

The My Day My Life service

A report from Practice Solutions



Easy
Read

Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



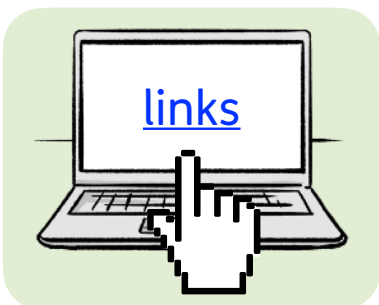
This Easy Read information uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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Introduction



Monmouthshire County Council has been looking at the My Day My Life service.



My Day My Life is a service that gives people a chance to learn and do more for themselves.



The Council asked a company called Practice Solutions Limited to talk to people about My Day My Life, and then write this report.

This report explains:

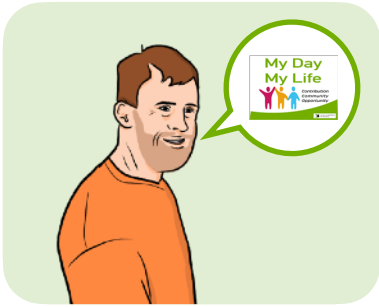


- How we wrote this report.



- More about the My Day My Life service.

This report will also explain:



- What people said about the My Day My Life service.



- What should happen next.

How we wrote this report

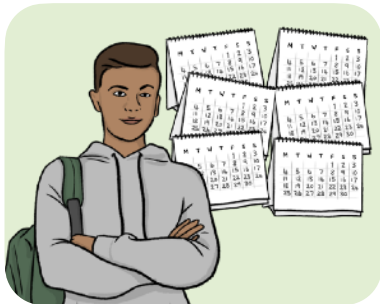


We spoke to:

- People who use the My Day My Life service now, and their families



- People who sometimes used to use the My Day My Life service when it was a day centre.



- Younger people who might use the My Day My Life service in the future.



- People who work for the My Day My Life service.



- Other people who know about the My Day My Life service.

We talked to people:



- Face to face.



- At 2 workshops - these were large meetings where lots of people talked about what they thought.



- At online meetings on a computer.



- By asking them to fill in a survey.

About the My Day My Life Service



In 2014 Monmouthshire County Council set up the My Day My Life Service.

The service helped adults choose different and new activities to take part in.



More of the activities took place in the local area, rather than just in the day centre building like they used to.



The Council also set up a café and a print shop where adults could work.



By 2020 more people felt confident about taking part in activities in the local area, rather than just going to the day centre.

Covid



When more people started to get ill with Covid, all buildings had to close. People had to stay at home.



After Covid not all the activities in local areas started again.



The My Day My Life service buildings stayed closed.



There are now fewer people taking part in the My Day My Life Service.



Some people stopped taking part in My Day My Life and are now being supported through their supported living homes.

What people said

People who have used the My Day My Life service

People who have used the My Day My Life service in the past said:



- It was a safe place to be.



- They enjoyed doing lots of activities, like art and drumming.



- They enjoyed being around other people and being able to chat with their friends.



- They would like the service to continue with even more activities and days out.

People who use the My Day My Life service now

People who use the My Day My Life service now said:



- They like many of the activities, like running the print shop and working in the café.



- They feel sad that many of the buildings are closed and a lot of the activities are not running.



- They feel sad they cannot see some of their friends as they do not take part in the service anymore.



- There are issues with management and the cost to take part in activities.

People who might go to My Day My Life in the future



We asked people what would make them want to take part in the My Day My Life service in the future. They said:



- Group activities as well as 1 on 1 activities.



- Transport to activities.



- Lots of different activities and days out, both inside buildings and outside.



- Information that tells people what the service is and what activities there are.

We also found out that:



- People felt the Council should involve people who use the service in the planning of activities.



- Young people are interested in outdoor activities and activities that will help them learn new skills.

Families of people who use the My Day My Life service

The families of people who use the My Day My Life service said:



- A few hours of activities a week for each person is not enough.



- Since Covid, the service has not been as good as it was before.



- They are worried about how they are going to pay for activities.

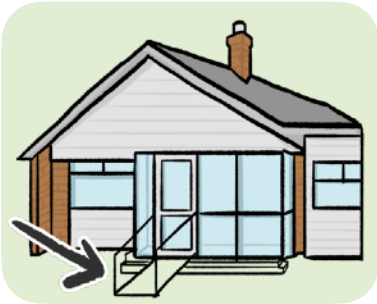


- Since Covid, they have not been getting as much support from the Council.

Families also said:



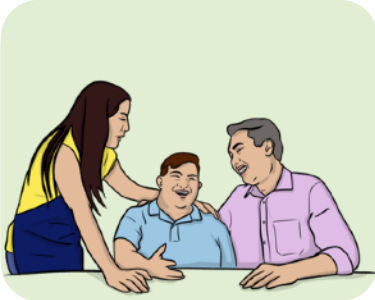
- There should be a mix of activities that are both in a group and 1 to 1.



- My Day My Life service buildings should be accessible for everyone.

People who work for the My Day My Life service

People who work for the My Day My Life service said:



- They enjoyed working with people taking part in the service.



- They felt good about changes to the service.



- They enjoyed running activities for people.



- Since Covid, there have not been many staff meetings.

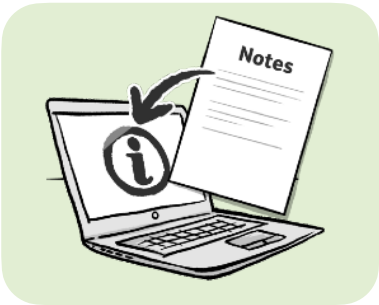
Staff also said:



- Sometimes they are not given enough time to plan activities.



- They are a little worried about losing their job, as less people are taking part in the service.



- There should be a way of recording the needs and likes of each person taking part in the service.



- They would like more help with finding local activities.

Other people who know about the My Day My Life service

Staff who work at the Council said:



- Since Covid, the service has not been as good as it was before.



- Some activities are hard to run when it is 1 on 1.



- Some people will say yes to any activity, even if they are not interested in it, if they are not asked what they would like to do.



- Staff that work for the service should be offered more training and support.

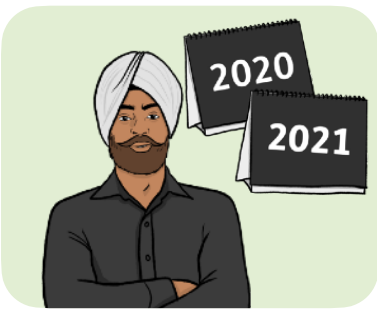


- Staff that work for the service should record the time they spend with people taking part in activities.



Staff at the Council also felt everyone should be involved in the planning of the service, including people taking part in the activities.

Staff who work at other organisations in the local area said:



- Since Covid, the service has not been as good as it was before.



- They would like to carry on working with the service in the future.

What we have found

After listening to what everyone has said, we have found that:



- My Day My Life used to be a really good service.



- The service did a lot of good things in the first few years.



- After Covid the service has not been as good as it was before, and less people are taking part.



- We are all dealing with lots of new challenges, like the cost of everything going up.



- The Council can make the service good for the future by making changes we have suggested.

What should happen

Work to bring back the positive parts of the service from before

The service should:



- Support people to do activities in the local area.

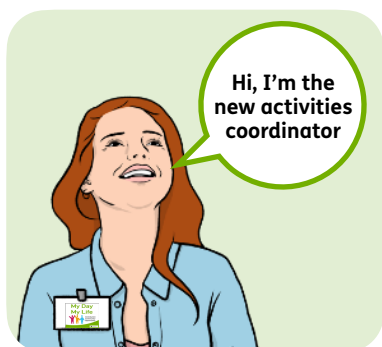


- Involve people who take part by asking them what activities they would like to do.

Have a new activities coordinator

The Council should set up a new job called an activities coordinator.

This person will be in charge of setting up activities in the local area for people.



They would also help people to get involved in activities in their local area.



Longer hours



The service should be open for longer hours and on weekends.

Supporting staff



The Council should make sure staff who work for the service feel supported. This would include:



- Regular team meetings.

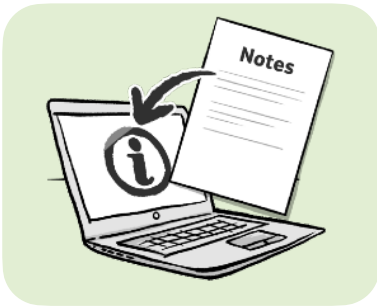


- Checking that the staff are working well.



- Training the staff so they do they jobs better.

Keep records



There should be a way of recording what is happening at activities.

This means:



- All staff should have access to, and know how to use a computer.



- There should be a record of everything that happens.



- There should be a record that explains what each person taking part in the service needs.



- Staff should be able to see each person's care plan - this explains what care and support people need.



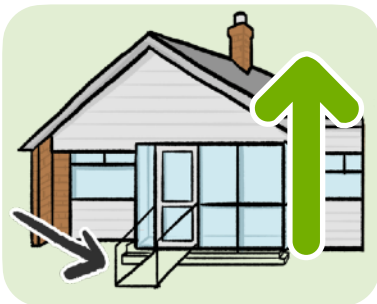
There should also be regular meetings with families and carers to talk about how the service is working.

Safe accessible buildings



People need to be in safe and **accessible** buildings.

Accessible means it is easy to use and suitable for people with different needs.



The Council should make sure there are more local buildings that are accessible to disabled people.

Work with people and families



The Council should work with people who take part in activities and their families, to plan and run the service.

Look at all learning disability services



The Council should look at all of the learning disability services they offer.

They should think about:



- Whether the My Day My Life service should become a part of other services.



- How support is given to people of different ages.

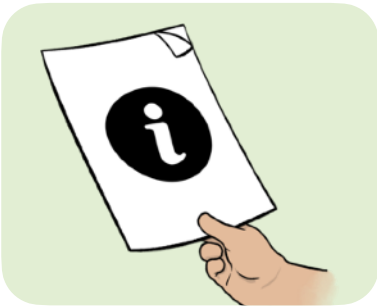


- How people can get different types of support.

A map of all services in Monmouthshire



Most people did not know about the services that they could have.



The Council should give people more information about the services that they could have.



It would be great to have a map which shows all the different services you can have in Monmouthshire.

What happens next?



This report will be shared with
Monmouthshire County Council.

They will look at it and decide what to
do next.

For more information



You can look at the Council's website here:

www.monmouthshire.gov.uk

If you need more information please contact the Council by:



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