

The Day Offer for Older People and Adults with Disabilities

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Purpose of this report

1. To inform the Overview and Scrutiny Committee of the outcome of the consultation on the future Day Offer.
2. To seek the views of the Overview and Scrutiny Committee on the key themes and issues set out in this report

RECOMMENDATIONS

Social Care, Health and Housing Overview and Scrutiny Committee is asked to:

1. Consider the outcome thus far of the consultation on the future Day Offer.
2. Add its comments and proposals which will be incorporated into the report to the Executive on the 4th April 2017.

Background

3. At its meeting on the 20th September 2016 the Social Care, Health and Housing Overview and Scrutiny Committee received a report on the Day Offer for Older People and Adults with Disabilities. The report set out the challenges and opportunities facing this service area and the proposed future Day Offer. This appears in Appendix 1.
4. The future Day Offer sets out the council's commitment to meeting care and support needs of older people and adults with disabilities through personalised day services and day opportunities. It is based on key components and principles which will be used as the basis on which to both commission and deliver services in the future. Its application would therefore encompass both council run day services and those delivered by other providers.
5. The proposed Day Offer was developed following feedback gained during a 3-month engagement phase during which over 800 comments were received from

customers, carers, staff and wider stakeholders. The proposed Day Offer was then co-produced by a team which included representatives of all of these groups.

6. Social Care, Health and Housing Overview and Scrutiny Committee was also advised about the plan to publicly consult on the future Day Offer and requested a report on the outcome of the consultation ahead of a report to the Executive in April 2017 at which it is envisaged the new Day Offer will be tabled for adoption.
7. This report sets out the outcome of the consultation process thus far and invites the Committee to add its comments and proposals which will be incorporated into the report to the Executive.
8. The diagram below summarises the names and locations of the Council-run centres. The five centres in pink provide support for older people and adults with physical disabilities and the three centres in green provide support for adults with learning disabilities.

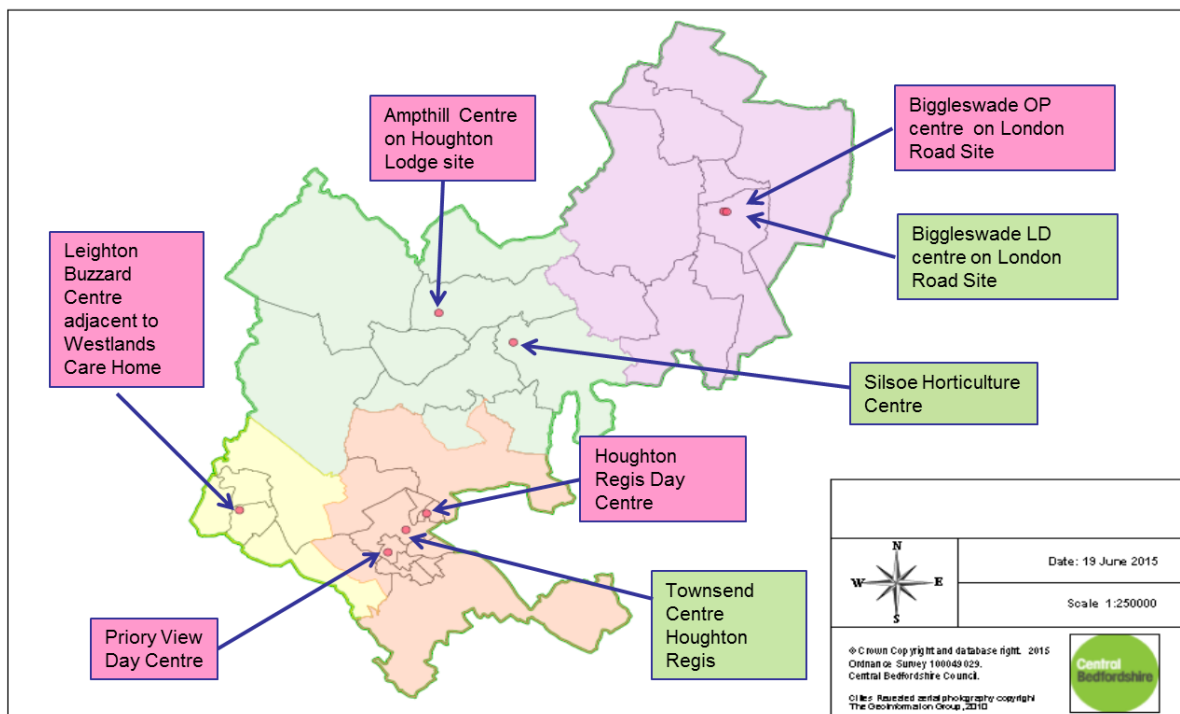


Diagram 1 – Locations of Council-run day centres

The Consultation Process

9. At the start of the consultation process all customers and relatives were sent a copy of the proposed future Day Offer alongside the consultation questionnaire. This appears in Appendix 2. In order to support them and encourage their responses an easy-read version of the Day Offer was produced and made available at centres and on request.
10. Centre staff also held sessions with customers to discuss the Day Offer and to enable them to complete their responses. In addition two local voluntary sector organisations that offer advocacy support (Right Track and POhWER) supported those who attended centres to give their feedback.
11. Relatives were also invited to further meetings held at every centre during December as detailed below. These meetings were attended by 34 relatives, some

of whom hadn't attended previous meetings, so were important to respond to any questions or concerns that were raised and gain views and ideas about the future.

Venue	Date	Attendees
Silsoe Horticultural Centre	Friday 2nd December	4
Leighton Buzzard Centre	Wednesday 7th December	9
Houghton Regis Centre	Friday 9th December	4
Biggleswade Older Peoples Centre	Tuesday 13th December	1
Biggleswade Learning Disability Centre	Wednesday 14th December	8
Amphill Day Centre	Thursday 15th December	none
Townsend Centre	Friday 16th December	8

12. Fifty relatives had already been involved in discussions during the engagement period and relatives were also encouraged to formally respond to the consultation, which may explain why fewer attended these meetings. Apologies were also received from a number of people due to illness and clashes with other events in December.
13. A range of communication methods were used internally within the Council to keep people informed about the process and how they might participate in the consultation.
 - a. Members were informed via the Members Briefing Bulletin on the 21st October 2016.
 - b. Adult Social Care staff, including those who work at the day centres were informed about the consultation via their managers who were briefed at a manager's operational meeting on 11th November 2016.
 - c. Other staff within the Social Care, Health & Housing Directorate were also informed about the Day Offer and consultation process through articles in Connect (staff newsletter) during December.
 - d. The consultation was also announced in Staff Central on 25th October 2016 and staff from other directorates were engaged, including fleet transport staff (who transport customers to and from the centres) who were kept informed by letter and also at a managerial level through the Passenger Transport Board. This enabled one member of staff to respond with a suggestion of the use of more local venues for people with dementia to reduce travel times.
14. A wide range of stakeholders from the voluntary and private sector were also informed about the consultation and invited to respond including: schools, colleges, supported living providers, private day care providers, the Clinical Commissioning Group (CCG), the Sheltered Tenants Action Group (STAG) group and the parents of children with special educational needs forum, SNAP.
15. A number of specific meetings were attended to promote the consultation including the Learning Disabilities Care Provider Forum and the Older People Network meetings in November.

The Consultation Outcome

16. The consultation period runs until 24th January 2017 so there is still an opportunity for people to contribute. The position as at 23rd December 2016 was that the

Council had received responses from 70 people. 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. This response rate is on a par with previous consultations of a similar nature and it is expected that a few more responses will be received before the close of the consultation.

17. The majority of the 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. In addition, 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.
18. A detailed breakdown of responses to each question is contained in the mid-way report in Appendix 3.

Key issues in the response and proposed changes to the proposed Day Offer

19. Two respondents commented about the language in the consultation questionnaire being too 'corporate' and not always clear. In response to this the wording of future consultation questionnaires will be reviewed and trialled with customers, rather than just the easy read version being reviewed by them.
20. There were several comments about opportunities to enable people to find employment through the future offer. This could be reviewed and strengthened in Principle 2 relating to the 'Promoting learning in a stimulating and supportive environment.
21. There were a number of comments about dementia-specific services and the need to be more focused and provide support for people with dementia. It is expected that the proposed Day Offer is amended to include more reference to dementia-specific elements.
22. There were several responses that mentioned the importance of having a variety of activities in centres. It is expected that the future Day Offer will be developed to build up and strengthen this aspect of the day offer which many people feel is important.

Conclusion and Next Steps

23. The proposed Day Offer has captured the key principles and components at a high level, and responses to the consultation have confirmed that these are valued and important. The final wording of the Day Offer will be revised in response to the consultation comments and comments from the Overview and Scrutiny Committee. This will be carried out by the co-production group which developed the detail of initial offer.
24. Customers, carers and wide stakeholders have appreciated being involved in the process and for the opportunity to contribute to the shape of the future offer, and it is important to continue this engagement throughout the next stages.
25. In summary, both the engagement and consultation processes have confirmed the valuable role played by day services both for customers and their carers. The social aspects and opportunity to form and keep friendships as well as the offer of

interesting social activities is particularly valued. For carers the role of providing respite is vital along with the continuity of skilled and well trained staff who understood their loved ones. Their concerns were around how any proposed changes could impact on them and their loved ones.

26. If the Executive is minded to approve and adopt the Day Offer then it is expected that it will also authorise the commencement of Stage 2 of this process whereby each of the Council-run Centres will be reviewed in the light of the new Day Offer.
27. Subsequent to adoption it is also expected that the Day Offer will be used as a basis for the commissioning of day care and support services in the future.
28. It is important to note that both customers and carers have continually been reassured that their care will continue, as there have been concerns expressed about potential changes to services and impact on their personal situations. Any transition process will therefore need to be handled carefully and sensitively. Part of the reassurance has been that the Council wishes to improve on its current day offer for both current and future customers.

Background Papers

29. None

Appendix 1: The Proposed Day Offer

Appendix 2: The Consultation Questionnaire

Appendix 3: The Mid-Consultation Response Report