



Day Care Modernisation Proposals

BMG Service User Consultation Report

LBC Response Document

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1. Introduction

This document attempts to address the concerns, expressed by people at Stopsley Day Centre, the SKY Day Centre, the Milan Day Centre, St. Monica's Day Centre and Colwell Court, contained in BMG's independent consultation service user and residents consultation report dated 7th October 2011 with respect to the proposals to:

- relocate the older person's day care service currently provided at the Stopsley Day Centre to the sheltered housing unit at Colwell Court
- relocate the older person's day care service currently provided at the Milan Day Centre to Dallow Learning and Community Centre.
- relocate the "SKY" support service currently provided at the Milan Day Centre to other suitable day care facilities
- develop the St. Monica's Day Care Centre into a specialist dementia day care unit
- restructure the staffing arrangements within the Council's day care service to suit these proposed new arrangements.

2. Stopsley Day Care Service

Concerns expressed by Stopsley Day Care Service Users with regard to the proposed relocation to Colwell Court and the Council's responses to those concerns.

2.1 That the existing Stopsley Centre staff might not be transferred to Colwell Court

All existing Day Care Officers and Care Assistants at the Stopsley Centre will be offered the opportunity to transfer to new facility at Colwell Court as part of the staffing restructure exercise. It is not the Council's intention to separate Service Users from staff with whom they are accustomed and comfortable.

2.2 That the day activities currently provided at the Stopsley Centre might not be available at Colwell Court

All the day activities currently provided at the Stopsley Centre will still be available at Colwell Court, along with new activities designed to provide opportunities for increased social inclusion.

2.3 That the lunch service currently provided at the Stopsley Centre might not be available at Colwell Court.

The Council will provide a cooked lunch for all day care service users who request one at Colwell Court. A separate review is taking place of the Council's Meals Service. Any changes proposed as a result of this review will be subject to separate consultation.

2.4 That Colwell Court is too far from home for some Service Users.

Free transport (via the Council's Passenger Transport Unit) to the day care service will continue to be provided to all Service Users. Those Service Users who currently walk to Stopsley Day Centre will be given the opportunity to establish suitable means of travelling to Colwell Court, including access to the services of the PTU.

3. Colwell Court

Concerns expressed by Colwell Court residents with regard to the proposed relocation of the Stopsley Day Care Service and the Council's responses to those concerns.

3.1 That the creation of a Day Care Unit within the building might render it considerably less secure and that tenants could be put at risk as a result.

The Council intends to create a controlled access to the Day Care Unit which, whilst allowing residents to join in day care activities if they so wish, would effectively separate the Unit from the main concourse. Access to and egress from the Day Care Unit will be supervised by the Council's Day Care Staff on site, who will work closely with the Council's Sheltered Accommodation Team already based at Colwell Court to ensure there is no unauthorised entry. The existing controlled entry system to the building will be retained.

3.2 That residents might experience an increase in their rent or service charges as a result of the costs incurred in hosting the Day Care Unit.

This will not be the case. The full cost of operating the Day Care Unit will be borne by the Council.

3.3 That the proposed building works to accommodate the Day Care Unit might be disruptive and would result in a reduction of the public space available to residents.

The Council has considerable experience in managing building works with tenants in situ and would schedule these in such a way as to minimise disturbance to residents. The proposed building works will actually increase the amount of public space available to the residents.

3.4 That there are insufficient toilet and parking facilities at Colwell Court to meet the demands of the Day Care Unit.

The proposed building works include the creation of new toilet and car parking facilities.

3.5 That current joint resident and staff activities such as coffee mornings might no longer be possible.

The proposed building works include the creation of a new and separate residents lounge. The area used for day care will be free for residents to use in the evenings and at weekends. All the joint activities enjoyed by residents at the moment will continue.

3.6 That Colwell Court staff might not be free to concentrate on the needs of residents as they will be required to support the Day Care Unit.

The day care unit will be fully staffed by Day Service employees and no support will be required from the existing staff, except where Colwell Court residents wish to participate in Day Service activities.

3.7 That before the suggested re-location takes place a trial or pilot should be conducted to establish the feasibility of the proposal (this concern was also expressed by Stopsley Day Centre Service Users).

Arrangements have been made for Stopsley Day Centre Service Users to visit Colwell Court and meet with staff and residents. There are also plans to arrange some joint activities to allow the groups to get to know each other. A full representative trial is however not practical as the building works would need to be completed first.

4. SKY Day Care Service

Concerns expressed by SKY Day Care Service Users (via their families and carers) with regard to the proposed relocation to alternative day care facilities and the Council's responses to those concerns.

4.1 That the unique individual needs of the SKY Day Care Service Users might not be taken into account in any relocation plans.

All Service Users will be subject to a new and individual needs assessment and care review. Social Care staff will work with families and carers to ensure that the new day care support proposed for any current Service User is appropriate to their needs and wishes.

5. Milan Day Care Service

Concerns expressed by Milan Day Centre Service Users with regard to the proposed relocation to the Dallow Learning & Community Centre (DLCC) and the Council's responses to those concerns.

5.1 That the new facility at the DLCC would be too small and too noisy.

The Council intends to invest in the creation of a new purpose built day room at the DLCC. This room will be larger in size than the current day room at the Milan Centre.

The DLCC is a much larger building than the Milan Centre, with facilities for Service Users to join in community based activities. It has a modern and extensive kitchen and a large dining area, well lit by windows opening onto the rear of the building.

Although there is some traffic noise from Dallow Road the building is well insulated against this and the new Day Room does not face the road, being located in a quiet corner of the ground floor.

None of the current day activities at the DLCC give rise to any noise levels that would interfere with the comfort of the day care Service Users.

DLCC has a quiet garden area located at the rear of the building, which will be replanted and refurbished for the benefit of day care Service Users. It also has an easily accessible adjoining green space where Service Users can walk and take exercise in safety.

5.2 That cultural dietary requirements might not be met.

The care and attention to the provision of meals, both in terms of cultural sensitivity and dietary requirements, which currently exists at the Milan Centre will be transferred to the DLCC. . A separate review is taking place of the Council's Meals Service. Any changes proposed as a result of this review will be subject to separate consultation.

5.3 That toilet facilities will be shared.

The main toilet facilities at the DLCC are located close to the proposed new Day Room, are easily accessible and include disabled units. A new wet room and laundry are being created to cater for day service users and day care staff will as always pay special attention to individual needs and dignity.

5.4 That the existing Milan Centre staff might not be transferred to the DLCC.

All existing Day Care Officers and Care Assistants at the Milan Centre will be offered the opportunity to transfer to new facility at the DLCC as part of the staffing restructure exercise. It is not the Council's intention to separate Service Users from staff with whom they are accustomed and comfortable.

5.5 That funds should have been directed from other capital projects to refurbish or rebuild the Milan Centre.

The proposed transfer to the DLCC does not solely relate to the unsuitability of the Milan Centre building or the increasing costs of its upkeep and maintenance. It is part of the Council's personalisation objectives to provide day care Service Users with more choice and control over the activities they can engage in and to provide them with opportunities for greater inter-action with the community. The DLCC is an ideal situation in which to fulfil these objectives.

No funds are available to support a rebuild of the existing Milan centre in situ.

5.6 That suitable prayer facilities might not be available at the DLCC.

The DLCC is already venue for several different faith groups and suitable prayer facilities will be available to day care Service Users.

5.7 That Service Users' preference to be in the company of people of their own age might not be respected.

The new day care facility at the DLCC is private and reserved for the exclusive use of Service Users. Service Users will have choice and control over what DLCC community activities they may or may not wish to participate in.

5.8 That the DLCC is too far from home for some Service Users.

Free transport (via the Council's Passenger Transport Unit) to the day care service will continue to be provided to all Service Users. Those Service Users who currently walk to the Milan Day Centre will be given the opportunity to establish suitable means of travelling to the DLCC, including access to the services of the PTU.

6. St. Monica's Day Care Service

Concerns expressed by St. Monica's Day Centre Service Users with regard to the proposed development of the centre into a specialist dementia day care unit and the Council's responses to those concerns.

6.1 That current St. Monica's Day Care Service Users who do not suffer from dementia would be disadvantaged by the proposal and ultimately be forced to relocate to another Day Care Centre.

Around half of all the Service Users at St. Monica's suffer from dementia. All current Service Users who do not suffer from dementia will be given a choice as to whether they remain at St. Monica's or relocate to another Day Care Centre. No one will be forced out of St. Monica's. The conversion will take place on a staged, rather than an abrupt, basis and some progressive changes to the facilities will be required to make them more appropriate for Service Users with dementia. Staff will continue to give those Service Users without dementia all the care and support that they receive at the moment.