



have  
**your**  
say...

# ...On the Future of Amphill Day Centre

An update on Amphill Day Centre consultation

Find Central Bedfordshire Council online at



[www.centralbedfordshire.gov.uk/consultations](http://www.centralbedfordshire.gov.uk/consultations)

**Central  
Bedfordshire**





# Amphill Day Centre

## Consultation Update 12th October 2018

### What we have done so far

Following the approval by the Council's Executive Committee on 7<sup>th</sup> August 2018 to consult on the future of Amphill Day Centre consultation documents have been sent out to customers, relatives and other interested parties. Since then the consultation team have been busy talking to customers, relatives and staff about the proposals and encouraging them to complete the consultation questionnaire.

Many customers and relatives have now spoken to or met Jenny, Sam, Rebecca and Claire in the consultation team who will be helping customers to contribute to the consultation.

### Who we have consulted with

Along with the customers, relatives and staff, we have sent consultation information to the organisations listed below that all have a role in relation to Amphill Day Centre.

**East London NHS Foundation Trust (ELFT)** – part of the NHS that provides services to people with mental health needs including people with dementia.

**Healthwatch** – the national consumer champion in health and care. Healthwatch have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

#### **Amphill and Flitwick Town Councils**

**Carers in Bedfordshire** – a registered charity existing to help family carers and former carers cope with the mental and physical stress arising from their role. They offer assistance such as practical help, advice, training, advocacy, support and information.

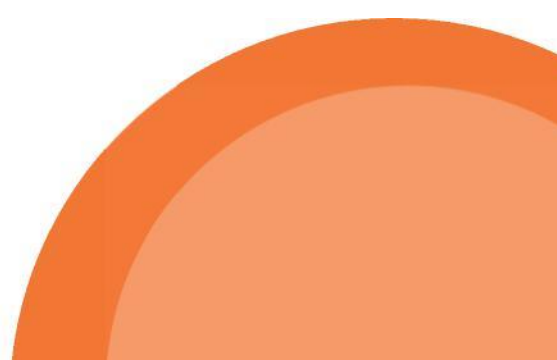
**Age UK Bedfordshire** – a local charity based in Bedford and operating through the whole of Bedfordshire and Luton for the benefit of all older people in the County.

**Alzheimer's Bedfordshire** – a charitable organisation providing information, support and services to people living with all types of dementia, their carers, family members, health professionals, and anyone else with concerns about their memory or that of someone else.

**Older People's Network** – an independent forum to improve the services Central Bedfordshire Council Provide for older people.

**POhWER** – a charity and membership organisation that provide information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.

We have also sent consultation information to other organisations that use the day centre for other purposes or during out of hours.



## Frequently Asked Questions

Below are some of the questions that we have been asked so far during the consultation by customers and their relatives.

### **What is meant by the 'Hub and Spoke' model?**

The 'Hub' would be a day centre that is open every day between Monday and Friday. Although not limited to, this may suit those with higher care needs, or those who prefer the stability of the same place every time they visit. We think this would be Silsoe Horticultural Centre which is currently a day centre for adults with disabilities.

The 'Spokes' would be at venues across the local area on different days, however they would run from a different location on the same day every week. We think these would be communal lounges and dining rooms within sheltered housing schemes.

### **Would I be separated from the friends I have made at Ampthill Day Centre?**

We understand the importance of friendships that are made at the day centre and would aim to maintain these where possible. If this is not possible for any reason then we would look at how we can help you continue these.

Jenny, Sam, Rebecca and Claire would discuss your friendships with you and try to make sure these are taken into account if a decision is made to close Ampthill Day Centre.

### **Would the days I attend change?**

If a decision is made to close Ampthill Day Centre, Jenny, Sam, Rebecca and Claire would work with you to identify the days and venues most suited to you. We would try to accommodate your requests, but cannot guarantee the days you attend would remain the same.

### **Would we still have transport to the new centres and would we have to pay more?**

We would discuss any changes to transport as part of the Assessor's review. We do not envisage any changes to transport fees.

### **Will I have to travel further?**

We would work closely with transport colleagues to minimise the impact of change on customers as much as possible.

We hope that for many customers the day service they access would still be local to them, and may, in some cases, be nearer. For some customers however, it may mean a slightly longer journey time depending on which venue(s) they would be attending and the transport route.

### **Would the staff be made redundant?**

If the decision is made to close Ampthill Day Centre then the Council would discuss any changes with the staff at Ampthill Day Centre. We would hope that all the staff would choose to remain with the service and that customers continue to receive support from staff they are familiar with.

### **Would the hub and spoke model require more staff?**

This is something that the project team will work closely with the operations team to monitor. It is likely that more staff will be required to support this model.

### **What do you mean by accessible toilets?**

An accessible toilet is designed to meet the needs of people with physical disabilities, limited mobility or inability to walk due to impairments. These toilets have more room than a standard toilet to enable assistance from staff and also have hand rails for support with sitting and standing.

A changing place is large enough to have a changing bed and hoist for those customers with higher needs who cannot transfer from a wheelchair.

### **Would I still have a hot lunch?**

We anticipate that this will continue as we know how important a hot lunch is for our customers. We are looking into the ways that this can be offered at both the hub and spoke centres.

### **If I am not happy with the hub or spoke I am allocated to, would I be able to change venue?**

The project team have been piloting running day services from alternative venues for smaller groups of customers to test how the 'hub and spoke' model works. The team are

also facilitating ongoing visits to different venues to give customers the opportunity to see what these places are like. We hope that being able to visit alternative venues could help familiarise customers with the new places and enable a smoother transition if the changes are agreed.

If the proposal is agreed then an Assessor would look at your care and support needs, friendship groups and other criteria to make sure your new location is right for you.

## **Independent advice and support**

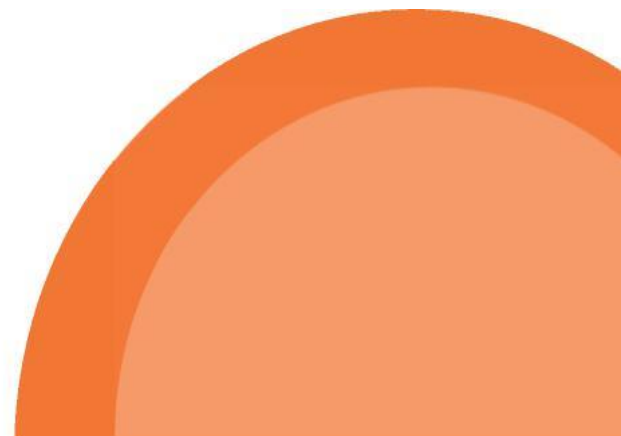
If you would like to speak to someone other than the Council, below are the contact details for two local independent organisations that would be happy to discuss the consultation with you.



**Telephone: 0300 456 2370**  
**Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)**



**Telephone: 0300 303 8554**  
**Email: [info@healthwatch-centralbedfordshire.org.uk](mailto:info@healthwatch-centralbedfordshire.org.uk)**





## Consultation Period and Decision Making

No decision about the future of Ampthill Day Centre has yet been made. Below is a timetable of the activity planned between now and a final decision being made;

Dates	Activity	Notes
20 <sup>th</sup> August to 12 <sup>th</sup> November 2018	Consultation Period	On 20 <sup>th</sup> August 2018 the Council published consultation documents. These outlined the options considered and the Council's preferred option for the future of Ampthill Day Centre. There is a questionnaire that people can fill in to respond to the consultation. A social worker and development officers are ensuring that all customers who want to participate in the consultation are supported in doing so. At the end of the consultation period the results will be published along with the Council's response to issues raised.
13 <sup>th</sup> November to 22 <sup>nd</sup> November 2018	Report writing	Completion of the Executive report which will contain information about the outcomes of the consultation and will make recommendations about the future of the centre.
4 <sup>th</sup> December 2018	Meeting of the Council's Executive	The Executive (made up of elected local councillors) will consider the report and make a decision based on the recommendations in it. This is a public meeting – anyone can attend. It is also broadcast live on the internet and a recording can be viewed afterwards. The report that the Executive will consider will be published on the Council's website on 22 <sup>nd</sup> November 2018.
4 <sup>th</sup> December to 13 <sup>th</sup> December 2018	Call In Period	The decisions made by the Executive on the 4 <sup>th</sup> December 2018 will be published two days after the meeting. Decisions made by the Executive can be 'called in' for reconsideration within five working days of the date they are published. In the event that the decision is not called in we would expect to be able to implement any recommendations from 14 <sup>th</sup> December 2018.



## What happens next?

Claire is the team's social worker, leading the consultation meetings and along with Jenny, Sam and Rebecca is continuing to meet with customers and relatives. They are ensuring that all customers have their say in the consultation if at all possible and are encouraging customers to be involved.

Alongside Claire, Jenny, Sam and Rebecca, the other members of the consultation team will also continue to be available at Ampthill Day Centre on a regular basis to answer any questions you have.

If you haven't completed the consultation questionnaire we would encourage you to do so. You can do this by filling in the questionnaire by hand and posting it to us at the address below or by leaving it with Lisa, the manager at Ampthill Day Centre. Alternatively the questionnaire can be filled in online at [www.centralbedfordshire.gov.uk/consultations](http://www.centralbedfordshire.gov.uk/consultations).

If you need copies of the consultation documents or the questionnaire you can get them from the website. There are also copies in the day centre. If you want to be sent any of the documents please contact Rebecca Carr on the phone number below.

The closing date for consultation responses is Monday 12<sup>th</sup> November 2018. All responses will be reviewed and included in a consultation report that will accompany a report on the future of Ampthill Day Centre which will be considered by the Social Care Health and Housing Overview and Scrutiny Committee and at a meeting of the Executive in December 2018.

As soon as a decision is made by the Council's Executive we will inform customers, relatives and staff.

## Meet the consultation team

The consultation team consists of (left to right) Jenny, Sam, Claire, Rebecca and Mel.

You can expect to see them in the centre and can contact any of them via Rebecca using the details below.

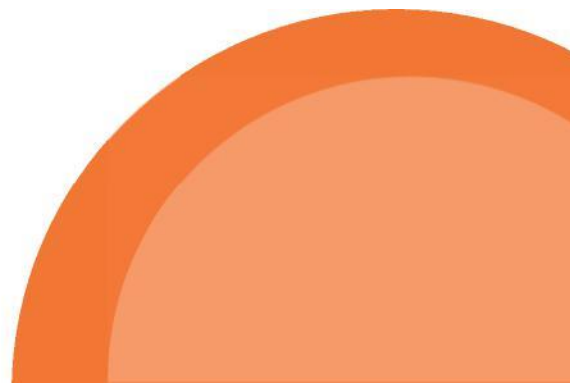


## Contact us...

by telephone: 0300 300 6609

by email: [rebecca.carr@centralbedfordshire.gov.uk](mailto:rebecca.carr@centralbedfordshire.gov.uk)

Write to: Rebecca Carr, Central Bedfordshire Council,  
Houghton Lodge, Houghton Close, Ampthill, MK45 2TG



# Central Bedfordshire in contact

## Find out more

For more information about this publication, further copies, or a large print copy, get in touch.

## Please recycle me!

When finished with, please put me in your recycling bin or bag.



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



[www.facebook.com/letstalkcentral](https://www.facebook.com/letstalkcentral)



@letstalkcentral



[customers@centralbedfordshire.gov.uk](mailto:customers@centralbedfordshire.gov.uk)



0300 300 8000