken which includes:
 - Blocking the former main entrance
 - Installation of a 'strong' security door set
 - Decommissioning of a toilet.
 - Mitigating financial impact by not repairing items in unoccupied areas such as doors and removal of stainless-steel kitchen.
 - All redundant pipework, mains cold water, gas, heating etc capped off, removing need for HSL testing.

- Former occupied areas cleared of all equipment, items to mitigate fire risk.
- Security monitoring to be improved.

22. The cost of the remedial work is:

Replacing vinyl to areas that will be used	£7, 600
The water damaged carpet tiles will be removed and disposed of.	£2000
The areas, recently refurbished, will have de-humidifiers installed, and monitored / emptied	
The double doors, adjacent the computer room, will be repaired / replaced.	
The boiler room will receive a new heavy-duty hasp & staple to the door with a 'site' padlock.	
The fencing adjacent to the boiler room will be altered to provide access to the boiler room.	
removing the former entrance door and blockwork	£2550
Safely cap off, alter, and recommission the existing water supplies (to those areas requested)	£2630
Carry out chlorination of the installation and provide new risk assessment	
Total for remedial work excluding removal of equipment in older part of building	£14,780
Clearance of unoccupied areas	£13,750
Grand Total:	£28,530

23. Chlorination / risk assessment stage, to be completed as close to your expected 're-occupancy' date as possible. Current provisional opening date is 24th July 2023.

Long term risks and issues

24. The current site is unfit for a modern therapeutic recovery focused mental health prevention service. The site is in a state of disrepair with significant structural defects that have rendered most of the site unusable. Remedial work is currently underway to the newer areas which is where the sessions will take place.
25. The medium and long-term risks are the continued physical deterioration of the space, the financial expense of maintaining an unfit provision to a safe standard (this will only increase in time). The risk of injury, the risk of further anti-social behaviour (as the site is poorly presented and protected). The risk of fire (mitigation in place). The reputational risk to the Council given the poor presentation of the available facilities. The risk that this building-based provision due to risk mitigation measures in place severely curtails the council's ability to provide a preventive service to all those who wish to access said service.

Potential options for the future (links to Community Inclusion Workers, library in-reach. Building based vs. community models, links to family hubs.)

26. The development of the programme forms part of the community engagement team. The Woodside remit is designed to be portable and promote recovery. There are several future options with this model of delivery that we are actively exploring.
 1. Partnership working with community inclusion workers from Black Country Healthcare NHS Foundation Trust.
 2. The provision of groups, advice, and guidance through a library in-reach programme across the borough.
 3. Partnership working with Children's services who have recently undergone a restructure and are in the process of establishing family hubs (one stop shops for parents/children). Please note this does not mean service co-location but will ensure parents with mental health needs have access to specialist advice.
27. The development of a flexible recovery focused, and targeted model of prevention will allow the service to work with partners across the local health and social care economy and contribute widely to the mental health wellbeing and prevention agenda in the borough.

Finance

28. The total controllable expenditure budgets available amount to £13,600. There is also an allocation of £15,100 to cover the premises costs of

operating Woodside, which include electricity, gas, and other premise related expenditure.

29. See Appendix 1 for breakdown - salary related costs and building depreciation is not included.

Law

30. The Mental Health Team is subject to the provisions of the Care Act 2014 and the Mental Health Act of 1983.

Risk Management

31. Risk of providing a reduced service due to limitations of the site. This is mitigated by developing a portable recovery focused programme that can be delivered from other locations.
32. Risk of further deterioration of the site and potential injury. This is mitigated by decommissioning said areas from use by staff or the public. Risk of further anti-social behaviour. This is mitigated by removal of non-essential systems and installation of fire monitoring and intruder monitoring systems.

Equality Impact

33. The provision of the Mental Health service supports people with protected characteristics, primarily people with mental health and substance misuse issues.

Human Resources/Organisational Development

34. There are no HR implications at this juncture.

Commercial/Procurement

35. No Commercial or Procurement implications

Environment/Climate Change

36. The report is for information only and there is no perceived impact on climate change or environmental factors.

Council Priorities and Projects

37. Re-opening the Woodside Mental Health Day Service ensures our commitment that the council will constantly strive to improve the way we deliver services to meet the needs of local people. This supports our Council Plan priority 'Dudley a Safe and Healthy Borough' ensuring our residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and support the prevention of crime and exploitation
38. This also supports our borough ambitions by working collaboratively with our partners across the local health and social care economy and contribute widely to the mental health wellbeing and prevention agenda.
39. The re-opening of the Woodside Mental Health Day Service would benefit in being run as a project to ensure risks and issues are robustly controlled and monitored. Managing this scheme in this way will ensure delivery of quality outputs and expected outcomes as well as support the tracking and realisation of benefits once the Day Service has been set up.



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Appendices

Appendix 1 – Total Premises and Controllable budget for 2023/24.
Appendix 2 – Other Support Available

Appendices

- *Appendix 1 – Total Premises and Controllable budget for 2023/24.*

Expenditure Description	Premises Costs	Controllable Costs	Total Expenditure Budget
	£	£	£
Electricity	6,000		
Gas	4,600		
Water Supply	600		
Other Premises Related Costs	3,900		
Travel Related Costs & Fleet Mgmt		6,500	
Medical Supplies		100	
Printing & General, Published & Office Consumables		5,000	
TRIPS AND VISITS		800	
TELEPHONES		900	
HOSPITALITY		200	
SUPPLIES AND SERVICES CHARGES		100	
SALES PRODUCTS / MATERIALS			
WOODSIDE INT DAY CARE TOTAL	15,100	13,600	28,700

- *Appendix 2 – Other Support Available*

Other support available:

Call 116 123 to talk to Samaritans, or email: jo@samaritans.org for a reply within 24 hours

Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19

If you're under 19, you can call 0800 1111 to talk to Childline. The number will not appear on your phone bill.

- Rethink
- GOV.UK Mental Health
- GOV.UK Mental Health Crisis Breathing Space
- Rethink Mental Health Laws
- GOV.UK Mental Health Code of Practice