

PLYMOUTH CITY COUNCIL

Subject: Improving Quality and Outcomes, Increasing Choice and Control-
Increasing Choice and Control in Day Opportunities

Committee: Cabinet

Date: 6 August 2013

Cabinet Member: Councillor McDonald

CMT Member: Carole Burgoyne (Director for People)

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and Adult Social Care

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Ref:

Key Decision: Yes

Part: Part: One

Purpose of the report:

On 15th January 2013, Cabinet approved a report which detailed a number of strategic projects designed to deliver improved quality and outcomes, and increased choice and control for people using our services.

Two of those strategic projects, "Improving the quality in Dementia Care and Improving the choice and control in day opportunities", required the Council to undertake inclusive and meaningful consultation with service users, families and carers. The consultation process started on the 27th January 2013, and in line with best practice ran for three months closing on the 30th April 2013.

Following this consultation process this paper sets out a series of recommendations designed to "Increase Choice and Control in Day Opportunities".

The Brilliant Co-operative Council Corporate Plan 2013/14-2016/17

These changes are in line with the development of Plymouth City Council as a Co-operative Council as it supports the aims of;

- Devolving power and encouraging greater community engagement
- Community ownership of assets and services
- Greater control for individuals of the services they receive
- Supporting social enterprises
- Strengthening the community/voluntary sector

In addition, the service will support the following priorities within the Corporate Plan:

- **Caring Plymouth:**
 - People are treated with dignity and respect.
 - We will help people take control of their lives and communities
- **Pioneering Plymouth:**
 - A council that uses resources wisely.
 - And the council provides and enables brilliant services that strive to exceed customer expectations

**Implications for Medium Term Financial Plan and Resource Implications:
Including finance, human, IT and land**

This project aimed to deliver efficiency savings of £403,000 over the period 2013-16 in line with the provisional delivery plan savings targets.

Finance

The total financial savings expected to be achieved for the decommissioning of St Georges Day Centre delivery plan across the 3years are £403k, a profile of savings is shown in Table I below.

Table I – Decommission St Georges Day Centre Delivery Plan Savings

2013/14	2014/15	2015/16	Total
£'000	£'000	£'000	£'000
30	151	222	403

The following assumptions have been made in respect of the delivery plan savings.

- 1) The savings are based on 2013/14 budgets;
- 2) The decommissioning of St Georges would happen during the next 12 months

Other Implications: e.g. Child Poverty, Community Safety, Health and Safety, Risk Management:

An initial Equality Impact assessment was carried out to support the Cabinet paper of the 15th January 2013 and as both consultations have progressed we have updated this to ensure we are capturing changes and gaps in the consultation process. In response to these recommendations a further Equality Impact Assessment has been completed which has been informed by the consultation process including one to one meetings with clients.

When considering these proposals Cabinet has a responsibility to make sure that it gives due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. The proposals focus on meeting people's needs in high quality appropriate settings and enabling people to be part of their communities. As a result of our current equality impact assessments we are mindful of the unique characteristics of each person who may be directly affected by the proposals and any potential impacts will be managed through individual assessments and reviews and bespoke packages of care. The proposals focus on meeting people's needs in high quality appropriate settings and enabling people to be part of their communities. The recommendations are therefore in line with our Public Sector Equality Duties to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected Characteristics and those who do not. The full EIA is attached as appendix three

A risk register has been developed and we will continue to review, update and apply appropriate risk mitigation strategies. Through this process we will ensure quality and outcomes are not compromised.

Equality and Diversity

An Equality Impact Assessment has been completed. No adverse impact was identified as a result.

Recommendations & Reasons for recommended action:

It is recommended that:

- The Council will ensure that eligible needs continue to be met and clients that are assessed as needing centre based day care will continue to receive this form of provision in improved facilities.
- In light of the changing demand profile detailed in this report for the numbers of day centres provided by Plymouth City Council to reduce from three to two.
- The building St George's would close allowing for the community redevelopment plan on the site to proceed.
- Day Centre provision would be operated from the Woodfield/Reatch site with the services being remodelled to become centre based community hubs for those with multiple and complex needs. Such a move would bring economies of scale whilst still providing sufficient capacity to meet demand.
- We will bring forward proposals to seek additional resources to upgrade and modernise provision at the Woodfield/Reatch site.
- For these changes to take place over the next 12 months.

Although the majority of residents did express a view that they would prefer the existing service configuration to be maintained, there was also recognition that some element of change is inevitable. The wider context is that the numbers accessing traditional day care has fallen and is likely to fall further over the coming years as more community based activities are developed. It is recommended that day centre provision be consolidated on one site at Woodfield/Reatch as this will bring opportunities of scale and scope and also free up St George's site for redevelopment. This could deliver affordable housing and accommodation for people with a learning disability and/or profound physical disability.

Our approach to achieve this will need to be taken in a number of key steps as set out below:

- Work closely with and support the clients currently receiving a day service at Reatch, helping them to access community based services that will continue to meet their needs.
- Bring forward plans to seek additional resources to upgrade the services at Woodfield/Reatch.
- Work closely with and support the transfer of clients attending St Georges that wish to move to this new and upgraded service.
- Work with Commissioners, Service users and Staff to ensure we improve the service we provide and ensure it is fit for purpose.
- Work closely with staff across all day services and create a new staff profile appropriate for the new service.

Alternative options considered and reasons for recommended action:

Keeping the existing service configuration has been considered however this traditional approach delivered in out-dated facilities is becoming less popular particularly with younger people. It does not always deliver continuity of care and does not always provide value for money. Furthermore it will not meet the strategic aims of “Improving Quality and Outcomes, Increasing Choice and Control”

Published work / information:

Putting People First 2007: http://www.plymouth.gov.uk/putting_people_first.pdf

Think Local Act Personal 2010:

<http://www.thinklocalactpersonal.org.uk/Browse/ThinkLocalActPersonal/>

A Vision for Adult Social Care, Capable Communities and Active Citizens 2010:

<http://www.thinklocalactpersonal.org.uk/Browse/ThinkLocalActPersonal/>

Care and Support White Paper 2012:

<https://www.gov.uk/government/publications/caring-for-our-future-reforming-care-and-support>

Background papers:

Title	Part I	Part II	Exemption Paragraph Number						
			1	2	3	4	5	6	7
Equality Impact Assessment	X								

Sign off:

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Originating SMT Member: Dave Simpkins

Have you consulted the Cabinet Member(s) named on the report? Yes

1. Introduction:

On 15th January 2013, Cabinet approved a report which detailed a number of strategic projects designed to deliver improved quality and outcomes, and increased choice and control for people using our services.

Two of those strategic projects required the Council to undertake inclusive and meaningful consultation with service users, families and carers. The consultation process for both projects commenced in January 2013, and in line with best practice and guidance ran for three months.

This paper sets out the findings of the consultation process to date and makes a number of recommendations in relation to “Increasing Choice and Control in Day Opportunities”.

2. Context:

We have set out a new vision for day opportunities in the independent sector, with an aim of supporting greater social inclusion and access to community life for vulnerable adults and people with disabilities. This change has been reflected in Cabinet’s recent decision to award contracts for a Day Opportunities Framework and move away from purely ‘block’ purchased building based provision to a framework of 26 suppliers offering 200 different activities such as one to one enabling, training courses, employment support and access to mainstream leisure activities.

In response to this changing landscape, a paper was drafted and approved by Cabinet on the 15th January 2013, which included a number of strategic projects. The council has carried out detailed consultation with current service users in respect of two of these projects and this report sets out the findings and recommendations from this consultation exercise.

3. Increasing choice and control in day opportunities:

3.1 Background:

Cabinet made a recent decision to award contracts for a Day Opportunities Framework and move away from purely ‘block’ purchased building based provision to a framework of twenty six suppliers offering 200 different activities, such as one to one enabling, training courses, employment support and access to mainstream leisure activities. This is as a direct result of responding to the aspirations of younger people who have a physical disability. These young adults have different aspirations and are not choosing to attend such provision, but want to participate in community life as active citizens. Over time a range of disabled people of all ages have chosen alternatives to building based provision and this trend will continue. There is recognition, however, that some adults will continue to need building based care.

The Council has developed with its strategic partners the ‘Union Street Urban Framework’. The redevelopment plans could deliver affordable housing and accommodation for people with a learning disability and/or profound physical disability, together with employment and training opportunities. St George’s day centre is located in part of the Union Street plan and, subject to consultation, Plymouth City Council would wish to progress the redevelopment opportunity.

Day Opportunities: Service User consultation and engagement

The consultation for this project focussed on the future of the buildings which Plymouth owns and manages. These are:-

- REATCH in Whiteleigh supports service users with physical and sensory disabilities
- Woodfield in Whiteleigh supports service users with profound learning and physical disabilities
- St Georges in Stonehouse supports people with learning disabilities

3.2 Consultation Process:

The consultation sought feedback about the following issues:

- Whether the Council should give people personal budgets so that they can buy the services they would like to receive and the Council can close the buildings
- Whether the Council should close the buildings and merge the services onto one site
- Whether the Council should do nothing and keep all services running from Plymouth City Council Buildings

Day Centre: Service user consultation and engagement

Consultation with all users and carers has been undertaken and supported by dedicated social work and support staff; it has been conducted in a sensitive and supportive way. Every effort has been made to ensure fairness, consistency and equality of opportunity for all service users who are directly affected. All consultation communications and questionnaires have been produced in formats suitable for the client group.

The consultation process included the following:

Website

The Council's website has been refreshed and people have been able to complete a consultation questionnaire or email comments into the Council as part of the consultation process so that comments were recorded and taken into account.

Questionnaires

We have sent out 160 questionnaires to users and families in respect of the potential changes to Day Services. Questionnaires were available on the website for other interested parties. Staff at the day centres' have been able to feedback their comments in this way if they wished to do so and staff meetings were also arranged.

Stakeholders

Consultation took place with service user and stakeholder members of the Learning Disability Board and Plymouth People First.

Consultation Sessions

Consultation events have been carried out in order to give families and stakeholders an opportunity to discuss the future of the service. The events were held through February and March. Individual consultations were also carried out for people who would not benefit from, or contribute in a larger consultation event. These individual events were supported with keyworkers and advocacy services available as required.

We hosted 8 workshops in total across the 3 sites. A total of over a 100 people attended. Officers present at the event included:

- An independent person who facilitated the event.
- Head of Service Commissioning
- General Manager for In-house Services
- Social workers and support planners
- Independent advocates

Individual visits with families and people using the services

These have been offered as part of the consultation. Dedicated social workers and support staff made appointments to gather feedback and families were offered visits at their convenience. Information was provided on the availability of community based services via the day opportunities framework and support was offered to access direct payments/personal budgets. The aim was to ensure that people can make informed choices about future services.

Advocacy support

We commissioned Plymouth Highbury Trust to support the consultation events and, where people requested their involvement, they provided support to ensure we gathered feedback. Woodfield, St Georges and Reatch support people with complex needs and our aim was to enable everyone to contribute and be heard.

Engagement with people who use services

Separate events were carried out to engage people who use services. We ensured that all information was in accessible formats.

3.3 Consultation Feedback:

Overall people reported that they would prefer services to remain unchanged; however, they did recognise that due to the wider economic environment a degree of change would be inevitable. The most important consideration for people to date has been to remain in contact with friendship groups. Carers and families of people with complex needs felt very strongly that their relatives needed a building based service and skilled staff to provide good quality care and support. Other themes included:

- Ensuring good quality across all provision;
- Ensuring social inclusion;
- Maintaining relationships and wellbeing;

- A building based service makes people feel safe;
- Carers value the service as a break from caring responsibilities;
- Transport and personal care facilities are not always available or easy to access in the wider community;
- The buildings were felt to be in need of investment and refurbishment
- Some people who attend Reatch would consider the option of alternative provision.

3.4 Client Profile:

Service User Profile

In terms of the services that are affected by change latest data obtained on the 18/4/13 indicated the following:

Scheme	Number of Service Users	Male	Female	Age Profile	Client Group
Reatch	69	40	29	19 are 65 or over	63 Physical & Sensory Disability 4 Learning Disability 1 Mental Health 1 Vulnerable Adult
St Georges	40	17	23	All 18-64 and 1 service user is 70	40 Learning Disability
Woodfield	23	13	10	All 18-64	22 Learning Disability 1 Physical and sensory Disability

In addition the individual meetings with service users have indicated:

Reatch

At the time of starting the consultation Reatch had 73 clients, 4 clients have left the service during our consultation process either through choice or personal health issues. Whilst some people expressed a preference to continue to receive a day service at Reatch there has been some interest shown in alternative provision within the community. Approximately 10% of clients attending the centre are now actively engaged in seeking alternative options, with our continued support. Meeting the needs of everyone who attends this centre remains our primary aim and we believe that the overwhelming majority of clients, with our support, would benefit from the range of services offered through the Day Opportunities Framework. Over 80% of clients have been attending Reatch for more than 3 years with 30% having attended day services provided by the Council for longer than 10 years. 19% of clients make their own transport arrangements to access the centre. For those clients who access centre transport the pick- up points are shown at Appendix two

Woodfield

Woodfield provides care and support to 23 service users with 6 supported to undertake community activities that operate from the building. Due to the range of profound disabilities of those who attend all clients will continue to require a building based service to meet their needs. 20% of clients make their own transport arrangements to access the centre. For those clients who access centre transport the pick-up points are shown at Appendix two

St Georges

At the time of starting the consultation St George's had 44 clients, 3 clients have left to pursue alternative building based services. This service provides valuable social inclusion, support and essential carer respite; 63% of people attending St George receive no other services from the Council. 14% of clients make their own transport arrangements to access the centre. For those clients who access centre transport the pick-up points are shown at Appendix two

4.5 Day Centre Utilisation Levels:

As a result of the City's Councils strategic direction away from traditional forms of provision and the active commissioning of more community based activities the numbers using building based centres have reduced.

Dates period: from week end 03.06.2012 to week end 02.06.2013			
Centre	Total Days Booked	Total Days Attended	Utilisation Level
REATCH	7058	4977	70.52%
St. Georges	7616	6376	83.72%
Woodfield	5578	4802	86.09%

4.6 Overview of Buildings:

During the consultation both service users and staff highlighted that investment was required in the buildings if they were still to continue to offer high quality person centred services going forward and particularly if a decision was made to combine services onto two sites . As a result of the comments from both staff and families we have commissioned a review of the buildings and the plan would be to bring forward proposals to seek additional resources to upgrade and modernise provision.

4.7 Community Based Options:

In August 2012 Plymouth City Council let a Day Opportunities Framework which replaced existing block contracted services. The framework sets down pre-determined quality standards, service specifications and an open and transparent pricing structure. In total 26 suppliers qualified to be on the framework; 19 Third sector/Social Enterprise providers, 7 private organisations. Between them they will be offering a range of 214 group activities and 64 enabling opportunities for service users to choose from. Types of activities include, trips, employment opportunities, leisure and fitness activities, drop in's, one to one enabling services, horticulture and arts and crafts.

Service users decide which providers from the framework they wish to be supported by to meet their assessed needs and outcomes. Plymouth City Council then calls off the framework on behalf of Service users via their Personal Budgets. Service users who opt to deploy their Personal budgets through Direct Payments are able to access the list of suppliers on the Council's framework along with details of the services available, in order to enable them to make an informed choice when they or their representative purchase support directly from the market

5. Equality Impact Assessment:

An initial Equality Impact Assessment was completed to support the Cabinet paper of the 15th January 2013 and as both consultations have progressed we have updated this to ensure we are capturing changes and gaps in the consultation process. In response to these recommendations a further Equality Impact Assessment has been completed which has been informed by the consultation process. We are mindful of the unique characteristics of each person who may be directly affected by the proposals and will continue to assess for differential impacts throughout the process.

6. Staff Engagement:

Throughout the consultation period staff have been able to provide us with their views through the website and questionnaires. Meetings with staff have also been carried out to ensure they are both informed and consulted with. Where needed staff have supported our service users in engaging with the consultation process.

The recommendations set out in this report will have an impact on staff and a comprehensive human resource process and plan will be available and the relevant unions consulted with prior to formal consultation with staff if the recommendations are agreed by Council.

Our intentions are to support staff through the reconfiguration of Day Services; if the recommendation is agreed at Cabinet. This process will aim to find suitable alternative employment (through the redundancy avoidance policy) within the Council. Full use will be made of Plymouth City Council's resources, for example, redeployment and the employee assistance programme. However, it is anticipated that not all staff will be successful in finding alternative roles and that some redundancies will be unavoidable.

Appendix One Independent Consultation Reports

The Reatch Day Centre

Overview

Over the last few years, Plymouth City Council has made significant progress in introducing more personalised approaches in order to help people to have more choice and control over the care and support they receive, enabling them to live the life they choose.

Amongst the key projects that will deliver more choice is the introduction of a Day Opportunities Framework which moves away from the more traditional 'block' purchased building based provision to a framework of 26 suppliers offering 200 different activities such as one to one enabling, training courses, employment support and access to mainstream and specialised leisure activities.

Plymouth City Council has been tasked with creating a high quality care system underpinned by the principles of self-directed support and person-centred planning. As a result, it has been seeking views, through a consultation process, on ways to improve day services across the city for people with physical and learning disabilities. The focus for this consultation was on the future of the Reatch day service.

The consultation period ran for three months until the 30th April 2013.

At the beginning of February all 74 service users of Reatch were sent a questionnaire for completion and were invited to attend a consultation event. A total of 41 service users and 13 carers/family attended these events.

A total of four consultation events were held, the details of which are listed below:

Tuesday 26th February 2013 10.00am - 12.00 noon, Woodfield CRC

In attendance

Jean Humphries	External Facilitator
Craig McArdle	PCC Head of Service - Commissioning
Gary Walbridge	PCC ASC General Manager
Julian Moulard	PCC ASC Service Manager
Angela MacBlain	PCC ASC Project Officer
Franca Burge	Support Planner
Phil Fitzsimmons	The Highbury Trust (Advocacy Service)

Thursday, 28th February 2013 12.30 – 2.30pm Woodfield CRC

In attendance

Jean Humphries	External Facilitator
Craig McArdle	PCC Head of Service - Commissioning
Gary Walbridge	PCC ASC General Manager
Julian Moulard	PCC ASC Service Manager
Angela MacBlain	PCC ASC Project Officer
John Casey	Reatch Unit Manager
Nick Mucha-Cable	Community Support Worker
Phil Fitzsimmons	The Highbury Trust (Advocacy Service)

Tuesday, 5th March 2013 10.00am – 12.00 noon Woodfield CRC

In attendance

Jean Humphries	External Facilitator
Gary Walbridge	PCC ASC General Manager
Angela MacBlain	PCC ASC Project Officer
Nick Mucha-Cable	Community Support Worker
John Casey	Reatch Unit Manager
Phil Fitzsimmons	The Highbury Trust (Advocacy Service)

Friday, 8th March 2013 12.30 – 2.30pm Woodfield CRC

In attendance

Jean Humphries	External Facilitator
Craig McArdle	PCC Head of Service – Commissioning
Gary Walbridge	PCC ASC General Manager
Angela MacBlain	PCC ASC Project Officer
Danielle Bacon	Community Support Worker
John Casey	Reatch Unit Manager
Phil Fitzsimmons	The Highbury Trust (Advocacy Service)

The format for each event was as follows:

- ♦ **Introductions** - Gary Walbridge, the General Manager for PCC Adult Social Care introduced the facilitators and stressed the importance of impartiality so that service users could have confidence in the consultation process.
Jean Humphries, an independent facilitator, led the events and was responsible for collating feedback and comments and recording them in a report for Cabinet. Phil Fitzsimmons, the Highbury Trust, who provides an independent advocacy service was also in attendance.
- ♦ **Background**
Jean Humphries provided service users with background information to Plymouth City Council's plans to review building based day care provision. The consultation exercise would enable them, and their carers, to consider alternative options that would offer more choice and control over the care and support they receive.
- ♦ **Table top discussions, each led by an ASC facilitator** – to gather as many views as possible about current use of the service and key priorities for future services and then to consider options as follows:
 1. Give people who use Reatch the money to buy the day services they would like to receive and to close the building
 2. Merge the service to operate within another PCC day service building
 3. Do nothing and keep all services running from PCC buildings
- ♦ **Feedback** - summarised below on a separate sheet.

- ♦ **What happens next** – All service users attending the Reatch Centre would be offered a one-to-one meeting with a Social Worker or Support Planner to assess individual needs and options.
At the request of service users, Gary Walbridge agreed to organise an informal presentation at the Reatch Centre about personal budgets and the services on offer to service users, particularly in the city centre. He also informed service users of the decision making process and the timescales for submitting views prior to the Cabinet meeting, where results of the consultation would be discussed and a decision made on the future of the Reatch Centre.
- ♦ The external facilitator thanked the service users and families for their time and invited any attendees who felt their concerns had not been addressed adequately to speak with her separately after the event - or to contact John Casey directly.
Gary Walbridge also confirmed that extracts from table discussions would be written into a report for Cabinet and would be available to all service users attending the events if requested.

Summary of comments and views from table top discussions

The first six comments were expressed by all service users present

- ♦ Attending Reatch builds service users' confidence and has helped them to make and maintain friendships. Opportunities for social contact and keeping in touch with like-minded people was regarded as most important – prevents/limits loneliness and social isolation
- ♦ Quality of staff – the staff at Reatch treat service users with dignity and respect. They have a good understanding of each service users' needs and provide emotional support for the user and the carer. If a service user feels unwell or tired, staff will take them to a quiet room. This couldn't happen in the community.
- ♦ Provides much-needed respite for carers, especially as many of them are elderly
- ♦ The building helps them to feel safe – also peace of mind for carers knowing their loved ones are safe and happy
- ♦ A variety of activities tailored to service users' needs. These are highly valued and some couldn't be accessed in the community e.g. woodwork
- ♦ Difficulty of finding alternative services elsewhere and the logistics of getting there – many service users have wheelchairs so public transport is not an option and private taxi would be too expensive.

Other views

- ♦ Continuity of care is important – service users' state of health may deteriorate if moved to another centre or into the community
- ♦ Reatch offers stimulating activities for all
- ♦ Reatch provides a good recovery pathway

- ◆ Many service users have a poor experience of the enabling service
- ◆ If centres were to merge, there would not be enough room to fit everybody in so more staff would be needed.
- ◆ Worries about a domino effect – if one closes, others might follow
- ◆ Many service users recognised current financial constraints – some asked whether the 3 buildings were used to maximum capacity
- ◆ Building needs some TLC - often freezing cold as boiler breaks down, doors not big enough and problems with lighting
- ◆ Low staffing levels at times
- ◆ Would like Reatch to offer better catering facilities
- ◆ PCC doesn't communicate well – lack of knowledge amongst service users about services in the community/city centre

Whilst service users acknowledged and appreciated the financial constraints on local budgets, there was unanimous agreement that the Reatch Centre should remain open.

With regard to a possible merger of two services i.e. Reatch and St George's, the service users expressed concerns about the adequacy of the building to accommodate both groups and whether the mix of different users would cause a problem.

Quotes

MC (male) – *I have a feeling of usefulness and belonging which could not be matched elsewhere. I attend for social inclusion and emotional wellbeing. I get a break from my partner who is blind. This is good for both of us.*

Here we are given the opportunity to explore ourselves within the limits of our disability.

DC (male) – *I used to be a carpenter so I like woodworking.*

I forget everything so when I come here, my friends have to introduce themselves again, show me around and remind me what to do. They look after me, even the young ones. It's good to have a mixed age group because that's real life. I also like the crafts and allotment. We are encouraged to think outside the box and this is important for us and our recovery.

RB (male) – *I had a stroke 10 years ago. Since coming here, I have regained some of my speech because people take the trouble to speak to me and wait for the answer. This has helped my confidence and my independence.*

I like woodwork. We work together here and I feel part of a team.

MC (female) – *I love coming here, especially to do Art. I have hardly any sight but I can still paint and I've sold my work to raise money for charity. It's always meant a lot to me to contribute to my community.*

SM (female) – *If I had to go somewhere else, I'd feel afraid. I don't want to go out 'in the community' as people look at me differently and transport is a problem.*

DW (female) – *I wouldn't want to go to the Life Centre as I don't like crowded places. All these decisions to be made make people like me feel really anxious.*

J (carer) – *if the family had to find activities in the community, it would put them under even more pressure.*

G – *I would be stuck down at the garage with Dad every day if I didn't come here. The staff are great here.*

Report Author: Jean Humphries (Consultation event facilitator)

Date: 17th April 2013

Independent Consultation Reports St George's Day Centre

Overview

Over the last few years, Plymouth City Council has made significant progress in introducing more personalised approaches in order to help people to have more choice and control over the care and support they receive, enabling them to live the life they choose.

Amongst the key projects that will deliver more choice is the introduction of a Day Opportunities Framework which moves away from the more traditional 'block' purchased building based provision to a framework of 26 suppliers offering 200 different activities such as one to one enabling, training courses, employment support and access to mainstream and specialised leisure activities.

Plymouth City Council has been tasked with creating a high quality care system underpinned by the principles of self-directed support and person-centred planning. As a result, it has been seeking views, through a consultation process, on ways to improve day services across the city for people with physical and learning disabilities. The focus for this consultation was on the future of the St George's Day Centre.

The consultation period ran for three months until the 30th April 2013.

At the beginning of February all 44 families of service users of St George's were sent a questionnaire for completion and were invited to attend a consultation event. A total of 21 service user families attended these events.

Two consultation events were held, the details of which are listed below:

Wednesday 6th March 2013 10.00am - 12.00 noon, St George's Day Centre

In attendance

Jean Humphries	External Facilitator
Debbie Butcher	PCC ASC Strategic Commissioner
Fiona Gordon	PCC
Angela MacBlain	PCC ASC Project Officer
Cliff Morgan	Unit Manager, St George's
Nick Mucha-Cable	Community Support Worker
Phil Fitzsimmons	Plymouth Highbury Trust (Advocacy Service)

Tuesday, 12th March 2013 4.00 – 6.00pm Plymouth Highbury Trust

In attendance

Jean Humphries	External Facilitator
Debbie Butcher	PCC ASC Strategic Commissioner
Fiona Gordon	Commissioning Officer

The format for each event was as follows:

- ◆ **Introductions** – Debbie Butcher introduced the facilitators and stressed the importance of impartiality so that service users could have confidence in the consultation process. Jean Humphries, an independent facilitator, led the events and was responsible for collating feedback and comments and recording them in a report for Cabinet.
- ◆ **Background**
Jean Humphries provided the carers with background information to Plymouth City Council's plans to review building based day care provision. The consultation exercise would enable them to voice their views and concerns about the provision of day services but carers were reassured that whilst the buildings themselves might potentially be affected, service users would continue to receive services that met their needs.
- ◆ **Table top discussions, each led by an ASC facilitator** – to gather as many views as possible about current use of the service and key priorities for future services and then to consider options as follows:
 1. Give people who use St George's the money to buy the day services they would like to receive and to close the building
 2. Merge the service to operate within another PCC day service building
 3. Do nothing and keep all services running from PCC buildings
- ◆ **Feedback** - summarised below on a separate sheet.
- ◆ **What happens next** – Debbie Butcher informed the carers that all service users attending St George's would be offered a social care assessment as part of the consultation process to assess individual needs and options. She also informed them of the decision making process and the timescales for submitting views prior to the Cabinet meeting, where results of the consultation would be discussed and a decision made on the future of St George's.
- ◆ Jean Humphries thanked the carers for their time and invited them to speak with her separately after the event if they had any further concerns - or to contact Cliff Morgan directly.
A summary of the table top discussions would be written into a report for Cabinet and would be available to all carers attending the events if requested.

Summary of comments and views from table top discussions

Priorities identified by Carers

- ◆ St George's provides a safe environment which encourages socialisation and enables service users to develop and maintain friendships. Without St George's, service users would feel socially isolated.

- ◆ Quality of staff – the staff support the carers as well as the service users. Carers miss having a dedicated Care Manager, although St George’s staff often fulfil this role
- ◆ A replacement building for St George’s should be considered in the regeneration plans for the locality. Many carers feel they deserve some reward for tolerating significant problems in the area in the past. The current location of St George’s is central and accessible.
- ◆ Provision of staff who are well-trained to support service users, particularly those who have health problems e.g. seizures, asthma etc. and who can administer medication and deliver first aid.
- ◆ St George’s offers a range of activities, customised to suit individual needs
- ◆ The centre promotes integration into the local community through regular visits out
- ◆ Contingency planning when there is staff sickness – if a PA is sick, the day’s activity is cancelled often causing problems for carers, particularly if they work. St George’s provides continuity of care, even at times of sickness.
- ◆ More training is needed for PAs. Concerns were expressed about their motives to take on the role – i.e. ‘it’s a job’, and occasionally involving service users in inappropriate activities.
- ◆ Good communication – staff at St George’s know each individual well and the service users know and have confidence in them. Staff link closely with families to discuss care or issues

Quotes

Mr C – *My first choice would be to keep St George’s where and as it is. However, if the building does change, my one priority would be that T continues to receive day care for 5 days a week. We are getting older now, my wife is housebound, and we wouldn’t cope with T home all day. She has high needs.*

Mrs S – *A is a vulnerable person and is unsteady on her feet so is at risk of falls. She holds on to me if we go out which is difficult as I have had by-pass surgery. A enjoys all the activities at St George’s – e.g. sport, outings, disco. She has many friends there and the staff know and understand her. If a building were to close, I would prefer St George’s to stay open as it is closer to town.*

Mr H – *M attends for a half day a week. She has fun with the staff and her relationships with other service users are important to her. She does have a service at SCOPE so she could give up St George’s in return for more enabling time. I don’t have much faith in consultation events – look what happened to Welby.*

Mr T – *R attends St George’s 5 days a week. We rely on this service as my wife has a brain tumour and I care for her too. Continuity is very important to R. If he is upset, his behaviour changes and makes life very difficult for us. He needs a building based service to keep him safe. People like us should be helped not made to feel like pariahs. Some days it makes you feel like putting him in supported living and that would cost the Government a lot more. Best option is do nothing – if that is not possible, a merger with R continuing to get 5 days. We can’t manage with less.*

Report Author: Jean Humphries (Consultation event facilitator)
Date: 17th April 2013

Independent Consultation Reports
Woodfield Day Centre

Overview

Over the last few years, Plymouth City Council has made significant progress in introducing more personalised approaches in order to help people to have more choice and control over the care and support they receive, enabling them to live the life they choose.

Amongst the key projects that will deliver more choice is the introduction of a Day Opportunities Framework which moves away from the more traditional 'block' purchased building based provision to a framework of 26 suppliers offering 200 different activities such as one to one enabling, training courses, employment support and access to mainstream and specialised leisure activities. However, it is acknowledged that some service users will continue to need a building-based service.

Plymouth City Council has been tasked with creating a high quality care system underpinned by the principles of self-directed support and person-centred planning. As a result, it has been seeking views, through a consultation process, on ways to improve day services across the city for people with physical and learning disabilities. The focus for this consultation was on the future of the Woodfield day service.

The consultation period runs for three months until the 30th April 2013.

At the beginning of February all 23 service users of Woodfield were sent a questionnaire for completion and were invited to attend a consultation event. A total of 13 service users families attended these events.

A total of two consultation events were held, the details of which are listed below:

Tuesday 12th March 2013 10.00am - 12.00 noon, Plymouth Highbury Trust

In attendance

Jean Humphries	External Facilitator
Craig McArdle	PCC Head of Service - Commissioning
Gary Walbridge	PCC ASC General Manager
Angela MacBlain	PCC ASC Project Officer
Anne Smale	Carers Support Worker

Friday, 15th March 2013 12.30 – 2.30 pm Woodfield CRC

In attendance

Jean Humphries	External Facilitator
Craig McArdle	PCC Head of Service - Commissioning
Gary Walbridge	PCC ASC General Manager
Angela MacBlain	PCC ASC Project Officer
Francis Brian	Woodfield Unit Manager
Cliff Morgan	St George's Unit Manager
Kate Cowling	Plymouth Highbury Trust

The format for each event was as follows:

- ♦ **Introductions** - Gary Walbridge, the General Manager for PCC Adult Social Care introduced the facilitators and stressed the importance of impartiality so that service users could have confidence in the consultation process.
Jean Humphries, an independent facilitator, led the events and was responsible for collating feedback and comments and recording them in a report for Cabinet. Phil Fitzsimmons, the Highbury Trust, who provides an independent advocacy service was also in attendance.
- ♦ **Background**
Jean Humphries provided service users with background information to Plymouth City Council's plans to review building based day care provision. The consultation exercise would enable them, and their carers, to consider alternative options that would offer more choice and control over the care and support they receive.
- ♦ **Table top discussions, each led by an ASC facilitator** – to gather as many views as possible about current use of the service and key priorities for future services and then to consider options as follows:
 1. Give people who use Woodfield the money to buy the day services they would like to receive and to close one building
 2. Merge the service to operate within another PCC day service building
 3. Do nothing and keep all services running from PCC buildings
- ♦ **Feedback** - summarised below on a separate sheet.
- ♦ **What happens next** – All service users attending the Woodfield Day Centre would be offered a one-to-one meeting with a Social Worker or Support Planner to assess individual needs and options.
Gary Walbridge informed service users of the decision making process and the timescales for submitting views prior to the Cabinet meeting where results of the consultation would be discussed and a decision made on the future of the Centre.
- ♦ The external facilitator thanked the service users and families for their time and invited any attendees who felt their concerns had not been addressed adequately to speak with her separately after the event - or to contact John Casey directly.
Gary Walbridge also confirmed that extracts from table discussions would be written into a report for Cabinet and would be available to all service users attending the events if requested.

Summary of comments and views from table top discussions

Key priorities

The unanimous response was that service users could not rely on community activities alone - a day service was absolutely essential for stimulation and social engagement. It was equally important for carers in order to sustain their own well-being, especially as they were getting older and some had health problems of their own.

Some carers asked for information on usage of the centre.

A carer was concerned that if services merged, valued staff would be lost. Don't mind going to another centre as long as the staff go with them.

High personal needs, especially at mealtimes, so day service with experienced staff is essential.

Quotes

'My son has autistic traits so it is important that he has routine and structure which Woodfield can provide. As he has no speech, the staff here understand his signals.'

'He enjoys relaxation therapies and spends time in the sensory room which he finds relaxing'

'M must have a service for 5 days a week to keep him well emotionally – I need it too as he is hard work and I'm not in good health'

Mrs D and C

J's mobility is very poor, he falls a lot and has difficulty getting in and out of the car. A lot of forward planning is needed to take him anywhere so community activities would be difficult. He needs 2:1 support.

I would like to be able to speak to a social worker – I do not like this system of having a different worker every time.

I want a budget to buy my own continence pads for J – those supplied leak.

K K

The biggest loss would be the sensory room if Woodfield closed.

Whilst community access is really important, people's attitudes to disabled people have to change – it's a constant fight.

Mr and Mrs H (re K) and Y (re K)

Stability of a base and routine is important to K

When services go into the private sector, they often vanish or the quality reduces.

We will fight and explore every opportunity to keep day centres open. Our children are vulnerable and cannot get out into the community.

We trust Woodfield to care for K and K and to make good decisions on activities they wish to embark on.

Possible merger of services – significant concern over how the risks associated with service users are managed for the enjoyment of all.

Services should be kept open and improved.

F H – We have had very bad experiences over the past 15yrs with independent providers. Things only settled when we were informed about Woodfield. Since then, K is a different person. I am against the Council putting control of this service to someone else.

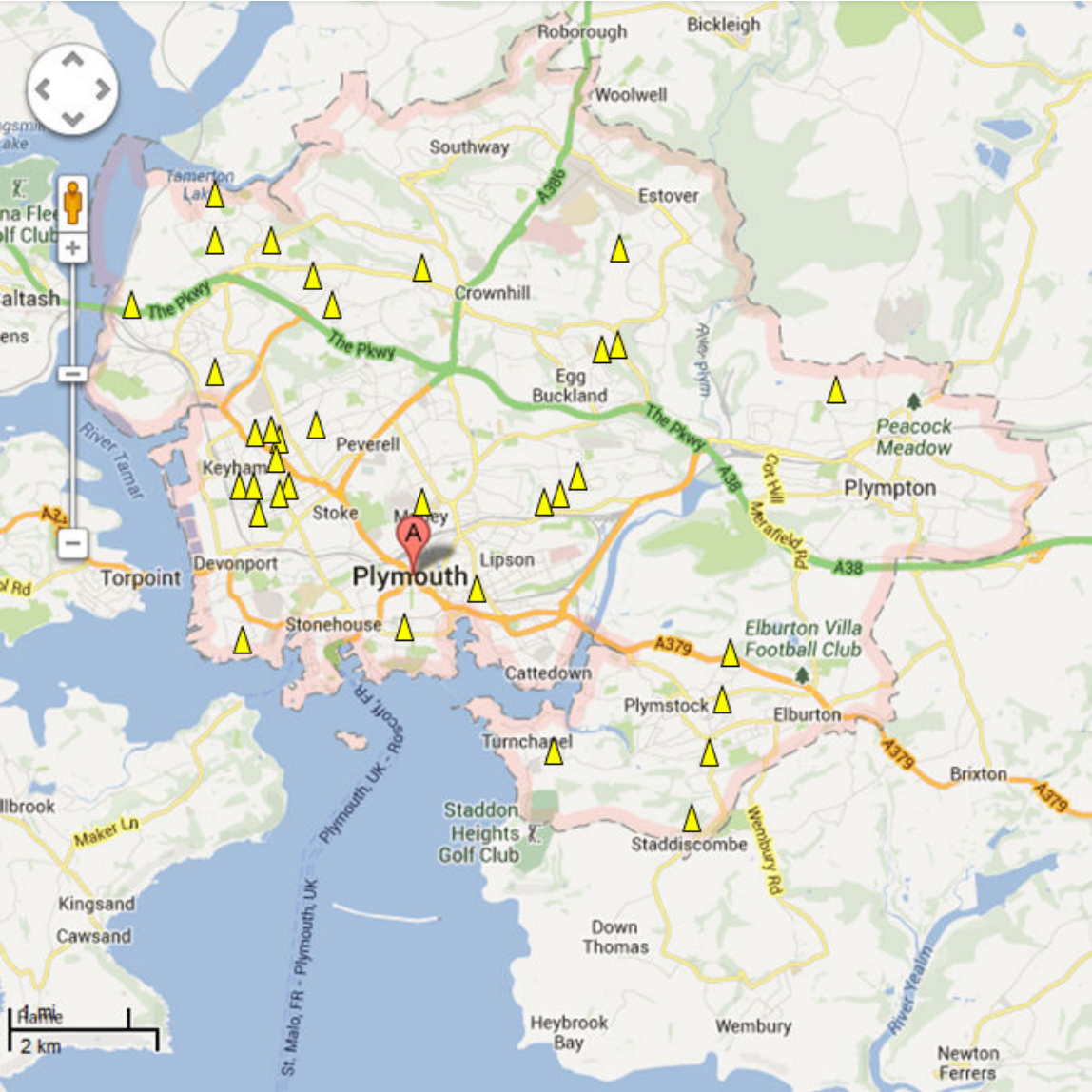
It is essential for people with complex needs to have a 'centre of excellence'.

Report Author: Jean Humphries (Consultation event facilitator)

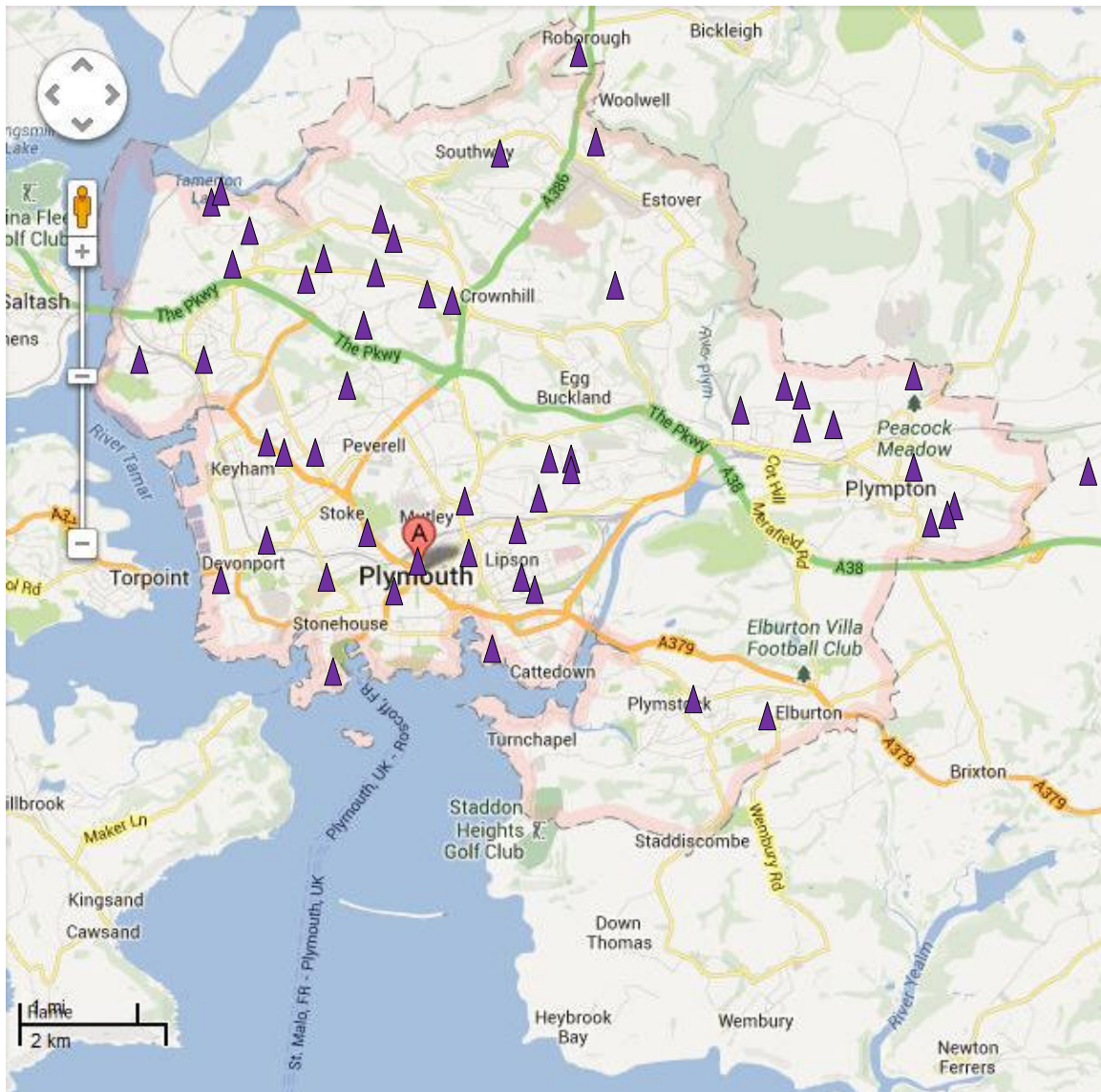
Date: 17th April 2013

**Appendix Two
Service Users Pick-up points**

St George's service user pick up points



Reatch service user pick up points



Woodfield service user pick up points

