



Central Bedfordshire Council

Greenacre Day Centre

Consultation

Response to Formal Consultation

1. INTRODUCTION

- 1.1 Central Bedfordshire Council wants the best possible quality of life for all its residents and is committed to developing and improving opportunities for older people. The Council owns and operates six care homes which may have Day Centre opportunities within them or attached to them. These homes were built several decades ago and which currently no longer meet the expectations of customers and regulators in terms of facilities and accommodation.
- 1.2 As the outcome of the Future of Greenacre Older Persons Home consultation could have an impact on Greenacre Day Centre, the Council decided to run a parallel consultation outlining options for the Greenacre Day Centre.
- 1.3 The Council has considered the following options in relation to the future of Greenacre Day Centre including:

Option 1 - Doing nothing

If a decision is made to close the home then the continuation of the operation of the Day Centre in its current form would not be sustainable. Therefore, in these circumstances the “do nothing” option would either be impractical to achieve or would represent very poor value for money, as it would entail the Day Centre.

Option 2 – Move current service “as is” to Houghton Regis Day Centre.

The centre at Houghton Regis has space available to accommodate the Greenacre Day Centre as a separate entity, so the only significant change to attendees would be a change in venue. This may result in a slightly longer journey for some attendees (but perhaps less for others) but the overall disruption would be minimal. This may also provide the opportunity for existing transport arrangement to be streamlined to minimise journey times and give value for money. The move may also open up other activities for attendees to enjoy.

Option 3 – Move current service to Houghton Regis Day Centre as above but mix in the groups over time.

This option would be similar to Option 2, but it would be planned that over time both the attendee and staff groups would mix together. This could be a little more disruptive, but could result in more availability of places and more personalised service in terms of what abilities and interested attendees may have. It also means that attendees benefit fully from a wider range of activities within the centre.

Option 4. Provide the same day care service using another venue.

This could be by building somewhere or by commissioning the service in a new or existing building. This option could not be achieved in the short term. It would be more expensive than other options.

Option 5 – Replace existing provision with individual services.

In this option current and future attendees could be provided with help to access community-based services and activities to meet their needs. The cost would be met through a Personal Budget or Direct Payment. Whilst this may be an option for some attendees we do not currently think that there are suitable alternative services in place at present to make this a viable option for all of the people who use the Day Centre

1.4 The Council's preferred options are:-

Option 2 – Move current service to Houghton Regis Day Centre

Or

Option 3 – Move current service to Houghton Regis Day Centre as per option 2, but mix in the groups over time.

- 1.5 The formal consultation began on 14th October 2015 and will run for 12 weeks, ending on 13th January 2016.
- 1.6 Consultation meetings have taken place on a face-to-face basis with residents and/or their family members/next of kin and members of staff.
- 1.7 The formal consultation was managed via a formal consultation document. This was available in paper format; downloadable from the CBC website, or was obtainable by telephoning or writing to the contact details provided in the letters to stakeholders.
- 1.8 CBC staff and elected members were informed about the formal consultation and press releases were issued to the media to raise awareness of the consultation with Central Bedfordshire residents.
- 1.9 This report includes an overview of the feedback received via the consultation questionnaires during the consultation period.
- 1.10 No further feedback was been received from stakeholders in addition to the formal consultation document.

2. RESPONSE RECEIVED

- 2.1 The consultation was designed to capture both quantitative and qualitative data from respondents, with results summarised as follows (percentages are rounded up or down as appropriate).
- 2.2 In total 24 people responded to the consultation, although not all the respondents answered all the questions.
- 2.3 11 (45.8) of respondents are attendees of at Greenacre Day Centre, 4 (16.7%) are family members of residents of Greenacre Day Centre, 2 (8.3) are members of the public, 1 (4.2%) was a member of staff and 6 (25.0%) are 'other' people.

2.4 5 (20.8%) of respondents were male, 19 (79.2%) were female

2.5 Respondents in age groups

Under 16	0	0.00%
16-19	0	0.00%
20-29	0	0.00%
30-44	1	4.2%
45-59	2	8.3%
60-64	0	0.00%
65-74	6	25.0%
75+	15	62.6%
Preferred not to say or did not answer	0	0.00%

2.6 8 (33.3%) of respondents stated that they had a disability, 16 (66.7%) of respondents stated they did not have a disability.

2.7 24 (100%) of respondents were White: British.

2.8 Appendix 1 provides a full demographic statistical profile of respondents

3. RESULTS OF CONSULTATION: QUESTION RESPONSES

The formal consultation was designed to capture both quantitative and qualitative data from respondents, with results summarised as follows (percentages are rounded up or down as appropriate):

3.1 Q1 How far do you agree or disagree with the Council's preferred options?

Strong agree	0	0.00%
Agree	5	21.7%
Neither agree or disagree	6	26.1%
Disagree	6	26.1%
Strongly disagree	6	26.1%

3.2 Q2 What are your views on our preferred options?

The majority of respondents value the existing service at Greenacre Day Centre offers. In particular they appreciated small group size, the care provided by the staff, the relationships and friendships built up over time and the location of the Day Centre within Dunstable. Respondents identified a number of issues with the Council's preferred option (option 2). These were: additional journey times, specialist Dementia care provided by the care staff at Greenacre and the resulting lack of provision within Dunstable.

These are all valid comments. We are pleased that people value the current service in terms of the care provided by the staff, the small group size and the environment. We will address specific concerns about journey times and the type of care provided when we consider the future options.

3.3 Q3 Are there any options we have considered that you think we have not correctly evaluated?

Yes	4	18.2%
No	14	63.6%
Don't know	4	18.2%

14 (63.6% of respondents agreed that options had been evaluated correctly.

3.4 Q4 If yes, please state which options and why you think they should be evaluated differently.

Options from the respondents included:-

- Consider alternative venues within Dunstable.

As a result of the feedback we are happy to investigate further the option of an alternative venue for the centre in Dunstable. We have already begun to look at options and will share this information with customers and their relatives.

3.5 Q5 Are there any options listed that you think the Council should investigate in more detail?

Yes	10	43.5%
No	9	39.1%
Don't know	4	17.4%

9 (39.1%) of respondents felt that the Council had investigated all options fully, however 10 (43.5%) of respondents felt the Council should investigate alternative venues in Dunstable.

3.6 Q6 If yes, please state which options and say what further information or investigation is needed.

Options that respondents stated they would like to see further information or investigation on:

- Alternative venue in Dunstable

As a result of the feedback we are happy to investigate further the option of an alternative venue for the centre in Dunstable. We have already begun to look at options and will share this information with customers and their relatives.

3.7 Q7 Are there any other option(s) that you think we should consider that are not in the document?

Yes	10	45.5%
No	8	36.4%
Don't know	4	18.2%

8 (36.4%) of respondents felt all options had been considered, however 10 (45.5% respondents would like the Council to work closer with alternative Care homes for Day opportunities.

3.8 Q8 If yes, please explain what these options are.

The Council to consider alternative venues in Dunstable and the possibility of joined up working with other care homes in Dunstable e.g. Rosewood Court and Dukeminster.

We will approach the operators of Dukeminster Court and Rosewood Court to explore these options.

3.9 Q9 Do you have any further comments about the future of Day Care at Greenacre?

- Respondents felt the staff are caring and that good relationships and friendships have been formed and that this is important to Day Centre attendees and residents alike.
- Respondents felt that Greenacre Day Centre offered a supportive, safe environment.
- The Day Centre facilities have offered families members respite

We agree with these comments and value the good practice at Greenacre Day Centre. We will do what we can to ensure that it is preserved.

3.10 Welfare of residents at Greenacre Day Centre

Q10 Throughout the process we will be conducting individual meetings with residents and their relatives, and providing advocates where necessary. Are there any other actions you think we should be taking to minimise the impact of the proposals on the residents at Greenacre Day Centre?

- Residents and family members asked that they are kept fully informed and communicated with at regular intervals.
- Request to view alternative Day Centre Venues in advance of closure.
- Query over staffing ratios, levels and consistency of care.
- Transport availability and journey times.

We will ensure that customers and relatives are fully involved in exploring future options in more detail. This will include visits to alternative venues.

Our aim will be to keep the existing group together with the current staff continuing to provide the day centre services.

3.11 Other comments

Q11 Please write any other comments here:

Greenacre provide good facilities and activities at a local level in the local area.

4. SUMMARY

- 4.1 In summary, the majority of respondents value the existing service, appreciating the friendly peaceful environment, the care that the staff provide and the small group sizes. Many also value the current location, Many respondents want to keep as many aspects of the current provision the same even if the service relocated (for example the staff, days of attendance, friendship groups and own space).
- 4.2 Throughout the consultation many respondents raised a concern about the loss of service provision within Dunstable asking for alternative venue to be investigated.
- 4.3 Other comments received included the request for ongoing communication between the Council and effected stakeholders as well as clarification on transport and journey times along with the impact a potential move to Houghton Regis will have on attendees.

Appendix 1:

Results of Consultation: Demographic Profile of Respondents

	No.	Percentage
Q12: Are you a: (please select one option)		
Attendee of DayCareentre at Greenacre 45.8%		11
Relative of a Resident	4	16.7%
Member of Staff	1	4.2%
Member of the Public	2	8.3%
Charity or Organisation	0	0.00%
Other:	6	25.0%
No Response	0	0.00%

Q13: Are you male or female? (please select one option)

Male	5	20.8%
Female	19	79.2%
No response		

Q14: What is your age? (please select one option)

Under 16	0	0.00%
16-19	0	0.00%
20-29	0	0.00%
30-44	1	4.2%
45-59	2	8.3%
60-64	0	0.00%
65-74	6	25.0%
75+	15	62.6%
Preferred not to say or did not answer	0	0.00%

Q15: Do you consider yourself to be 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	8	33.3%
No	16	66.7%
Preferred not to say or did not answer	0	00.0%

Q15: Please tell us your ethnicity

White: British	24	100.0%
White: Irish		00.0%
White: Gypsy or traveller		00.0%
White: other		00.0%
Mixed: White and Black Caribbean		00.0%
Mixed: White and Black African		00.0%
Mixed: White and Asian		00.0%
Mixed: other		00.0%
Asian or Asian British: Indian		00.0%
Asian or Asian British: Pakistani		00.0%
Asian or Asian British: Bangladeshi		00.0%
Asian or Asian British: Chinese		00.0%
Asian or Asian British: other		00.0%
Black or Black British: Caribbean		00.0%
Black or Black British: African		00.0%
Black or Black British: other		00.0%
Other		
Preferred not to say or no response		

Appendix 2 - Results of Consultation: Qualitative Feedback

3.1 Q2 What are your views on our preferred option?

- This would leave the older needy residents of Dunstable without day care places as when Greenacres was re-organised the day centre in Houghton Regis was unable to cope and there are not enough places as it is.
- Option two would be the best option. There is such value in the service remaining as an individual service. There is a reason why the smaller set up works for individuals with dementia as there are many people that find this setting more appropriate to their needs where they get more of a 1:1 service. It also supports to reduce anxieties when individuals find a larger group setting unsettling. This smaller set up allows the individual and their family members feel reassured that they have a safer environment to settle in to. I do not think that the option of merging it with the current day centre would be in the best interests of service users.
- Option 2. Would continue to give my husband the quiet enjoyment which he needs. Vascular Dementia with TIA = quiet environment, noise = agitation and can cause another stroke.
- The move would need to take place over time. It is important for people who attend the day centre to maintain their friendships.
- I think it could be a bit disruptive for the people who attend the day centre as they are used to going there. If they move to Houghton Regis, I think the smaller group would be more beneficial. Otherwise my husband might not join in as easily. I am concerned about the length of time it will take my husband to get to a new day centre in Houghton Regis. I am concerned that he is used to Wendy and the other staff and it will take time to get to know the new staff.
- I would like the day centre to stay open. The people are friendly and it's near to where I live. If I had to move I would like to be in a smaller group.
- I don't agree or disagree. If it's got to happen, it's got to happen.
- Disagree with option 3 - Option 2 would be fine BUT I envisage that it would in time become option 3. My mother does NOT cope well in large groups and the acoustics at H/Regis are poor for those who wear hearing aids, so long as the room could accommodate features to allow for this should be OK.
- I think we should be able to have some day centre in facility in Dunstable itself. There is no facility on the whole west side of Dunstable to service Whipsnade and Tottenhamhoe as well. I am concerned about the time it would take for my husband to get to Houghton Regis on the coach. This would take approximately 1.5 hours each way and my husband hates the long journey. I also think Houghton Regis will get too big and there will be too many people going there. I think something more local in Dunstable with a smaller group would be better. For example, a Church Hall or a village hall could be an option.
- I think that people should be moved to another centre in Dunstable. Dunstable is big enough to find another centre.
- I disagree with the closure of the day centre because I have made a lot of friends there and got used to it. At our age people don't like change. I also get picked up last and dropped off first so it is less tiring for me. I will try Houghton Regis if I have to but if it is too far, I might not be able to keep coming.
- I disagree with moving everyone to Houghton Regis. This would be a long way for my mother. She nearly stopped going to Greenacre because it was taking too long on the coach. They have now changed this so that she is collected last and dropped off first so it is not too tiring for her. Going to Houghton Regis would be too far for her and too tiring. Greenacre is local and people know each other already.

- Mr S loved the day centre because it is small and there is a lot of one to one attention from the staff. He hated Leighton Buzzard Day Centre because it is so big, so for him option 3
- If it has to be option 2 best as people with dementia need things to be the same and if things are not the people who care for them suffer as it will hard to get them to go.
- The Council has disregarded the comfort and convenience of the people who attend Greenacre day centre. By offering Houghton Regis Day Centre, it feels like the Council are going for the cheapest option but not really considering the needs of the people at Greenacre. I need assistance with looking after my husband. 2 days a week at the day centre makes a real difference to me. I think the Council have thought through the financial side rather than the care of the people.
- I am not very happy about the proposal as I enjoy going to Greenacre. The people are very friendly and I like it there. I have been to Houghton Regis before and did not like it. The people are not very friendly. I would like Greenacre to stay open.
- I do not want to move to Houghton Regis day centre. I have a good friend who goes to the day centre who I wouldn't see if she is moved to a new home. I think it should stay open.
- I think the day centre should stay open. There are a lot of people who go who have Alzheimer's and it is important that they get continuity of care.
- Only one day care centre offered. Too many attendees
- Option 2 - Maintaining the present staff and homely atmosphere of the group. Option 3 - Will NO DOUBT happen over time, but it is not something to be undertaken lightly, it needs more thought - bigger groups lose their identity.
- If the day centre closes I am okay with the idea of moving to a new day centre.
- I think it's a shame that the day centre may be closing. It's a nice centre with friendly people who attend and nice staff. We do lots of activities there and have a nice meal.

Q4 If yes, please state which options and why you think they should be evaluated differently.

- If no sale perhaps use the site for housing with some sheltered housing. As alterations are needed to the existing site, be more cost effective, deal with the government building requirements
- The Council should look into places in Dunstable. There are plenty of empty buildings that could be used, for example the Conservative Club opposite the Sugar Loaf, the Methodist Church. They probably wouldn't charge alot. There are plenty of charitable organisations that could have rooms. Also what about the Council offices? They would probably have spare rooms.
- Has the Council considered a day centre at another residential home in Dunstable? If not, somewhere purpose built in Dunstable. An alternative venue in Dunstable needs to be as good as or better than Greenacre.
- Option 4

Q6 If yes, please state which options and say what further information or investigation is needed.

- See above
- Can you move an even older care home i.e. Friars Lodge to Greenacres site and keep Greenacres day centre open?
- Yes, other options in Dunstable itself. The Grove theatre has a function room,

Dunstable Leisure Centre could be an option or the old cinema?

- Another venue in Dunstable. Houghton Regis is a long way.
- Other places in Dunstable (as I have just said).
- Other options in Dunstable. There is a new place being built opposite the co-op in Dunstable. The Council talks about days out in its leaflet but this doesn't seem to have been looked into. Fish and chip at a day centre is not the same as real day out. Why can't transport be used to take people for a real day out?
- The Disability Resource Centre in Dunstable.
- Option 4 (missed opportunity with Dukeminster and Rosewood Court as additional small group Day Care Centres)
- Put more thought into modernising Greenacre and retaining it for a few more years. More or less as outline in Option 1. I don't think my husband would be alone in preferring the calm happy & friendly place that he is part of there.

Q8 If yes, please explain what these options are.

- See above and admit to it.
- The Council should investigate the possibility of providing day care at Dukeminster and Rosewood Court- as they are more central than Houghton Regis.
- Move even old care homes to Greenacres i.e. Friars Lodge and then retain Greenacre Day Centre.
- Other options in Dunstable. Houghton Regis day centre will get overcrowded and be a long way for my husband.
- Another venue in Dunstable.
- Other places in Dunstable so that people do not have as far to travel and it stays local.
- Why can't a room be found in one of the new centres i.e. Dukeminster or the new being built on the A5 as have not heard any good reports of the HR Centre
- Other venues in Dunstable. My husband has been to Houghton Regis and did not like it. He needs a peaceful, warm environment with some stimulation but not too taxing.
- The Disability Resource Centre in Dunstable.
- Smaller venues and small groups of attendees. Houghton Regis to large

Q9 Do you have any further comments about the future of the home?

- Continue with the existing excellent staff and care
- The greenacres day centre is such a valuable resource to our community. it provides a small and safe environment to provide personalised support to people suffering from dementia as well as much needed respite to family members. their approach to care is everything that personalisation is about and i believe this is achieved due to the small numbers of people that attend, the atmosphere this creates and the time the staff have to dedicate to each individual. Taking this away from the service by merging it with a larger group setting I believe would do more harm than good. It would take away all of the current benefits of this service. I think it would cause greater cost to the council in the long run if this wasn't kept as an individual bespoke service as it is now.
- The staff and available rooms are ideal for people in my husbands situation. Personally I had not realised my stress until I had time to deal with things without worry
- It is wonderful and I really enjoy going there and seeing my friends.
- From talking to different people, it would appear that moving to Houghton Regis as as a separate group with the existing staff would be the ideal way forward for the immediate future to enable people to settle into what would be for them strange surroundings, also this group being together for some time works very well and

certainly in my wife's case it has been a life saver.

- I think the Council has made up its mind due to facilities for residential care. The building is evidently outdated so I understand that the Council may need to close it down. Not sure why the Council did not ask Dukeminster and Rosewood Court to provide day centre facilities. This would also benefit the people residing there.
- Shame it may be moving, but to keep it similar to what it is now I think is the most important factor. Change to these elderly clients when they are at their most vulnerable is not ideal.
- I would like day care here to keep going.
- I have got used to the staff there who are very good and I have made a lot of friends there.
- It will be said to see the day centre close as my mother is settled there.
- I think it is a shame it has to move but if the home is to close then there is no choice
- The care from staff at Greenacres is excellent they really do care and individual care is important to the people they care for at the day centre.
- My husband likes Greenacre. It's very friendly and a warm, peaceful environment.
- I think Greenacre should stay open as it is a good day centre and the staff and people who go are very friendly.
- I don't think Greenacre needs modernising. It is lovely and has nice gardens. I like the day centre and the people who go there. The staff are really good.
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- What will happen to Greenacres Building & Site if it closes (sold off as usual). It is the only Council Care Home in Dunstable; it should be brought up to standard and extended for more residents, by the Council. These illness are not going away
- I don't suppose I'm alone in not really wanting to embrace change, but am fully aware such things must happen. Making them happen in the least disruptive way as possible is as essential as ideal to be aimed for.
- I think it would be nice for everyone to move together to a new place if the day centre closes.
- If people are moved to Houghton Regis, it would be nice for everyone to be moved together and to stay in one group as we all know each other. Houghton Regis will be a little bit further for me but that doesn't matter. Some of my friends from the day centre are residents at Greenacre. I will ask my husband to take me to see them at their new home.

Welfare of residents at Greenacre Day Centre

Q10 Throughout the process we will be conducting individual meetings with residents and their relatives, and providing advocates where necessary. Are there any other actions you think we should be taking to minimise the impact of the proposals on the residents at Greenacre Day Care?

- talk about it with great sensitivity. seek advice from the staff members and family that know the individuals the best to ensure that the information provided is in their best interests given their level of understanding. Communicate with the family and keep them informed every step of the way. In turn communicate with staff members that will also be affected by this decision.
- Perhaps visits to the proposed possible sites.
- It would be good if the attendees at Greenacre day centre could go to Houghton Regis day centre in advance to see what it's like and help prepare them for moving there.
- I think a meeting held at the Centre in Houghton Regis would be of great help

- It would be better for the people from Greenacre to go into a smaller group. Concerned about the staff ratios and people from Greenacre not having the same individual attention that they get now. My husband recognises the people he is with and could become disorientated in the big group and may not get the attention he needs. He may start to feel isolated.
- It would be better to keep people in smaller groups where everyone knows everyone. I would like to keep the same carers.
- No, will just see how it goes. If I don't like the new people, I don't like them or they might not like me.
- Obviously stay the same, BUT as little staff change as possible i.e. option 3 would bring in unfamiliar staff, we need a room fit for purpose for clients with not only memory problems but other medical needs.
- Keeping the same days at the new place will be important and also my husband being with the same people that he is used to.
- There needs to be sufficient transport for people if they move to a new venue. It would be good to have the same friends together although I'm quite happy to make new friends too.
- It would be good to be with the same people and the same carers if it does move to Houghton Regis.
- Keeping people who go to Greenacre together.
- I would like to keep in contact with my friend from the day centre. If it does close then it would be better for everyone to go to Houghton Regis with the same carers too.
- Think to the future years ahead. Start planning and building Council Care Homes and Day Centres. Don't leave everything to the last minute.
- I have spoken with Claire and we know my husband is unable to make any informed comment
- I think it would be nice for everyone to move together.

Other comments

Q11 Please write any other comments here:

- Another day care centre in Dunstable should be considered in the future for local residents who may not wish to travel to Houghton Regis.
- Please keep it as an individual service.
- It is excellent
- It is very good but there could be a better variety of activities such as arts and crafts, cooking and flower arranging.
- It is a very friendly atmosphere and I am happy with the service. It is very compact and the staff ratios are good here.
- I like it here because it's local. I can walk to the day centre if I like.
- I like the activities such as doing jigsaws and I like the people. I have quite a few friends here.
- Day care at Greenacres has given my mum a chance to get away from "all four walls" with staff that are kind and considerate to her needs, within a small intimate group setting and staff that understand her needs and provide support for me when I need it!
- The day care at greenacres has been of the highest standard. My relative is now in a care home and no longer attends the centre (at least for the moment)
- Suggestion that Greenacres is turned into a community centre for older people. A lot of elderly people in area that live alone in sheltered housing and in own homes or Council property. We don't have any facilities in this area, a carers cafe for all kinds of carers is needed in this part of town. Social workers could be based there, maybe a library, somewhere to get advise, a nurse on site to save going to town for minor

things. Someplace for people to meet for a chat with others, Beecroft Community Centre is not a comfortable place. Other organisations could have a room there, i.e. Age Concern etc. Just a suggestion so building does not get into the state of the one on Loring Road.

- My husband has been very happy here.
- I feel happy when I leave my wife for a few hours, with a small group of people and great staff looking and attending to them.
- My husband has settled into the routine at Greenacre. Provided the staff who he is fond of and trust remain the same. I'm sure he will settle elsewhere.