



Central Bedfordshire Council Future Day Offer for Older People and Adults with Disabilities

**Mid-Consultation Response Report
December 2016**

1. INTRODUCTION

- 1.1 Central Bedfordshire Council wants the best possible quality of life for all its residents and is committed to developing the services it provides. The Council operates eight day centres for adults. Six are larger units – four primarily for older people and two for people with learning disabilities which were built in the 1970's and 1980's.
- 1.2 The Council recognises that the provision of day opportunities to all client groups needs to be modernised. This has been part of the core strategy set in terms of improving outcomes for vulnerable people and moving from institutional to personal solutions.
- 1.3 Around 300 older residents attend four day centres throughout the area, and 135 access day opportunities at three Centres for adults with learning disabilities. These centres are under-utilised, with the older people's centres achieving around 70% in 2014/15 and the learning disability centres around 30%, and numbers declining steadily year-on-year.
- 1.4 In addition, the buildings themselves are outdated, costly to maintain and no longer fit for purpose to meet the needs of customers who are increasingly frail (in the case of older people) or increasingly favour community-based provision (in the case of people with learning disabilities).
- 1.5 This project is proposing an exciting opportunity for customers and their carers, the Council and its partners to improve this service to deliver "the right offer, in the right place, at the right time using the right model". It wants to involve residents and key stakeholders in developing a personalised service that focuses on the outcomes customers want to achieve and meets their needs in a way that is right for them.
- 1.6 Pre-consultation engagement activities commenced in May 2016, this included meeting with current customers, their families and carers to gain an understanding of what is important to them and how they would like to see day services provided in the future. We have also engaged with wider stakeholders, including potential future users to get their views. Over 800 responses were received from a wide range of people, including over 300 customers and over 60 carers (Full report available on request)
- 1.7 The future day offer is based on the key components and principles (identified below) that have been developed following the engagement activities by a co-production group.

Key Components:

- Meet customer outcomes for social interaction, physical activity and mental stimulation.
- Meet carer outcomes for respite and peace of mind.
- Meet customers' care and support needs.

Principles:

- Promote and maintain independence in a way which is personalised, flexible and responsive
 - Promote learning in a stimulating and supportive environment
 - Aim for integration and local community cohesion
 - Maximise and support existing community capacity
 - Maximise the use of community facilities that can be accessed by older people and adults with disabilities
- 1.8 The Council is currently undertaking a consultation on the Future Day Offer for Older People and Adults with a disability, the formal consultation began on 24th October 2016 and will run for 13 weeks, ending on 23rd January 2017.
- 1.9 To ensure all customers and their families are offered the opportunity to respond to the consultation, a consultation pack which includes the 'Have Your Say' document which provides an overview of the Future Day Offer and both a paper and online survey have been produced. An easier read version of the paper survey and 'Have Your Say' document has also been developed.
- 1.10 Additional consultation meetings have taken place with relatives and carers. A summary of feedback from these meetings is provided within this report. More detailed information will be available in the full consultation response report.
- 1.11 This mid way report includes an overview of the feedback received via the consultation questionnaires to date.

2. RESPONSE RECEIVED

- 2.1 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).
- 2.2 As of 23rd December 2016, the Council has received 71 responses from 70 respondents to the formal consultation.
- 2.3 45% of respondents are customers of Central Bedfordshire Council day services, 45% are relatives of carers using day services, and 10% are other respondents including provider organisations or staff. More detailed breakdown will be available in the full consultation response report.

3. RESULTS OF FORMAL CONSULTATION: QUESTION RESPONSES

3.1 Key Components:

Three key components have been identified which are important to the day offer. These are:

- a. Meet customer outcomes for social interaction, physical activity and mental stimulation.
- b. Meet carer outcomes for respite and peace of mind.
- c. Meet customers' care and support needs.

3.2 Q1. To what extent do you think that the key components in the document incorporate what the day offer should be achieving?

Fully	76%	54
Partially	20%	14
Hardly at all	0	0
Not at all	3%	2
Did not answer	1%	1

96% of respondents felt that the key components covered what a day offer should achieve. Further qualitative information was not asked as part of this question.

3.3 Q2. Are there any additional key components that you think should be added?

31 respondents provided feedback to this question. This is summarised below:

1 respondent referred to local services being used and another stated that they like working at Silsoe.

1 respondent said voluntary organisations should be encouraged to support with activities at the day centres

2 respondents felt that education and employment support should be available within the offer/at day centres.

2 carers referred to additional support for family carers including travel and respite.

4 respondents felt that there needed to more focus on dementia and support for people affected by dementia.

5 respondents said that more information on other activities and support available to undertake new activities could be included.

4 respondents felt that more communication (such as regular meetings with relatives) should be included

11 respondents stated that they had nothing to add and/or the document covered 'it all'

3.4 Q3. Are there any aspects of the key components section that you think should be amended?

19 respondents provided feedback to this question. This is summarised below:

2 respondents said that dementia support needs to be improved in day centres.
1 respondent stated employment support should be key for people of a working age.

1 respondent suggested meeting customers more

1 respondent felt that physical environments should be considered as this may impact on individuals that prefer smaller spaces over large

13 respondents stated they had nothing to add and/or the document covered 'the important points'

3.5 Principles:

Five principles have been identified which are important to the day offer.

3.6 Q4. Principle 1: Promote and maintain independence in a way which is personalised, flexible and responsive.

How important is it to you that the future day offer should achieve the points in Principle 1 in the document?

Very important	89%	63
Quite important	7%	5
Not very important	4%	3
Not important at all	0	0
Did not answer	0	0

95% of people responding felt that promoting independence flexibly and in a personalised way an important principle for the future day offer.
Further qualitative feedback was not asked as part of this question.

3.7 Q5. Principle 2: Promote learning in a stimulating and supportive environment.

How important is it to you that the future day offer should achieve the points in Principle 2 in the document?

Very important	70%	50
Quite important	19%	13
Not very important	6%	4
Not important at all	1%	1
Did not answer	4%	3

89% of respondents felt that promoting learning in a stimulating environment was an important principle in the future day offer.
Further qualitative information was not asked as part of this question.

3.8 Q6. Principle 3: Aim for integration and local community cohesion.

How important is it to you that the future day offer should achieve the points in Principle 3 in the document?

Very important	72%	51
Quite important	18%	13
Not very important	6%	4
Not important at all	1%	1
Did not answer	3%	2

90% of respondents felt that integration and community cohesion is an important principle in the future day offer.
Further qualitative information was not asked as part of this question.

3.9 Q7. Principle 4: Maximise and support existing community capacity.

How important is it to you that the future day offer should achieve the points in Principle 4 in the document?

Very important	72%	51
Quite important	24%	17
Not very important	4%	3
Not important at all	0	0
Did not answer	0	0

96% of respondents stated that maximising and supporting community capacity is an important principle in the future day offer.
Further qualitative information was not asked as part of this question.

3.10 Q8. Principle 5: Maximise the use of community facilities that can be accessed by older people and adults with disabilities

How important is it to you that the future day offer should achieve the points in Principle 5 in the document?

Very important	80%	57
Quite important	17%	12
Not very important	0	0
Not important at all	0	0
Did not answer	3%	2

97% of respondents said that accessing community facilities is an important principle within the future day offer.
Further qualitative information was not asked as part of this question.

3.11 Q9. Are there any additional principles that you think should be added?

26 respondents provided feedback to this question. This has been summarised below:

2 respondents stated that more education and community/social activities should be included

2 respondents referred to different types of activities to be included in the future offer

1 person said it is important to support people in doing activities that interests them so they have something to look forward to

2 respondents said that the statements were fine but questioned how will this be actioned.

1 person said that needs of people should be used and considered when developing services

1 person stated that the day centres work well as they are

17 respondents stated they had nothing to add and/or the 'everything is fully covered'

3.12 Q.10 Are there any aspects of the principles section that you think should be amended?

21 respondents provided feedback to this question. This has been summarised below:

2 respondents stated that services need to be adapted and bespoke for people affected by dementia

2 respondents stated staff training would be required to achieve the principles

1 person suggested outreach for customer unable to attend day services i.e. home visits

1 respondent suggested employment support should be key for people with learning disabilities

1 respondent referred to additional activities

14 respondents stated they had nothing further to add.

3.13 Q.11 Do you have any further comments on the proposal?

32 respondents provided feedback to this question. This has been summarised below:

14 respondents stated they had no further comment or they were very happy with what has been proposed

4 respondents raised concerns over sustainability of the new proposal and if they were 'realistic'.

3 people said that they liked the day centres as they are or suggested improvements to facilities in their local area

2 respondents suggested work placements should be considered for people with learning disabilities
 2 respondents liked the idea of mixing customers with different needs
 1 person questioned the term 'day centre'
 1 person stated more training and support is needed for people affected by dementia
 1 person said they didn't understand the paperwork
 3 respondents like the idea of new activities and made further suggestions
 1 person said they were concerned that changes to this service could upset their relative

4. Engagement and Support for Customers and Carers

- 4.1 Day Centre staff have been talking to customers directly about the consultation and supporting people who attend the day centres to take part in the consultation.
- 4.2 There has been minimal feedback from customers accessing the older people's day centres via these meetings. It is possible that family members are taking the lead on commenting on the consultation via the survey or attendance at Carer meetings. Staff have been discussing the consultation and providing reassurance when needed.
- 4.3 Meetings have also been held at centres for adults with learning disabilities. These meetings have been supported by Right Track and Pohwer advocacy services. The general consensus is that the future offer should include more choice and more well trained staff that have experience. Customers also said they want the same staff and to stay with their friends.
- 4.4 In addition to this, customers found the easy read version of the questionnaire a bit easier to understand but still needed the staff to explain it to them.
- 4.5 Meetings have been held for family members/carers at each of the centres in December to provide them with the opportunity for face to face conversation and to ask any questions or concerns that they may have. Meetings were open for family members across the service; they did not have to attend the centre their family member attends. These meetings were attended by 34 relatives in total.

Below is a summary of points raised at each meeting.

Silsoe Horticultural Centre:

- Having routine is very important; having to go somewhere different would disrupt customer's routine and not help their development.
- The day centre encourages our relative to be more independent and staff at the centre are excellent at supporting this.
- What do customers in other day centres do?

- Silsoe Horticultural Centre provides an important service, without it the family would struggle.

Houghton Regis Older People Day Centre:

- There needs to be consideration of the impact of change on people with dementia
- We need 'weekend support', that is something that is not available at the moment
- What are the alternative venues/activities?
- The future offer needs to include more joined up services, at the moment everything is fragmented
- Has there been any thought on refurbishing current centres?

Townsend Learning Disability Day Centre:

- Would transport still be provided if the location of the centre changes?
- It is important to recognise that not everyone can participate in the activities available at leisure centres, so what benefit would they get from being based at this kind of place?
- Will other venues have appropriate (changing) facilities?
- Keeping things the same will keep customers happy, changing this could disrupt them and cause upset.
- Will the same staff move to where the new day services are based?
- Where would all the customers go if Townsend closed down?
- Why would you want to get rid of this building? Why not keep it as it is?
- Are these changes because of budget cuts?

Biggleswade Learning Disability Day Centre:

- Some expressed that they liked things as they were, and were worried that any change will be disruptive both to their relatives and to them.
- For people with mild dementia it is important for them to be integrated with other older people to retain skills, but for people with advanced dementia it may not be.
- Discussion around various options if building had to close, ranging from repurposing some of the current (?)building to rebuilding totally and where it would be.

Leighton Buzzard Older People Day Centre:

- Some people were worried that any change will be disruptive both to their relatives and to them.
- One person said her son has recently started at Silsoe and really enjoys being there, he spends 2-3 days at college and 2 days at Silsoe, she hopes it will continue.
- Concern was raised that if centres close there would be nothing to replace them.
- One relative was concerned that the family were not involved or consulted when a review was carried out at the centre. The relative has dementia and they do not get a true picture of the customer's capabilities.

- Concern was raised that if centres became too small there wouldn't be enough stimulation for those with lower levels of dementia.

Ampthill and Biggleswade Older People Day Centres – no attendance

5. SUMMARY

5.1 In summary, the majority of the 70 respondents support the key principles and components proposed as part of the future day offer. Promoting independence and supporting more access to community facilities have been identified as the most important areas to people responding to the consultation so far. However further research into services for people with dementia has been suggested, as well as ensuring that any new plans are suitable for the customer base, taking into account individual needs.