



**Appendix 1**

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

**Response to Formal Consultation**

**Consultation closed 23 January 2017**

DRAFT

## 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, the majority of which were built in the 1970's and 1980's. Five are primarily for older people, and three for people with learning disabilities. A smaller service for people with dementia has recently opened in Dunstable, located in Priory View, and this has been excluded from this consultation.
- 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 larger day centres throughout the area, and 350 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- 1.4 In addition, the buildings themselves are outdated, costly to maintain and no longer fit for purpose to meet the needs of customers who are increasingly frail (in the case of older people) or increasingly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 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 aims 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 include over 300 customers and over 60 carers (full report is 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 coproduction 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 A formal consultation on the Future Day Offer for Older People and Adults with a disability began on 24<sup>th</sup> October 2016 and lasted 13 weeks, ending on 23<sup>rd</sup> January 2017.

1.9 To ensure all customers and their families are offered the opportunity to respond to the consultation, a consultation pack which included the 'Have Your Say' document which provides an overview of the Future Day Offer and both a paper and online survey were produced. An easier read version of the paper survey and 'Have Your Say' document was also developed.

1.10 Additional consultation meetings took place with relatives and carers. A summary of feedback from these meetings is provided within this report. More detailed information is in appendix 4.

1.11 Full details of dissemination of the consultation pack is included in appendix 6 of this report.

## 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 The Council has received 102 responses (including 1 respondent who has completed the survey on 2 occasions and 1 response completed jointly by 2 people).

2.3 34% of respondents are customers of Central Bedfordshire Council day services, 38% are relatives of carers using day services, and 27% are other respondents including provider organisations or staff.

2.4 37 (36%) respondents were male, 58 (57%) were female, 7 (7%) respondents did not answer or are joint responses.

### 2.5 Respondents in age groups

16 – 24	1	(1%)
25 – 44	12	(12%)
45 – 64	33	(32%)
65+	52	(51%)
Did not answer	4	(4%)

2.6 Appendix 1 provides a full demographic statistical profile of respondents

## 3. RESULTS OF CONSULTATION: QUESTION RESPONSES

### 3.1 Key Components:

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

- 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.

### 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	72%	73
Partially	25%	25
Hardly at all	0	0
Not at all	1%	1
Did not answer	3%	3

97% of respondents felt that the key components at least partially 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?

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

4 respondents referred to use of local services and support to access other services  
5 respondents felt that education and employment support should be available within the offer/at day centres, one respondent identified they work at Silsoe.  
3 carers referred to additional support for family carers including travel and respite.  
2 respondents felt that there needed to more focus on dementia and support for people affected by dementia.  
4 respondents suggested access to alternative activities within the day centre.  
3 respondents felt that there needed to be a focus on staffing including availability and communications.  
5 respondents said that the customer's needs should be considered in the offer.  
4 respondents raised concerns of sustainability of services and wanted reassurance that consideration of peoples opinions are considered in any future policy change.  
19 respondents stated 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?**

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

2 respondents made reference to more access to local communities.  
4 respondents said the key components should focus on customer need and ability and that the building/facilities should meet those needs.  
1 respondent 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 referenced financial implications  
1 respondent suggested improving the facilities for staff  
1 respondent said that the key components could be expanded but did not provide further detail  
1 respondent commented on the level information provided in the consultation documents  
1 respondent included a more detailed response on additional sheets  
24 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%	91
Quite important	9%	9
Not very important	2%	2
Not important at all	0	0
Did not answer	0	0

98% 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	71%	72
Quite important	21%	21
Not very important	5%	5
Not important at all	2%	2
Did not answer	2%	2

92% 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	65%	66
Quite important	24%	25
Not very important	4%	4
Not important at all	3%	3
Did not answer	4%	4

89% 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	70%	70
Quite important	24%	24
Not very important	6%	6
Not important at all	0	0
Did not answer	2%	2

94% 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	74%	75
Quite important	18%	18
Not very important	3%	3
Not important at all	1%	1
Did not answer	5%	5

92% 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?**

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

2 respondent stated education activities to support life skills should be included.

3 respondents referred to different types of activities and transport to be included in the future offer

6 respondents questioned how the changes will be initiated and offered solutions of engagement

2 respondents suggested alternative approached to gaining customer feedback

2 responses stated that the day centres work well as they are  
1 respondent said that day opportunities support carers and services  
1 respondent made reference to financial implications  
23 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?**

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

1 respondent 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  
2 respondents referred to additional activities including daily life skills such as finances, cooking etc.  
1 respondent said they agreed in principle but felt dementia support needed to be included  
1 respondent's feedback is detailed in the addendum below  
1 respondent suggested re-allocating funding to support disabled people  
24 respondents stated they had nothing further to add.

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

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

3 respondents raised concerns over sustainability of the new proposal and if they were 'realistic'.  
5 people said that they liked the day centres as they are or suggested improvements and access to community facilities  
3 respondents stated more training and support is needed for people affected by dementia  
1 person has suggested the use of alternative services/supported accommodation.  
2 respondents offered suggestions around coproduction and commissioning approaches.  
1 person questioned the term 'day centre'  
3 respondents said they didn't understand the paperwork or needed more space – additional feedback on the addendum below.  
3 respondents highlighted the need for transport to access day opportunities  
2 respondents stated that reassurance through and change in services is important for customers

1 respondent said that more day opportunities are needed  
1 respondent suggested raising the profile of adults with learning disabilities and access to mentors.  
1 response was made on behalf of the customer that more information is needed to provide thoughts of future options  
23 respondents stated they had no further comment or they were very happy with what has been proposed

3.14 Details of the qualitative information can be seen in appendix 2 & 3 of this report.

#### **4. SUMMARY**

- 4.1 In summary, the majority of the 102 respondents support the key principles and components proposed as part of the future day offer. Promoting independence, including gaining employment and supporting more access to community facilities have been identified important areas to people responding to the consultation. However concerns around a 'one size fits all' approach have been raised, with requests for reassurance that customer need will be central to any future developments. Further investigation into services for people affected by Dementia has also been suggested.
- 4.2 Other comments received included the request for ongoing communication between the Council and affected stakeholders as well as clarification and reassurance over possible impact on residents, cost implications and the redevelopment of existing sites.
- 4.3 In addition, to enable effected people to contribute feedback to the consultation further consideration should be made in relation to the audience when developing consultation materials. This should include the methods and channels used.

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#### **5. Central Bedfordshire Council Response:**

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- 5.1 The Council is grateful for all of the comments received and is pleased with the level of engagement of current customers and their relatives and will continue to dialogue closely with them as the future of each centre is considered.
- 5.2 The Council notes the amount of feedback that states that services are really valued by customers and play a vital role in supporting carers.
- 5.3 The Council acknowledges that for some respondents the documents were too corporate in their language and the questions were hard to

grasp. An easier to read version of the day offer was produced and customers were helped to respond by staff who went through the offer and the questions with them. The Council will ensure that a wide range of methods are used to help everyone to participate, and that future documents are written as simply as possible.

- 5.4 Some common themes emerged around dementia, training in life skills including employment, and increasing the range of activities on offer. The Council will ensure that the Day Offer is revised to more clearly include these elements.
- 5.5 The Council agrees that staff working with older people should be trained to deal with dementia, and that the physical environment needs to be designed appropriately with activities suitable for customers and will revise the Day Offer accordingly.
- 5.6 The Council agrees that for working age adults, learning and developing new skills that may open up wider opportunities is very important and we will revise the Day Offer accordingly.
- 5.7 Customers highly value activities, along with the social aspects, irrespective of age or disability. Any future offer needs to consider how to expand the range of activities on offer along with associated support and transport arrangements.
- 5.8 Although they were purpose-built the Council does not agree that current buildings are suitable to meet the needs of current and future customers as the needs and aspirations of the customers as a group have changed.
- 5.9 The Council does not agree that because change might be more difficult for some customers and carers that this is a reason to avoid change. What is clear from the response of many customers is that they want the opportunity to develop and try new things. The Council does recognise that future changes need to be managed carefully and sensitively and be mindful of the needs of customers both individually and as a group.
- 5.10 The Council does not intend to impose a 'one size fits all' solution and recognises the wide spectrum of customers using current day services. It believed that the principles of personalisation should apply to each customer.
- 5.11 A number of other comments have been made as part of the consultation that relate to the detail of how the Day Offer may be implemented once it has been agreed. These comments will be borne in mind and will provide a starting point to the reviews of individual centres or services.

## **Appendix 1:**

## Results of Consultation: Demographic Profile of Respondents

	No.	Percentage
<b>Q12: Are you a: (please select one option)</b>		
Customer using Central Bedfordshire Council day services	34	34%
Carer/Relative (provide unpaid support to someone With an illness or disability)	39	39%
I am a customer using other day services	1	1%
I am a relative of someone who uses day services (not carer)	5	5%
Staff (Central Bedfordshire Council)	3	3%
Provider Organisation	2	2%
Other*	14	14%
No Response	2	2%

\* Other respondents include resident of Central Bedfordshire, potential user of day services in the future, college representatives

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

Male	37	36%
Female	58	57%
No response/Joint response	7	7%

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

Under 16	0	0%
16-24	1	1%
25-44	12	12%
45-64	33	32%
65+	52	51%
Preferred not to say or did not answer	4	4%

**Q15: Do you have any longstanding illness, disability or informality** (long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)?

Yes	54	53%
No	40	39%
Preferred not to say or did not answer	8	8%

## Appendix 2 - Results of Consultation: Full Qualitative Feedback

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

- No
- Yes. When staff are on holiday staff should be able to cover so that the service is not short-staffed
- None
- No
- Offering activities such as art or pottery and a daily quiz to keep one's mind active
- I think we must talk to one another more and also to the staff
- No, I think the document covers it fully
- No
- I like work at Silsoe
- No
- I think the day centre my Mother attends in LB is certainly helping her. It would be good to encourage guests to bring pictures etc. She opens up when she visits the past and enjoys other peoples stories
- Form sub-committee
- No
- Have open days (6 monthly) to enable carers to meet staff and receive briefings. How about a day out for those able? Discuss costing
- No
- No
- For customers to have and be supported to gain paid sustainable employment
- Use this consultation as a platform to bring attention to the fact that there is very little respite accommodation available
- No
- No
- No
- No
- Basic education may be established in day centres such as time, day of week, money and its worth, interaction with others in society
- No
- Support for independent advice and accessing services
- Sustainability
- No
- No
- Local services being used.
- Improve quality of care
- No
- Support with travel and support for carers
- Ensure those providing the care have the capacity to do so and continue to
- No doing all right

- It would be nice if there was something on helping older people on trips e.g. garden centres and places of interest. My husband cannot walk very well so cannot go on public transport so other than the day centre he doesn't go out.
- Less money for older people as they voted for Brexit even though they are the biggest drain on the public finances
- More staffing
- Dementia sufferers are not mentioned. To date day care for people with dementia is to say the least poor. Due to lack of trained staff and staffing levels in general.
- Ability to deliver this consistently- no good setting the sky and then not being able to maintain it
- Get outside organisations like the W.I. members to give ladies a helping hand with sewing, knitting and helping by contributing to their charity as well
- Any health or physical disabilities would be determined when planning any new activity.
- As an older person with physical disabilities, I don't want to socialise with people with mental disabilities or dementia. I'm very uncomfortable with them. I would be very happy to meet carers to get their feelings on how people like myself can help to improve their\*
- Guarantee from the council that any change of policy's are fully discussed with all party's, as day centres for adults who are mentally or physically handicapped are an absolute life line for carers.
- I feel it is important for training in the understanding of dementia in places where dementia customers are cared for. Very difficult condition to understand.
- I think for some people the need for a routine and familiar place and the provision of nutrition is important
- I think that day centres are boring because there are no activities there
- Links with adult education groups.
- Provide services that are easily understood by their customers including taster sessions
- Some sort of simple scoring system that identifies progress or regress per individual. That would help to give the right sort of required care

*\* data/information missing from response*

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

- No
- No
- Considering community and individual assets, how can people service users and carers connect with their local communities.
- How about links with local businesses, cafe's etc.
- No
- We must get to meet the customers and get more care and support when needed

- Again, I think the document covers the important information
- No
- No
- Nothing comes to mine
- Yes
- No
- No
- No
- Employment should be a key component, whilst we accept this is not necessarily a key component for older people it is for those of working age
- No, I agree with everything that it states should happen
- No
- No
- Some customers like to talk quietly to their friends and find this worse in large rooms and/or continuous music difficult. It is also difficult to engage with some of the more challenging customers and they may feel they don't get the best value for their money
- No
- No
- No
- No
- No
- It would be easier if the Q numbers on the questionnaire corresponded to those in the Have Your Say document
- No
- No
- None.
- The key component section should be positioned/make emphasis to the needs of an individual (e.g. based on nature of disability) and not just a 'one size fits all' approach
- No
- No
- See previous
- Small building
- You can't meet carer peace of mind if your centres can't take proper care of people with dementia.
- Yes, by engaging more staff and improving their wages. To get better results by ladies to come into the centres. Better results all round for everyone.

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

- No
- No
- No
- No

- Everything is fully covered and I feel it is doing well
- No
- No. If these principles are achieved then progress can be made
- I don't feel qualified to add to what is being done. There are so many variables in guests that the staff have very challenging work which they do very well
- Flower arranging
- No
- No
- No
- That a strategic approach should be utilised to identify and shape services for customers with LD using their EHEP which should state what they would like from real services
- No
- No
- Ref. principle 2 - it may be better to have quizzes in smaller groups rather than all customers together
- No
- Life skills education and relationships with others in the community
- No
- Aids to help improve communication between carers and the services
- Fairness and transparency are very important. It is obvious that major changes are envisaged so developing trust is essential at each step of the way as this consultation is the first building block in a long process.
- For us, transport to and from day care is very important
- No
- No
- Due to insufficient space on this form and a 'word limit' online an addendum has been attached
- Education and more activities
- No
- No
- None.
- Less money for the older generation as they voted for Brexit
- More different things to do
- These are all fine statements which mean nothing. Setting targets is one thing; actually doing something to achieve a result is not so easy.
- Try to get people to look forward to what is on offer for them on same days every week. I am sure you will get a better response if they concentrate on the same day every week.
- No
- This could be discussed at meetings rather than on these forms, which, although the intention is excellent, they are very tiring for old eyes and tired brains. Good ideas come about by discussion and chat.
- That the services should be tested for their appropriateness to their customers before they are commissioned and frequently(at least annually) thereafter

- Not at present
- No
- Day centres in their current form should continue to exist - they are a proven benefit to communities (x2 – duplicate response)

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

- No
- No
- No
- No
- No
- As above
- No
- Pottery clay making
- No
- No
- No
- Employment and shaping through EHEP for customers with LD
- I agree with all the principles set out
- No
- No
- Principle 5 - visits in the past were much appreciated, especially by customers who do not get out much but I understand that risk assessments are difficult
- No
- No
- No
- Not especially.
- None
- No
- Due to insufficient space on this form and a 'word limit' online an addendum has been attached
- No its fine
- No
- None
- Give the money saved on the older generation to the disabled exclusively
- First of all you need competent staff in the day centres and enough suitably trained staff before making far reaching principles.
- No
- I agree in principal with 2.2 A, but the dementia customers need different care as making decisions is usually the most difficult thing for them and are actually not usually able to make a decision that is good for them.
- Not at present
- Promote learning - add 'reinforce existing life skills'. Encourage clients to

improve reading, number, money and cooking skills. Adult 'life skills' college courses are very difficult to access.

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

- Excellent in principle, wish you all the very best and success in its implementation
- I would like to keep it as a day centre to still be able to meet friends and be part of a group
- Ensuring the understanding and importance of an asset based approach to enable people to recognise their contribution of their own care and support.
- A step in the right direction
- The proposals are comprehensive and well thought out providing a matrix for ongoing action.
- In 'c' and 'vi' day centre in Leighton Buzzard is only offered Monday to Friday 10-3, not 9-4 as stated. Why can't clients in Leighton Buzzard have day care from 9-4?
- No
- I am very happy with the proposals and excited to hear more about them
- No
- As above
- No
- Trips to Dunstable downs and Woburn park
- No
- My concern is with dementia, if the person writing this has never encountered dementia they have no idea of the problem. But I applaud you all for trying, many never bother
- I can't help but think this will have higher cost implications. However I am in favour of improvements if possible
- No
- I am pleased that CBC are doing this, I think it may have been worth asking people for perhaps more radical ideas whilst being clear about financial constraints
- Has consideration been given to the "name" of a future day care service?
- It is important for them to feel valued and promote reassurance and support them when facing new experiences
- No
- No
- No
- More day centres are required in the area with possible interaction between them for the clients to interact with skills
- R uses Potton buses to the centre and his part time voluntary job and the council is going to cut this service so he will be really depressed if he cannot get to and from Biggleswade
- Transport is a key issue, particularly for people with a physical disability. The venues next to take into consideration the areas for supporting people (adults) with personal hygiene to ensure there is enough space if someone

is physically disabled.

- No
- The quality of the new day offer is paramount. The co-production in designing the method of evaluation of both the commissioning process and the delivery of the services forming the new day offer would assist this.
- This is a difficult questionnaire to fill in! There are aspects of each principle that are relevant and most that aren't
- No
- No
- Due to insufficient space on this form and a 'word limit' online an addendum has been attached
- Services should be sustainable not offered and withdrawn when budgets are cut
- Very good
- I do not fully understand the paperwork
- None
- Making activities different and fun for users. Not having extremely repetitive activities every time
- No
- It sounds like pie in the sky. Central Bedfordshire is out of touch with the reality of what goes on at their day centres.
- Aim to raise the profile of adults with learning disabilities by using not only local facilities but also business and general workplaces where suitable mentors might be sought.
- The day centres with the right staff,, could make a huge difference to adults with learning an physically disability, help the ones that are able move in to shared supported living or a house with 24/7 staff, all houses should have no more than 5/6 bedrooms.
- The proposals seem very good to me. Mixing the customers with different needs seems to be what many people think is good but if that happens then the spread of staff with all the relevant training is important.
- No
- No
- Yes. For older people 65+ and those with dementia, integration into universal services is not an acceptable solution. Particularly for those with dementia the current thinking is that specialist services must be provided with specialist staff and environment (x2 – duplicate response)
- There is scope to build the capacity of the local voluntary sector to provide a wider range of day activities for people. This includes making more use of community assets such as Village Halls; and providing small grants to seed fund activities and grow the market
- Note from Carer: please note that after due consideration and having chatter to P about "Day Care Services", we have not completed questions 6 - 11 inclusive. Although P thoroughly enjoys sometimes accessing the community from the centre at Biggleswade and Silsoe, your definition and degree of 'care in the community' at present does not seem clear. It would be more appropriate for him to make these choices when we know exactly what the options are.

- Accessing the community will probably involve more staff and transport to get them there. Will the funds be there to meet this?

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### **Appendix 3 – Individual Customer/Carer Feedback (surveys)**

Addendum information provided by Mr V received via email on 13 January 2017 – feedback above stated insufficient space on the survey to provide full feedback:

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This addendum accompanies my response form for the consultation – Day Offer for Older People and Adults with Disabilities.

This addendum has been used as the response form does not [allow] sufficient space to reply and the on-line form has a character limit.

#### **General Comments:**

The requirements of older individuals and those with severe learning difficulties are in some cases extremely different – therefore I would suggest that two be viewed under separate lenses and not attempt to find a ‘one size fits all’ solution. With this in mind, the key components section of this consultation should make greater emphasis of the ‘needs of an individual (i.e. based on the level of disability).

#### **Q9: See comments below.**

**Q10:** Comments should be requested separately for each of the subprinciples as it is difficult to provide a generic response where there may be some of the sub-principles that a respondent strongly disagrees with. The key with these principles is based on ‘how’ as the ‘what’ largely makes sense. Families and carers will be extremely interested in the ‘how’ as should the ‘how’ not be effective then it’s the individual users of the services and their family and carers that will suffer and the quality of care may be jeopardised.

#### **Further comments on each of the sections of this consultation paper are provided below:**

Section 2.1A (ii) – ‘wanting to make new friends’. This may be the case for individuals with less severe learning difficulties but it does not apply to all individuals especially those that are more restricted. Increasing friendships can be achieved using day trips into the community (i.e. leisure facilities and other services) and not by solely relocation.

Section 2.1A (v) – not for all individuals as it depends on the nature of the disability.

Section 2.1A (iii) – and Section 2.1A (vii) – both recognise that change (i.e. location/environment) may not be beneficial and in some cases extremely disruptive for users that need routine and structure.

Section 2.1A (viii) – this is generalising statement, misleading and misinformed. As an individual that has ‘difficulty communicating and/or taking part in activities’

the crucial point is the type of activities that this statement alludes to. For example, it has been suggested that it may be appropriate to relocate to the leisure centre and participate in activities on site. With the exception of swimming which is beneficial and physically therapeutic and can be achieved by an excursion from the current day centre, the other activities in which participation/benefits are available (e.g. sports, boiling [sic] *bowling*, theatre) are very limited.

Section 2.1B (ii) – this is essential. However, the proposed location of the leisure centre does not service or improve the proposed built day care building. Such public locations with high traffic of users may create an unsafe environment and may not serve the needs of the individual.

Section 2.1B (iii) and Section 2.1B (iv) – agree entirely. More focus should be placed on attracting and employing such staff that go above and beyond and are not entrenched in their ways. Consistency of staff is important to ensure that a better understanding of individual needs and likes/dislikes. Staff should always communicate effectively and take the lead from families / primary carers whose knowledge of individuals is undisputed and unquestionable. This is an area which needs much more improvement. Perhaps families/primary carers should be involved in choosing/selecting 'key workers'.

Section 2.1B (v) – concur. Perhaps the council should assist in setting up a regular forum so that families/primary carers can continue to interact and feel they have a voice. This would be of great support to families/primary carers who often feel isolated and unheard regarding any concerns that they must have. It is important that appropriate action is taken when concerns are raised,

Section 2.1C (i) – see comments for Section 2.1B (iii) and Section 2.1B (iv). In addition, training and qualifications is essential but a deep understanding of an individual and compassion is not something that training courses can provide.

Section 2.1C (ii) and Section 2.1C (iv) – agree and therefore would suggest that the leisure centre proposal would not facilitate this.

Section 2.2(A-C) – agree. However, these sub-principles are generic and should be based on individual capabilities.

Section 2.2D (1 and iii) – see comments above for Section 2.1B (iii), Section 2.1B (iv) and Section 2.1C (i).

Section 2.2D (ii) – providing that this does not replace staff made in reference to feedback in relation to Section 2.1B (iii) and Section 2.1B (iv).

Section 2.2D (iv) – yes but within reason as it is also acknowledged in these principles that families/ primary carers require respite.

Section 2.2E – the fulfilment of this principle should be undertaken first considering how to better use pre-existing facilities (e.g. Townsends centre) that where constructed in a 'fit for purpose' manner. Capacity could be expanded so

long as there are appropriate staffing levels. This facility has a canteen/kitchen which is unused and large spaces for which individuals to participate in many activities. In addition, excursions could be organisation to use other 'council-owned' facilities such as the leisure centre for those individuals that could benefit from the activities offered.

Should an alternative site be proposed, then this must meet the needs of all individuals without the exclusion of a few. Continuity is important for all individuals with learning difficulties and a 'base' which is fit for purpose, is safe, does not have excessive human traffic and provides activities beyond that of the leisure centre is vital. For some individuals who are less able to participate in some of the activities prescribed during our meeting, consideration should be afforded to ensure that their needs are met.

**Q11:** The 'principle and drivers' prescribed in the section 'What is behind this consultation?' are broadly fine. However, the sub-principle under 'We want to deliver better value for money' states that some of the facilities are 'old-fashioned, institutional buildings that are increasingly not right for the people who use them'. Although this may be the case for some services it is important to note that this does not apply to all. Some buildings are purpose built and provide the space needed to ensure a safe environment for its users. This is particularly true of the Townsend centre, which although not used to its fullest potential, it does have the space in which users can move freely and undertake a number of activities (when offered). This level of continuity is very important for some of its users.

Another sub-principle in this same section states that the aim is to 'focus resources more on providing good care and support'. This statement is by virtue be aligned with the preceding paragraph and more focus should be applied to providing more personalised care in purpose built surroundings that can accommodate the needs of its users.

In addition, 'good care and support' can be improved by the staff employed – those that are enthusiastic and view caring as a vocation. Many times staff are entrenched in their views and so not free to receive or use feedback of concerns from users and their families. Although day care centres are not regulated by the QCA, formal reviews/inspections with the participation of users and their families should be applied. This will ensure that the use of council proceeds is maximised to create a service of a higher standard.

**Given the comments and made above in relation to this consultation being very broad in terms of the individual's effected (i.e. the requirements of older individuals and those with severe learning difficulties are in some cases extremely different) therefore I would suggest that two be viewed under separate lenses and not attempt to find a 'one-size fits all' solution. It is therefore important for families and users to be involved in the formulation of any Executive decision (well in advance of any decision) so that more detailed proposals can be tested based on the requirements of the abilities of the users concerned.**

We do appreciate the consideration which has been given to cover all aspects of this project; however we do have some concerns which we hope you will be able to allay.

**Q7, Principle 4:**

We all hope that our relatives will integrate as well as they are able into society, but still believe that they need a permanent purpose built or adapted building as a base. By ticking the box and thus agreeing with 'maximising and supporting community capacity' we are concerned that we would be going away from having a base building.

It would seem that engaging more in the community would require more staff and extra transport to get them to and from these community activities.

(ii) VOLUNTEERS – volunteers would provide a welcome addition to existing staff where appropriate, but with work or family commitments in today's society, securing the people on a regular basis may be difficult.

(iv) ENCOURAGE CARERS TO PARTICIPATE IN SERVICES – it is unclear as to what this means. You have already mentioned in point (iii) about communication links with carers and relative so are you asking them to be more active in this day care support as well – they may not be in a position to do this.

For these reason we have not completed questions 7 and 8.

**GATEWAY CLUB**

Biggleswade Gateway provides evening activities every Thursday for many clients with learning difficulties. For them to lose this facility would be detrimental to their well-being.

We do hope that you will give consideration to the points in which we have raised, and alleviate the concerns which her have about our relatives future.

#### Appendix 4 - Customer and Relatives meetings:

Meetings were held for family members/carers at each of the day centres to provide them with the opportunity for face to face conversation provide feedback on the consultation.

Meetings were open for family members across the service; they did not have to attend the centre their relative attends.

*Details of meetings are available on request*

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Venue	Date	No of Attendees
Silsoe Horticultural Centre	Friday 2 <sup>nd</sup> December 2016 2:00pm – 3:30pm	4
Leighton Buzzard Centre	Wednesday 7 <sup>th</sup> December 10:00am – 12:00pm	9
Houghton Regis Centre	Friday 9 <sup>th</sup> December 10:30am – 12:30pm	4
Biggleswade Older Peoples Centre	Tuesday 13 <sup>th</sup> December 10:00am -12:00pm	0
Biggleswade Learning Disability Centre	Wednesday 14 <sup>th</sup> December 10:00am – 12:00pm	8
Amphill Day Centre	Thursday 15 <sup>th</sup> December 2:00pm – 4:00pm	0
Townsend Centre	Friday 16 <sup>th</sup> December 10:00am – 12:00pm	7

#### **Silsoe Horticultural Centre - summary of the points raised include:**

- 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 Day Centre - summary of the points raised include:**

- There needs to be consideration of the impact of change on people with dementia
- We need for '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 Day Centre - summary of the points raised include:**

- 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 LD Day Centre - summary of the points raised include:**

- 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 building to rebuilding totally and where it would be.

**Leighton Buzzard OP Day Centre - summary of the points raised include:**

- Some people were worried that any change will be disruptive both to their relatives and to them.
- One person said her son had just started at Silsoe this summer and he really loves it, he spends 2-3 days at college and 2 at Silsoe, hopes it will continue.
- Concern was raised if centres close there would be nothing in its place.
- One relative was concerned that the family were not involved or consulted when a review was carried out at the centre. The relative had dementia so they did not get a true picture of their capabilities.
- Concern was raised that if centres became too small there wouldn't be enough stimulation for those with lower levels of dementia.

**NB.** Ampthill and Biggleswade OP Day Centres – no attendance

**Additional meetings were held between day centre staff and customers to discuss the consultation:**

Staff have been discussing the consultation and providing reassurance when needed.

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.

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 stay with their friends.

In addition to this, customer found the easy read version of the questionnaire a bit easier to understand but still needed the staff to explain it to them.

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## **Appendix 5 – Response from Representative Group(s)**

The consultation was discussed at the Learning Disabilities Delivery Partnership Board – 22 December 2016

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Voice Group Feedback – Sandra Pearce (Pohwer) gave feedback:

Sandra at Pohwer told us about the feedback from groups on the Future Day Offer for Older People and Adults with Learning Disabilities:

- Everyone agreed with the Council's idea to do this
- People wanted more sports/community centre activities rather than being in a day centre all day
- Housing – everyone wants different things. Some people would prefer a flat or bungalow. Some people like a garden and some do not. Everyone agreed, though, on things like being independent, having good transport links or being near a town/village and having a comfortable home.

**Questions and Answers asked by received from Ruth Featherstone, Co-Chair of the Older Peoples Network, Central Bedfordshire and responded to by the Future Day Offer Project Group - 24 August 2016**

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**1. Why offer day opportunities at all? Is it a statutory duty?**

Day services as such are not a statutory service. However, the provision of necessary care and support following an assessment is a duty. The way some local authorities meet this need is through the offer of day opportunities, or day services. These can be run by local authorities or by other providers including voluntary groups. Some people may be offered a personal budget or direct payment and use this to access a more personalised or individual opportunity.

**2. Who will have the opportunity of a day opportunity?**

Currently this is an assessed service so people need to be referred by a social worker following a care and support assessment. It may be that part of a future day offer is to open up this provision to people with lower levels of need that don't meet current eligibility criteria. If we did this we would need to work out how the costs of providing such a service would be met.

**3. Who can refer people to day opportunities:**

- **Self-referral?**
- **G.P?**
- **Social worker?**
- **Carer?**
- **Falls service?**
- **O.Ts?**
- **Emergency services: police, fire, ambulance?**
- **Advocate?**
- **Age UK?**
- **Faith group leader?**
- **Community Nurse?**
- **Community Agent?**
- **Chiropodist?**
- **Food bank?**

Anyone can refer but all are dealt with through an assessment of need conducted by adult social care.

**4. Will the day opportunities be local so I can get there easily without a tiring journey?**

We would like future services to be as local as possible to minimise travel time.

**5. Who pays?**

As with all assessed care and support services, day services are chargeable, with a means-tested client contribution. This process is called Fairer Charging. Depending on their means some people pay the full cost, some a proportion and some nothing at all.

**6. How will I get there?**

Currently most people use transport provided by the council, but some make their own arrangements using family or friends or taxis.

**7. How often can I go there?**

As part of the social care assessment and the planning of services to meet your needs there would be a care and support plan agreed with you. This would include the number of days that you would be attending a centre.

**8. Will I still have to pay if I can't attend because I am ill or have other appointments or family events?**

No. People are currently only charged for days they attend.

**9. Will the day opportunities be tailored to my needs?**

We are in the process of collating responses from current day centre customers and their relatives. This feedback and similar future feedback will be used to create a more varied programme of activities for the day centre and pin-point any extra care people believe should be available at the centres so we can help tailor opportunities to individual needs.

**10. May I be part of suggesting the array of day opportunities offered, now and over time?**

Yes customers are consulted about what is offered and we would encourage this. We would like this to be at the core of what we offer in the future.

**11. Will the providers know about me and keep me safe?**

Yes they are given information about you through the care and support plan, and safety and safeguarding is a priority.

**12. I live alone and can feel lonely; will I be eligible as there is nothing physically wrong with me?**

Social isolation is one of the criteria we use to assess care and support needs so this would be taken into account.

**13. If there is something troubling me can someone at a day opportunity help signpost me to other services that may be able to help?**

Yes the staff are a valuable source of information.

**14. Will I have to pay for refreshments at the day opportunities and miss out if I don't have money on me?**

Meals and snacks are available and charged over and above any charge for attendance. Many people pay these through a regular invoice, others prefer to pay at the centre; the choice is yours.

**15. I am not good at making friends; will you help me make a few friends at the day opportunity?**

We want to encourage friendships and the meeting of new people at the day centres. In recent feedback we have received the idea of the day centre being successful at giving people opportunities for company and to make new friends was widely praised. Staff can help introduce customers to each other and during activity times individuals can meet and chat with others on their table easily.

**16. Will my carer be able to attend sometimes or every time or if they don't/can't attend can they be involved in discussions about my preferences, medical care etc.?**

Yes carers are welcome to visit. When your needs are discussed it is up to you whether you want a carer or friend there as well.

**17. Sometimes my disability or frailty makes it awkward for me to do things, will you preserve my dignity and encourage me to try?**

In the day centres we want to encourage people to maintain their independence however this will be done in a safe environment and where appropriate. At the day centre staff are on hand to offer the care and support which people may not otherwise get in their own home.

**18. Can I do taster sessions before deciding which day opportunity is for me?**

Yes. People usually attend or visit on a trial basis to see if the service is for them.

**19. If I try a day opportunity but don't like it is the system flexible enough for me to change to another seamlessly?**

New customers often take while to settle in as it can be a daunting experience. If a service is not right for somebody we will look at the alternatives available.

**20. What happens around holiday times? Do the day opportunities still happen? (E.g. around Christmas, New Year, Easter etc.)**

Most services are closed on public bank holidays but are open for the rest of the year.

**21. Will staff, helpers and volunteers have badges like the Kate Grainger (e.g. 'Hello my name is...') so I know their names and role?**

This is a good idea.

**22. Who will make sure the quality is good and sustained?**

Services carry out their own quality checks, and they are also checked out by the managers and our contracts team. This should involve finding out from attendees directly what they think.

**23. Can I do activities that give back to a community some way so I feel useful?**

Yes there are usually opportunities to help out during the day

**24. Will staff, helpers and volunteers have demonstrated a 'values based approach'? (I.e. will they have shown they 'have a heart' for the work/helping/volunteering?)**

Staff are appointed following an interview process which checks out why they want to work in this setting.

**25. How much informality is acceptable in a day opportunity offering? For example, if I belonged to a walking group but I can't walk far now and can't join in as I used to, would you support an ex-walkers group to meet to maintain the friendships we have made in the walking group- maybe meeting for a coffee at the starting/finishing point the walkers use at the same time as they are there?**

There is nothing to stop this happening either informally or by arrangement. Many of our centres are used by community groups outside the normal day centre hours.

**26. What is the safety net for people who drop off the grid and stop going to a day opportunity? Would anyone check with the person directly why this is?**

Yes the staff will always try to make contact with the person and notify the social work team if someone stops attending unexpectedly.

**27. Will the format of the day opportunity have a good balance of familiarity and novelty i.e. not the same old, same old each time?**

We are looking to gain feedback from customers in order to see what they like doing at the day centre and what activities they would like made available. This feedback will help us shape future day centre use and help provide a varied programme to cater for different needs.

**28. Can charities (including local charities), businesses, groups of fund raisers, events (such as O.P. Festival), 'sponsor' a place/places even if they are not the provider of the day opportunity? (n.b. sponsor a place not a named person)**

As part of the review we are happy to look at how other organisations can be involved to enhance the service offered. The sponsorship of places may be the difficult to deliver on a long term basis but there are other opportunities such as private organisations offering space from which to deliver day services or by providing specialist staff, equipment or outings.

**29. Will day opportunities include a choice of activities aimed at enhancing my fitness, resilience, strength and balance, independence, security, sociability and confidence in a reasonably fun way?**

We want day centres to offer a range of activities to meet different needs and appreciate feedback and activity suggestions. Typical activities include bingo, dominoes, arts and crafts and musical games. There is also the opportunity to go for walks and participate in fitness sessions. Staff will support the customer in choosing their activities and support them appropriately.

**30. Could you consider some day opportunities coming to me instead of me going there? (E.g. museum at home, reminiscence, book clubs etc.)**

Yes. We would normally achieve this via a budget or direct payment.

**31. Can you work towards removing the stigma of ‘I am going to a day centre’ compared with the reaction “I am going to Pilates and having lunch with friends afterwards”?**

Yes, we think this is important and we think the best way to do this is to delivery day services in the future integrated with and alongside other services that everyone uses. We want to provide activities that stimulate people and encourage customers to do things that they may not otherwise do.

**32. If I go to a day opportunity what steps will be taken to protect me from catching infections?**

Staff are trained in hygiene procedures and will wear protective clothing when needed to minimise the risk of infections including cross contamination. Customers are encouraged to practice personal hygiene such as washing hands correctly.

**33. If I have transport to a day opportunity will you ensure I am safely in my home before you drive away?**

The Council-provided transport uses escorts as well as a driver to ensure that people are escorted safely to and from their home to the bus.

**34. What have you done to accommodate the needs of people (including younger people) with early onset dementia-an often forgotten group?**

There are people attending our centres with early onset dementia and this number has been growing.

## APPENDIX 6 – Consultation Communication & Engagement Activities:

Consultation Communications and engagement Activities				
Stakeholder:	Type	How?	When?	Responsible
Customers	Communication	Letters / Consultation Pack	21/10/2016	Project team
Customers	Engagement	Day Centre meetings	November/December 2016	Project team/ Day Centre Staff
Carers	Communication	Letters / Consultation Pack	21/10/2016	Project team
Carers	Engagement	Day Centre meetings	02/12/16 - 16/12/16	Project team
ASC Staff	Communication	Staff Briefing via managers	25/10/2016	Project team
ASC Managers	Communication	ASC Managers meeting	11/11/2016	Project team
Customer Services	Communication	Staff Briefing	25/10/2016	Project team
Day Centre Staff	Communication	Letters / Consultation Pack	26/10/2016	Project team
Transport	Communication	Letters / Consultation Pack	25/10/2016	Project team
Members	Communication	MIB	21/10/2016	Project team
Commissioning Teams	Communication	Staff Briefing	25/10/2016	Project team
Private Day Care	Communication	Letters / Consultation Pack / Email	17/11/2016 & 13/01/17	Project team
Supported Living Providers	Communication	Letters / Consultation Pack / Email	17/11/2016 & 13/01/17	Project team
Residential Care Providers	Communication	Letters / Consultation Pack / Email	17/11/2016 & 13/01/17	Project team
Service Providers	Engagement	Letters / Consultation Pack / Email	06/12/2016 & 13/01/17	Project team
Learning Disability Provider Forum	Engagement	Provider Forum	22/11/2016	Project team

<b>Transitions Coordinators - SEND</b>	Communication	Letters / Consultation Pack	17/11/2016	Project team
<b>Schools</b>	Communication	Article - Central Essentials	01/12/2016	Project team
<b>Wider SCHH</b>	Communication	Article - Connect	27/10/2016	Project team
<b>Health/CCG</b>	Communication	Letters / Consultation Pack / Email	17/11/2016	Project team
<b>STAG</b>	Communication	Consultation Pack	24/11/2016	Project team
<b>Carers in Bedfordshire</b>	Communication	Consultation Pack	24/11/2016	Project team
<b>Wider CBC</b>	Communication	Article - Staff Central	October 16 - January 17	Project team
<b>Wider Community</b>	Communication	Social Media Activiti	October 16 - January 17	Project team
<b>OPN</b>	Engagement	Meeting	30/11/2016 & 13/01/2017	Project team
<b>Passenger Transport Board</b>	Engagement	Board	30/11/2016 & 13/01/2017	Project team
<b>Disability Resource Centre</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Carers in Beds</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Healthwatch Central Bedfordshire</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Voluntary Community Action</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Autism Bedfordshire</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Age UK</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>SNAP</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Kids in Action</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>BRCC</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Beds and District Cerebral Palsy Society (BDCPS)</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Beecroft Club</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team

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<b>Dega Club</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Toddington Lunch Club</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Biggleswade Lunch Club</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team
<b>Headway Bedford</b>	Communication	Email	30/11/2016 & 13/01/2017	Project team

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**Central  
Bedfordshire**

**Contact us...**

by telephone: 0300 300 8000

by email: [customer.services@centralbedfordshire.gov.uk](mailto:customer.services@centralbedfordshire.gov.uk)

on the web: [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

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