

Day Care Opportunities Scrutiny Task and Finish Group Report- Summary of Evidence

APPENDIX A

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1 - Terms of Reference for Day Care Opportunities Task and Finish Group (From project plan)

a. Background

- The Improving Daycare Opportunities project is a part of Luton Borough Council's (LBC) Transforming Adult Social Care Agenda. This agenda is Luton Borough Council's response to the Putting People First government programme. It affects most adult social care users and impacts on priority areas in the Local Area Agreement and the Sustainable Communities Strategy. 5 National indicators are affected.
- Re-provision of services is of public interest and there has already been media attention. Several service users and their carers have expressed anxiety that the project may result in a lower or less accessible standard of care.
- The project will require capital expenditure to develop Daycare spaces within existing community centres.
- The affected group is Older People (including Dementia) and adults with physical disabilities, learning disabilities and multiple complex needs. Some of this group may need to be consulted through their carers or advocates.

b. Purpose

- To understand the Government's Putting People First agenda and what this means for social care in Luton.
- To further develop day care opportunities that meet the needs of service users and carers.
- To be aware of Equalities and Financial implications of recommendations.

c. Not in Scope of Review

- The HR implications of the changes to LBC employees.
- The Transforming Adult Social Care Agenda itself (but will examine whether this aspect is being met in the best way for our customers)
- Community Asset Transfer or other projects currently being undertaken by LBC
- The future use of buildings currently being used to host Daycare provision.
- Any performance implications to any national indicator or target

d. Outcomes Expected

- Comparing our project to Best Practice from other authorities and organisations undergoing similar transformations.
- Promoting both the Daycare project and the Overview and Scrutiny function, offering customers the opportunity to influence the project.
- Producing a report to the Overview and Scrutiny Board outlining positive achievements, potential problems and gaps in provision, the effect of the proposed changes on our service users and carers and ways of improving the proposals and their experience of using the service

e. Methodology

- **Documents/ Reports analysis**
 - Looking at Putting People First Agenda, LBC Equalities Guidance
 - Population estimates and dementia estimates 2009-2030
 - Luton Annual Performance Assessment Report 2008/09

- <http://www.localinnovation.idea.gov.uk/idk/core/page.do?pagelId=1>
- <http://www.idea.gov.uk/idk/core/page.do?pagelId=1>
- <http://www.communities.idea.gov.uk/welcome.do>
- <http://www.communitycare.co.uk/carespace/default.aspx...>
- Age Concern Wellbeing report

▪ **Best Practice examples from**

- Camden
- Barking & Dagenham
- Southend on Sea
- Devon
- In-Control
- Trafford Local Innovation Awards 2010

▪ **Evidence taken formally from**

External Bodies

- Advocacy Alliance – Sue Kesterton and Heena Yadav
- Age Concern – Collette McKeaveny
- Carers Advisory Forum (LBC) – Diane Walsh
- NHS Luton – Dr Steve Feast (Assistant Chief Executive)
- Headway – Graeme Atkins (Director)
- Parksiders Physical Disability Club – Hazel Hutchinson and Melvin Greenacre
- Luton Link (Elderly and Acute) - Alan Fletcher
- Mencap - Kevin McGuire (Carer)
- Luton Senior Peoples Forum – Rod Greenham

Residents

- Val Stavely, a personal (family) carer
- Doris Evans, a customer at St Monicas
- Julie Jones, student social worker
- Melvin Halliwell – a customer of Mencap, and Townsend Centre in Houghton Regis
- 63 staff and customers in Bramingham Centre, Chaul End Centre, Afro Caribbean Centre, Milan centre and Hockwell Ring through consultation.

Luton Borough Council specialist Staff

- LBC Portfolio Holder Cllr Mahmood Hussain
- LBC Equalities Officer - Paul Curry
- LBC Head of Equalities – Val Grant
- LBC Consultations Manager - Peter Headland
- LBC Capital Planning & Asset Management Team Leader - Margaret Birtles

Daycare Opportunities Project Staff

- LBC HCL Equalities - Sandra Legate
- LBC HCL Future Choices- Maud O'Leary
- LBC HCL Business Integration Manager - Roger Kirk
- LBC HCL Business Development and Vocational Training Manager - Ian Hillsden
- LBC HCL Day Opportunities Modernisation Project Officer - Kim Radford
- LBC HCL Community Development Service Manager - Sandra Hayes
- LBC HCL Head of Resources, Performance and Review – Pam Garroway
- LBC HCL Interim Service Manager - Dee Colam

- **Views sought from local stakeholders**

- Judith Dixon, Community Development Officer, High Town Methodist Church
- John Wailes, Advocacy Alliance
- Angela Andrews, LINK, Elderly & Carers Focus Group Chair
- Neville White MBE, LINK (Chair),
- Julia Ali, LINK
- Nisar Mohammed, LINK
- Henri Lavadure, LINK
- Barbara Wingrove, LINK
- Samiara Ali, LINK
- Members of Carers Advisory Forum for Bramingham and Upside Project.
- Members of Disability Forum
- Carers at Bramingham Centre

- **Press Release sent to:**

- Local Press (twice, in March 2010 and May 2010)
- Mencap
- Red Cross
- Age Concern
- Voluntary Action Luton
- Disability Advisory Forum
- Older Peoples Partnership Board
- Salvation Army
- Scope
- Families United Network
- Disability Partnership Board
- ParkSiders Physical Disability Club
- NHS Luton
- LINK

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f. Membership of the Task & Finish Group

- Cllr Margaret Simons (Chair)
- Cllr Anna Pedersen
- Cllr Doris Hinkley
- Alamin Mukith, Rebecca May (LBC Project Leads)
- Mark Farmer (LBC Overview & Scrutiny Manager)
- Richard Lovelock, Sue Rowland (LBC Democratic Services Officers)

g. Timetable

Overview and Scrutiny Board approve project	13 th Jan 2010
Scoping document and project plan	18 th Jan 2010
1 st Public Meeting – approve project plan	22 nd Jan 2010
Future Choices Reference Group	25 th Jan 2010
2 nd Public Meeting – considering equalities	4 th Feb 2010
Press Release to local press and stakeholder groups	5 th Feb 2010
Councillors visit Hockwell Ring, Upside project,	11 th Feb 2010

Chaul End Centre and Stopsley older peoples daycentre	
3 rd Public Meeting – hearing from Housing & Community Living project team	17 th Feb 2010
4 th Public Meeting – Devising questions, hearing from Parksiders Physical Disability Club.	8 th March 2010
5 th Public Meeting - Talking to Portfolio holder.	22 nd March 2010
6 th Public Meeting – Talking to 3 rd Sector witnesses – Age Concern, Advocacy Alliance, LINK, Mencap, Carers Association – also Pam Garraway, financial lead for project.	8 th April 2010
Consultation of customers at Chaul End Lane, Milan Centre, Afro Caribbean Centre, Bramingham Centre and Hockwell ring.	Week beginning 26 th April 2010
7 th Public Meeting – Talking to more stakeholders – Headway, NHS Luton – and LBC Capital Asset Management	10 th May 2010
Councillors and project lean best practice visit to Camden	13 th May 2010
Task and Finish group project meeting – report writing.	24 th May 2010
8 th Public Meeting – Sign off on Report	28 th May 2010
Report to Overview and Scrutiny Board	10 th June 2010

DAY CARE CUSTOMERS BY ETHNICITY AND GENDER

Table 1 summarises the numbers of current Luton Borough Council day care customers by ethnicity and gender (as of 31st March 2010) compared to the overall population ethnicity breakdown for Luton.

TABLE 1

Ethnic Group	Male	Female	Grand Total	% of Total Day Care Customer Base	Census 2001 ethnicity split	Difference
White British	157	213	370	62%	65%	3%
White Irish	4	4	8	1%	5%	3%
White - Other	21	23	44	7%	2%	-5%
Mixed	1	0	1	0%	3%	2%
Asian or Asian British	44	39	83	14%	18%	4%
Black or Black British	33	56	89	15%	6%	-9%
Chinese or other ethnic group	0	0	0	0%	0.90%	1%
Grand Total	260	335	595			

Source of data:

Census 2001 data

<http://www.luton.gov.uk/Media%20Library/Pdf/Environment%20%26%20regeneration/Planning/Census/Demography%20theme%20paper.pdf>

Data supplied by LBC Adult Social Service on day care customers is correct up to 31st March 2010

2 – Population Estimates from NHS Luton

LBC population estimates and forecasts by ward in Luton (all people)

Ward Name	2001	2007	2012
Barnfield	7,090	7,700	7,360
Biscot	13,060	14,350	14,180
Bramingham	7,650	8,310	7,920
Challney	11,920	13,360	12,880
Crawley	7,170	7,230	7,750
Dallow	13,260	15,310	14,650
Farley	11,080	11,560	11,480
High Town	7,120	7,620	9,640
Icknield	7,620	8,740	8,330
Leagrave	11,290	12,910	12,380
Lewsey	12,760	13,910	13,270
Limbury	7,740	8,390	8,120
Northwell	8,330	9,160	8,740
Round Green	10,960	11,950	11,490
Saints	11,820	13,610	13,230
South	10,450	10,530	16,410
Stopsley	7,160	7,760	7,520
Sundon Park	7,650	8,320	8,180
Wigmore	11,780	13,070	12,470

Source: Luton Borough Council

Estimated number of adults with a learning disability in Luton 18-64 and 65+

People aged 18-24, 25-34, 35-44, 45-54 and 55-64 predicted to have a learning disability					
	2009	2015	2020	2025	2030
People aged 18-24 predicted to have a learning disability	588	552	516	542	589
People aged 25-34 predicted to have a learning disability	735	822	832	797	784
People aged 35-44 predicted to have a learning disability	663	614	645	702	716
People aged 45-54 predicted to have a learning disability	530	572	554	524	550
People aged 55-64 predicted to have a learning disability	408	416	455	480	464
Total population aged 18-64 predicted to have a learning disability	2,924	2,975	3,002	3,044	3,103

Source: PANSI

People aged 65-74, 75-84 and 85 and over predicted to have a learning disability					
	2009	2015	2020	2025	2030
People aged 65-74 predicted to have a learning disability	286	308	322	328	363
People aged 75-84 predicted to have a learning disability	161	186	197	223	236
People aged 85 and over predicted to have a learning disability	49	59	73	93	110
Total population aged 65 and over predicted to have a learning disability	497	553	592	645	709

Source: POPPI

Estimated numbers of people to have dementia in Luton

People aged 65 and over predicted to have dementia, by age band (65-69, 70-74, 75-79, 80-84 and 85 and over) and gender, projected to 2030					
Dementia - all people	2009	2015	2020	2025	2030
People aged 65-69 predicted to have dementia	85	101	93	103	113
People aged 70-74 predicted to have dementia	176	170	202	186	211
People aged 75-79 predicted to have dementia	285	315	315	381	357
People aged 80-84 predicted to have dementia	392	460	520	533	654
People aged 85 and over predicted to have dementia	606	690	889	1,069	1,274
Total people aged 65 and over predicted to have dementia	1,544	1,735	2,019	2,271	2,609

Source: POPPI

Estimated numbers of people to have Physical disability in Luton

People aged 18-24, 25-34, 35-44, 45-54 and 55-64 predicted to have a moderate or serious physical disability, projected to 2030					
	2009	2015	2020	2025	2030
People aged 18-24 predicted to have a moderate physical disability	890	836	783	824	898
People aged 18-24 predicted to have a serious physical disability	174	163	153	161	175
People aged 25-34 predicted to have a moderate physical disability	1,239	1,386	1,403	1,344	1,323
People aged 25-34 predicted to have a serious physical disability	118	132	134	128	126
People aged 35-44 predicted to have a moderate physical disability	1,518	1,400	1,467	1,590	1,618
People aged 35-44 predicted to have a serious physical disability	461	425	445	483	491
People aged 45-54 predicted to have a moderate physical disability	2,221	2,376	2,289	2,153	2,250
People aged 45-54 predicted to have a serious physical disability	618	662	637	599	626
People aged 55-64 predicted to have a moderate physical disability	2,682	2,727	2,980	3,144	3,040
People aged 55-64 predicted to have a serious physical disability	1,044	1,061	1,160	1,224	1,183
Total population aged 18-64 predicted to have a moderate or serious physical disability	10,964	11,169	11,451	11,651	11,731

Source: PANSI

3 – Future Choices Presentation



Why Change?

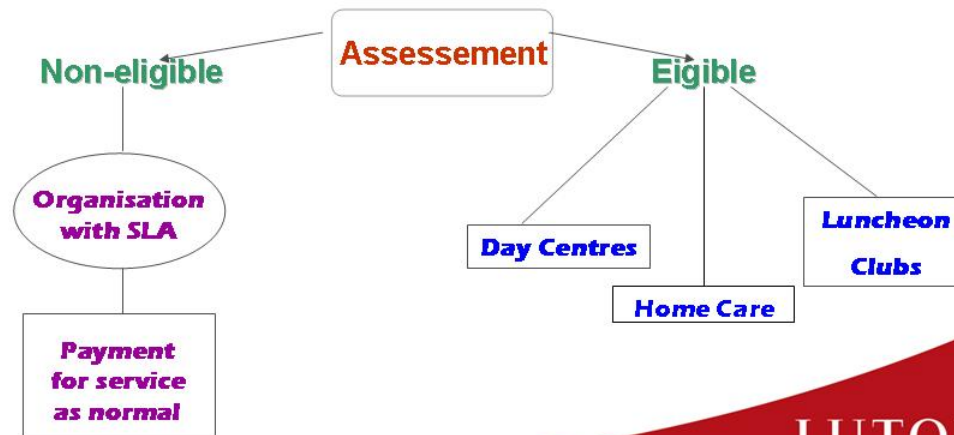
- Putting People First & Valuing People
- Transforming Adult Social Care
- Regulatory requirements
- Performance indicators
- The Sustainable Communities Strategy
- This is not about saving money but creating better services for the citizens of Luton based on Corporate Policy



LUTON
BOROUGH COUNCIL

The current process

Eligibility for services assessed. Non-eligible individual directed to other organisations or if eligible provided with place at day centre and/or luncheon club.



Learning skills for Work

- This is the conduit for customers to develop their skills and confidence and enable them to move into paid, voluntary or vocational work.
- The current proposal is to develop a business portfolio that is modelled on social enterprise ventures

Health & Well-Being Activities



YOUR Life



You Choose



LUTON
BOROUGH COUNCIL

Benefits for Citizens of Luton

- More streamlined services
- Better access to services where they are needed
- Improved Day Care Services in place in preparation for Individualised Budgets in 2011
- Independence, Choice and Dignity for the citizens of Luton

4 – Summary of evidence submitted to the Task and Finish Group

a. Government Guidance

- “Putting People First” white paper and puttingpeoplefirst.org.uk
- Department of Health - “Transforming Adult Social Care”
- In-Control.org.uk
- CfPS “10 Questions to ask if you are scrutinising the transformation of Adult Social Care”
- CfPS “The Questioning Technique”
- Cabinet Office – “Inclusion Health: Improving the way we meet the primary healthcare needs of the socially excluded” (Section 6 – Overview and Scrutiny)
- Department of Health – “National Dementia Strategy”
- “Shaping the Future of Care Together and Building a National Care Service” white paper

b. Council Guidance

- Equalities Impact Assessment Guidance
- Overview and Scrutiny Guidance
- Care Quality Commission Adult Social Care Services Luton 2008/9 Report.
- Joint Strategic Needs Assessment 2008 and Supplement 2009

c. Task and Finish Group Meetings

T&FG comprises:

- Cllr Margaret Simons (Chair) (Cons),
- Cllr Doris Hinkley (Lib Dem),
- Cllr Anna Pedersen (Lib Dem),
- Rebecca May and Alamin Mukith (LBC Overview & Scrutiny Coordinators)
- (occasional) Mark Farmer (LBC Overview & Scrutiny Manager)
- (occasional) Bert Siong (Senior Scrutiny Officer)
- Richard Lovelock and Sue Rowland (Democratic Services)

HCL – Luton Borough Council Housing and Community Living Department (responsible for designing and implementing Future Choices Programme)

LBC – Luton Borough Council (other officers)

Meeting	Attendees	Summary
1) 22 nd Jan	T&FG, Dee Colam (HCL Interim Head of Provider Services)	Focus on Project Planning T&FG agrees the A3 project plan. Dee Colam advised on Choice Agenda and Self Directed Support and presented “Future Choices” project as a powerpoint presentation. APPENDIX 3 Mark Farmer advised of processes for Task and Finish Group. T&FG decided it would be best to visit customers within the Day Centres rather than expecting them to come to the Town Hall, although T&FG meetings are public.

<p>2) 4th Feb</p>	<p>T&FG, Dee Colam (HCL Interim Head of Provider Services) Sandra Legate (HCL Equalities Manager) Paul Curry (LBC Equalities officer) Peter Headland – Consultation and Community Engagement Manager</p>	<p>Focus on fact finding and consultation advice</p> <p>Cllr Simons asks for assurance that there will still be a buildings based service available to those customers whose needs make it difficult to attend a community centre.</p> <p>Dee Colam said that since some of the community centres were not fit for purpose as community hubs, they would be closed but the facilities would be offered elsewhere.</p> <p>Alamin Mukith gave overview of open event at Carnival Arts Centre showcasing opportunities for supported care for people with learning disabilities.</p> <p>Dee Colam said she had been liaising with Sandra Hayes of Community Development to ensure a coordinated approach to new activities in the new centre.</p> <p>Cllr Pedersen is a governor for Lealands High School where wet rooms for use by disabled people are being installed under BSF.</p> <p>Peter Headland gave a presentation on the Transforming Adult Social Care consultation which was undertaken with 44 customers of Adult Social Services in 2009. Note that in privately run facilities such as Betty Dodd court, complaints have been made by customers. Note that customers still seemed confused (in 2009) about personalisation. Customers mentioned transport problems. Advises that any further consultation would have to be passed by the Ethics Committee.</p> <p>Paul Curry said that E&R were leading a project to look into public transport and access as there had been many comments about it. Dial-a-ride does not have capacity for everyone who wants to use it.</p> <p>Cllr Simons: In St Albans the Council give Taxi vouchers rather than supporting Dial-a-ride.</p> <p>T&FG decided to arrange a visit of three or more Day care centres on 11th February to talk informally to customers and look at the provision.</p>
<p>3) 17th Feb</p>	<p>T&FG, Dee Colam (HCL Interim Head of Provider Services) Maud O'Leary (HCL Resource Manager) Val Grant (LBC Head of Equalities)</p>	<p>Focus on project planning within HCL</p> <p>T&FG agrees to extend deadline from provisional March 2010 to end of May 2010 to give the group time to do a proper consultation with affected parties. Scrutiny Manager agrees to seek approval from Overview and Scrutiny Board.</p> <p>Sandra Legate distributed copies of an Equalities Impact Assessment from 2008 and asked for T&FG guidance.</p> <p>Maud O'Leary explained that she had been involved in Day Modernisation Programme (from which Future Choices grew) since 2008. Although it is important to reduce isolation, avoid institutionalisation and provide customers with decent buildings, carers and staff are anxious about change. There are growing numbers of people with dementia and this is projected to rise. Building Schools for</p>

	<p>Ian Hillsden (HCL Business Development and Vocational Training Manager)</p> <p>Roger Kirk (HCL Business ReDesign and Self Direct Support Manager)</p> <p>Sandra Hayes (HCL Community Development Service Manager)</p> <p>Sandra Legate (HCL Equalities Manager)</p>	<p>Future Community hubs and Marsh Farm CERC are being looked into as places to reprovide care. Milan Centre was not fit for purpose and had huge maintenance costs.</p> <p>Sandra Hayes: There are 13 community Centres across town, up to 35,000 visits a month. Most centre users prefer to visit their local centre. There is a lot of ongoing work with over 50's, including "active" activities. Community development currently works closely with Day Opportunities and there could/should be a staff crossover in the future. Concerns about equal pay, lack of detailed project plans or budgets and control over timescales.</p> <p>Ian Hillsden: Works on the d4 project, helping customers acquire skills and qualifications transferable into the workplace. Employment rate for those with disabilities is only 40%, there are many difficulties to be overcome. Moving forward with Social Enterprises within Luton to provide supported environment for paid work.</p> <p>Roger Kirk: Biggest barrier is convincing staff and customers of benefits of transformation. Employers need to be involved. In order to modernise services capital needs to be released, capital funding is in short supply during the recession. From the pilots I have undertaken, 50% of people want no change, 30% would want some change, and may go on other activities, 20% would want to spend their cash payment themselves.</p> <p>T&FG updated the group on their visits to Stopsley Day Centre, Upside Project, Chaul End Centre, and Hockwell Ring Day Centre.</p>
4) 8 th March	<p>T&FG,</p> <p>Dee Colam (HCL Interim Head of Provider Services),</p> <p>Paul Curry (LBC Equalities officer)</p> <p>Hazel Hutchinson & Melvin Greenacre (Parksiders Physically Disabled Club)</p>	<p>Focus on Equalities</p> <p>Discussion of challenges facing Parksiders Physically Disabled Club which is located in Houghton Regis but serves customers from Luton. Key issues raised are Transport, cost of hiring facilities, difficulties in advertising and gaining new customers.</p> <p>T&FG notes that Luton needs better joint working with opportunities in Central Beds and North Herts as customers may wish to travel to these opportunities, or our services could attract customers from these areas.</p> <p>Discussion on Equalities Impact Assessment. T&FG itself does not need to perform and EIA as HCL has not yet submitted detailed plans. HCL needs to submit a complete EIA for each specific Day Centre or group of customers to be moved.</p> <p>T&FG study "Putting People First" document and affirm that they understand the key points.</p> <p>T&FG highlight need to address Safeguarding issues in final report.</p> <p>T&FG decide to visit another authority as an example of Best Practice.</p> <p>Bert Siong gives an expert explanation of how to develop Scrutiny questions for witnesses.</p>

		<p>T&FG decide not to spend £700 on inviting a speaker from In-control as not good value for money in present climate.</p> <p>T&FG decide to implement a consultation for the project and to ask Peter Headland, Consultations Manager, to advise on how best to do this.</p>
5) 22 nd March	<p>T&FG</p> <p>Cllr M Hussain (Portfolio Holder for Adult Social Care)</p> <p>Maud O'Leary (HCL Resource Manager)</p> <p>Dee Colam (HCL Interim Head of Provider Services),</p> <p>Mr Ron Greenham – Senior People's forum (Chair)</p> <p>Ms Heena Yadav – Advocacy Alliance</p> <p>Mr John Wailes – Advocacy Alliance</p>	<p>Evidence Taking: Portfolio Holder, HCL Future Choices, Senior Peoples Forum, Advocacy Alliance</p> <p>Cllr Hussain is asked about the Future Choices proposals: The Council has to make its facilities attractive and inclusive to encourage people to use them now that people have choice under Putting People First. Specialist centres will still be required for people with complex needs who are unable to integrate, for example those with advanced Dementia. The needs of the person in receipt of Day Care should be the number one priority. Some members of the public who do not currently qualify for Day Care would benefit from attending these groups and would be able to under the new proposals. A lot of people are currently unaware of the available facilities and this needs to be addressed. The Government are encouraging people to stay fit and remain living in their own homes.</p> <p>Maud O'Leary: Carers at Bramingham are worried about changes under Future Choice. A positive carers meeting was held recently exploring the idea of selling some of the land and building a new building for people with complex needs which had adequate facilities and storage. We are beginning to talk about reprovisioning some people in CERC in Marsh Farm (a BSF building) We also need a Local Strategy for Autism in Luton. Risk management needs to be considered around people with dementia in community centres. There may be ways in which a capital investment in technology could help. A Local Dementia Strategy officer will soon be appointed. Farley Day Centre currently provides for people with advanced Dementia.</p> <p>John Wailes: There are some day care opportunities available through faith groups and the partnership board. Ian Hillsden has done some excellent work with employment training.</p> <p>Heena Yadav: Places of worship offer many day care opportunities.</p> <p>Ron Greenham: Dementia sufferers' carers should not be forgotten. At centres there should be some support for family carers. Hightown Methodist Church provides a good model for this.</p>
6) 8 th April	<p>T&FG</p> <p>Mr Alan Fletcher (Luton Link)</p> <p>Ms Susan Kesterton (Advocacy)</p>	<p>Evidence taking: LINK, Advocacy alliance, Mencap, Age Concern, Customer/Carer, HCL finance, Carers Forum</p> <p>T&FG finalise arrangements for consultation on week beginning April 26th.</p> <p>Pam Garroway – This month we will be rolling out the next phase of Direct Payments. HCL is looking at prevention – how we include people</p>

<p>Alliance, advocate)</p> <p>Kevin Maguire (Mencap, professional carer)</p> <p>Ms Colette McKeaveney (Age Concern Luton – Director)</p> <p>Mrs Doris Evans (St Monica's Day Centre User and past family carer)</p> <p>Val Staveley (Daughter and carer for Mrs Evans)</p> <p>Pam Garraway – (LBC HCL - Head Of Resources & Performance Review)</p> <p>Diane Walsh – (LBC - Carers Development Officer)</p>	<p>in activities before they become severe and critical. Hockwell Ring is our pilot project for Future Choices and we are expecting the Community Centre to be refurbished this autumn ready for customers from the Day Centre to move across. Explains figures for Daycare in Luton (see Introduction). We are not intending to save money on any staffing changes to do with Future Choices. We are looking at asking the bus companies to change their routes so that it is easier for people to access our Community Centres.</p> <p>Collette McKeaveny – Age concern estimates there are about 500 lunch places provided by community groups in Luton. She submits the Age Concern Wellbeing Report for the T&FG to read. Age concern currently provided a range of services to help older people maintain independence :</p> <ul style="list-style-type: none"> • Home Support – domestic help, shopping. • Floating Support – debt, housing assistance. • Visiting Scheme and Telephone Club for housebound. • Lunch Places – 250 • Home Improvement Agency making homes safer. <p>The Principal challenges faced are :Transport - advised the group of a transport partnership system developed in Portsmouth between the Council and local Taxi firms to provide a cost efficient service for clients.</p> <ul style="list-style-type: none"> • Partnership Working – currently well intentioned but not working. • Personalisation – development and management required and there were problems with affordability on a small scale and the administration required. • Short Term funding. • Referral Management - LBC and third sector needed to improve the referral process of customers becoming eligible for LBC services who are currently being cared for in the third sector. • Meeting Needs – there was a disconnect between physical / mental health needs. <p>In order to provide support ideally we require a funding regime - the current situation makes it impossible to develop services effectively on short term or uncertain funding. As the numbers increased Age Concerns predictions were that they would only be able to cope for the next 5 years.</p> <p>Personalised budgets could see an expectation which was not deliverable. Choice without an economic structure would make it a difficult model in practice.</p> <p>Diane Walsh – Carers have an understanding of the political and funding issues but are concerned about the effects that Future Choices will have on their charges, especially isolation due to being moved and the break up of friendship groups. The Regional Carers Group feedback was that day care changes elsewhere had caused much more stress which was coming out as physical medical issues.</p> <p>The carers wanted to be involved in changes, they want to see changes and share their ideas.</p> <p>Alan Fletcher - My Interest is in the elderly and ensuring people can keep on taking part in activities for as long as they are able. Keeping people's minds and bodies active and keeping people involved in the community will save money in the long term. The biggest issue seems</p>
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		<p>to be the lack of knowledge of what facilities were available and where they were.</p> <p>Sue Kesterton - The biggest problem is getting information to people, Libraries do provide this but are not accessible to the very infirm and quite often information sent by post is simply thrown away as junk mail. The Council had published a guide to services to older people, that was really useful, however, it needed to be more widely circulated and updated. Older people were aware that activities were going on but it can be almost over whelming for them and they do not know where to go to find out the information they want. Personalised Budget information was going out and many older people were anxious and sceptical about this and would prefer the Council looked after this for them. There needs to be good partnership working with the statutory sector to try and overcome these issues.</p> <p>Kevin Maguire: I support 5 people going to 2 different centres – Bramingham and Townsend (Houghton Regis). There was a lot more going on at Bramingham such as Yoga and exercise classes, at Townsend people were kept in the building – they have a big screen TV and it seems people just sit there all day.</p> <p>Doris Evans and Val Stavely: Sometimes there seems to be an attitude that people feel lucky to get anything so just accept whatever is offered no matter how bad it is. Doris has recently moved to Luton from Harrow and now attends St Monica's. Comparing the two, she found that there were not many activities in St Monica's and provided the T&FG with a list of suggestions of activities that older people in Harrow enjoyed. She stays at St Monica's because she has made some friends there but says most of the time they just nap or chat because there is nothing exciting to do. The food was adequate, the transport was adequate but she had to wait quite a long time outside until a neighbour offered to do this for her. Both had been carers and agreed the most important thing about day care was being able to relax knowing that your loved one was happy and safe and doing interesting things.</p>
7) 10 th May	<p>T&FG</p> <p>Steve Feast – (NHS Luton, Assistant Chief Exec)</p> <p>Graeme Atkins (Director of Headway)</p> <p>Kate Grant – Headway – Project worker</p> <p>Ms. Julie Jones –</p>	<p>Evidence taking: Capital Asset Management, Headway, NHS Luton</p> <p>T&FG finalise arrangements for Best Practice visit to Camden. Receive digest of Disability Advisory Forum meeting from Sue Rowland.</p> <p>Margaret Birtles: Gave an overview of current state of buildings. CAM is also looking at using buildings belonging to other groups for some local provision. This has worked well with facilities for children recently opened in the Baptist Church in Stopsley.</p> <p>T&FG – Spirited discussion on future of Bramingham. Cllrs Hinkley and Pedersen have attended Bramingham, were impressed by the commitment of carers and the contentment of customers, and felt strongly that the people there should continue to receive the same high standard of care and enjoy their friendship groups. The Bramingham site is very spacious with a large garden although the building is an old school.</p> <p>Steve Feast – I have been a psychiatrist and also a GP so I have experience with a lot of different needs. Peoples care needs should not</p>

	Student Social Worker	<p>be based around the physical estate you have available for them. This suggests we are looking at what is best for the Council not what is best for the people. Brokerage can be used to fulfil needs, and people should not be institutionalised. About 400 people are currently on personalised budgets. When we (NHS) removed long stay elderly wards initially there was an outcry but actually care for these people is better undertaken elsewhere. It does not do them any good to be in hospital long term. The Partnership for Older People Projects (POPPS) helped people with long term health problems and challenged them mentally and physically. In the future different organisations will work together to offer the best care for each individual. Keeping socially and physically active is the best way of protecting from Dementia. People have said that they would like to be able to pay their family members to care for them. NHS Luton has applied for funding to explore future demands due to dementia – not a lot of time has been spent on this yet as Luton has quite a young population.</p> <p>Kate Grant/Graeme Atkins: Our organisation is voluntary and we work with people aged 16 plus with brain injuries and their families. 7 staff who work around Luton and the surrounding area supporting people who have suffered a stroke, had a haemorrhage or blow to the head. There are 180 clients on the books with over 60 attending daycare services. Basically the organisation gives the clients and their families confidence and helps them move on in life after a brain injury. We train our carers giving them confidence in dealing with brain injuries. I also advocate for people informing them of what services they should access. Carers and clients can seek advice when they require it. We get referrals from lots of places, including self referrals. A lot of our clients attend the Chaul End Centre and our organisation works with them. Once the personalised budget comes in people can contact us directly.</p> <p>T&FG – Update on consultations in African Caribbean Centre, Milan Centre, Chaul End Centre, and Hockwell Ring. Councillors attended Bramingham Centre and a separate report has been written for this.</p>
8) 28 th May	T&FG	Report approval only.

d. Best Practice

VISIT TO CAMDEN

13 th May 2010 Cllr Simons Cllr Hinkley Cllr Pedersen Alamin Mukith	Camden was selected as an area in the country where examples of best practice in adult social care could be taken from because it has been awarded a Beacon Status in this area. Camden has also recently been judged the best local authority in England by achieving a 4 – performance excellently rating awarded by the Audit Commission in the Comprehensive Area Assessment. The Council also received a “Performs Excellently” overall grade for the adult social care annual performance assessment conducted by the Care Quality Commission.
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	<p>Project Officers supporting the T&FG worked with Camden's Beacon Coordinator to arrange and plan the visit. The Beacon Coordinator was told our project objectives and research requirements and planned the visit with this in mind.</p> <p>Camden has 5 centres that serve older people. 2 are run by the council and the other 3 are run by Age Concern (receives funding from Camden Council).</p>
<p>Netherwood Day Centre Manager: Janet Williams</p>	<p>Serves customers with dementia and advanced dementia, purpose built in 1989/90. The centre is funded fully by Camden Council but managed by Camden and Islington Mental Health and Social Care NHS Trust and serves about 25 customers a day.</p> <p>Transport: Customers are dropped off in the morning and picked in the afternoon. There are 2 buses that serve the centre; 1 bus is dedicated to the centre all day which allows flexibility, the other does other jobs in the day in between serving the centre and its customers. The centre employs escorts from its own budget in addition to the transport provided for by Camden. Escorts allow flexibility to customers to come and go when it's convenient for them. Escorts aid safeguarding and build relationships with customers. The transport is flexible to the needs of customers; For example, the bus can pick up customers from bus stops and cafes.</p> <p>The centre is open 6 days a week, closed on Sundays. 4-5 customers come in every day, the rest 1-4 days. The centre works closely with carers to encourage them to use the service – some carers find it difficult to let go and feel guilty. A carers group meets the last Thursday of every month. Recently increased demand has meant that there are now 1-2 people on the waiting list to attend the centre. Priority is given to people living in their own homes and not nursing homes or sheltered accommodation because these people may not have access to any other services.</p> <p>Referrals are made by the NHS Trust and Camden Reach; 2 sources. A full diagnosis of dementia isn't necessary to accept customers; a GP's identification of dementia or Alzheimer's symptoms is enough for entry. Customers are from the North Camden area, there is another centre which serves customers in South Camden.</p> <p>Robert Holman, Strategic Commissioner Mental Health Care for Older People: "Personalisation will have an impact but we're not quite sure what this will be. Unit cost exercise is underway at 2 centres; once this is done we'll have a better idea. In 2004 the management of Netherwood moved over to the NHS Trust, although still funded by Camden Council. 2 types of funding exist; block funding for each centre and direct payments to some individuals. It is estimated that 1500 people in Camden suffer from some level of dementia but not all have been diagnosed. Numbers of dementia sufferers isn't expected to increase as the population in Camden is very young. The resource centres in Camden are more proactive and serve all older people – this helps to prevent the onset of dementia. One approach to serve Camden's ethnic groups is to fund community groups. Age Concern services 1-2 ethnic minority groups."</p> <p>Some of the activities the Group observed at the centre: Day centre staff meets at least a week in advance of a customer coming to the centre for the first time to find out the customers likes and dislikes, activities they would like to do and their dietary needs. Customers could access any part of the centre and it's various sections There was a garden, arts and crafts room, communal area where story telling</p>

	<p>was going on, small rooms for peace and quite or prayer, a library, a large dining area, on site men's and women's hairdressers, customers helped out with some jobs at the centre like laundry.</p> <p>The councillors mentioned that there was a homely feel to the place and it didn't feel institutionalised at all. The customers had a lot of choice of activities to do and areas/sections of the centre to go to.</p>
<p>Kingsgate Resource Centre</p> <p>Manager: Lesley Rowe</p> <p>Ray Keane, Strategic Commissioner for Older People</p> <p>Peter White, Deputy Head of Promoting Independence Group</p>	<p>This centre serves all 60+ residents of Camden (both eligible and non eligible) free of charge for all services and activities. There is sheltered housing above the centre, as there is for 3 of the 5 older peoples day centres in Camden. Some customers are very elderly and frail. Some have learning disabilities. In the 1990's Camden started to modernise its services for older people. Back then it was a very inward looking service, very institutionalised and offered BME groups nothing. There was not a pathway for dementia sufferers and no joint working with NHS or other bodies.</p> <p>Camden deliberately changed the name of the centres from 'day centres' to 'resource centres', started to offer a range of activities people wanted, went to open access for all; people could come and go as they wanted. Then they went to offering a universal free of charge service.</p> <p>The change from a having a set number of customers in whom you knew to then suddenly having them plus absolutely anyone when the centre became open to all was a nightmare for the first 6 months. Some come in 5 days a week. Some have early onset dementia. Previously the African and Caribbean customers accessed services in the community, now they're apart of Kingsgate. The lunch menus at the centre reflect the diversity of the customers.</p> <p>Netherwood and Kingsgate work together to offer customers services. For example, Netherwood customers could use and access Kingsgate's IT suite. The future for universal free service is uncertain; charging may have to be introduced. Pricing which is attractive and reasonable for customers will be a problem and challenge. Personalisation will affect the service in future, no doubt, but will increase choice and freedom for customers.</p> <p>Large meeting room, Recently refurbished centre, Large area dedicated to stroke rehabilitation, Large communal hall; customers were involved in a Tai Chi class, Volunteer playing piano in the background, Large garden which is maintained by customers, staff and carers. Large open area with pool table and table tennis, Large dining area with free hot meals. Range of diverse meals on offer. IT suite, Internet access</p> <p>Snooze room, used by many customers including those who use wheelchairs and need a rest, GP surgery (GP visits the centre, not permanent base), Bathing facilities, Large arts and crafts room. Art class was going on. There's an emergency service that's offered to Carers who may need to leave the people they're caring for at the centre due to emergencies on days they weren't due to come in. Transport will pick them up.</p>
<p>Greatcroft Resource Centre run by Age Concern</p> <p>Centre manager: Abul Choudhury</p> <p>The centre is located near</p>	<p>There are 3 Age Concern run day centres in Camden. Greatcroft serves the south of the borough. The centre is located on the ground floor of a block of council flats. It is open 5 days a week but can only offer transport for 3 days. Fresh meals are offered every day that are appropriate and meet dietary needs of customers (halal food, for example).</p> <p>Other activities that are offered include craft classes, darts on Thursdays, exercise classes, Carers Support, English language classes – provided by Camden Adult Education.</p> <p>The centre fundraises to pay for extra dementia activities. A Family Carers Group also runs from the centre.</p> <p>There are two main distinct ethnic groups that attend the centre: White English</p>

<p>Kings Cross and serves the Bangladeshi community amongst other groups.</p>	<p>and Bangladeshi. The manager said that both groups get on well with each other and there is a code of conduct customers must adhere to. There were challenges at first, but now it's a well integrated group.</p> <p>All festivals are celebrated together at the centre which allows customers to learn about each others faiths and customs.</p> <p>The centre caters for all dietary needs but there are practical issues to be aware of. For example, kitchen staff ensure utensils used to prepare pork are kept separate from the food served to Muslims. This small practical step allows for both Muslims and others to eat at the centre together.</p> <p>Other practical steps taken to ensure Bangladeshi customers can come to the centre is to have Bangla speaking staff. The centre also has an Italian speaker and a Polish speaker.</p> <p>The idea or aim is to integrate people in the mainstream but to respect and be aware of their religious and cultural needs. The council is aware that there are many more eligible customers particularly older Bangladeshi women who can't and don't access day services and are conducting outreach work to identify them. Age Concern and Camden Council are part of Camden's Local Strategic Partnership.</p> <p>The Age Concern centre was described as "poor" – run with little money Staff at the centre are underpaid. On the positive side, being an independent organisation, there is the flexibility of being able to fundraise for activities the centre would like to do.</p> <p>Camden's council officers were asked what the benefits of having Age Concern running centres were. Responses included:</p> <p>Less overhead costs. Age Concern has the freedom and flexibility to fundraise. Using Age Concern allows Camden to have centres located in all areas of the borough meeting any geographical based needs.</p> <p>On the negative side, Staff are paid less – it's possible the standards are also lower than in Camden's own centres.</p>
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QUESTIONS ANSWERED BY SOUTH GLOUCESTER COUNCIL

<p>Keith Dickerson District Manager Southglos.gov.uk</p> <p>rated April 2009 under the Comprehensive Performance Assessment a maximum '4 star' council by the Audit Commission</p>	<p>Do you have dedicated day centres that are run by the council? Yes</p> <p>What are your eligibility criteria for providing access to day centres? (For example critical and or substantial groups etc) Critical or substantial needs</p> <p>What facilities / activities do you offer eligible users in the day centres? Independent living skills, cookery, budgeting etc, mens/womens groups, re relationships, etc sensory environment e.g. snoezelen, leisure activities, support, personal care, advocacy groups.</p> <p>Do you offer eligible users facilities and activities within shared environments such as community centres or community hubs? Yes, we only have one Council owned day centre for people with learning difficulties and one for older people. We rent facilities in a community trust building for our other day service for people with learning difficulties. We are in the process of working with partner agencies and other council departments to build a hub which will include NHS services, library, café, connexions, and people with L.D. It will also have a "Changing Places " facility. We also have arrangements with our Community Services Department who use leisure/ community buildings to provide services to</p>
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	<p>people with L.D.</p> <p>What is your short, medium and long-term plan with day centres if you have them? We have over the last 3 years reduced our building based day services for people with L.D from 4 to 2, As part of this process clients living in Residential care will now have their day service either provided by the residential care provider, commissioned by the residential care provider from a different provider or receive a D.P to purchase their own. We are committed to developing individualised budgets etc and to move away from the traditional model. Two of our priorities are employment and travel training, we have established the post of travel training co-ordinator who works closely with transport providers, has set up a “buddy” scheme and has been involved with the police and community facilities shops, libraries etc in creating “ Safe Havens “ where people with L.D can go if they feel frightened etc and need support to contact someone. We have an in-house supporting independence team which works one to one on short term outcome based activities in the community, we also have a training flat used by this team and other organisations e.g. colleges to develop independent living skills. We have an in-house employment service, which supports people with L.D to gain and retain jobs, we are currently working on our strategy to implement the requirements of Valuing Employment Now. We are looking to establish a “default “ position of a presumption of employability for people with L.D. and to move away from the provision of mainly social and leisure packages. We want people to become active contributors to their local community. We also work with a wide range of other day service providers from the independent sector. We are currently working on a new model of day service which will move away from building based to more community based support. We will also be working with transitions clients at an earlier stage and have created the post of transitions worker to move this forward, we are currently working with our Children and young peoples department to work together re travel training and employment.</p> <p>What proportion of your eligible user customer base receives direct payments and have personal budgets? We currently have approx 96 people with L.D with direct payments which is about 11% of those care managed.</p> <p>What has been the experience of day centres users in moving from day centres buildings to multi-purpose buildings if you have done this? Initially we met with a lot of resistance from carers and staff who had all been in the system for many years. In reality we have not had many problems, apart from some issues re use of a public café within a community building which we resolved, and some problems re: maintenance of the building, again resolved, It is important to work on building positive relationships with other user groups.</p> <p>What are the plans for your day centres within the wider transformation agenda? As already stated we want to develop Individual budgets and to increase the range of opportunities for our clients to access community activities which are outcome based and support independent living and employment.</p> <p>What are the plans for the day care provision you offer within the wider transformation agenda? Again we see individuals having personal</p>
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	<p>budgets to make choices from a range of provision which may include council services. We currently have an administration that continues to retain provider services, but I cannot confirm that this will always be the case.</p>
<p>Bath and North East Somerset</p> <p>Lesley Hutchinson</p> <p>Assistant Director for Safeguarding and Personalisation</p>	<p>Do you have dedicated day centres that are run by the council? Yes we have 2 day centres for adults with LD and 3 day centres for older people which are part of our Community Resource Centres.</p> <p>What are your eligibility criteria for providing access to day centres? (For example critical and or substantial groups etc) Those with critical and substantial needs can access these services.</p> <p>What facilities / activities do you offer eligible users in the day centres? Meals cooked on the premises at the resource centres can be purchased by service users and service users can all use other facilities such as the toe nail cutting service.</p> <p>Do you offer eligible users facilities and activities within shared environments such as community centres or community hubs? Yes, the 3 Day Centres for older people are offered in the community resource centres, in a self-contained purpose build environment.</p> <p>What is your short, medium and long-term plan with day centres if you have them? For the services to continue unless there is a significant change in use as a result of PB take up. It is anticipated that in the longer term one of the LD day centres may close, however use has not been affected to date.</p> <p>What proportion of your eligible user customer base receives direct payments and have personal budgets? Approximately 10% by end of March 2010</p>

e. Meetings

LINK

28 th April, pm	<p>Angela Andrews</p> <p>Neville White MBE</p> <p>Julia Ali</p> <p>Susan Kesterton</p> <p>Alan Fletcher</p> <p>Henri Laverdure</p>	<p>"We have heard that the new Hockwell ring community/day care centre is already over budget – we would like to know how and if that will impact on delivery of the other day care hubs." (*NB I have now received confirmation from the project manager Richard Carrington that Hockwell Ring is not now, and is not expected to be over budget – Rebecca)</p> <p>"We are keen on the theory of open access – that the able bodied elderly should be able to go along to the centres and pay a small amount to join in with those severe and critical elderly who are having services provided."</p> <p>"Rather than updating the buildings, we would like to see the services from the buildings updated; there are a lot of value added services the council could provide using some creativity – bring artists, craft groups, musicians, students, in from the community to involve the</p>
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	Ron Greenham	customers, this would not cost anything and would provide the community groups a forum to develop and present their work. The elderly lady from St Monicas at the last Task and Finish group meeting was very clear on the lack of activities for older people."
	Barbara Wingrove	
	Nisar Mohammed	"There isn't enough choice in which centres customers are allowed to go to."
	Samiara Ali	"One thing which would cost nothing to do, but would make a huge difference to elderly people in particular, would be to listen to them, ask them about their histories and their lives, and perhaps record these – it would be a valuable resource and would mean so much to the customers and their families. It would also help to keep them lively."
	Rebecca May	"We have all seen badly run old peoples' homes where the people just vegetate – our day centres really need to engage with customers a lot more and help them to stay mentally lively and well."
		"What we would like is for all of the centres all over town to have the same, high, quality of care. We don't want to see one or two flagship centres receiving all the funding. All of the centres should be fully staffed and have modern equipment – never mind about the buildings they are in."
		"Bury Park community centre is one of the most used centres in the community, with many Polish and Asian families and groups using it the whole time, yet it never seems to get any money to develop it further."
		"We would like to see a proper widespread consultation before any changes are made – wider than we saw in Hockwell ring. We would like to see not only current customers and their families consulted but also other elderly and disabled people in the locality who do not use the services – why don't they use them? What do the public in general feel about these changes? Would they want to use them if they became severely or critically ill?"

Learning Disability Partnership Board

See Minutes available from LearningDisabilities@luton.gov.uk

Carers Advisory Forum

26 th April, pm	<p>Diane Walsh (Carers Advisor)</p> <p>Cllr Hinkley Cllr Pedersen</p> <p>Farah Ismail (LBC Consultations Officer)</p> <p>23 family carers of customers from Bramingham and Upside.</p>	<p>Q1. Were you offered any choice in the days, times, location of day care for the person you care for? Mixed views – some say they have been offered choice and others not. One delegate said she was originally offered no choice in the days, time nor location and the situation is still the same.</p> <p>Q2. How do you feel about the proposed Future Choices project? The group were collectively quite vocal about this and a range of views were captured: There was a feel that the proposals are a good idea if they are going to work. In contrast, some of the group “do not feel it is a future choice project”, more a case of “you will” than “you can” – choices not there in reality. Lack of choice is due to factors such as not providing the day care on days you want/need and transport is also an issue. Some of the proposals will not equate to reality – “9 out of 10 times does not happen”. There is concern that the council will close the centre and not provide another building and as a result what will happen to the users? A point was raised that a lot of “stuff” that was being criticised is what the carers proposed. Overall, the group feel uncertain about the future of the centre and feel the whole thing (proposals, plans and process) complicated and feel changes are always being made and the views of the carers’ forum are ignored.</p> <p>For this reason, the group will not project a positive feeling to the proposals. Group feel the council need to listen to the clientele and update the centre. A majority of the clients need protection. There are no choices for the clients – no money, no bus, no staff to allow users to do activities – clients are being let down. Users do not have the choice to make choices. Clients are able to make choices but not able to do. E.g. going out for the day – carers are willing to take out but due to health & safety there are issues about taking users off site. Agency staff is called in if permanent staff are not available to cover – agency staff are not familiar with clients.</p> <p>Q3. What are the most important points LBC should bear in mind when considering the re-provisioning of services?</p> <p>This question summarised key issues group had:</p> <ul style="list-style-type: none"> • Should listen to the clients, listen to the carers & family members. • Know the client and their individual needs. Carers are concerned that the right information needs to go with the client e.g. notes of any medication, allergies, likes, dislikes etc. • Overall, the group agree they and the client do need the safety of the centre as it allows day care customers to do a variety of activities and prevents segregation and promotes integration into the community. Protection the centre provided is required as the “users are ready for the community but the community is not ready for them” as they
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		<p>do face ridicule (e.g. getting on a bus) therefore the customers feel happy and safe to come to the centre.</p> <ul style="list-style-type: none"> • There was a feel that there are degrees of integration and it is fine for some but not for others e.g. those customers with high level dependency. • Parents/carers need reassurance, security and certainty as the customers are their children – if things go wrong they face the consequences. • LBC should do everything listed under “comments/suggestions from 2nd meeting held on 8th March 2010” carers forum. • Training for staff is also very important – feel new younger staff not as good as older staff and review procedure for agency staff. Ensure LBC always go back and revise & update training. • What the group really, really want is a centre & safety for customers based on individual’s needs. • Concern was raised about getting users out and about but the general feel was that this would be fine for most and cares are prepared to assist with this. • There was also a concern that the “middle group” of customers – customers that are between being highly dependent and with low dependency, may miss out with more support focused on high dependent customers and low dependent encouraged to be more independent. Need to address and achieve balance.
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Capital Asset Management

<p>21st May,</p> <p>Richard Donnelly (Asset Planning Adviser)</p> <p>Alamin Mukith</p> <p>Rebecca May</p>	<p>Cllr Pedersen advised that the Overview & Scrutiny Coordinators spoke to Richard Donnelly to gain an overview of the current LBC position with regard to buildings and asset management, particularly with regard to community hubs and asset management.</p> <p>BUILDING SCHOOLS FOR FUTURE</p> <p>Only preliminary discussions have so far taken place between the Future Choices project group and Building Schools for Future.</p> <p>Community Enterprise and Resource Centre CERC (Marsh Farm)</p> <p>This is a massive redevelopment under Marsh Farm futures which has funding from Luton Borough Council and NHS Luton. Eventually this project, together with quality housing developments, is expected to replace the Purley Centre. The funding is secure for this although there still remain some negotiations to be completed with NHS Luton.</p> <p>In its current form, the CERC will have a large community room which can be split into 3, wet rooms of 14-16 sq m with level access showers and changing facilities</p>
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	<p>including a lie down gurney, plenty of storage space, meeting rooms, and office, a kitchen, a café, a children's indoor play area run by Active Luton, a large two storey health suite to be run by NHS Luton and intended to relieve some of the pressure on the L&D hospital, several individual enterprise suites to be let out to start up businesses, several shop fronts for a local dentist, pharmacist etc, and a local police station.</p> <p>There has been some talk of using the CERC community facilities for some of the learning disabled customers from Bramingham or for activities which can be attended by those with very severe or critical needs, because it has many of the facilities required by day centre customers, and because the café and indoor play area could be useful enrichment activities. However, the community room is designed for multi-use by different organisations and can be booked by anybody, so it may not be available at regular times. It also does not have any permanent sites which are necessary for some of the customers. It is anticipated that the community facilities will be heavily used for activities but these will not be suitable for everyone.</p> <p>Community Centres</p> <p>There are not currently plans to upgrade all of the community centres. Many of the centres already have reasonable, new facilities, such as High Town, Dallow and Bushmead. Hockwell Ring is being updated this year. Bury Park is going to get a facelift in 2012, as it is the most used centre in Luton. The changes will not necessarily be made to give specific provision to day customers.</p> <p>Management of facilities</p> <p>Under the new ideas, the activity based day provision would run concurrently at a wide range of libraries, community centres, youth centres, community hubs, leisure centres and faith buildings around the town and be based largely on demand depending on what customers indicate they would like to attend. These events will have to fit around other events which are being run by other organisations, although traditionally not many people use facilities during the day so there are not expected to be too many clashes.</p> <p>The timetabling and administration of these activities is going to be a massive piece of work, and staff are also going to have to develop a new way of working, involving travelling to several centres during their working week and working with non-permanent equipment and furniture.</p> <p>Initially Community Development was planned to take on some of this work but they may not have the resources in the current economic climate so this task may have to be supplemented or undertaken by another department .</p> <p>It is anticipated that this will be initially a Council led service, but that third sector organisations, faith groups and private sector organisations will come forward to run events at the same facilities for the same customer group.</p>
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Day Care Centres - Customer Insights

April 2010



Farah Ismail

Consultation & Community Engagement Team

1. INTRODUCTION

The Task & Finish Group has been looking at the proposed changes to day care in Luton and how they will affect Day Care customers. The emphasis is on ensuring the needs of people who use day care services and their carers are identified and incorporated in the proposals to improve day care opportunities in Luton.

In order to capture some of the views of Day Care customers on this matter, discussion sessions were held out at 5 of the 8 Day Care Centres within Luton.

The five centres selected for consultation were:

Chaul End Centre – customers views as a user of a multi-use centre

Milan Day Centre & African Caribbean – identity specific cultural needs customers may have that need to be factored into multi-use centres

Bramingham Centre – address the needs of high dependency customers in Day Care

Hockwell Ring Centre – capture issues/concerns customers may have about moving to a multi use centre.

Day Care Centre managers were contacted by the Task & Finish project leads (Rebecca May/Alamin Mukith) to brief them on the project, agree and arrange suitable dates and times for the sessions. Customers had been informed by their Day Care Centre manager of the consultation and were provided in advance with an information leaflet (*appendix 4.3*) informing them on the nature of the consultation with consent form (*appendix 4.3*) should they choose participate in the discussion group.

The sessions took place at the customers' respective centres in an informal setting with the centre staff and carers to support if required for the round table discussions. Delegates also had the option of a one-to-one interview/buddy interview with the facilitator.

The sessions took place at designated times at each of the centres week commencing Monday 26th April February 2010.

The discussions were structured broadly around a similar set of questions that were asked of all delegates (*the topic guide and facilitators notes are attached as appendix 4.1- 4.2*). Experienced LBC staff facilitated the discussions and a designated scribe captured feedback within the group discussion.

This report aims to summarise the Day Care Customers views that have been captured through attending the various Day Care Centres within Luton.

2. SUMMARY

This section draws out some key themes from the session/discussions.

1. Integration

Generally, day care customers feel happy and look forward to attending their day care centres as it provides a safe place where they can come together, meet/make friends, take part in a variety of activities, use the facilities, have a hot cooked meal, and do other everyday activities with the support/assistance of carers/staff. A majority of customers have a lot of respect and praise for the carers and staff at their centres and have spoken about having good relationships with staff and a number of customers have described them as friends. The centres also provide customers with a strong friendship base. Customers at every centre spoke about the importance of their friendships with other customers. However, several concerns that have been expressed in terms of integration at day care centres include – at the Milan, moving to “an English centre”, the English staff/carers and customers may not understand/be able to communicate with them and have respect for their culture as right now they feel the Milan Centre is for all and feel they are integrating with other communities. Another perception at the Chaul End multi use centre is that paying public given priority over day care customers over use of the centre/space/facilities e.g. gym, IT suite. Customers attending Chaul End, a multi use centre, are generally quite positive about their experiences as a day care customer, customers at Hockwell that are in the process of moving to a community centre are uncertain and feel they would have to “try it and see” and customers at the other centres anxious and upset.

2. Transport

Transport is a big issue for the many customers at most of the centres, appears to dictate the service delivered at present. The transport has to accommodate the school run so Day Care customers are picked up late morning and collected early afternoon so in essence, customers are not spending a whole day at the centre. A number of day care customers have expressed how they would like to stay at the centre longer and take part in more activities however not possible due to the transport arrangement.

3. Sharing space/facilities at multi-use centres

Perceived the public are given preference over facilities at multi use centres over day care customers. Most customers are in agreement that they do not want to share their centre/space/facilities with non day care users in particular children/young people - many customers, particularly the elderly, raised a concern about sharing “a crowded space with children running around”. Customers also need to feel ownership of the space being provided and a sense of personalisation – attaining a similar feel as that at the day centre.

There are also sensitive's around managing and integrating customers that have always attended needs-specific institutions, particularly those with physical disabilities, as they prefer to have their own space as this is what they are used to. One customer at the Chaul End made several comments about his feelings for the public customers about how he does not like meeting the public, the public (customers) do not care about day care users, he prefers to stick to day care customers, the public get on his nerves and it is not what he is used to (mixing with the public). The customer went on to explain that when he was child he attended specific school that catered for children with needs. He also said he was “frightened to death” of meeting new people. This is part of his disability – his nervous disposition, but he is reliant on the day care centre as his parents are old.

4. Addressing cultural needs

Meeting Cultural needs of Black Minority Ethnic customers: The African Caribbean Day Centre and The Milan Day Centre have a rich, vibrant and diverse group of users. For example at Milan, there are a range of different communities (religions & ethnicities – Bangladeshi, Hindu, Muslim) at the centre that mix well with each other and feel that they cannot get this level of interaction at

home - the centre fills this gap by providing a safe place where customers can get involved in various activities and integrate with other communities. Religion and food were both common themes. For the customers at Milan, communication is a very important as a large number of the customers do not speak English and the concern is that they will be isolated if placed at a large mixed multi centre.

Addressing these customers' cultural needs is a must to ensure they continue to access and receive effective day care services.

5. Closure & re-provisioning of day care services

Not all customers visited had been fully briefed by HCL staff about the Future Choices project. Overall, customers attending Day Care Centres are anxious and uncertain about the future of their centres – Milan customers feel they have “suffered for 20 years” to achieve what they have at the centre now and feel “disturbed about having to move somewhere else”. The Carers Forum at the Bramingham Centre had been previously presented the Future Choices project and their views were mixed as to the proposals and the main concerns being the customers feel they are not listened to, there is a lot of anxiety due to the uncertainty of the centre future and addressing the individual needs of day care customers with different levels of dependency – at present there is a feel that customers with neither high nor low dependency “middle group” may be missing out on support due to the current needs assessment criteria. Ideally, carers would like for the council to provide a centre and safety for day care customers to accommodate their individual needs as “users are ready for the community but the community is not ready for them”.

3. KEY ISSUES

This section summarises the views and perceptions of the day care customers that participated in the consultation discussions/sessions at each day care centre.

Hockwell Ring Day Centre

Richard Carrington, HCL Service Manager was present to address any queries the customers may have in relation to this project.

Customers at the centre were frail and elderly. Day centre staff forewarned us that the Monday group customers included those who could be very confused.

A total of 4 customers participated and identified the following as key issues:

- **Transport** is a big issue for the customers, appears to dictate the service delivered at present.
- **Maintaining friendships** is very important to the customers.
- General feel from users is they need to **"try it and see"** before they can provide an informed response to how they feel about the move.
- Need to **feel ownership of the space** being provided at the community centre.
- Sense of **personalisation to their area at the community centre** e.g. attaining similar feel as at the day centre - taking over furniture they currently use, decorative pieces/ornaments, paintings/drawings made by users on the wall etc.

Bramingham Day Centre: Carers Forum

3 round table discussions, approx 8 at participants at each table. Each group had 45 minutes to answer 4 key questions. The group captured views on a flip chart provided and fed back to all at the end.

Table 2 – 7 participants, Cllr Hinckley, Maud O'Leary and Farah (Observer & note taker)

Feedback captured from table 2:

Q1. Were you offered any choice in the days, times, location of day care for the person you care for?

Mixed views – some say they have been offered choice and others not. One delegate said she was originally offered no choice in the days, time nor location and the situation is still the same.

Q2. How do you feel about the proposed Future Choices project?

The group were collectively quite vocal about this and a range of views were captured:

There was a feel that the proposals are a **good idea if they are going to work**.

In contrast, some of the group "do not feel it is a future choice project", more a **case of "you will" than "you can"** – choices not there in reality.

Lack of choice is due to factors such as **not providing the day care on days you want/need** and **transport** is also an issue.

Some of the proposals **will not equate to reality** – "9 out of 10 times does not happen".

There is concern that the **council will close the centre and not provide another building** and as a result what will happen to the users?

A point was raised that a lot of "stuff" that was being criticised is what the carers proposed.

Overall, the group **feel uncertain about the future of the centre** and feel the whole thing (proposals, plans and process) complicated and feel changes are always being made and the views of the carers' forum are ignored.

For this reason, the group **will not project a positive feeling to the proposals**. Group feel the **council need to listen to the clientele** and update the centre.

A majority of the **clients need protection**. There are no choices for the clients – no money, no bus, no staff to allow users to do activities – clients are being let down. Users do not have the choice to make choices.

Clients are able to make choices but not able to do. E.g. going out for the day – carers are willing to take out but due to **health & safety there are issues about taking users off site**.

Agency staff is called in if permanent staff are not available to cover – **agency staff are not familiar with clients**.

Q3. What are the most important points LBC should bear in mind when considering the re-provisioning of services?

key issues identified by the group are:

- Should **listen to the clients**; listen to the **carers & family** members.
- **Know the client and their individual needs**. Carers are concerned that the right information needs to go with the client e.g. notes of any medication, allergies, likes, dislikes etc.
- Overall, the group agree they and the client do **need the safety of the centre** as it allows day care customers to **do a variety of activities** and **prevents segregation** and **promotes integration** into the community. Protection the centre provided is required as the “users are ready for the community but the community is not ready for them” as they do face ridicule (e.g. getting on a bus) therefore the customers feel happy and safe to come to the centre.
- There was a feel that there are **degrees of integration** and it is fine for some but not for others e.g. those customers with high level dependency.
- Parents/carers need **reassurance, security and certainty** as the customers are their children – if things go wrong they face the consequences.
- LBC should do everything listed under “**comments/suggestions from 2nd meeting held on 8th March 2010**” carers forum.
- **Training for staff** is also very important – feel new younger staff not as good as older staff and review procedure for agency staff. Ensure LBC always go back and revise & update training.
- What the group **really, really want is a centre & safety for customers based on individual’s needs**.
- **Concern was raised about getting users out** and about but the general feel was that this would be fine for most and cares are prepared to assist with this.
- There was also a concern that the “**middle group**” of customers – customers that are between being highly dependent and with low dependency, may miss out with more support focused on high dependent customers and low dependent encouraged to be more independent. Need to address and achieve balance.

Q4. What changes would you like to see to improve the experience of day care of the person you care for?

Refer to notes listing “comments/suggestions from 2nd meeting held on 8th March 2010” carers’ forum.

The Milan Day Centre

Initially, four customers agreed to participate (had better language skills compared to the other customers) as the other customers observed. However, by mid session the rest of the customers (with the translation support of the carers) got very involved and forwarded comments that they wanted captured.

Generally, most customers live close by and come from home themselves - **not reliant on**

council transport. Most customers have been directed to the Milan Centre but one gentleman has also attended the Stopsley Day Centre. Customers at the **Milan Day Centre unanimously agreed with the following feedback -**

Customers like:

- **Predominately South Asian** - highly diverse group of customers and they feel addressing their **Asian cultural needs is a must** e.g. food, language, fellow users of Asian origin.
- A vast majority of the Milan Day Centre are very happy here, **like everything about the centre - activities and facilities: enjoy the food**, enjoy the company of the other customers, exercise classes, craft classes, annual trip/outing.
- They are **able to communicate effectively** with the staff/carers and customers as there is **no language barrier**. Language is a core requirement – customer come knowing they can make friends with people who speak the same language as them. Many just could not speak English. How could they practically go elsewhere – they can not get by.
- Customers like the fact that all the **different communities** (religions & ethnicities) at the centre mix well with each other and they cannot get this level of interaction at home. The centre is for all, they welcome all and **celebrate all the different religious festivals** - Vasaki, Eid, Christmas, Diwali and **involve all customers and feel they are integrating with other communities**.
- The carers/staff at the centre are well respected by the customers and they feel the **carers identify and meet their needs**.
- The staff/carers **respect cultural needs** - in the Asian culture (esp. Muslim faith) men and women do not mix too closely, therefore staff are aware not to seat them next to each other, Hindu customers in particular do not like the smell of meat (as they are vegetarian). Customers mentioned they have special cultural dietary needs such as requirements for halal food and all vegetarian food options cooked the Asian way.
- Overall, **customers enjoy meeting each other, having lunch and making conversation**. One customer said "its fun" after being asked why she attended the centre. Others play cards and read newspapers

Customer wants:

- Some of the customers expressed an interest in having **English classes to help them be more independent**. However, not all customers were as keen as they do not see the value in doing so. One customer spoke in jest when saying "what is the point of me learning a language at this age?"
- They **feel isolated and would like more trips/outings** throughout the year. They would also like to visit local shops and be able to make purchases themselves assisted by the carers. The carers do not have a problem doing this - some said they would like to be able to take customers out to local shops/shopping centre etc with them, but they are not permitted or insured to.
- **Daily prayer facilities at the centre** but the Hindu customers would also like a religious "bajan" for 1 hour every week as part of their activities as they cannot go to the Temple and they feel Muslims are allowed to pray so they should also be able to practice their religion.
- Customers, particularly diabetics, would like for a **health professional to visit** the centre once a year to check their feet - they mention this happens at other centres.
- Access to reading material - a number of customers mentioned reading was important to them and they find it relaxing. Currently only newspapers in English and Gujarati are available at the centre and they would like **Bengali and Urdu newspapers** as well. Furthermore, there was a discussion around why the mobile library does not visit the centre. The **mobile library** use to visit customers (ladies use to really enjoy) at the centre in Bury Park and would welcome it here - not just to borrow books but also music CDs as some of the customers expressed how they enjoy listening to music.
- **Increase the activities at Milan** - more exercise classes, introduction of crafts & bingo at the centre.

Customer concerns:

- Do not want to go to a **crowded place with children running around** knocking into them. At the centre they are together as a community, have their own culture, it's peaceful, less noise, people speak the same language and they love the place. Previously when based at Bury Park there was too much noise - street noise and young children.
- Customers are **disturbed about having to move somewhere else**. Some of them have already been moved several times and when they came to this site they were **told by the council that this would be their permanent centre**. They feel very strongly about this and argue this is not fair on them and express they do not want to move - only the roof of the centre needs fixing - the **council should fix the roof and leave them there**.
- They very much enjoy the time they have at the centre, view the staff/carers as friends and several say they "love" the centre as it is and would not change it.
- Moving to an English centre, they are concerned that the **English staff/carers and customers may not understand and have respect for their culture**.

There is a lot of history behinds the formation of this centre for this particular group. The staff/carers and customers collectively have really struggled to achieve what they have now (in relation to the centre). There was nothing provided by the council before for this group, the community go together and approached the council and managed to get a venue. Staff volunteered their services. The staff/carers and customers were told this would be the be their permanent centre. They feel they have suffered for 20 years to get where they are today and this is very upsetting for all involved. Customers want their dignity.

African Caribbean Day Centre

A group of 4 day care customers at the African Caribbean Centre took part in the exercise. This group was not as vocal as some of the other groups, and identified the following as key issues:

- **Religion** - Strong sense of religion, most of the customers are of Christian faith – therefore many of the **activities at the centre are focussed on Christianity** e.g. Bible quizzes, praise & worship every morning, singing religious hymns, listening to gospel music and bible discussions.
- Food – **West Indian food** is served at the centre, most of the group really enjoy the food and it is very important as the centre may be their **only opportunity to enjoy a hot cooked West Indian meal** as many of them are not able to prepare this for themselves. There are some patients with dementia that have expressed to the carer they really enjoy the food as it food they grew up with and remember – element of warm nostalgia!
- This is the only day care centre that all of the customers taking part have attended and they are generally all happy with the centre - staff, carers, activities, facilities, building and they **“really look forward to coming” to the centre**.
- **Stay at the centre for longer** – one of the customers stated would like to come earlier so she could stay longer and another two stated they would like to stay a little longer. This is dictated by the transport bus at present.

Chaul End Day Centre

There were a large number of day care customers attending the Chaul End Centre on the day of the exercise. In total four groups of 4 participants took part in the session. The following have been identified as key issues by each group of day care customers:

Group 1

- Overall, group now describe the Chaul End Day Care Centre as a **positive in their lives and they enjoy attending**.

- Initially a couple of customers stated that they did not enjoy coming to this centre/to this building
- Most **enjoy the wide variety of activities** and they feel they have choices offered.
- Allows customers to **interact with both other customers and staff/carers**.

Group 2

- This group had mixed feelings about the centre - a **couple very positive** and are happy, feel there is lots to do & learn and would not change centre, whilst a **couple of these customers are not so happy** - initially found being at Chaul End **depressing and "strange"**.
- Strong feeling shared by two customers within the group is that they are **treated like children and not like adults** - they did not feel like this at Downlands and had **"a lot more to do" at Downlands**.
- Some **agency staff can be "a bit rude"**
- Wheelchair users cannot join other customers at the **dining tables as the tables are the wrong height**.
- Customers feel they **have to share the centre** whereas Downlands was their own.

Group 3

- Staff **encourage customers to be more independent and interact with the community** - build confidence.
- Customers enjoy the wide variety of activities and the **opportunities to meet new people**.
- Customers spoke about having **good relationships with staff** and felt staff were like friends. One customer stressed how the staff are a really big help - **"always helping"**.
- Some customers did mention that the Downlands "felt like ours" as a family unit.
- One of the customers did not initially like the Chaul End building but now use to lots of people "milling" about and it was **nice to have this place and the back of the centre to help life**.

Group 4

- Customers are **able to make suggestions** - one of the customers likes to have a nap in the afternoon and the centre in the process of building a **snooze room**.
- Enjoy most activities
- Customers would like work to do - they **miss the work they use to do at the Downlands**.

A couple of the day care customers requested a one: to: one session:

- Paying public given priority over day care customers** over use of the centre/space/facilities e.g. gym, IT suite, etc there is a booking system I operation for facilities i.e. IT suite and day care users have now been given limited access as the **public are give preference**. Day care customers are also monthly paying customers and should be able to use facilities at Chaul End as and when they wish.
- At Downlands, the **customers had their own space**, own building and were able go anywhere they wanted and use the rooms as they wished. The customer would have been more than happy for Downlands to have been refurbished and for day care customers to have their own space.
- Day care customers **only have 2 rooms in the building that are exclusively for their use** and the rest of the rooms need to be booked. The customer feels there is a space issue as the share spaced are getting busy restricting activities he can do e.g. like to build airfix models in the art room but has been told there is not enough space to do so now.
- He would like the day care arrangement to be **"back as it was, in own building run by the council specifically for day care"**. In contrast, he has a **strong base of friends here and is happy to remain here**.
- The customer makes several comments about his **feelings for the public customers** -he does not like meeting the public, the public (customers) do not care about day care users, he prefers to stick to day care customers, the public get on his nerves and it is not what he is used to (mixing with the public). The customer went on to explain that when he was child he attended specific school that catered for children with needs. He also said he was

“frightened to death” of meeting new people. This is part of his disability – his nervous disposition, but he is reliant on the day care centre as his parents are old.

- Having a **routine** is very important to the customer.

APPENDIX

4.1

DAY CARE CENTRE – CUSTOMER INSIGHTS CONSENT FORM & INFORMATION LEAFLET

Introduction

A Scrutiny Task and Finish Group has been set up to identify the needs of people who use day care services and their carers, and to ensure these are incorporated into future proposals to improve day care opportunities. The Group is chaired by Cllr Margaret Simons.

The future proposals for day care centres by Housing & Community Living (HCL) have not been finalised. These proposals could involve closure of certain centres. Given the vulnerability of people attending day centres there is a risk that this could lead to anxiety and stress – this concern has therefore shaped the methodology of this project.

Councillors are taking a range of evidence from different stakeholders as part of their review including meetings with carers. As part of the review councillors have requested some qualitative research be carried out into the views of day centre users which will be overseen by the Council's Consultation team. This method statement focuses on this element of the project.

Attached are:

Appendix 1: consultation and research form setting out the background

Appendix 2: draft questions to each scheme including details of client group

Methodology

The consultation aims to “dip into” customers views and does not aim to provide a full comprehensive survey of all day centre users. The Task and Finish Group is working to a tight timescale and a wider consultation is outside of its scope. More detailed consultation will be carried out by HCL on a scheme by scheme basis as proposals become more firmed up.

Change to existing services can be unsettling for people. Given the vulnerable nature of some of the participants the methodology has been designed to minimise risk of harm to participants. Given the client group it is proposed to hold small group discussions (2-4 people) with different focus:

- the Chaul End Centre (this is a new facility and we would interview people who had transferred from another day centre on their experiences and the transition)
- the Milan Centre attended by Asian elders and the African Caribbean Centre (for example to consider what is valued in the existing services provided including cultural requirements)
- Hockwell Ring (where discussions are already in place with HCL about new services, to find out how people feel about the new proposals)
- Bramingham Centre (again where discussions are already in place with HCL, to find out how people feel about the new proposals).

The choice of centres is intended to reach a representative range of people.

The discussion groups at the Chaul End, Milan Centre and African Caribbean Centres will be facilitated by Farah Ismail from the Consultation team. Farah has experience in interviewing vulnerable people and has a valid CRB check. We are aiming to hold two groups at the Chaul End centre one of which will be in Urdu or Punjabi.

Semi-structured interviews will be held with open ended questions to explore users attitudes and views about services; draft questions are set in appendix 2. Facilitation by an officer from the Consultation team will ensure complete objectivity in asking questions.

The Hockwell Ring group will be facilitated by Farah but will have an officer from HCL present to answer any questions on the changes. The Bramingham Centre group will be facilitated by a member of staff from HCL or Advocacy Alliance with skills in interviewing people with learning difficulties. Inevitably there is some potential loss of independence in the research here but this is necessary given changes to services have already been discussed and the nature of the client group.

The interviews will need to be carried out in late April 2010 to met the timetable the Task and Finish Group is working to.

We aim to talk to between 10-20 people in this project.

Consent and confidentiality

Briefings will be given to Day Centre managers about the proposed consultation. These managers will select users for the discussion groups and guidance will be given about balancing the need for a random sample along with selecting users who may be more comfortable in such discussions.

An information sheet will be given to all participants. This will include in plain language the objectives of the research and why we are doing this, how the groups will be run, information on confidentiality, contact details and how we will feedback the results. Individuals will also be required to sign a consent form which will emphasise the voluntary nature of the research and include the right to withdraw from the research at any point.

Notes will be taken at the groups by a member of the Consultation or Performance teams. The groups will not be recorded and transcribed.

Individuals views will be kept anonymous by assigning a random letter to each participant (ie Client A) and checked to ensure nothing is capable of being attributed back to an individual.

Notes will be kept in a folder on the Council's server accessible only to the Consultation team. The detailed notes will be deleted after one year.

Analysis

The notes will be analysed to develop themes arising from the discussions and the separate issues from the different centres. The findings will be reported to the Task and Finish Group to help them develop recommendations for the future of day care services. We make a commitment to feedback to individuals participating in this consultation.

QUESTIONS FOR DAY CARE CUSTOMERS

Overall key driver / objective for conducting consultation

To ensure the needs of people who use services and their carers are identified and incorporated in the proposals to improve day opportunities in Luton.

This document contains the questions that will be asked to people who use day services at the three centres shown below.

The consultation exercise is planned for week commencing 26th April 2010. Day centre managers will be briefed about the exercise. The people being consulted will receive an information leaflet about the purpose of the consultation. They will also be asked to sign a consent form which will include the right to withdraw from the process at any time.

CONSULTATION 1 (Daytime, Consultations Officer Led, Week Beginning 26th April 2010)

<u>Name of Day Centre</u>	<u>Key Driver</u>	<u>Key Questions</u>
Chaul End Centre	<p>The Chaul End Centre is a community centre that also caters for people who are eligible for adult social care services.</p> <p>People who use this centre have already gone through the transformation process. This provides the T&FG with the opportunity to obtain feedback from people attending this centre who are experiencing at first hand use of day services at a community centre.</p> <p>We want to know what went well for them during the transformation and what could be improved for future projects, such as with Future Choices.</p>	<ol style="list-style-type: none"> 1. What are your views about attending Chaul End Community Centre and the day services you receive there? 2. Were there any difficulties you experienced initially when coming to Chaul End? 3. How do you feel now about attending a multi-use centre? 4. Are there any difficulties you face now having attended a multi-use centre for some time? 5. How does this compare to the previous day centre that you attended? (if relevant) 6. What changes would you like to see to improve your experience of day care?

Milan Day Centre and African Caribbean Day Centre	<p>People who use services at these centres may have specific ethnic, cultural or religious needs and requirements. Also, these particular day centres may offer services that are not available at other day centres.</p> <p>We would like to know what these are in order to ensure these needs and requirements are met and services continue to be available in future.</p>	<ol style="list-style-type: none"> 1. What are the ethnic, cultural or religious requirements that need to be met when you attend a day centre? 2. What do you enjoy doing at your day centre?? 3. Were you offered a choice of day centres to attend? 4. What changes would you like to see to improve your experience?
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CONSULTATION 2 (Councillor Led, with support from Housing and Community living officers)

<u>Name of Day Centre</u>	<u>Key Driver</u>	<u>Key Questions</u>
<p>Bramingham Centre (Carers Forum – Carers from Bramingham and Upside)</p> <p>There will be an opportunity to ask these questions on April 26th at 7.00pm at the Carers Forum special meeting arranged by Diane Walsh.</p> <p>We would like an officer from Housing and Community Living (preferably somebody involved with the Future Choices project) to offer support and answer any detailed questions which arise.</p>	<p>Upside and Bramingham are centres for Learning Disability and have had several presentations from Dee Colam about the Future Choices project which has gone some way towards answering their questions.</p> <p>We would like to find out how they feel about the possible transformation and to make sure that their views are taken into account when planning the transformation process.</p> <p>We would like to know the specific perspectives of the carers as opposed to those of our customers.</p> <p>This is not considered to be a substitute for the full consultation process and equalities impact assessment which should be carried out during the transformation planning.</p>	<ol style="list-style-type: none"> 1. Were you offered any choice in the days, times and location of daycare for the person you care for? 2. How do you feel about the proposed Future Choices project? 3. What are the most important points Luton Borough Council should bear in mind when considering the reprovisioning of services? 4. What changes would you like to see to improve the experience of day care of the person you care for?

<p>Bramingham Centre (Customers)</p> <p>We may need help from the Advocacy Alliance to talk to these people as they may have high and complex needs – John Wales and Sue Kesterton have offered to help us. We have not yet set a time but it would be during the daytime.</p> <p>We would like an officer from Housing and Community Living (preferably somebody involved with the Future Choices project) to offer support and answer any detailed questions which arise.</p>	<p>Bramingham is a centre for people with complex needs and learning disabilities.</p> <p>People at Bramingham have been consulted by Dee Colam about the Future Choices project. They have stated that there is a lot about their current day care which they would like to keep the same or very similar.</p> <p>We would like to find out how they feel about the possible transformation and to make sure that their views are taken into account when planning the transformation process.</p> <p>This is not considered to be a substitute for the full consultation process and equalities impact assessment which should be carried out during the transformation planning.</p>	<ol style="list-style-type: none"> 1. Were you offered a choice of day centres to attend? 2. How do you feel about your day centre having some changes? 3. What would you like us to remember when we think about changing the service?? 4. What is good and what is bad about being at Bramingham?
<p>Hockwell Ring (Customers)</p> <p>We would like an officer from Housing and Community Living (preferably somebody involved with the Future Choices project) to offer support and answer any detailed questions which arise.</p>	<p>Hockwell Ring is a centre for older people and those suffering from dementia.</p> <p>People at Hockwell Ring have been consulted by Dee Colam about the Future Choices project. The Councillors have also had a brief visit to Hockwell Ring and talked in general to several people. Hockwell ring centre is about to undergo transformation over the next few months. We would like to find out how people feel about the impending transformations and to make sure that their views are taken into account when planning the transformation process. This is not considered to be a substitute for the full consultation process and equalities impact assessment which should be carried out during the transformation planning.</p>	<ol style="list-style-type: none"> 1. Were you offered a choice of day centres to attend? 2. How do you feel about the proposed Future Choices project? 3. What points should Luton Borough Council bear in mind when considering the new services? 4. What changes would you like to see to improve your experience?

4.3

INFORMATION LEAFLET & CONSENT FORM

What is the purpose of the consultation?

A group of Councillors have been reviewing the proposals put forward by Adult Social Services to improve day opportunities for customers in Luton. The group is known as the Scrutiny Task and Finish Group on Day Care Opportunities. The Group would like to hear the views of customers of day centres so that they can identify and ensure their experiences, needs and requirements are incorporated into the plans.

The Group would also like to find out about:

- Your views about moving into Hockwell Ring Community Centre

Who is doing it?

Experienced council officers with skills in consultation and research will carry out this work.

How we will go about it?

The session/s will be in a discussion group setting with up to 4 customers from the centre. There will be an officer who will ask for your views and another officer who will take notes. It is anticipated the session shouldn't take longer than an hour.

There are no right or wrong answers to the questions – we just want to hear your views.
The session will take place on 26-04-2010 at 13:30.

What to do if you have any questions

If you have any questions or queries, at any time before or during the discussion session, you may ask any member of staff at the centre.

Information regarding confidentiality

All information obtained in this session will be kept strictly **confidential**. You will not be identified in any report and your name will not appear anywhere. You will be asked not to disclose anything said during the discussion.

How we will use findings

Your answers to the questions will be used to develop some general findings about day care services. These findings will be reported to the Group to help them develop recommendations for future services. This report is expected to be written by 31st May 2010.

How we will feedback

You will be sent a summary of the final report of the Group.

If there are any questions you have that haven't been answered by this information leaflet you can speak to any of the following council officers who will be happy to help:

<u>Name</u>	<u>Telephone Number</u>
Rebecca May	(01582) 547066
Farah Ismail	(01582) 546563
Alamin Mukith	(01582) 547185

CONSENT FORM
for participation in a consultation exercise on 26/04/2010

Please tick the appropriate boxes

- I have read and understood the information leaflet sheet dated DD/MM/YYYY. ☐
- I have been given the opportunity to ask questions about the project. ☐
- I understand that my taking part is voluntary; I can withdraw from the study at any time and I will not be asked any questions about why I no longer want to take part. ☐
- I understand my personal details such as phone number and address will not be revealed to people outside the project. ☐
- I understand that I must not disclose anything said within the context of the discussions ☐
- I understand that my words may be quoted in the report but my name will not be used. ☐

_____ Name of Participant	_____ Signature	_____ Date
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_____ Researcher	_____ Signature	_____ Date
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For further information please contact Farah Ismail on (01582) 547185 or you can email her at farah.ismail@luton.gov.uk

This consultation has been approved by Luton Borough Council's Ethics Board.

6 – Bramingham Consultation

Bramingham Centre – notes on consultation 27-04-10

Attending:

Cllr Doris Hinkley,

Cllr Anna Pedersen,

Rebecca May (LBC officer)

Janine Macey (Centre Manager)

Sue Kesterton (Advocacy Alliance)

About Bramingham:

Bramingham Centre caters for 115 people, many of whom come every day. They have a range of learning and physical disabilities. There are nine groups within Bramingham Centre, each with its own suite of rooms which has been customised to suit the needs of the customers. Customers are allocated to groups based on friendships, interests, and levels of need. Customers seem relaxed in the centre and frequently move between groups to visit their friends or share activities.

The centre has a large, well maintained garden where customers exercise and play sensory games; it has a kitchen and a café where they cook each other meals, a computer room, a sensory sleep room, a video room, a physio room, large wet rooms with facilities for changing and hoists, and specific rooms for the needs of each group. The building inside is in a good state of repair and painted with cheerful murals by staff and volunteers.

The centre is a large, old building on a lot of land. It was purpose built (under Bedfordshire Council) in 1966 as an adult training centre for those with less severe disabilities; customers were encouraged to undertake piecework such as packing boxes, and in return for this they would receive a small wage every Thursday; however in 1994-95 it was decided that this was unsustainable and activities were steered towards more social activities.

Staff also take the customers out where they can, although transport and access to facilities is an issue. The more able customers are supported to go shopping or get fish and chips; customers also visit the e learning centre (<http://www.luton.gov.uk/elearning>) in Sundon Park and they go bowling.

Swimming at Woodlands School is very popular and staff and customers would go more often if there was transport available, but there is worry about the future of these facilities when Woodlands merges with Icknield. A recurring theme in conversation was that customers and staff are concerned for their continuing access.

Bramingham Centre is already a multi-function building – it is used during the weekends by a Chinese school; however because much of the equipment (changing tables, special chairs comfortable for the very disabled, hoists, physio tables etc) is bulky, it can be hard to clear out of the way to make space for other users. Some of the rooms have had to be locked because when other users of the building have moved or broken items which the customers use they become very distressed – this was particularly a problem with the autistic customers.

This would also be an issue in any multi-use environment – the equipment is not easy to store, it is heavy and difficult for staff to move, not all wheelchairs fold down for easy storage for example - and customers have certain items and tools set up for them which need to be kept “safe”.

General feeling amongst staff and customers seems to be positive towards the centre; customers could not think of much that they wanted to change, and staff only said that some of the equipment they used was now getting quite old and replacements would be welcomed, or

perhaps greater numbers of staff to provide cover for annual leave and sickness. There was a strong sense of ownership of the building and several staff pointed out that due to their particular needs some of the most critical customers needed familiar surroundings and private, quiet rooms as they get very distressed when in unfamiliar surroundings or confronted with new people.

Cllrs Hinkley and Pedersen mentioned that at the carers meeting somebody had mentioned one of the customers had started to self harm because he was anxious about having to move centres.

Cllrs Hinkley and Pedersen also commented on the need for private, quiet rooms to be available for customers to use, not open to the public.

The Centre Manager said that in her opinion, perhaps 2 out of the 9 groups might thrive in a more open, public environment as they had slightly lesser needs and enjoyed going out to shop and attend events.

Specialist areas:

There are 9 distinct areas within Bramingham, named after planets, as well as other facilities. These are the ones that we visited:

Titan is a large room with facilities for autistic adults. When we visited there were 4 or 5 adults. The room is set up particularly for this group; they each have a schedule on the wall, access to a computer and their own “workstation” – a private area like an office with a set of drawers containing “tasks”.

Over the last five years, the staff have evolved hundreds of small games for the customers to play at their desks, individually appropriate for their levels of ability, and each day the staff put a new set of tasks in the boxes - the customers enjoy working through them.

Neptune has very physically disabled customers. It consists of one large room where they can do group activities – they have personalised the walls with posters explaining what they like to do and don't like to do so that any new staff can quickly get to know them. Leading off from Neptune is the sensory snooze room, which has a lot of specialist equipment such as lights, white noise makers etc to help people to relax. There is also a specialist physiotherapy room with a doctors' bed in it which doubles as an extra quiet room, a storage room, and the “Ocean Room” – a small room beautifully decorated with an ocean theme and two specialist comfortable support chairs. The staff would like to have more of these support chairs but they are very bulky and expensive. In the corner of the room customers were growing seedlings on the windowsill.

Jupiter and Pluto Most of Pluto group were out at an activity so the remainder of their group joined Jupiter in a large, airy room, where we interviewed some of the customers. There were tea and coffee making facilities and a large amount of cupboards full of activities. While we were there some customers were doing embroidery with wool.

Other facilities:

Garden - The garden is large and set to grass with shaded areas and some seating. When we visited staff were playing with a parachute silk with a group of the customers, who would raise the silk as a group and take it in turns to go under it. This was causing a great deal of excitement and all of the customers seemed involved and happy.

Kitchen and café – The kitchen is large enough for several customers to help cook lunch – they take it in turns to chop vegetables or stir with help from staff, and serve it to their friends who sit in the café outside. Staff bring small games for the customers to play on the tables while they wait.

The café is airy and pleasant. One of the customers remarked that she had learnt enough cookery to be able to cook for her mother.

Hall – There is a large hall, like a gymnasium, in which customers eat lunch if there are a lot of them, and sometimes play football. The manager told us that even the very disabled take pleasure in lining up to be served their food, choosing a place to sit, and tidying up afterwards – even several customers who do not do anything for themselves at home.

Toilets – There are special requirements for the toilets. We saw two toilets in Bramingham – both were large – they need to accommodate a mobile bed for changing, laying down, a hoist and a toilet, with clearance for a wheelchair and staff. Staff noted that the toilets did not really have enough clearance around them on both sides for them to help lift the customers safely, so that it was awkward to help the more physically disabled customers. Staff commented that the “disabled” toilets in most community centres were not suitable for people with critical physical needs who cannot lift themselves out of their wheelchairs.

Changes to consultation process:

Bramingham is a special case in our consultation – the people who use the day care centre are often very vulnerable, and due to their learning difficulties they struggle with abstract questions. Some of them could not talk and communicated by pointing and signing, and others, while willing to engage, struggled to understand the questions.

We had started off with the questions:

1. Were you offered a choice of day centres to attend?
2. How do you feel about your day centre having some changes?
3. What would you like us to remember when we think about changing the service??
4. What is good and what is bad about being at Bramingham?

However it soon became clear that talking of “change” was distressing to the customers and (as mentioned in the original consultation scope) we felt that there was an ethical issue in speaking to them of changes without being able to explain what the changes were going to be.

After discussion, we changed the questions to:

- 1) Were you offered a choice of day centres to attend?
- 2) Is there anything you would like to change about Bramingham?
- 3) What do you particularly like about Bramingham?
- 4) Is there anything you don't like about Bramingham?

We had consent forms for several customers but some people had not brought theirs back from their carers. We have resolved this issue by making sure there were staff with us at all times and not identified the customers by name.

Answers to Questions:

Three Autistic customers from Titan:

1) Were you offered a choice of day centres to attend?

No.

2) Is there anything you would like to change about Bramingham?

No change.

3) What do you particularly like about Bramingham?

We have our own workstations, we like to keep busy. I have my own space. I have lots of tasks. I like my friends. I like free time. I like to play with laces. I like to go swimming. I like Michelle (she works in Lewsey). I like to walk and get fish and chips. I like it when there is a fire drill!

4) Is there anything you don't like about Bramingham?

The customers mentioned one of the other customers who can be disruptive.

Customer from Pluto, cooking :

1) Were you offered a choice of day centres to attend?

No

2) Is there anything you would like to change about Bramingham?

I like it here as it is.

3) What do you particularly like about Bramingham?

I like cooking, I like going into the garden, I would like to go walking with my frame but it is too hard.

4) Is there anything you don't like about Bramingham?

I don't like swimming. It is bad that there is no bus. I don't go to the shops but I would like to.

Customer in the Hall, came in to see us

This customer has been at Bramingham almost since it opened. He can remember when they did piecework and received a wage.

1) Were you offered a choice of day centres to attend?

No we weren't offered a choice. My brother was sent to Caddington – because he was fitter and stronger than me – because he was a gardener.

2) Is there anything you would like to change about Bramingham?

I would like a bigger hall to play football in.

3) What do you particularly like about Bramingham?

I like to play football. I like to go to football with my brothers to see the hatters. I like it here.

4) Is there anything you don't like about Bramingham?

One of the other customers, who is disruptive.

Customer in the Kitchen, making lunch

1) Were you offered a choice of day centres to attend?

No – I actually wanted to go to Upside.

2) Is there anything you would like to change about Bramingham?

We should have more buses so we can go out and about more. We need to have the opportunity of going out to a party. I would like to do keep fit and would like to go on a train ride.

3) What do you particularly like about Bramingham?

I really like to go swimming. I like washing up, gardening, walking, doing puzzles, reading a book and cooking.

4) Is there anything you don't like about Bramingham?

I don't like the cabbage here or the rice. I don't like running. I don't like building with bricks.

Four customers in Jupiter, sewing

1) Were you offered a choice of day centres to attend?

No, Don't know. No I wasn't.

2) Is there anything you would like to change about Bramingham?

No not really I don't want to change. No. Wouldn't really like to change.

Yes! I would like a swimming pool right here in Bramingham.

I would like to go to the airport to look at the airplanes (*actually staff are arranging a trip to take this customer to Luton Airport soon)

3) What do you particularly like about Bramingham?

I like my friends. I like sewing. I like bank holiday Mondays off!

I like e-learning – we do films and drama, I dressed up and we did a backdrop and I pretended to be in Africa with some drums and a mask. I like the garden. I like line dancing, a lady comes to teach us. I like making flags. I like my friends. I like cooking and swimming and going to Chaul End Centre to use their computers. I like to go bowling in Dunstable. It is good being here. We have cooking and swimming and gardening and shops. I like making pie. I made pie for my mother so she didn't have to cook.

4) Is there anything you don't like about Bramingham?

I don't like going to e learning.

Two customers outside in the garden playing with the parachute

1) Were you offered a choice of day centres to attend?

I went to Downlands and when that shut I came here. I wasn't given a choice, this was just where you went. I wasn't either.

2) Is there anything you would like to change about Bramingham?

I don't want any changes. I would like to go to the shops but it is painful to walk.

3) What do you particularly like about Bramingham?

I read books. I like cooking, and I like to go out on the bus, going to the shops. I like the games we play outside, swimming on Thursdays (I swim like a fish!) Cooking, and the minibus. Actually I like everything.

4) Is there anything you don't like about Bramingham?

I can't swim but I would like to.

SUMMARY

In summary, Bramingham is a unique centre in Luton catering for a very diverse group of people who all have different needs. The centre has evolved through the last fifty years to accommodate its customers, and there is a sense of joined ownership between the staff and the customers. The staff have been creative in offering "value added" facilities which cost little but significantly add to quality of life for the customers – they are also proactive about organising events and trips for the customers.

The building is airy and light with lots to explore and the garden is extensive and very valuable to the residents. The residents in the main get on with each other and there is a family, rather than an institutional, atmosphere.

It is significant that while none of the customers we interviewed said they had been given a choice in coming to Bramingham, not one of them wanted to change their provision, or anything about it (except to add a swimming pool!).

Any project to provide services away from Bramingham would risk causing serious upset to many of the most vulnerable customers and it would be a complex task to recreate all of the facilities which already exist.