

Communications, Engagement and Co-Production Overview Stage 1: June 2016 to October 2016

Improving the Day Offer for Older People and Adults with Disabilities

1. Introduction:

Central Bedfordshire Council recognises that the day offer to our customers needs to be reviewed and improved. This has been part of the core strategy set in terms of improving outcomes for vulnerable people and moving from institutional to personal solutions.

Central Bedfordshire Council Social Care, Health and Housing operate eight day centres for adults, five centres for older people and adults with physical disabilities and three for people with learning disabilities. All were originally built in the 1970's and 1980's and in many ways no longer reflect the needs and aspirations of their customers.

Stage one of the communications and engagement process has included meeting with current customers, their families and carers throughout the summer to understand what is important to them and how they would like to see day services improved. We have also engaged with wider stakeholders, including potential future users to get their views.

Approach to communicating developments of the future day offer

Stage 1 – Customer and stakeholder engagement. To develop a clear statement of the purposes of the future day offer. This consultation forms Part of Stage 1.

Stage 2 – Transition to the new day offer. To review the current day centres in light of the future offer to determine what changes, if any, need to be made or developed to achieve the new offer.

The Council intends to fully involve current customers, family carers, other relatives and stakeholder groups in both stages. Where customers need assistance to participate this will be provided.

2. Communication and Engagement Activities from June 2016

2.1 Communication Activities

Customers, carers and staff were asked to provide feedback on improving day offer the via surveys, meetings and interactive display boards within the Centres.

Letters, paper and online surveys, news letters and briefings have been sent to customers, carers and staff including Day Centre Staff, Social Work teams and Transport services.

Interactive Displays were held in Day Centres where people could add there feedback using notes.

2.2 Face to Face Engagement Activities

Meetings have been undertaken or members of the project team have attended forums/partnerships at the following venues:

- Leighton Buzzard Older Peoples Day Centre – customer/carer meeting
- Houghton Regis Older Peoples Day Centre – customer/carer meeting
- Biggleswade Learning Disabilities Day Centre – customer/carer meeting
- Ampthill Older Peoples Day Centre – customer/carer meeting
- Silsoe Learning Disabilities Day Centre – customer/carer meeting
- Biggleswade Older Peoples Day Centre – customer/carer meeting
- Townsend Learning Disabilities Day Centre – customer/carer meeting
- Carers Groups
- Getting a Life Group
- Employment Co-production Group
- Older Peoples Network
- Delivery Partnerships:
 - Learning Disabilities Delivery Partnership
 - Carers Delivery Partnership

These stakeholder meetings have provided valuable feedback with regard to this project. Providing information around what they think of the current day offer, how they feel it can be improved and what they would like to get from attending, what outcomes they would like to achieve.

2.3 Wider Stakeholder Involvement

An adapted survey which included key questions and potential impact on customers, has been sent to the wider stakeholder group i.e. people not identified as directly affected/using the service.

The Survey was sent to the following groups:

- Independent advocacy groups including POhWER and Right Track.
- Independent Care Providers
- Young Researchers Group
- SNAP
- Special School Co-ordinators

In addition to the above, the survey was distributed at Carers Coffee mornings and Just Ask Community Engagement events.

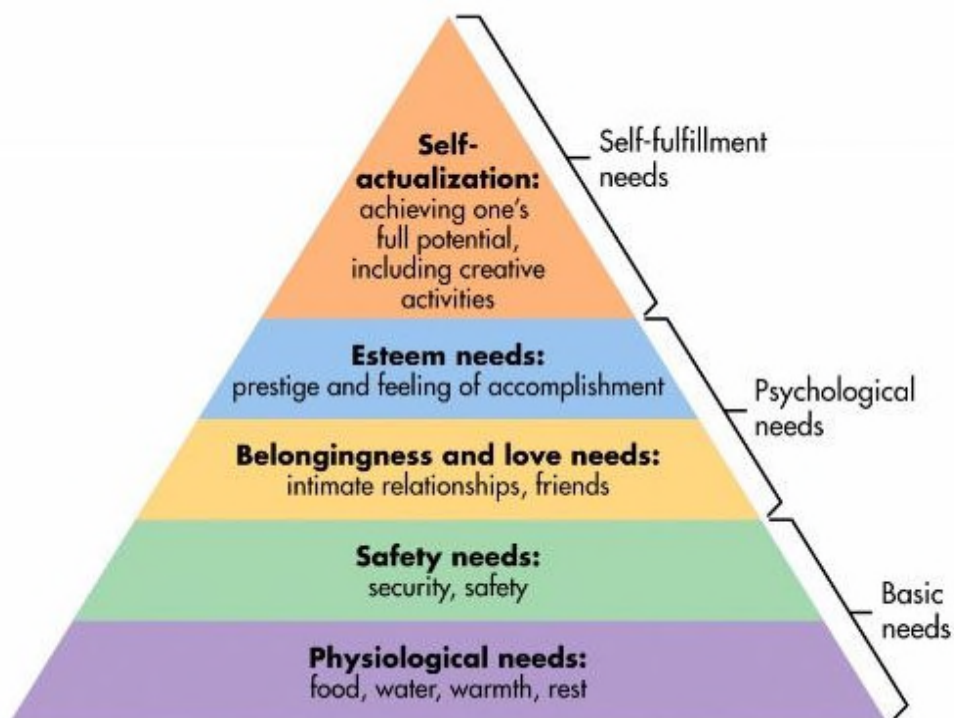
2.4 Coproduction Meetings

Coproduction meetings commenced in August 2016. Coproduction meetings have been attended by carers, customer advocates, day centre staff, adult social care staff, and project team members.

The coproduction meetings have been used to review the feedback received, ensure that all ideas are considered in the development of the future offer. They have provided the opportunity for representatives to be involved in the development of the future day offer.

Initial discussions at these meetings led to initial engagement feedback being re-organised to 'map' the outcomes to Maslows hierarchy of needs.

The comments around basic needs corresponded well into the hierarchy and the comments around socialisation map across to the 'Belongingness' group. Comments about activities and learning were felt to largely fall into 'Esteem needs' although it was also acknowledged that group activities can also meet lower order needs as well. See appendix 1 for detail.



Meetings also focused on developing key components for a future day offer, based on feedback, and a set of key principles that the future day offer will be based upon.

Customer will be engaged further to review the draft offer during the consultation period.

3. Summary of feedback

Below is an overview of the themes that were identified through these activities , further details can be seen in the appendices 1 - 3).

3.1 Thematic Analysis from activities directed at Customers, Carers (family) and Day Centre staff

Question 1 – What do you think is good about the day service the person you care for currently receives? (What Works)

- 314 responses were received (252 customers, 61 Carers, 1 staff member)
- 161 Older Peoples Day Centre responses – 27 carers, 134 customers
- 152 Learning Disabilities Day Centre Responses – 34 carers, 118 customers

The most common themes (all feedback):

- Activities 42.7%
- Social Elements 32.5%

Carers (Older People):		Carers (Learning Disabilities):	
Activities	33.3%	Activities	35.3%
Preventing Isolation	18.5%	Community Access	17.6%
Meals	29.6%	Continuity / Structure	17.6%
Safety and happiness	37.0%	Safety and happiness	29.4%
Social Elements	66.7%	Social Elements	29.4%
Somewhere to go	22.2%	Staff	38.2%
Staff	22.2%		

Customers (Older People):		Customers (Learning Disabilities):	
Activities	38.8%	Activities	50.8%
Meals	19.4%	Social Elements	16.1%
Social Elements	40.3%	Support work/training	19.5%

Question 2 – What do you think our day services should include in the future that currently isn’t provided? (Service Gaps)

- 288 responses were received (228 customers, 50 Carers, 10 staff members)
- 173 Older People Day Centre responses – 28 carers, 137 customers, 8 staff
- 152 Learning Disabilities Day Centre Responses – 22 carers, 91 customers, 2 staff

The most common theme(s):

- Improved Activities 61.1%
- More community accesses 18.4%

Carers (Older People):		Carers (Learning Disabilities):	
Nothing lacking	17.9%	Improved activities	68.2%
Dementia Care	17.9%	Learning/training	31.8%
Improved activities	46.4%	Improved facilities	18.2%
		More community access	31.8%

Customers (Older People):		Customers (Learning Disabilities):	
Improved Activities	72.3%	Improved Activities	53.8%
		Improved facilities	17.6%
		More community access	34.1%

Question 3 – What do you value or get out of day services, and what would you like to get out of them in the future? (Outcomes)

- 52 responses were received (84 customers, 62 Carers, 3 staff members, 3 Young Researcher (potential/future users)
- 89 Older Peoples Day Centre responses – 32 carers, 55 customers, 2 staff
- 63 Learning Disabilities Day Centre Responses – 30 carers, 29 customers, 1 staff, 3 Younger Researchers

The most common theme(s):

- Social opportunities 25.7%
- Being active 16.4%
- Respite Breaks 20.4%

Carers (Older People):		Carers (Learning Disabilities):	
Social Opportunities	21.2%	Social Opportunities	26.7%
Safety	24.2%	Being active	20.0%
Respite	48.5%	Getting Out	23.3%
Peace of mind	36.4%	Respite	46.7%
		Peace of mind	20.0%

Customers (Older People):		Customers (Learning Disabilities):	
Social Opportunities	29.1%	Social Opportunities	17.2%
Being active	25.5%	Working	27.6%

Potential Customers	
Social Opportunities	33.3%
Prevent social isolation	33.3%

Question 4 – Additional Comments:

45 responses were received (6 customers, 39 Carers)

- 18 Older Peoples Day Centre responses (all carers)
- 27 Learning Disabilities Day Centre Responses – 21 carers, 6 customers,

The most common theme(s):

Good staff 17.8%

Carers (Older People):		Carers (Learning Disabilities):	
Good staff	21.2%	Good staff	26.7%
		Impact of service loss - difficult for customer	23.8%

Customers (Older People):		Customers (Learning Disabilities):	
NIL RESPONSE		Lack of staff training	16.7%
		Employment support	16.7%
		Impact of service loss - loss of security	16.7%

3.2. Wider Stakeholder Feedback

Response to the wider stakeholder survey was very low, this may be because the target group do not currently attend day services therefore were unable to respond to the questions.

A total of 6 people completed the wider stakeholder survey.

Responses included:

1. What do you think is good about current day services in Central Bedfordshire?
 - Personal Development Opportunities for customers
 - Support/breaks for carers
 - Opportunities for socialisation
 - Access to activities

2. What do you think our day services should include in the future that isn't currently provided?
 - Support staff of a similar age
 - Medical/Nursing Support
 - More motivational activities
 - Employment Support
 - Healthier refreshments
 - More community activities
 - Appropriate transport
 - Carer Support

3. What outcomes do you think day services should achieve?
 - Promotion of independence
 - Access to the community
 - Personal Development
 - Life Skills
 - Social Interaction

4. How do you think changes in services in the future could affect current customers?
 - Should be handled sensitively
 - If it doesn't affect the service it won't affect customers
 - Budget cuts, investments etc could impact everyone not just current customers
 - Age appropriate, dynamic and vibrant services will give young people enthusiasm to attend.
 - It will help their mental health, improve their independence

4. Detailed summary of the comments received following the engagement activities

A large amount of comments were received through surveys and meetings and have been summarized by customer group and key “I statements” below.

4.1 Older People (customers), relatives and staff

“I have the opportunity to do the things that I want to do”

Works well: A large proportion of the feedback on what currently works well at day centres was based around the activities on offer that customers enjoyed participating in. Customers tended to list activities that they enjoyed with dominoes and bingo being very popular.

Potential outcomes: There were several separate outcomes that both relatives and customers would like to see in the future at day centres. A recurring comment from customers was that they wanted to do more day trips although there was little specification from most about the day trips they would like to be arranged. Separately, two customers commented that separate activities for men could be provided but again did not specify what they wished these to be. Comments from relatives mentioned that communication could be improved between themselves and staff at the day centres as they are not always made aware of what the customers do at the day centres, particularly customers with dementia. Customers were positive around the idea that the day centre could be an ideal way for them to stay stimulated and active, doing activities that they otherwise would not do and there was a positive response to the variety of activities available to continue. A minority of comments however stated that the day centre was not an enjoyable experience for their relatives and lack of stimulation was a possible reason for this so the improvement of activities available could be beneficial here.

“I feel that the facilities available at the centre are appropriate to meet my needs”

Works well: There was positive feedback around the facilities in and around the day centres and transport provision in particular was popular with both customers and carers, although changes could be made to pick up times and the pick up order of customers. For some customers the transport to and from the centre is an enjoyable part of the day centre experience.

Potential outcomes: Comments varied about the changes that could be made at the centres. There was a comment about those that work at the centre being more organised providing certain things e.g. toilet rolls and milk to ensure that these basic necessities never run out. Customers also commented on the need for refurbishment in places and that the centres can be cold in the winter months.

“I feel that I have the opportunity to meet and socialise with people”

Works well: Social opportunity was the most popular theme that was fed back as a positive attribute of the day centre experience. The word ‘company’ is a recurring theme by relatives and customers, people value the time that they get to spend with people of a similar age to themselves and enjoy having a chat with them. Some comments suggested that whilst individual customers themselves may not have the capacity to communicate verbally it improved their overall happiness to watch other people talking and being in a sociable environment. The centre gives people the opportunity to go somewhere and socialise with people and is hopefully successful at preventing them becoming isolated and unhappy.

Potential outcomes: Several comments from customers welcomed the staff to introduce customers to one another, particularly during activity times as customers were not always aware of who the other people sitting on their table were. One relative suggested that to improve communication between staff, customers and relatives it may be a good idea for relatives to be invited to special events being held at the centre and relevant talks such as those on dementia.

“I get the care and support that I need whilst I am at the centre”

Works well: The staff were popular amongst relatives and customers of day centre services with them being seen as a friendly, caring and approachable team who provide a high quality service. The meals provided at the day centres were also met positively by the majority, particularly from relatives who were reassured by the fact that their relative was receiving at least one good hot meal a day. Comments made about personal care services at the centre were generally associated with the help this services provides customers in terms of washing and general grooming. One customer also commented that the staff are very helpful in keeping a watch on any ‘lumps or bumps’ when bathing customers.

Potential outcomes: Whilst there was positive feedback about the food provided at day centres others wanted to see an improvement about the choice of food that was available to them. In terms of personal care only 3 comments were made, all of which were from customers attending Ampthill day centre and who asked for visits from external chiropodists or manicurists.

“I have the opportunity to work, learn and train in areas that interest me”

Works well: No comments were made by staff, customers or relatives of customers on this topic.

Potential outcomes: 6 comments were made by customers about learning opportunities that they would like to see be made available at the day centre. All of these comments related to customers wanting to learn how to navigate a computer/tablet.

4.2 Learning Disabilities (customers), relatives and staff members

“I have the opportunity to do the things that I want to do”

What works: This was by far the most popular topic discussed when asked what works well currently, particularly commented on by customers, the majority of which listed activities that they enjoy doing at the centre. Arts and crafts based activities were particularly well received by customers as was the notion of fresh air and doing exercise to stay healthy. The relatives that commented generally praised the centre for the variety of activities it offers and the stimulation that these provide.

Potential outcomes: Again customers tended to list activities that they would like to be available at the centre with a large number wanting to do sports based activities away from the centre. Comments from relatives here were generally around the customers being able to have more freedom and independence to choose the activities that they participate in and this was linked with more activities being available. Both carers and customers commented on the day centre being an important place at introducing customers to activities that they may not otherwise do and wished the variety of these activities to continue.

“I feel that the facilities available at the centre are appropriate to meet my needs”

What works: Feedback from customers that attend Biggleswade day centre were largely impressed with the notion of having separate rooms for different activities (e.g. a television room and a games room). Transport provision to and from the centre was appreciated in the feedback with the general viewpoint that it was a necessary service and to some extent part of the day centre experience.

Potential outcomes: Comments were very mixed here and again largely came from customers, they ranged from the centre needing minor refurbishment work to the centre needing new rooms and spaces creating (e.g. for the provision of a changing area). The provision of sensory items and sensory spaces was a recurrent theme. Smaller material provisions were also mentioned including the need for more books and computers. One customer commented on need to increase transport provision to enable more days out.

“I feel that I have the opportunity to meet and socialise with people”

What works: Both relatives and those that attend the day centre commented on the centre being a great place to meet people and build friendships with other customers and with staff. The idea of making friends and having a laugh was a very popular comment from customers. In terms of preventing isolation through socialising and ‘getting out’ the three comments made came from customers who stated that if they did not attend the day centre they would be sat at home, bored and perhaps not even get out of bed, the centre prevented this occurring.

Potential outcomes: Customers commented on the idea of inviting more people into the centre, especially other community groups to socialise with them, particularly interacting with people of a range of different abilities. Several customers also

commented on the idea of community access but did not expand on this further. Further, several comments related to whether more encouragement and support could be given for people to meet their friends from the centre outside of the day centre environment and operating hours. A link was identified between meeting people/making friends and overall happiness and the centre is seen as a facilitator of this.

“I get the care and support that I need whilst I am at the centre “

Works well: The staff had very positive feedback from both customers and relatives which the staff being seen as very caring, friendly and approachable. The continuity of the staff was particularly praised by carers who believed this was beneficial to customers with certain learning disabilities. Feedback was very positive around the care given to customers and the communication relatives had between themselves and carers working at the centre was good.

Potential outcomes: There was several comments related to the need for more staff however there was no specific reason for this given in feedback. Further, more training for staff was again mentioned several times with little further explanation of specific training required.

“I have the opportunity to work, learn and train in areas that interest me”

Works well: Customers responded well to this theme and enjoyed helping out around the centre, such as manning reception, doing jobs in the kitchen and working on the allotments. A separate theme came through that team work is expected at the centre and the staff are very trusting and allow customers to have their independence when helping with jobs. Carers also thought this was a good thing for customers and their overall wellbeing as it gave them a sense of purpose and the experience of ‘going to work’.

Potential outcomes: Whilst this was not a major theme in feedback in the potential outcomes section there were comments around the availability of formal learning experiences at the day centres including computer lessons and reading/writing lessons as appropriate to individual needs. Both a carer and a customer also commented on the idea of paid work being available which apparently used to happen at the centres, with customers receiving a small wage for the work they did. This could be linked to the wellbeing of customers and the independence they gain from experiences of working and generally helping out.

“I have structure to my days and the opportunity to go somewhere I feel safe and happy”

Works well: There were a few comments related to customers feeling happy and safe in the day centre environment and relatives commented widely on the respite the day centre gives them from their roles as carers. It was demonstrated as particularly important for relatives to have peace of mind that the customer is in a safe environment and that their care needs are being met.

Potential outcome: Extension of operating hours was mentioned and this could encourage more socialisation between customers and provide further respite to relatives however there was no other comments made in regards to this topic.

5. Visual Representation of Feedback

This section offers a visual representation of the previous section. The area of each circle is proportional to the number of comments received on the topic.

Diagram 1: Older People - Customers and Family Carers - What People Like

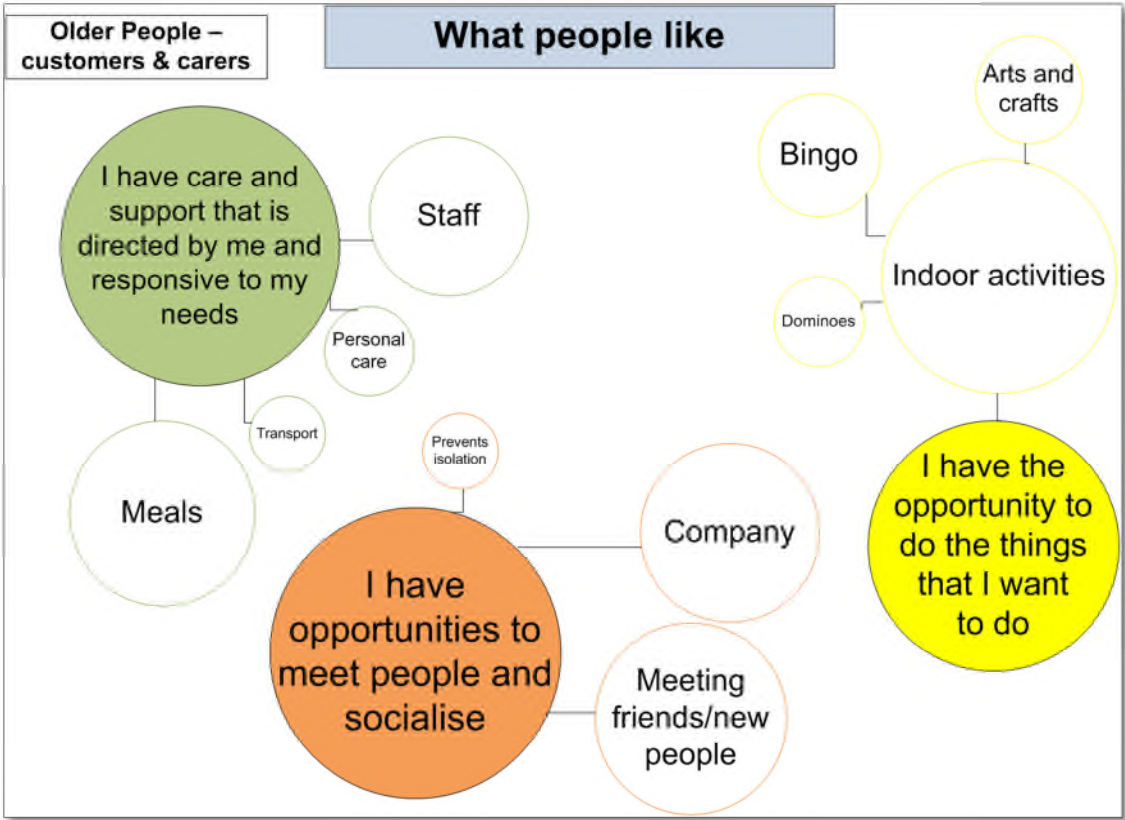


Diagram 2: Older People - Customers and Family Carers - What People Want



Diagram 3: Learning Disabled Customers and their Family Carers - What People Like

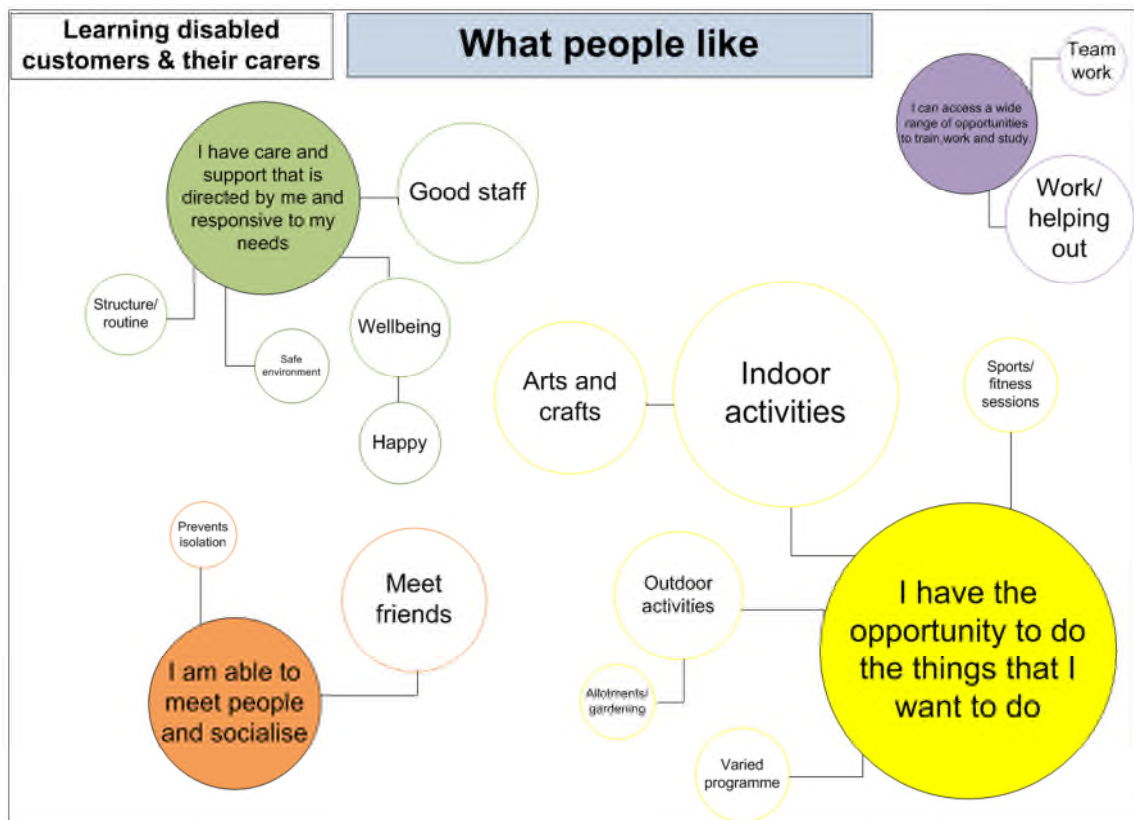
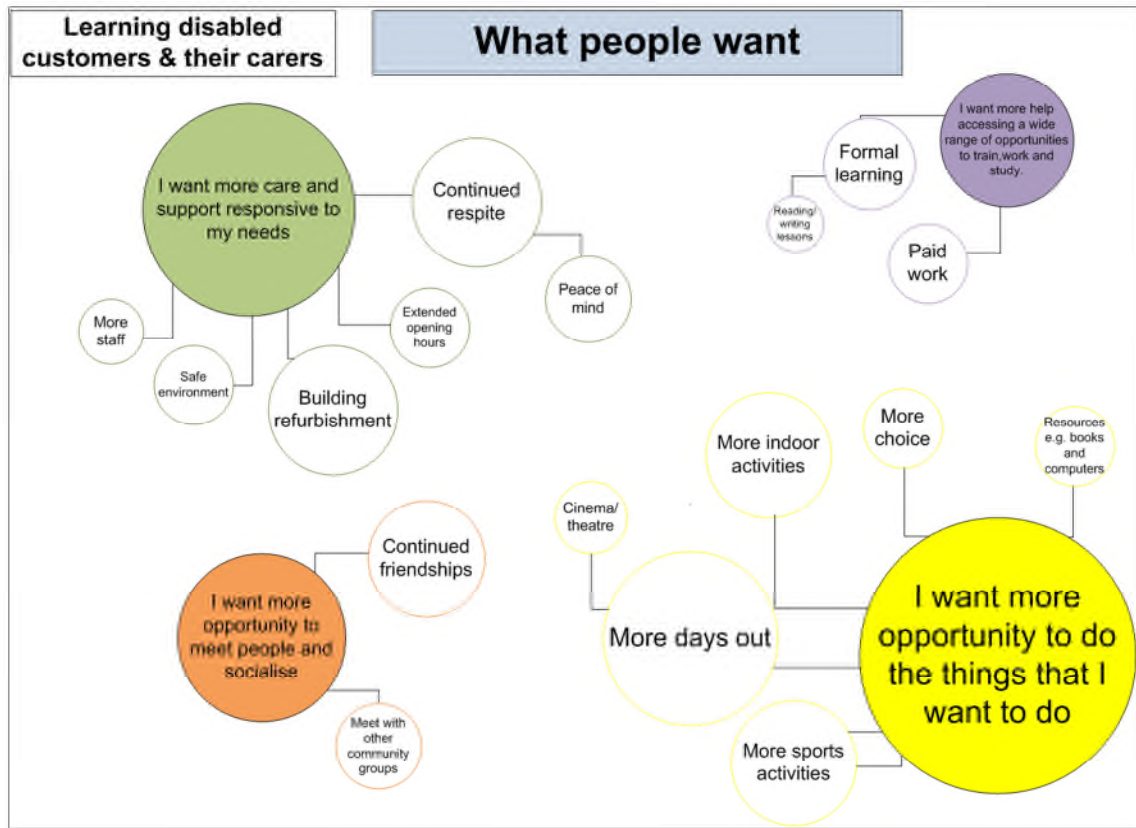


Diagram 4: Learning Disabled Customers and their Family Carers - What People Want



Appendix 1: Summary of comments grouped by Maslows level of needs

People with Learning Disabilities	Older People
Basic Needs	
Customers being safe	Customers being safe and happy
Customers feeling safe	Warm in the winter
Customers' care and support needs being met	Customers' care and support needs being met
Family carers knowing their relative is safe	Family carers knowing their relative is safe
Family carers knowing that their relative is having their care needs met	Family carers knowing that their relative is having their care needs met
Family carers having respite from their caring role	Family carers having respite from their caring role
	Make sure basic supplies don't run out
	Physical facilities appropriate for customer's needs
	Meals important to both customers and relatives
	Improved communications with relatives

Socialisation	
Avoiding boredom	Avoiding boredom
Avoiding isolation	Avoiding isolation
Happy environment	Friendly environment
Customers being happy	Caring environment
Meeting friends	Company
Making new friendships	Being with others even if unable to take part in activities or communicate a lot
Having a laugh	Staff facilitating customers to interact with each other
Integrated activities with other groups of different abilities	
Extended hours to encourage socialisation	

Activities	
Arts and crafts activities	Dominoes
Activities in the fresh air	Bingo
Chances to try out different activities	Singing
Sports activities	Physical activity - exercises
More days out	More days out
Learning opportunities	Learning opportunities
Skill development opportunities	Therapeutic activities
Computer lessons	Computer lessons
Life skills development	Improved stimulation for customers
Paid work - access to employment	
More books	
More computers	

