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Helping adult day centres to 'unlock lockdown'

Part 2:

Reflecting about what has happened, our 'journey' during closure and the future of our service

The COVID-19, or Coronavirus pandemic and the lockdown of society from March 2020 were unprecedented. Most day centres closed to regular users. This document aims to support you, as a manager or voluntary co-ordinator, in your journey into a 'new normal' after the lockdown. There is strong evidence that attending a day centre brings quality of life and so, despite risks, enabling people to have the choice of going to a day centre is something worthwhile. A learned judge once commented:

The fact is that all life involves risk, and the young, the elderly and the vulnerable, are exposed to additional risks and to risks they are less well equipped than others to cope with... Physical health and safety can sometimes be bought at too high a price in happiness and emotional welfare. The emphasis must be on sensible risk appraisal, not striving to avoid all risk, whatever the price, but instead seeking a proper balance and being willing to tolerate manageable or acceptable risks as the price appropriately to be paid in order to achieve some other good – in particular to achieve the vital good of the elderly or vulnerable person's happiness.

[Munby J. in Local Authority X v MM & Anor \(No. 1\) \(2007\)](#)

Helping adult day centres to 'unlock lockdown' is in two parts and can be downloaded from www.kcl.ac.uk/scwru/res/ARC-SL/unlock-lockdown.aspx

- In this document (Part 2), we prompt you to reflect on what has happened during lockdown, what else you may wish to think about, the process of moving forwards and any learning that will be helpful for the future. Individual sections can be completed according to the stage you are in.

- **Part 1 covers some of the practicalities of re-opening.** Sections cover infection control, communications, supporting service users, carers, staff and volunteers, and yourself, final things you are likely to want to consider doing before re-opening, and there is a practical scenario planning tool. Part 1 draws on guidance related to COVID-19, on other social care guidance, and guidance, advice, action points for regulated settings (some of which is also relevant to day centres) and prompts you to think about the specifics of your own activities. A list of sources is included.

Please address any feedback or comments to: Katharine.Orellana@kcl.ac.uk.

If you would like to share your completed Part 2 with us, we would be very happy to receive it as we are interested in documenting how the COVID-19 pandemic is impacting on day centres.

Reflecting about what has happened, our 'journey' during closure and the future of our service

There is strong evidence that day centres are valued by the people who attend and that they improve their quality of life. They help people to stay living at home and provide family members with help in their caring role. They play an important part in preventing loneliness and social isolation. They can and should be part of the nation's recovery from the Coronavirus pandemic.

The following reflective points may help you think about the reasons for making this effort to restarting the recovery journey.

Our centre(s):

(Name of the day centre(s) this document refers to)

Our centre's values

What are our values?

What is our mission?

(e.g. How does our day centre contribute to our service users' and their relatives' wellbeing? How does our day centre address local and national priorities?)

Do we want to develop or re-evaluate our values/mission after lockdown?

Our story during lockdown/closure

What we did during the period

(e.g. How did staff and volunteers support users? How did we feel communicating the changes to our service users? How did lockdown affect staff and volunteers?)

What stories from users and their carers did we receive during its closure?

(e.g. about how we supported them during lockdown; about how they coped during lockdown; feedback that may be helpful for future planning)

Was the building used differently during its closure?

(e.g. food bank collection/delivery hub, call centre)

In memory of service users or staff we lost during lockdown

How will we remember people we have lost?

(e.g. create a memory tree/wall/scrapbook, hold a remembrance event, report on this in our newsletter or webpage)

Changes following reopening

What have we discovered and learned?

What did our service users and stakeholders tell us about what they wanted? What did they say they missed in particular or hoped we would change?

How are our new arrangements working?

What are we concerned about and why?

Are we facing any challenges in safe operation or staff and volunteer training, for example? Are volunteer numbers sufficient?

What will we do differently and why?

Now that we are back open

How will we celebrate what we have built up?

This could be what we had built before lockdown or what we built during lockdown or simply reopening.

What do we need to think about for the future?

(e.g. Do we need more attenders, are finances sustainable?)

This document was written by Katharine Orellana, Jill Manthorpe, Kritika Samsi and Caroline Green. It was coproduced with people with experience of day centres and PPIE engagement in NIHR funded studies and programmes, including a trustee of a local Age UK, a dignity champion and day services staff. We specifically thank Esther Wiskerke (@EstherWiskerke) and Rekha Elasarapu (@relaswar) for their valuable contributions to its development.

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Further information about our work: www.kcl.ac.uk/scwru/res/arc-sl/arc-sl-social-care-theme

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