



have  
**your**  
say...

# ...on the future of Day Care at Greenacre

An update on the future of day care at  
Greenacre consultation

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**Central  
Bedfordshire**



# Day Care at Greenacre

## Consultation Update 25<sup>th</sup> November 2015

### What we have done so far

Following the approval by the Council's Executive Committee on 6<sup>th</sup> October 2015 to consult on the future of Day Care at Greenacre the consultation papers were sent out to customers, relatives and other interested parties. Since then the consultation team have been busy talking to customers, relatives and staff about the consultation and encouraging them to complete the consultation questionnaire. A list of the questions we were often asked at those meetings along with their answers can be found on the next page.

Many relatives and customers have now spoken to or met Claire Blankenship, the social worker in the consultation team who has spent a lot of time in the home helping residents to contribute to the consultation.

### Who we have consulted with

Along with the customers, relatives and staff, we have consulted with the organisations listed below that all have a role in relation to Greenacre and its residents and relatives.

**Local GP's** who have patients who attend the day care centre at Greenacre.

**East London NHS Foundation Trust (ELFT)** – part of the NHS that provides services to people with mental health needs including people with dementia.

**Healthwatch** – the national consumer champion in health and care. Healthwatch have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

**Dunstable Town Council** and **Houghton Regis Town Council** – Greenacre predominantly has customers from these two areas.

**Carers in Bedfordshire** – a registered charity existing to help family carers and former carers cope with the mental and physical stress arising from their role. They offer assistance such as practical help, advice, training, advocacy, support and information.

**Age UK Bedfordshire** – a local charity based in Bedford and operating through the whole of Bedfordshire and Luton for the benefit of all older people in the County.

**Alzheimer's Bedfordshire** – a charitable organisation providing information, support and services to people living with all types of dementia, their carers, family members, health professionals, and anyone else with concerns about their memory or that of someone else.

**Older Person's Reference Group (OPRG)** – an independent forum to improve the services Central Bedfordshire Council Provide for older people.

**PoHWER** – a charity and membership organisation that provide information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.



## Frequently Asked Questions

Below are some of the questions that we have been asked so far during the consultation by residents and their relatives.

### **How can I arrange a visit to view Houghton Regis Day Centre?**

If you are interested in visiting Houghton Regis Day Centre you can contact the Manager Lorraine Bugler on 0300 300 8179 directly to arrange a visit. If you need help or advice on this please contact Mel in the first instance – see details at the end of the document.

### **Will the attendance days and times change?**

If one of the options to move the day centre activities to Houghton Regis Day Centre is chosen then as part of the transfer process we would look to see if there was any benefit to adjusting the day(s) on which people attend. However we would try very hard to minimise the disruption to people attending the centre. If we were considering changes to the day(s) people attend then we would discuss this on an individual basis with customers and their relatives, if appropriate.

### **Would the staff move to Houghton Regis Day Centre with us?**

Yes, if one of the options to move the day centre activities to Houghton Regis Day Centre was chosen then we are proposing that the staff who currently work in the day

centre at Greenacre would transfer to Houghton Regis along with the customers.

### **Could the buses at Houghton Regis Day Centre be used during the day for trips out?**

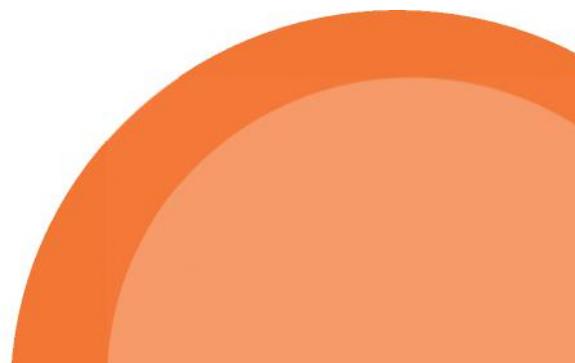
This doesn't happen at present, however the centre does hold various events within the centre such as 'seaside day' by bringing in fish and chips and a race event 'Day at Houghton Races'.

### **Could the Greenacre transport be merged with Houghton Regis Day Centre's to reduce journey times?**

Yes, if one of the options to move the day centre activities to Houghton Regis Day Centre was chosen then this is a possibility.

### **What is the staff/customer ratio at Houghton Regis Day Centre?**

Staffing ratios are based on the needs of the customers attending the centre. There are 13 staff in the centre each day 8 of whom are care assistants. The average number of people attending each day is about 35.



## What is the ratio of dementia, learning disability and frail and elderly in Houghton Regis Day Centre?

The figures below are based on current customers attending per week.

- i. People in the early stages of dementia 10%
- ii. People with dementia who have significant care needs 32%
- iii. Adults under 65 with a learning disability 5%
- iv. Adults under 65 with a physical disability 19%
- v. Older people with care or social needs 33%

## If the day centre at Greenacre were to move to our own allocated room at Houghton Regis Day Centre would there be a separate entrance?

If this option is chosen then a separate entrance can be made available for those who may be anxious about using the main one. However currently we would prefer customers to use the same entrance to increase social interaction and avoid a sense of groups being segregated.

## Can our furniture and memorabilia be moved to Houghton Regis Day Centre?

Yes, any furniture or memorabilia could be moved to Houghton Regis Day Centre to provide as much familiarity of surroundings for the customers.

## Independent advice and support

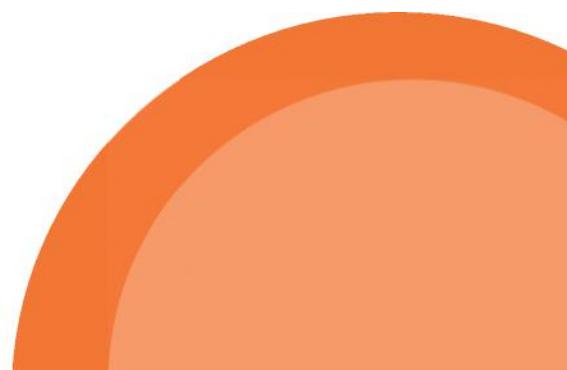
If you would like to speak to someone other than the Council, below are the contact details for two local independent organisations that would be happy to discuss the consultation with you.

**POhWER**  
advocacy, making your voice heard

Telephone: 0300 456 2370  
Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**healthwatch**  
Central Bedfordshire

Telephone: 0300 303 8554  
Email: [info@healthwatch-centralbedfordshire.org.uk](mailto:info@healthwatch-centralbedfordshire.org.uk)





## Consultation Period and Decision Making

No decision about the future of Day Care at Greenacre has yet been made. Below is a timetable of the activity planned between now and a final decision being made. The earliest a decision would be made about the future of the home is 9<sup>th</sup> February 2016.

Dates	Activity	Notes
14 <sup>th</sup> October 2015 to 13 <sup>th</sup> January 2016	Consultation period	You can respond to the consultation on the future of the day centre at any time during this period by filling in the questionnaire by hand, which can be obtained from Greenacre or from Mel Alderton on the numbers at the end of this document. This can then be posted to us or handed in to the management at Greenacre Day Centre. Alternatively the questionnaire can be filled in online at <a href="http://www.centralbedfordshire.gov.uk/consultations">www.centralbedfordshire.gov.uk/consultations</a> .
4 <sup>th</sup> January to 14 <sup>th</sup> January 2016	Preparing the report on the consultation	During this time we will be reviewing the consultation responses and producing a written report.
25 <sup>th</sup> January 2016	Meeting of the Council's Social Care Health and Housing Overview and Scrutiny Committee to consider the report on the consultation and recommendations in respect of the future of Greenacre.	The Overview and Scrutiny Committee provides an opportunity for elected, non-Executive councillors and local residents to discuss and comment on the Council's policies, plans and strategies before they are presented to the Council's Executive. The Committee encourages public engagement in the democratic process and is keen for people to attend its meetings. The report will be published on the Council's website ten days before this meeting takes place.
9 <sup>th</sup> February 2016	Meeting of the Council's Executive to consider the report on the consultation and recommendations in respect of the future of Greenacre.	This committee made up from elected local councillors will consider the report and the comments and recommendations from the Overview and Scrutiny Committee and make a decision about the future of the home. This is a public meeting – anyone can attend. The report will be published on the Council's website about a week before this meeting takes place.
9 <sup>th</sup> to 18 <sup>th</sup> February 2016	Call In period	The decision made by Executive on the 9 <sup>th</sup> February will be published two days after the meeting. Decisions made by the Executive can be 'called in' for reconsideration within five working days of the date they are published. In the event that the decision is not called in we would expect to be able to implement the recommendations from 18 <sup>th</sup> February 2016.

## What happens now?

Claire is continuing to meet with day centre customers. She is undertaking assessments to ensure that all customers have their say in the consultation if at all possible and is encouraging relatives to be involved.

Alongside Claire, the other members of the consultation team will also continue to be available at Greenacre on a regular basis to answer any questions you have.

If you haven't completed the consultation questionnaire we would encourage you to do so. You can do this by filling in the questionnaire by hand and posting it to us at the address below or by leaving it with management at Greenacre. Alternatively the questionnaire can be filled in online at [www.centralbedfordshire.gov.uk/consultations](http://www.centralbedfordshire.gov.uk/consultations). If you need copies of the consultation documents or the questionnaire you can get them from the website. There are also copies in the home. If you want to be sent any of the documents please contact Mel Alderton on the numbers below.

The closing date for consultation responses is 13<sup>th</sup> January 2016. All responses will be reviewed and included in a consultation report which will be shared with customers, relatives and staff before being published on the Council's website. The consultation report will accompany a report on the future of Greenacre which will be considered by the Social Care Health and Housing Overview and Scrutiny Committee on 25<sup>th</sup> January 2016 and at a meeting of the Executive on 9<sup>th</sup> February 2016.

As soon as a decision is made by the Council's Executive we will inform customers, relatives and staff.

## Meet the consultation team

The consultation team consists of (left to right) Claire, Mel, Lorna, John and Tim

You may have seen them in the home already. You can contact any of them via Mel using the details below.

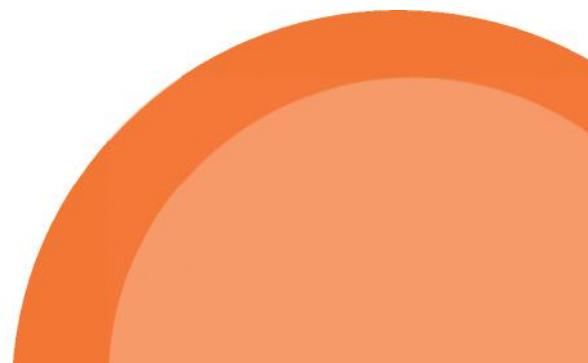


## Contact us...

by telephone: 0300 300 4371

by [email: mel.alderton@centralbedfordshire.gov.uk](mailto:mel.alderton@centralbedfordshire.gov.uk)

Write to: Mel Alderton, Central Bedfordshire Council,  
Houghton Lodge, Houghton Close, Ampthill, MK45 2TG



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