

Central
Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



**TO EACH MEMBER OF THE
EXECUTIVE**

22 November 2018

Dear Councillor

EXECUTIVE - TUESDAY 4 DECEMBER 2018 – BACKGROUND PAPERS

Further to the Agenda and papers for the above meeting, previously circulated, please find attached the following background papers:

9. The Future of Ampthill Day Centre for Older People

Should you have any queries regarding the above please contact me on
Tel: 0300 300 5257.

Yours sincerely

Sandra Hobbs
Senior Committee Services Officer
email: sandra.hobbs@centralbedfordshire.gov.uk

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Day Offer Pilot Evaluation Report August 2018

Day Offer Alternative Building/Activity Assessment Outcome

This report provides an overview of the pilot activity for the development of new day services to meet the needs of the people who use Ampthill Day Centre.

In 2017 Key Components and Principles (see below) were developed following a period of engagement and formal consultation with day centre customers, carers and wider stakeholders. This report also identifies how our current and potential future day services do or do not meet these criteria.

Key Components:

These have been identified as important outcomes that should be achieved through day services for both customers and their carers.

- Meet customer outcomes for social interaction and physical and mental stimulation
- Meet carer outcomes for respite and peace of mind
- Meet care and support needs

Key Principles:

These have been developed based on the outcomes identified within the Key Components and provide an overarching set of Principles through which the day services should be delivered.

- Promote and maintain independence in a way which is personalised, flexible and responsive
- Promote learning in a stimulating and supportive environment
- Deliver greater integration and partnership with local communities
- Maximise the use of community facilities that can be accessed by older people and adults with disabilities

(Full details of the Key Components and Principles can be seen in appendix 1)

Alternative Options for Ampthill Day Centre

Following extensive mapping and customer engagement Ampthill Day Centre customers have had the opportunity to participate in different pilots and activities. This has led to the development of a proposed model of a main 'day hub' or base with several 'spokes' in community venues more local to the people who use them.

The following pilots have been undertaken to trial alternative day service options for people who access Ampthill Day Centre:

- Gale Court day service pilot
- Wingfield Court day service pilot
- Silsoe Horticultural Centre integrated day service pilot

Evaluations for each of these pilots are detailed within this document.

Other alternative facilities identified as potential 'spokes' are:

- Ellenshaw Court, Flitwick (Grand Union Housing Group)
- The Gardens, Henlow (Grand Union Housing Group)
- Southfields, Shefford (Grand Union Housing Group)

Venue assessments have been undertaken on the three venues above however have not been included within this report as no pilots have taken place. These assessments can be available on request.

Participation in Pilots:

65 customers have attended Ampthill Day Centre since the start of the pilot period, of which 35 customers to date have taken part in a pilot or outing.

Of the 30 remaining customers who haven't taken part in any pilot activity

- 5 of these are new customers who started after May 2018
- 6 were on long term absence from the centre due to respite or illness
- 1 customer did not want to take part

Considerations when identifying people suitable for the pilots included:

Gale Court, Barton-le-Clay

- This pilot was held on a Thursday due to availability of the communal room. This therefore limited participants to customers who attended Ampthill Day Centre on a Thursday.
- Location – the aim of the pilot was to provide customers access to local services therefore the customers identified were people who lived locally to Gale Court.
- Support needs – Gale Court does not have an accessible toilet therefore participants for this pilot were identified based on their level of support need.

Wingfield Court, Ampthill

- This pilot was held on a Monday as this day was the least disruptive to the current Ampthill day service and would allow for two pilots to be held concurrently. This limited participants to customers who attended Ampthill Day Centre on a Monday.
- Support needs – day service staff considered the needs of each customer, how a pilot may affect them i.e. if someone had dementia would it be too disorientating? Also, Wingfield Court does not have an accessible toilet therefore participants for this pilot were identified based on their level of support need.
- Friendship groups – the project team aimed to keep current friendship groups together when taking part in pilots.

During the pilot one customer asked to return to Ampthill Day Centre due to personal reasons and a customer who was attending Ampthill Day Centre asked if they could take part in the pilot too, which they did.

Silsoe Horticultural Centre, Silsoe

- This pilot was held on a Tuesday as this day caused the least disruption for both Ampthill Day Centre and Silsoe Horticultural Centre. This therefore limited participants to those who already attend day services on Tuesdays.
- Support needs – Previous pilots were attended by people with lower level support needs. Silsoe Horticultural Centre has the facilities to support people with higher level needs therefore the customers who hadn't been able to attend other pilots were considered for the Silsoe pilot.
- Friendship groups and interests - Customers who had identified gardening as an interest were considered for this pilot along with maintaining current friendship groups.

For all three pilots once a list of possible customers was identified each customer had an individual meeting with the Development Officers. During these meetings the pilot was explained, the customers asked questions and were asked if they would like to participate. Customers were also told that they could return to Ampthill Day Centre at any time if they did not want to continue to take part.

Outings

5 outings have taken place during the pilot period and 14 customers have taken part in these.

- Pub lunch at The Green Man at Stanford
- Visit to Silsoe Horticultural Centre café for tea/coffee and a cake
- Drinks at The Chequers pub in Houghton Conquest
- Visit to Poplars Garden Centre for shopping and a drink
- Walk around Willen Lake followed by a pub lunch.

These activities were held on days that the pilots were not running to ensure staffing levels were maintained. Customers were identified based on who had not taken part in pilots and the interests of the customers. Day centre staff discussed outings based on information that was previously gathered from customers and whilst also considering the customer support needs. Customers were then asked if they would like to take part.

AMPTILL DAY CENTRE (current service provision)

The day centre was purpose built in circa 1970, it has a commercial kitchen, 7 side rooms of various sizes, dining room, large central space, 3 sets of accessible toilets, bath, hairdressing room and laundry room.

The day centre supports older people on weekdays. One room is used as a base for the Link a Ride transport office. The building is also used by other groups some evenings and weekends, such as Slimming World, AA and the Jigsaw Club.

The day centre is open weekdays 8:30am - 4:30pm and 8:30am - 4:00pm on a Friday. Transport arrives from 10am onwards, families can bring customers in from 9:00am.

On average there are 25 people present a day with plenty of opportunities for people to sit and chat, meet friends, eat and take part in activities together.

Key Component Evidence

Customer Outcomes	Component met?	Example / Evidence e.g. what activities?
Social interaction	Yes	On average, there are 25 people present a day with plenty of opportunities for people to sit and chat, meet friends, eat and take part in activities together.
Physical activity	No	This is limited in variety due to the restrictions of the centre. The day centre has a staff member trained in seated exercise and carries this session out on an adhoc basis and/or when requested by customers. Customers who do not attend on the regular exercise day do not have the opportunity to participate in an exercise session.
Mental stimulation	Yes	Many of the activities provide mental stimulation using music, words, quizzes, bingo, dominoes, jigsaws and newspapers.

Carer Outcomes	Component met?	Example / Evidence e.g. availability, trained staff
Meet carer outcomes for respite and peace of mind.	Yes	<p>Around 50% of current customers are cared for at home by family carers enabling the service to provide respite to families.</p> <p>Carers are involved in reviews and regularly meet with staff either in arranged meetings or informally when they bring their loved one to the centre.</p>
Meet customers' care and support needs.	Yes - some	<p>The toilets are accessible, and hoists and slings are available for use. Staff are able to provide a shower safely, and carers are on hand to deal with all personal care and support needs and to assist to enable participation in activities. The staff support customers who require the use of a changing table, however the facilities are inadequate as the room used is too small and not integrated with a toilet.</p>

Key Principle Evidence

Principle	Principle met?	Example / Evidence e.g. what activities?
Promote and maintain independence in a way which is personalised, flexible and responsive	No	<p>Centre staff encourage customers to be as independent as possible at the day centre however due to the lack of facilities and access to the community it is difficult to offer a flexible service. Activities are also limited to the on-site facilities.</p>
Promote learning in a stimulating and supportive environment.	No	<p>The centre offers a small range of activities that promote learning such as quizzes, but these are regularly repeated and can lack variety. There is a lack of stimulation as the room is very large, customers sit far apart, and staff move between tables to support customers. Lower staff numbers in the morning mean that customers are not engaged with as much as they could be. This can mean customers cannot always fully take</p>

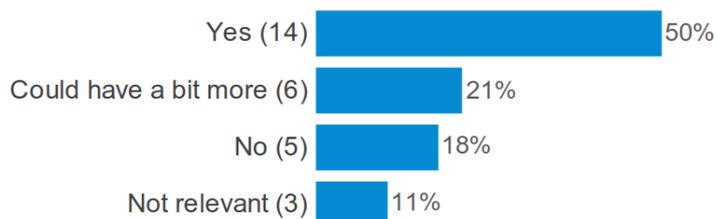
		part in all activities and can lose concentration and interest.
Deliver greater partnerships with the local community	No	Although the centre is located within Ampthill, its location has limited access to local amenities and it has therefore not been possible to develop strong relationships with the wider community.
Maximise the use of community facilities that can be accessed by older people and adults with disabilities.	No	The location does not support community access. No community facilities within walking distance.

User Feedback:

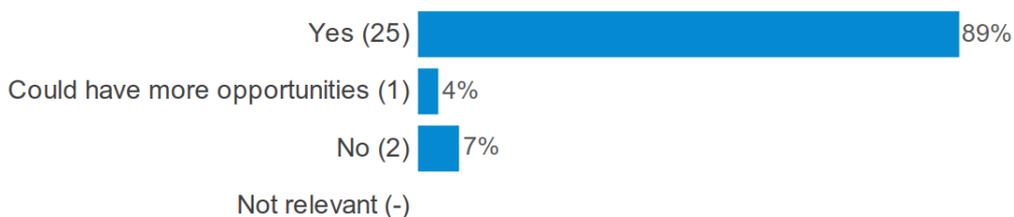
Ampthill Day Centre Customers

Customers and carers that use Ampthill Day Centre were asked their views on the current service and if they felt that there were any areas that could be improved. Questions focused on the Key Components and Principles of the Central Bedfordshire Day Offer.

Your physical activity: Do you think you get enough physical activity at Ampthill?



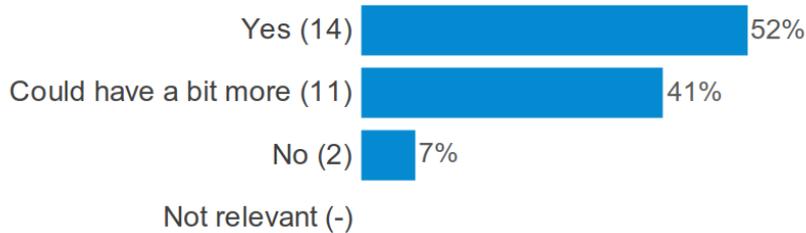
Social Interaction: Do you think you get an opportunity to socialise with others at Ampthill?



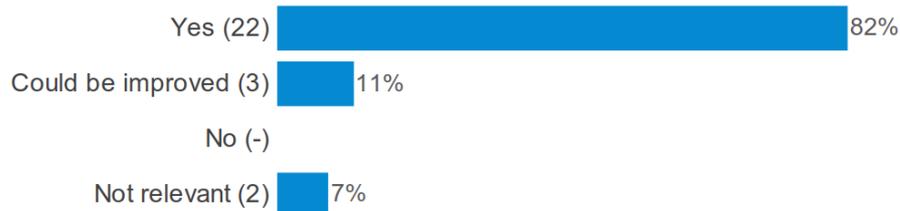
Friendship: Have you made new friends at Ampthill?



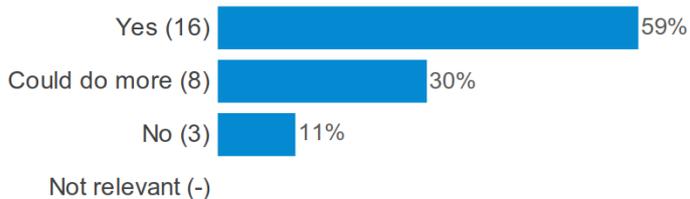
Mental stimulation: Do you take part in activities at Ampthill that get your brain working?



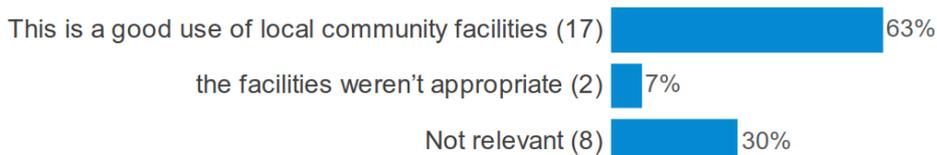
Your care and support: Do the facilities at Ampthill meet your care and support needs?



Personal, Flexible and Responsive: Do you think the service at Ampthill is flexible and takes your needs and choices into consideration?



Partnerships and local community facilities: What do you think about the facilities:



Customers who attend Ampthill Day Centre enjoy their time there. They said that they like socialising with the other people that attend and the attentive staff. Although when asked, customers said that there is nothing they felt doesn't work, they have suggested that they would prefer more activities and the option to go out into the community.

Evaluation Summary:

Ampthill Day Centre meets some but not all of the criteria for the future day offer. Customers who attend are able to socialise with others, forming friendships and taking part in activities that can be mentally stimulating, however these activities are limited. The main space used is very big and can create diversions. Customers sit quite far apart which makes activities less interactive and restricts socialisation of those with limited mobility. The service tries to be personalised by asking customers if they want to take part in an activity but is unable to offer alternatives if a customer chooses not to participate.

The service is able to meet the needs of its customers and allows respite and peace of mind for carers. The changing facilities available for customers with high needs would ideally be in a larger room to ensure risks are lowered. Due to the location of the building the centre is not integrated into the local community and limited resources means that it is not always possible to support community outings.

BUILDING / ACTIVITY NAME: GALE COURT PILOT EVALUATION

The Gale Court Day Service pilot used the communal room within Gale Court (Central Bedfordshire Council Sheltered Housing Scheme). The aim of this pilot was to see how a local service in a homely setting works for our existing customers and whether tenants at Gale Court could also benefit.

The proposal was for up to 8 of our current day centre customers to attend Gale Court once a week on a Thursday starting at 9:30am and finishing at 3:00pm.

The pilot ran for 8 weeks from 5th April to 24th May 2018 offering a range of activities such as

- Flower arranging
- Seated exercise
- Dominoes
- Card games
- Arts and Crafts

The pilot also included a hot 2 course meal which was also offered to any tenant who attended the pilot (at a charge of £5 to tenants).

The pilot was facilitated by 2 members of day centre staff, who were available to support the needs of the existing day care customers.

Key Components

Customer Outcomes	Component met?	Example / Evidence e.g. what activities?
Social interaction	Yes	Customers and tenants took part in a range of group activities that included arts and crafts, floristry, quizzes and seated exercise. Tenants who live at Gale Court were able to join in with activities and have lunch. This gave customers and tenants the opportunity to form new friendships.
Physical activity	Yes	Customers have been able to take part in a seated exercise class and a dance class designed for adults with disabilities. Garden space is available for walks.
Mental stimulation	Yes	As per above customers have taken part in range of activities. 5 customers attended, and 2 staff supported which enabled customers to receive more support from staff to join in.

Carer Outcomes	Component met?	Example / Evidence e.g. availability, trained staff
Meet carer outcomes for respite and peace of mind.	Yes	Carers would continue to be involved in reviews and have regular phone calls with the key workers.
Meet customers' care and support needs.	Yes - some	The customers attending Gale Court had their needs met by trained Central Bedfordshire Council care staff. The facilities on site met the needs of the customers who took part in the pilot but would need to be improved to offer customers with higher support needs the opportunity to attend.

Key Principle Evidence

Principle	Principle met?	Example / Evidence e.g. what activities?
Promote and maintain independence in a way which is personalised, flexible and responsive	Yes	Customers were asked about their interests and activities were arranged using this information. Staff encouraged customers to be as independent as possible.
Promote learning in a stimulating and supportive environment.	Yes	Customers had the opportunity to take part in a range of activities and learn new skills such as card making, dance and had a talk about fire safety. Tenants were able to join the customers and take part in activities.
Deliver greater partnerships with the local community	Yes – some.	Tenants who live in the scheme were able to attend and take part in the pilot. The location of Gale Court is close to a garden centre so there is the option to go on outings. The Fire Service and the Jigsaw Club, a local social activity club came to Gale Court to

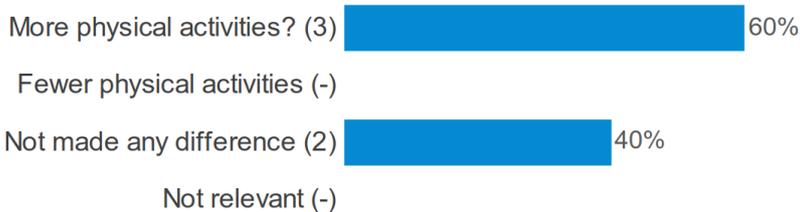
		provide information about how customers can access their services.
Maximize the use of community facilities that can be accessed by older people and adults with disabilities.	Yes	Some amenities are a short walk away i.e. pubs, library and shops.

User Feedback:

Amphill Day Centre Customers who attended Gale Court:

Central Bedfordshire Council Development Officers met with customers from Amphill Day Centre who took part in the pilot to gain their feedback. Questions were based on the Key Components and Principles of the Day Offer, detailed below:

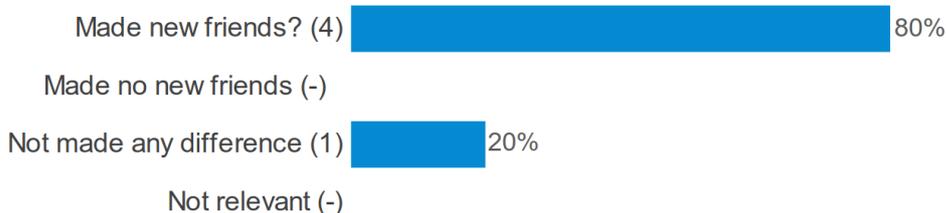
Your physical activity: You have been able to do:



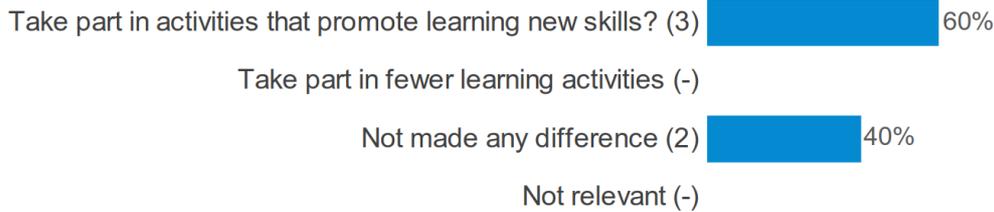
Social Interaction: You have been able to do:



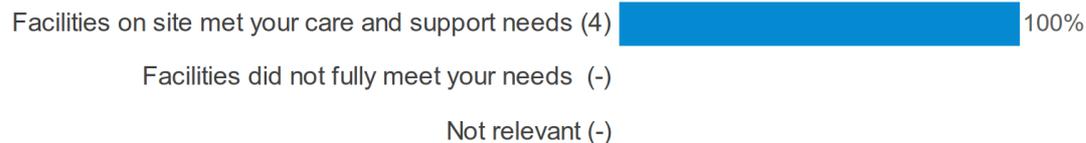
Friendship: Have you::



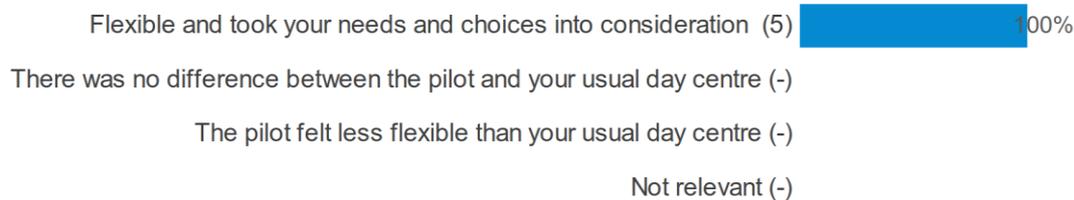
Mental stimulation: You have been able to



Your care and support:



Personal, Flexible and Responsive: Do you think the pilot was:



Partnerships and local community facilities: What do you think about the facilities:



General comments received from Ampthill Day Centre customers was that they enjoyed their time at Gale Court and the opportunity to make new friends.

Gale Court tenant's response:

Gale Court tenants were also asked to complete the evaluation survey however feedback was that as they did not attend a day centre usually, the survey was not relevant. Tenants did however provide written feedback regarding the day service pilot.

In summary the tenant's feedback was that they felt that the provision of a day service from Gale Court would not be a preferable option for them. They have said they have their own activities already and having a day service there provides no benefit to them in general.

A few have said they were able to make friends, but others seemed to feel it was more of an inconvenience. Some also acknowledged that the facilities in the scheme were not appropriate for people with care and support needs.

Evaluation Summary:

Initial assessment identifies that Gale Court meets the criteria of the future day offer for Central Bedfordshire. It offers a homely and inviting environment for customers and enables staff to spend quality time supporting customers. The service is held in a communal room and tenants that live there can attend, this enables customers to interact with others and broaden their friendship groups reducing social isolation.

However, changing facilities including a hoist are not available therefore limiting the customers who are able to access this service. The communal area is currently only available 1 day a week and the low numbers attending at Gale Court (5 attended however the facilities can support up to 8) could result in this offer having a higher running cost. Taking this into consideration along with the tenant feedback, it is recommended that Gale Court is not used as a day service base however the concept of using a sheltered housing scheme should be investigated further.

BUILDING / ACTIVITY NAME: WINGFIELD COURT PILOT EVALUATION

The Wingfield Court Day Service pilot comprised of use of the communal room within Wingfield Court (Grand Union Housing Group Sheltered Scheme). The aim of this pilot was to see how a service in a homely setting works for our existing customers and whether tenants at Wingfield Court could also benefit.

The proposal was for up to 15 of our current day centre customers to attend Wingfield Court once a week on a Monday (excluding bank holidays) starting at 9:30am and finishing at 3:30pm.

The pilot ran for 8 sessions over 10 weeks from 9th April to 11th June 2018 offering a range of activities such as

- Flower arranging
- Seated exercise
- Dominoes
- Card games
- Arts and Crafts

The pilot also included a hot 2 course meal which was also offered to any tenant who attended the pilot (at a charge of £5 to tenants).

The pilot was facilitated by 3 members of day centre staff, who were available to support the needs of the existing day care customers.

Key Components

Customer Outcomes	Component met?	Example / Evidence e.g. what activities?
Social interaction	Yes	Customers and tenants took part in a range of group activities that included arts and crafts, floristry, quizzes and games. Tenants who live at Wingfield Court were invited to join in with activities and have lunch. This gave customer and tenants the opportunity to form new friendships.
Physical activity	Yes - some	Customers have taken part in activities such as bowls and exercise classes. There is limited space for outside activities.

Mental stimulation	Yes	<p>As per above customers have taken part in a range of activities.</p> <p>There are two adjoining rooms that offer the opportunity of two activities at one time. This allows for the activities to be in smaller groups and more stimulating.</p> <p>12 customers attended, and 3 staff supported which enabled customers to receive more support from staff to join in.</p>
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Carer Outcomes	Component met?	Example / Evidence e.g. availability, trained staff
Meet carer outcomes for respite and peace of mind.	Yes	Carers would continue to be involved in reviews and have regular phone calls with the key workers.
Meet customers' care and support needs.	Yes - some	<p>The customers who attended Wingfield Court had their needs met by trained Central Bedfordshire Council care staff.</p> <p>The facilities on site met the needs of the customers who took part in the pilot but would need to be improved to offer customers with higher support needs the opportunity to attend.</p>

Key Principle Evidence

Principle	Principle met?	Example / Evidence e.g. what activities?
Promote and maintain independence in a way which is personalised, flexible and responsive	Yes	<p>Customers were asked about their interests and activities were arranged using this information.</p> <p>Customers were offered more than one activity to enable choice.</p> <p>Staff encouraged customers to be as independent as possible.</p>

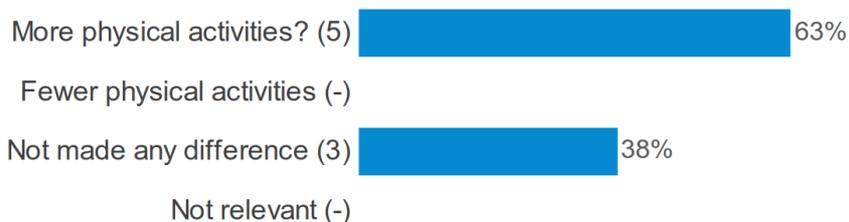
Promote learning in a stimulating and supportive environment.	Yes	Customers had the opportunity to take part in a range of activities and learn new skills such as card making and floristry. Tenants were able to join the customers and take part in activities.
Deliver greater partnerships with the local community	Yes	Tenants who live in the scheme were able to attend and take part in the pilot. A local social activity club came to Wingfield Court to provide information about how customers can access their services.
Maximize the use of community facilities that can be accessed by older people and adults with disabilities.	No	The location does not support community access. There are no community facilities within walking distance.

User Feedback:

Amphill Day Centre Customers who attended Wingfield Court:

Development Officers met with customers from Amphill Day Centre who took part in the pilot to gain their feedback. Questions were based on the Key Components and Principles of the Day Offer, detailed below:

Your physical activity: You have been able to do:



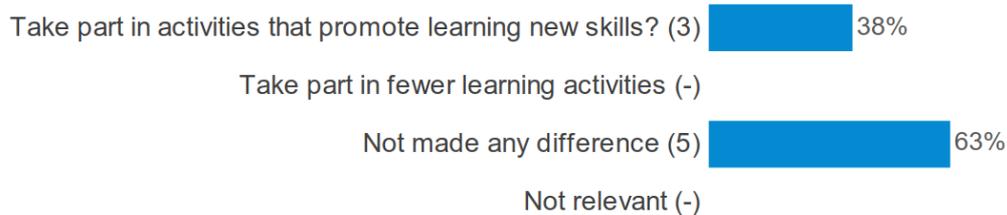
Social Interaction: You have been able to do:



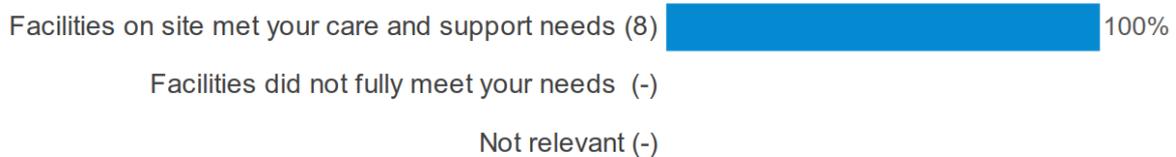
Friendship: Have you::



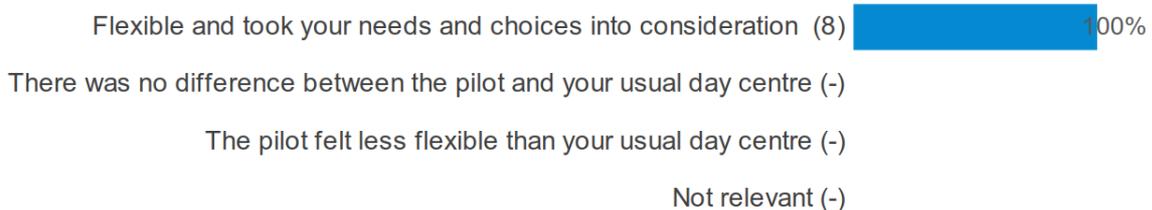
Mental stimulation: You have been able to



Your care and support:



Personal, Flexible and Responsive: Do you think the pilot was:



Partnerships and local community facilities: What do you think about the facilities:



General comments received from Ampthill Day Centre customers were that they enjoyed their time at Wingfield Court and the opportunity to make new friends. They also liked the smaller environment as this provided more opportunities to socialise in a more intimate setting.

Wingfield Court tenant's response:

Wingfield Court is a Grand Union Housing Group Scheme, therefore Grand Union Housing Group felt it would be appropriate for their team to undertake the evaluation of the day service directly with their tenants. Central Bedfordshire Council Development Officers offered support with the evaluation. The full evaluation report from Grand Union Housing Group is attached in appendix 2 at the end of this report.

In summary, the tenant's feedback was that they would like the day service to continue at Wingfield Court (81%), with a mixed preference of this being on one or two days per week. Most tenants who provided a response to the survey recognised the benefits that this service brought to tenants, however a small proportion were concerned that it would make the scheme feel like a residential care home.

Evaluation Summary:

Initial assessment identified that Wingfield Court meets most of the criteria of the future day offer for Central Bedfordshire. It offers a homely and inviting environment for customers and enables staff to spend more time supporting customers. The service is held in the communal room and tenants that live there can also join in activities enabling the day centre customers to interact with others and broaden their friendship groups.

On occasions Development Officers were required to support the pilot activity due to staff annual leave therefore for the Day Offer to be sustainable within Wingfield Court sufficient staff and cover must be in place.

Changing facilities including a hoist were not available and this limited the customers who were able to access this service. The communal room is currently only available 2 days a week, there is also a requirement for a permanent arrangement to be put in place to provide lunches. This means it is recommended that the venue would be a 'spoke' as there is not a 5 day offer and without adaptations this does not have the facilities to support customers with higher care needs.

BUILDING / ACTIVITY NAME: SILSOE HORTICULTURAL CENTRE PILOT EVALUATION

The Silsoe Horticultural Centre Day Service pilot comprises of the use of a communal dining room, lounge area and communal gardens within Silsoe Horticultural Centre (an existing Central Bedfordshire Council run day centre for adults with disabilities).

Adaptations were made to Silsoe Horticultural Centre prior to the pilot taking place to enable customers with higher care and support needs to take part. This could also mean that in the future Silsoe Horticultural Centre has the facilities to support adults with learning disabilities who require a higher level of care.

The aim of this pilot is to see how a specially adapted building in a horticulture setting could meet the needs of customers with higher care and support needs and whether customers from Ampthill Day Centre and existing customers at Silsoe Horticultural Centre could benefit from an integrated service.

The proposal is for up to 5 of the current Ampthill Day Centre customers to attend Silsoe Horticultural Centre once a week on a Tuesday starting at 9:30am and finishing at 3:30pm.

The pilot is initially planned to run for 8 weeks from 3rd July to 21st August 2018 and for the purpose of this report the pilot is being evaluated midway through. There may be the opportunity to extend the longevity of the pilot beyond the 8 weeks to offer more customers the opportunity to participate. The pilot is offering a range of activities such as

- Gardening
- Seated exercise
- Dominoes
- Card games
- Arts and crafts

The pilot also includes a hot 2 course meal for customers from Ampthill Day Centre which is cooked at Ampthill Day Centre and transported to Silsoe Horticultural Centre for the purpose of the pilot.

The pilot is facilitated by 2 members of day centre staff and one Development Officer due to staff annual leave. For the day offer to be sustainable in Silsoe Horticultural Centre sufficient staff and cover must be in place. Staff are on hand to support the needs of the existing day care customers.

Key Components

Customer Outcomes	Component met?	Example / Evidence e.g. what activities?
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Social interaction	Yes	<p>Customers take part in a range of group activities that include gardening, arts and crafts, bingo, quizzes and seated exercise.</p> <p>The communal area is available for customers and the existing group at Silsoe Horticultural Centre which gives all the customers the opportunity to form new friendships.</p>
Physical activity	Yes	<p>Customers are able to enjoy the wheelchair accessible garden area.</p> <p>Customers have the opportunity to play skittles and bowls, both indoor and outdoors.</p>
Mental stimulation	Yes	<p>A varied programme of activities has been planned to take place over the duration of the pilot.</p> <p>5 customers attend weekly, supported by 2 staff and a Development Officer. This enables customers to receive more support from staff to join in.</p>

Carer Outcomes	Component met?	Example / Evidence e.g. availability, trained staff
Meet carer outcomes for respite and peace of mind.	Yes	Carers continue to be involved in reviews and have regular phone calls with the key workers.
Meet customers' care and support needs.	Yes	<p>The customers attending the pilot at Silsoe Horticultural Centre have their needs met by trained Central Bedfordshire Council care staff.</p> <p>The facilities on site meet the needs of the customers who are taking part in the pilot.</p>

Key Principle Evidence

Principle	Principle met?	Example / Evidence e.g. what activities?

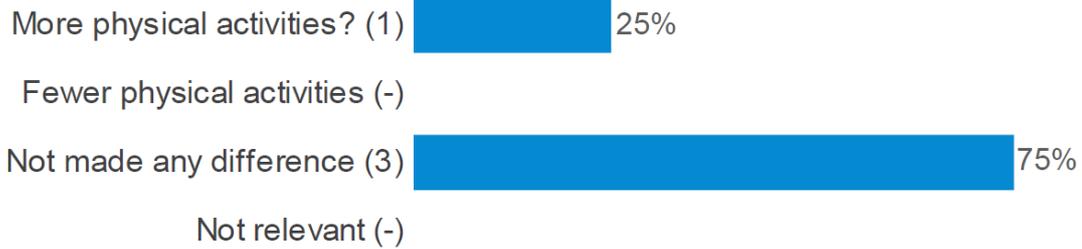
<p>Promote and maintain independence in a way which is personalised, flexible and responsive</p>	<p>Yes</p>	<p>Customers were asked about their interests and activities are arranged using this information.</p> <p>Staff encourage customers to be as independent as possible.</p>
<p>Promote learning in a stimulating and supportive environment.</p>	<p>Yes</p>	<p>Customers have the opportunity to take part in a range of activities and learn new skills such as taking part in the Allotment Open Day and making scent boxes.</p> <p>Customers are enjoying being able to buy fresh produce from Silsoe Horticultural Centre such as plants, jams and chutneys.</p> <p>Amphill Day Centre customers and Silsoe Horticultural Centre customers are working together to create a wildlife area at the centre. Once complete, this will include a pond, bird boxes and bug houses.</p>
<p>Deliver greater partnerships with the local community</p>	<p>Yes</p>	<p>Silsoe Horticultural Centre customers and customers from Amphill Day Centre are invited to participate in activities together. Examples of this as above.</p> <p>Customers supported with the allotment open day which was open to the public.</p>
<p>Maximize the use of community facilities that can be accessed by older people and adults with disabilities.</p>	<p>Yes</p>	<p>Silsoe Horticultural Centre is an existing day service facility and adaptations to the building have been made to enable a small pilot to take place. Further adaptations would be required to increase the capacity for customers with a greater range of care and support needs.</p>

User Feedback:

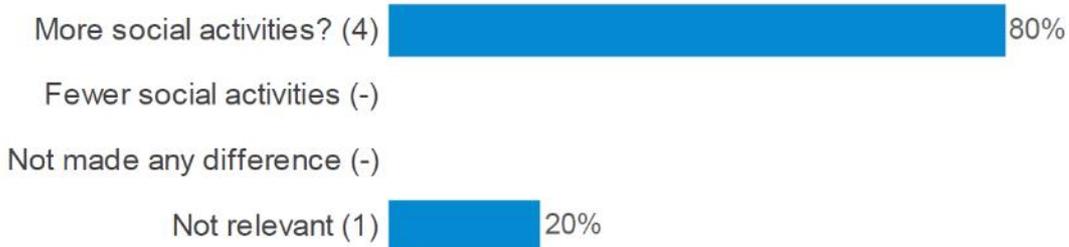
Amphill Day Centre Customers who attended Silsoe Horticultural Centre:

Council Development Officers met with customers at Amphill Day Centre who took part in the pilot to gain their feedback. Questions were based on the Key Components and Principles of the Day Offer, detailed below:

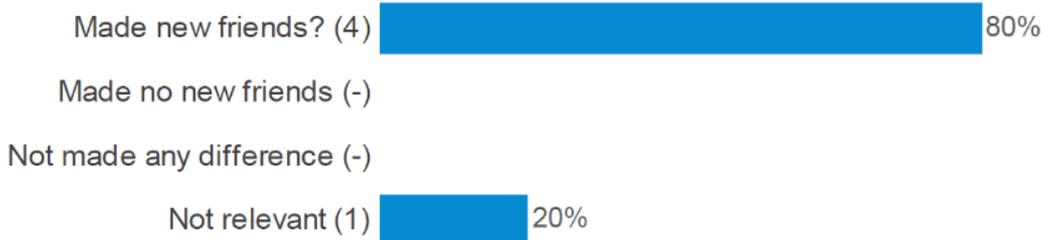
Your physical activity: You have been able to do:



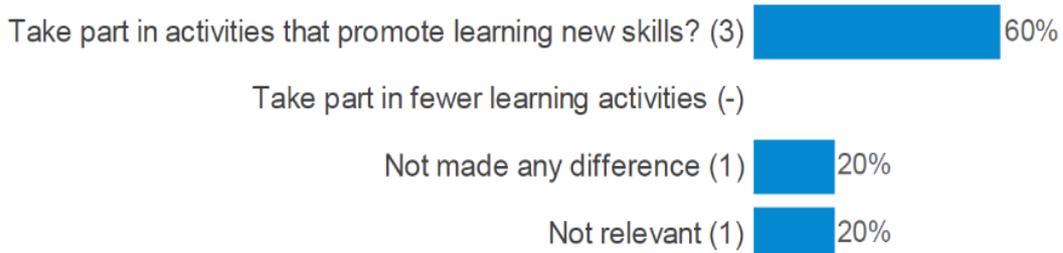
Social Interaction: You have been able to do:



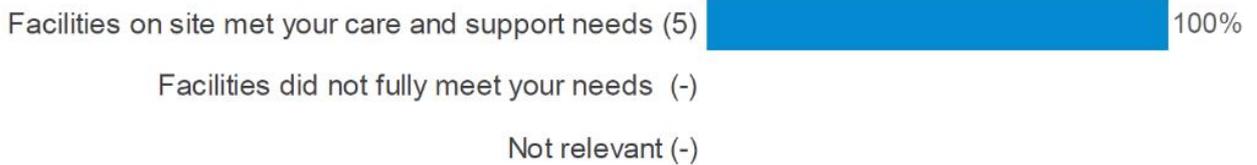
Friendship: Have you::



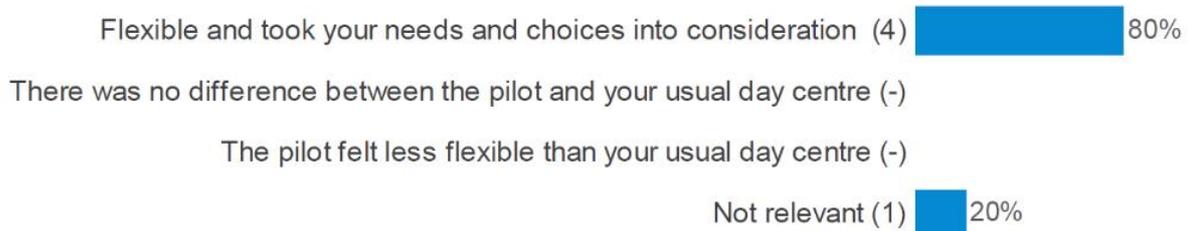
Mental stimulation: You have been able to



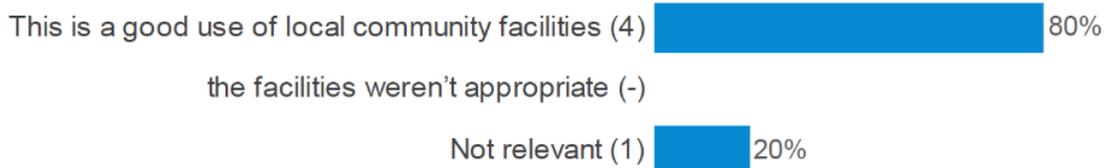
Your care and support:



Personal, Flexible and Responsive: Do you think the pilot was:



Partnerships and local community facilities: What do you think about the facilities:



General comments received from Ampthill Day Centre customers were that they really enjoyed their time at Silsoe Horticultural Centre and felt welcomed by the existing group at Silsoe Horticultural Centre.

Silsoe Horticultural Centre customer's response:

Silsoe Horticultural Centre customers were also asked to complete an evaluation survey and support to complete this survey was offered where required. The feedback from the customers was really positive with every respondent saying they would like to see the mix with the older people continue in the future.

Customers said they enjoyed meeting a new group of people and helping show them around the centre. No respondents identified anything they did not like about the integration with the group from Ampthill Day Centre.

Evaluation Summary:

Initial assessment suggests that Silsoe Horticultural Centre meets all the criteria of the future day offer for Central Bedfordshire.

Extensive mapping prior to the pilot stage of the project identified that the majority of Ampthill Day Centre customers were interested in gardening and being outdoors. Basing a service at a horticultural centre gives the customers an opportunity to try the activities they said they are interested in, creating a more personalised service.

The service is able to meet the needs of customers and this provides respite and peace of mind for carers. Both Ampthill Day Centre and Silsoe Horticultural Centre customers are benefitting socially from the integrated pilot which encouraged new friendships to develop.

Based on the building evaluation and feedback from the pilot so far Silsoe Horticultural Centre could be a suitable 'hub' supported by 'spokes' at other venues in the community.

Appendix 1: Day Offer Key Components and Principles

Components	
<p>Meet customer outcomes for social interaction and physical and mental stimulation</p>	<ol style="list-style-type: none"> 1. The importance of the social aspects and maintaining social interactions with others in counteracting isolation is the major component for most customers. 2. For the adults with learning disabilities, it was clear that many had attended centres for a long time and had formed friendships that were important to them. However, some commented that they would also like to make new friends. Older people also developed friendships and enjoyed meeting the same people through regular attendance. 3. The routine was seen to be important for some people with dementia, and adults with autism, enabling them to maintain existing skills and abilities. 4. Meals were an important element in the current day especially for older people who live alone or for people with dementia. Carers felt this was a vital part of the day ensuring that people's needs for hydration and food were met. 5. For adults with learning disability, the meals had a wider value in terms of attendees preparing basic snacks which gave them skills as well as a role to play. 6. The activities provided featured highly for both groups of attendees and carers and was an area where it was felt more could be provided. 7. It was recognised that for some people anything new was daunting, so the chance to learn new skills needed to include the encouragement to try something new, promoting learning and enabling environments and positive risk enablement. 8. For adults with learning disabilities it was felt important to be able to learn new skills that could lead to wider opportunities including employment. 9. The belief that even those who have the most difficulty communicating and/or taking part in activities, or with behaviours that may challenge, still derive benefit from interacting with others in an environment where activity is taking place.
<p>Meet carer outcomes for respite and peace of mind.</p>	<ol style="list-style-type: none"> 1. Nearly every carer described the important respite role that services play in providing a vital chance to catch up with tasks or allow for personal space without the worry of caring. 2. Additionally, the importance for carers that services provide a safe environment where customers' care needs are being met. 3. Staff who were consistent and knew their loved one was also valued, especially where people had dementia, profound needs or lacked cognitive skills. 4. Carers expressed the need to improve communication between themselves and the service in the future, and some would be keen in taking part in activities in the centres alongside their loved ones.

	<ol style="list-style-type: none"> 5. They also valued meeting other carers and interacting with staff at the centres as part of this process, being listened to and said they would like regular opportunities to continue meeting.
Meet care and support needs.	<ol style="list-style-type: none"> 1. It was recognised that care and support needs are increasing over time, necessitating well trained staff to deliver the care and support needed. For services for older people this includes training in dementia. 2. This included the provision of suitable facilities to cater for those with profound physical care needs and those with dementia. 3. The staff play a vital role in creating and maintaining a happy, friendly atmosphere. 4. The offer should be flexible and person-centred, recognising the wide spectrum of customers and carers needs, including their capacity. 5. For frailer people, a local service to minimise time on transport was important. For others, transport didn't seem to be a problem as it enabled them to maintain ongoing friendships. 6. Widening the current Monday to Friday 9 to 4 offer should be considered, as we plan for future needs and aspirations. 7. The centres provide the opportunity to promote health and wellbeing and positive lifestyle choices, linking to wider health services.

Principles	
Promote and maintain independence in a way which is personalised, flexible and responsive.	<ol style="list-style-type: none"> 1. Encourage people to have choice, make decisions, feel involved and valued and able to make a meaningful contribution where able. 2. Have an individual focus with identified and agreed goals. 3. Recognise and respond to current and changing care and support needs.
Promote learning in a stimulating and supportive environment	<ol style="list-style-type: none"> 1. Create an ethos of continuous learning and improvement, by encouraging people to try new things and develop new skills, including life and employment skills. 2. Use a wide range of sensory stimuli. 3. Access a wide range of expertise to provide learning, including experts by experience (potentially customers) and external partners where required. 4. Pioneer the use of emerging technologies
Deliver greater integration and partnership with local communities	<ol style="list-style-type: none"> 1. Deliver opportunities as close to people's homes as possible. 2. Utilise existing local services and support the development of new services. 3. Encourage involvement of a wider range of people including across generations and the community. 4. Develop opportunities that bring people together with a variety of needs and interests where possible and desirable. 5. Deliver services in ways that integrate with NHS services.

	<ol style="list-style-type: none">6. Develop stronger links with voluntary sector and other partners in the local community.7. Actively promote volunteering.
Maximise the use of community facilities that can be accessed by older people and adults with disabilities	<ol style="list-style-type: none">1. Where possible, create dedicated space in facilities such as leisure centres, libraries, care homes and other community spaces.2. Where possible, day services should facilitate customers to access universal, non-specialist services.3. Aim to use more local facilities.4. Proactively work with planners and developers to ensure new developments are future proofed, integrated and can provide accessible and flexible community use.

Appendix 2 – Wingfield Evaluation from Grand Union Housing Group

Evaluation of the CBC Day Centre Pilot at Wingfield Court

Surveys were posted through the door of all residents of the flats and bungalows, in addition some residents of neighbouring GUHG managed flats had also engaged with the Day Centre and completed questionnaires. These were collected via Independent Living Advisors during their regular contact visits. The survey is attached at the end of this document.

Results

21 questionnaires were returned.

Of the 21 responses, 8 people had taken part in the midday meal regularly and three occasionally. Of these, seven found the meal to be excellent and three found it to be good. The final respondent felt that the meal was adequate and that the menu was not very healthy.

Eight respondents regularly took part in activities and four occasionally. The activities were judged to be good by six respondents, excellent by four and two did not answer this question.

Of the 21 respondents the majority were interested in the Day Centre continuing. Seven would be happy for the Day Centre to continue for one day per week and ten for two days per week. Four respondents did not want the Day Centre to continue. It is interesting to note that one respondent who was critical of food and toilet facilities was still happy for the centre to continue on two days per week.

Nine respondents made additional comments about the Day Centre. Three people who took part regularly said that they enjoyed the day and meeting other people: “I look forward to Mondays, it makes a nice time out meeting other people and enjoying the chatting” Two of the comments from people who did not attend themselves recognised the value to other tenants and wanted it to continue for 2 days per week “Excellent service for tenants” and “Good service for tenants that go there, keep it going”.

Two people commented that it made the scheme feel like a residential / nursing home and it was not what they agreed to when signing their tenancy. However, one of these people did say that such facilities may be what they require in the not too distant future [1, 3 or 5 years]. One respondent felt that the toilet facilities were inadequate and that either staff numbers should be increased or visitors reduced.

One further comment was that the decision to continue had already been taken and so there was no point to the survey. It should be noted that following the 10-week pilot the Day Centre stopped running to allow time for CBC to evaluate the pilot and take decisions about its future.

Respondents were also asked for suggestions on the way in which the £20 per session given by CBC for use of the facilities should be used. One person replied suggesting day trips, nutrition/dietary advice, talks, demonstrations, alternative therapies e.g. yoga or aromatherapy. A second person suggested a DVD player for the lounge.

Conclusion

Out of people returning the survey the majority (81%) were happy for the Day Centre to continue. Seven people expressed a preference for it running on one day per week and 10 people were happy for it to run on two days.

All those who had taken part in either the meal or activities wanted the Day Centre to continue, with all but one rating the meal and activities as good or excellent. Others had chosen not to take part themselves but still wanted the Day Centre to continue, recognising the benefit that it brought to other tenants.

Of the people who did not want the Day Centre to continue, the only two comments were that it made the scheme too much like a nursing or residential home, especially with the Evergreen Centre also on site. However, one acknowledged that such activities and support may be required by them in the future. They gave no examples of how the Day Centre had a negative impact on their own use of the scheme or its communal facilities.

Anecdotally, a number of residents have spoken with Tony Burns (ILA) about the Day Centre and are keen to see it back up and running at Wingfield Court. When attending meetings and speaking with residents, it has always been felt that the majority of tenants supported the Day Centre, either for themselves or in many cases for the benefit that it brings to others.

Appendix 3 - Grand Union Housing Group Wingfield Court Tenant Evaluation

CBC Day Centre – Questionnaire

Over the past 12 weeks (including 2 bank holidays) Central Bedfordshire Council have been running a Day Centre on a Monday from Wingfield Court.

To evaluate its success, it would help if you can answer the following questions:

Have you had the lunches provided by the Day Centre?

Yes - regularly	Yes - occasionally	No
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If yes, please describe your experience?

Not Good	Adequate	Good	Excellent
----------	----------	------	-----------

Have you taken part in any of the activities provided by the Day Centre?

Yes - regularly	Yes - occasionally	No
-----------------	--------------------	----

If yes, please describe your experience?

Not Good	Adequate	Good	Excellent
----------	----------	------	-----------

Have you engaged with the Day Centre in any other way – if yes please detail:

Would you be happy for the Day Centre to continue?

Yes – 1 day per week	Yes – 2 days per week	No
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Are there any issues you would like to tell us about or comments you would like to make?

GUHG collects £20.00 for each day that the Day Centre runs, on behalf of all tenants. Do you have any ideas about how this money should be spent?

Please return questionnaires via Tony. Thank You.

Glossary of terms:

Day Offer: Overarching values that underpin how Central Bedfordshire Council day services will meet the needs and outcomes of people who use them. Includes how the Council aims to meet the aspirations of customers and their carers based of the Key Components and Principles developed in 2017.

Day Service: Facility (including people) or activities of support for people in receipt of care and support including day care provision.

Day Centre: Current day care provision. Physical building where customers spend their time whilst in receipt of day services.

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Central Bedfordshire in contact

Find us online: www.centralbedfordshire.gov.uk

Call: 0300 300 8000

Email: day.offer@centralbedfordshire.gov.uk

Write to: Central Bedfordshire Council, Priory House,
Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ



have
your
say...

...on the future of Ampthill Day Centre for Older People

Find out more and tell us what you think.

Easier to Read version

Find Central Bedfordshire Council online at

 www.centralbedfordshire.gov.uk/consultations

**Central
Bedfordshire**

Have your say



The Council wants to improve its day services for older people and adults with disabilities. Day services mean things that you are supported to do outside your home.



We want to hear what you think should happen about the future of Ampthill Day Centre.



The Council has been trying out different options (these are called pilots) for Ampthill Day Centre. The pilots have taken place in new buildings and have offered different activities.



What options have the Council considered?

The Council has looked at all the options which are listed on the next page. It has rated these options against the aims below.

By the word 'aims' the Council means things it wants to achieve for day services. There are 4 aims which are:



Have better facilities and services based around what you want to do



Give you what you said is important to you

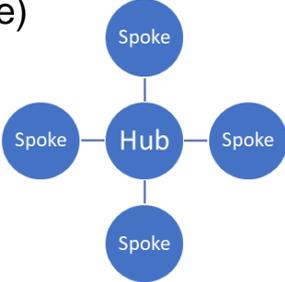


Make sure you are at ease with any change to your day service



Is good value for money

The Council scored the different options against the 4 aims on page 3.

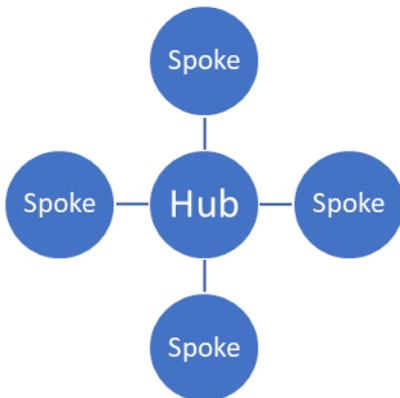
Option	How many of the aims does would this meet?
<p>1. Keep Ampthill Day Centre the same</p> 	<p>1 out of 4</p>
<p>2. Move to Silsoe Horticultural Centre (hub) and other smaller places (spoke)</p> 	<p>4 out of 4</p>
<p>3. Move to other Central Bedfordshire Council run day centres</p> 	<p>1 out of 4</p>
<p>4. Make the Ampthill Day Centre building better</p> 	<p>2 out of 4</p>

5. Ask another company to run the day service



? out of 4

The Council doesn't know how many of the aims this option would meet. It would depend on the company that would run the service.



The Council thinks **Option 2**, is the best one. This is because you can go to different buildings and try different activities that you said you want to do.

We call this a 'Hub and Spoke'. The hub is a central building but you can also go to different buildings which are called spokes.



This is what the Council thinks but the Council really wants to hear **your** views on whether you think this is a good idea.



You might be able to think of other ways that we can improve day services for customers at Ampthill Day Centre and we want to know what your ideas are.

How to find out more



Please tell us what you think before **12th November 2018.**



You can give us your views by completing the questionnaire.



Jenny



Sam



Claire



Rebecca

Jenny, Sam, Claire and Rebecca, from the Council can provide you with more information and answer any questions you may have.

You can talk to them at your centre or through Rebecca by telephoning 0300 300 6609 or email day.offer@centralbedfordshire.gov.uk



POhWER – provide advocacy support and can help people fill in forms. You can telephone 0300 456 2364 or ask one of the team to put you in touch with someone at POhWER.



POhWER is an independent organisation – not part of Central Bedfordshire Council

**Central
Bedfordshire**

Central Bedfordshire in contact

Contact us...

by telephone: 0300 300 8000

by email: customer.services@centralbedfordshire.gov.uk

on the web: www.centralbedfordshire.gov.uk

Write to Central Bedfordshire Council, Priory House,
Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ



The Future Day Offer for Amphill Day Centre Easier Read Version

**Central
Bedfordshire**

Central Bedfordshire Council wants to make day services as good as possible for older people and adults with disabilities.

Central Bedfordshire Council runs Amphill Day Centre.

The Council think it can offer better options to Amphill Day Centre customers so it is consulting on what should happen to Amphill Day Centre.

By the term 'consulting' or 'consultation' the Council means asking people who use the day centre and others what they think about the Council's ideas. The Council collects this information to help make decisions.

The Council has looked at different options but it thinks the best option would be to have one main building for customers (the Council think this would be Silsoe Horticultural Centre) and other buildings to run activities from. This is called a 'Hub and Spoke'. The Council would then close Amphill Day Centre.

It is a good idea to read the 'Have Your Say - Easier Read Version' document at the same time as you fill this survey in.

If you would like any help completing this survey or you would like a paper copy of any of the documents please contact Rebecca Carr on 0300 300 6609 or speak to a member of staff at the day centre.

Q1 What do you think about the idea of the 'Hub and Spoke' day service and closing Amphill Day Centre? Please write what you think below.

Q2 Please look at page 4 and page 5 of the 'Have Your Say - Easier Read' document. Do you think the Council have scored the different options correctly?

 - Yes

 - No

 - Don't know

If you answered no to question 2 please explain your answer in more detail below.

Q3 Please look at page 4 and page 5 of the 'Have Your Say - Easier Read' document. Do you think the Council should look at any of the options in more detail before making a decision?

Yes

No

Don't know

If you answered yes to question 3 please write below what you think the Council should look at in more detail.

Q4 Can you think of any other ideas for Ampthill Day Centre that the Council have not thought about on page 4 and 5 of the 'Have Your Say - Easier Read' document?

 - Yes

 - No

 - Don't know

If you answered yes to question 4 please write your ideas for other options below.

Q5 What could Central Bedfordshire Council do to help customers and their relatives or carers if changes were made to the day service?

Other comments

Q6 If you have anything else to say about the ideas for Ampthill Day Centre please write your comments below.

About you

This section is about you. The following information will help us when collecting your opinions and to make sure that we're getting views of all members of the community. The answers will not be used to identify you in any way. You can read more about why we ask these questions on our website

Q7 Are you responding as: (Please tick one)

- | | |
|--|--|
| <input type="checkbox"/> Customer of a Central Bedfordshire Council Day Centre | <input type="checkbox"/> Local Business |
| <input type="checkbox"/> Relative / Carer of someone who attends a Central Bedfordshire Council Day Centre | <input type="checkbox"/> Voluntary or Community organisation |
| <input type="checkbox"/> Town or Parish Council | <input type="checkbox"/> Other |

Please tell us which day centre you attend (this is optional, you do not have to tell us):

Please tell us which day centre your relative attends (this is optional, you do not have to tell us):

If Town or Parish Council, please specify:

If Voluntary or Community organisation, please specify:

If other, please specify:

Q8 Are you:

- Male Female

Q9 What is your age?

- | | | |
|---------------------------------------|-------------------------------------|------------------------------------|
| <input type="checkbox"/> Under 16 yrs | <input type="checkbox"/> 30-44 yrs | <input type="checkbox"/> 65-74 yrs |
| <input type="checkbox"/> 16-19 yrs | <input type="checkbox"/> 45-59 yrs | <input type="checkbox"/> 75+ yrs |
| <input type="checkbox"/> 20-29 yrs | <input type="checkbox"/> 60- 64 yrs | |

Q10 Do you think you are disabled?

Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long-term adverse effect on his/her ability to carry out normal day to day activities.

- Yes No

Q11 Which of the groups below do you think you fit into the most? Please tick one box.

White British

Mixed ethnicity

Black or Black British

Other ethnic group

Asian or Asian British

If other, please specify:

Q12 What is your postcode?

This will only be used for our research purposes and will not be used to identify who you are

Q13 If you would like to be emailed about other consultations please write your email address on the line below so we can contact you. Your email address will not be used by us for any other reason.

Thank you.

Please return your completed form by 12th November 2018 to:

**Freepost RSJS GBBZ SRZT (you do not need a stamp)
Central Bedfordshire Council
Priory House, Monks Walk
Chicksands, Shefford
SG17 5TQ**

General Data Protection Regulation 2018

Please note that your personal details supplied on this form will be held and/or computerised by Central Bedfordshire Council for the purpose of this survey. The information collected may be disclosed to officers and members of the Council and its' partners involved in this survey. Summarised information from the forms may be published, but no individual details will be disclosed under these circumstances. Your personal details will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes. If you do not wish to have your personal details retained for the purposes given, please contact partnershipteam@centralbedfordshire.gov.uk who will arrange for their removal and deletion. We will only be able to locate your data for removal if you have provided us with a personal identifier, such as your email address