



Report of the Director of Adult Social Care Services

Executive Board

Date: 22nd July 2009

Subject: From Day Centres to Day Services: Responding to the needs and preferences of older people.

<p>Electoral Wards Affected:</p> <div style="border: 1px solid black; display: inline-block; padding: 2px 5px;">ALL</div> Ward Members consulted (referred to in report)	<p>Specific Implications For:</p> <p>Equality and Diversity <input checked="" type="checkbox"/></p> <p>Community Cohesion <input checked="" type="checkbox"/></p> <p>Narrowing the Gap <input checked="" type="checkbox"/></p>
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Eligible for Call In

Not Eligible for Call In
(Details contained in the report)

1.0 Executive Summary

- 1.1 Building on the reports to the Executive Board in July and November 2008, this report describes how the strategy for day services for older people is developing and sets out proposals for the implementation of the final phase of the strategy.
- 1.2 Whilst previous reports have set out in some detail the policy context and vision which underpin the strategy, there have been further developments since November which further strengthen the direction of travel already endorsed by the Executive Board. In particular the Executive Board received a report in December 2008 describing the conclusions of the Independence, Well-Being and Choice Inspection and approved the action plan in response to the recommendations made by CSCI. The Inspector concluded that there was an immediate need to modernize and transform traditional social care services in Leeds.
- 1.3 This report must be read together with the following report on the agenda in respect of the future vision and way forward for Neighbourhood Network schemes in the city. The proposals in this report make way for a strengthened position of Neighbourhood Networks to be the primary response to engage older citizens in social, community and well-being initiatives and identifies a more specialized role for Local Authority provision.
- 1.4 The proposals set out in this report provide the detail for the Councils response to that recommendation and describe a service strategy which builds on the specialist strengths and expertise within the current service, which are valued by people who use those services, carers and partner agencies.

- 1.5 The proposals provide an equivalent level of specialist service in each of the three Area Management areas, and complement the universal provision provided in the main by the voluntary, community and faith sector. The strategy for day services consist of:
- Universal Services
 - Specialist Dementia Care
 - Specialist Reablement
 - Day Respite Care
 - Minority Ethnic Elders Services
- 1.6 The report describes how these proposals have built on recent consultation, notably with carers whilst developing the Leeds Carers Strategy and through the evaluation of the successful Partnerships for Older People (POPPS) pilot, which demonstrated the effectiveness of new models of dementia care. Finally, the report describes how partnership working with City Development will provide the opportunity for both universal and reablement services to be delivered from a network of well-being / leisure centres, which opens the opportunity for further innovation in the future.
- 1.7 The report asks the Executive Board to endorse the strategy and proceed to implementation through an established process of group and individual consultation with current service users.

2.0 Background information

- 2.1 In July 2008 Executive Board agreed a strategy for reshaping older people's day services to provide greater opportunities for older people to receive more personalised services with an enhanced range and quality of community based activities.
- 2.2 In November 2008 Executive Board received a progress report, and agreed the re provision of day centres at Farfield, Leeds 28; The Willows at Horsforth; Pendas Way at Crossgates; and Richmond Hill Day Centre.
- 2.3 The report in November 2008 noted that savings made from re provision were to be re-invested within older people's services, and locality plans were to be drawn up for delivering newly shaped day services. The report specified that progress updates would be given to members, as the changes progressed.
- 2.4 This report provides the next stage of these updates, focusing on the outcomes from the reprovision of the 4 Day Centres and the vision and next steps for the future rollout of this strategy. The report shows linkages between strategies, and supports the development of expanding the provision of direct payments and universal services including neighbourhood networks.

3.0 Reprovision of Farfield, Pendas Way, Willows, Richmond Hill November 2008

- 3.1 Extensive consultation was undertaken with those attending the four day centres, both prior to and subsequent to the submission of the Executive Board report in November 2008. Alternative plans were made with each person attending, considering carefully what activities they enjoyed, where they lived, their travel arrangements, and their friendship groups. Each person was offered an alternative Day Care service.
- 3.2 In November / December 2008 service users were transferred from the four day centres

to their preferred alternative venue. Because of the generally low occupancy at other day centres, all people were able to be offered their place of preference, and moved with their friends.

- 3.3 Staff from care management teams and the day services centres worked closely to ensure the transfer was well planned and incorporated each individuals care and support needs.
- 3.4 Staff were transferred with service users, thus ensuring there was continuity of Care. Day centres receiving new attendees provided a range of opportunities for people to socialize and integrate into the activity programme. As a result of this highly personalised process, service users concerns and disruption were kept to an absolute minimum.

4.0 Reinvestment in Services for Older People

- 4.1 In line with the proposals in the Executive Board report of November 2008, savings of £300,000 from the re provision of day services have been invested in other services for older people.
- 4.2 Particularly important has been the investment in personal budgets and direct payments. Reproviding the 4 day centres has released funding for people to access direct payments. Consequently over the last year, instead of being allocated a specific number of days attendance at a particular day centre; older people are able to access a cash budget from which they choose how, when and where their assessed care needs and leisure time will be spent.
- 4.3 This is what people have told us about how their choice to have a personal budget has affected their lives:

Laura's Story - *Laura's was finding it very lonely on her own. She hadn't really many friends or a particular social activity that she enjoyed. Laura felt that a day centre wasn't for her and that she would rather look at social groups near to where she lived. After a talk with the nearby Over 55 club, she felt she would like to join some of the social groups they had to offer. She also joined the local Methodist Church Luncheon club and later went on to consider a Direct Payment to fund a personal assistant to enable her to have support to go out at the weekends..*

- 4.4 Further funding has been reinvested in developing a new model of service. A reablement service has been set up in 3 day services centres. Reablement consists of an intensive assessment and programme of support for 8 weeks aiming at improving level of motivation and independence, including Occupational Therapy advice. As a result of reablement services, people have been able to regain independent living skills, and aspire to and achieve better quality lives. Satisfaction surveys from service users evidence strong support for this service.

Cecil's Story - *Cecil was becoming isolated and confused. Whilst attending the day centre, he was assessed and spent the eight-week programme exercising and improving his mobility with help and support from the OT. Cecil had neglected his personal care but regained motivation to shave and care for himself. Staff discovered Cecil was a great fisherman and missed fishing trips with his friend. The increased confidence in himself and his mobility means he can arrange fishing trips and no longer feels isolated.*

Julie's Story – Instead of attending day services, Julie uses her direct payment for day trips or saves up and goes to the theatre in London or trips to Chester zoo etc.

John's Story – John used to attend a day centre, but now has direct payments and has employed a personal assistant. He gets help with trips to the shop including help to choose and buy computers and gadgets – his passion! As he was an engineer previously, his personal assistant helps him to attend air shows and bike shows and assists him with his gardening.

4.5 A further investment in day services has seen the creation of 9 new outreach worker posts – three in each of the Area Management Team areas. These new members of staff were appointed in May 2009 and work alongside people attending Day Centres for reablement sessions; advising and supporting people to identify and take up alternative activities within their local communities once their 8 week reablement period has been completed.

5.0 Current Day Services

5.1 Leeds City Council provides 21 day centres for older people. The centres have functions as follows:

- 1 Peripatetic Centre (1 day per week)
- 4 Specialist Dementia Care
- 12 Generic Day Care (including 3 reablement units)
- 2 Dual Generic / Dementia Care
- 2 Specialist BME Centres

There are a variety of opening times for centres with some operating an 'extended day' (7am – 7pm) and some open at weekends

- 5.2 All of the centres operating specialist dementia services have at least 75% occupancy, with two thirds having more than 87% occupancy, and one centre overcommitted at almost 105% occupancy.
- 5.3 These attendance figures contrast with those for "generic" day centres. In these centres, occupancy and attendance figures have fallen, month on month over a three year period. Occupancy has fallen in some centres to as low as 37.2% of capacity. Only one centre has an occupancy of more than 80%.
- 5.4 Nine centres (i.e. almost 50% of the total number of centres) have an average of less than 60% occupancy, with about half of the 9 centres being used at less than 50% of total capacity. These figures are from the period January to March 2009, and include actions taken to reduce by 4 centres last year.
- 5.5 When considering weekend attendances, no generic centre is operating at more than 75% occupancy, with the average attendance over the 9 centres, at less than 50% capacity. This reducing attendance must be set against significant increases in direct payments. This information is summarised in Appendix 1. Full information is available for each centre.
- 5.6 The 21 day centres for older people in Leeds were built predominantly during the 1970's and 1980's. The buildings have variable standards and some have had no significant refurbishment since they were built. One day care service operates from a municipal building rather than a dedicated centre (Otley). Day centres in Leeds have usually one or two meeting rooms, leading to limitations with activity options. Programmed activities tend to take place in the larger room, with a smaller room set

aside for quieter activities. Centres provide varied and to a certain extent uncoordinated provision, and not currently in response to any planned demand / profile of the needs of the city.

- 5.7 Some people travel a considerable distance for a day centre placement and some attend up to three centres on different days.
- 5.8 In recent years there has been an increasing utilisation of alternative day opportunities assisted by the continued development of thriving third sector organisations which include neighbourhood networks. This has created significant expansion of community facilities, groups and activities which have grown up or expanded in response to this increase in demand.. These have become increasingly the first choice for people who might otherwise in the past have asked to attend a Local Authority centre. This now provides impetus for a further phase of change for day services, strongly supported by the Independence , Well-Being and Choice Inspection final report, recommended that “The Council should extend the range and choice of services by reconfiguring and modernizing traditional buildings based services”.

6.0 Strategy for day services

- 6.1 The Executive Board Reports of July and November 2008 and the action plan in relation to the Independence wellbeing and Choice Inspection, endorsed by Executive Board in December 2008 all highlighted the need for the Local Authority to develop and focus on specialist day services. These are:

- Universal Services
- Specialist Dementia Care (reablement and long-term support for people with moderate and severe dementia or functional mental health problems)
- Specialist Reablement (including well-being and day respite)
- Day respite care (providing support for carers)
- Minority Ethnic Elders Services (Apna in Headingley, Frederick Hurdle in Chapeltown)

The Executive Board reports noted the further work required to develop the longer term strategy to ensure the correct balance of supply for specialist centres.

- 6.2 Each Area Management Area should have a Centre for Dementia Services and Centre for Well-Being Services (Reablement). Each of these centres should offer a common range of services and activities, supported by satellite centres to ensure sufficient coverage for the population. These services are further set out on the maps in Appendices 2, 3 and 5.
- 6.3 In arriving at the proposed model, a review of existing day services provision was undertaken. This included a review of the location, structural condition, size, facilities and usage of each of the day centres, and the proximity of other centres within easy accessible and traveling distance.

Day Services – The Universal Offer

- 6.4 Older people and their carers do not need to have eligible social care needs to gain support. There is now a significant range of widely available supportive social care services to meet their needs, which are available without an assessment. These were detailed in the July 2008 Executive Board report listing such resources as

dementia cafes, peer support networks, neighbourhood networks and local community groups and clubs.

- 6.5 Over the last 10 years, Neighbourhood Networks in particular have become a significant complementary service to that provided by local authority day services. Many networks have thriving community activities which are locally based and, in the main, accessible to large numbers of older people. A survey of over 1000 older people who use these services shows the significant part that the successful networks play in the positive well-being of these older people. An accompanying report on this agenda indicates how more equitably distributed and additional investment could further enhance these opportunities.
- 6.6 The publication of the National Strategy “Putting People First” (10th December 2007) heralded the transformation of the Social Care System. Local Authorities are challenged to ensure that “universal services”(leisure, sport, libraries, parks, learning etc) are accessible to everyone and that separate, segregated social care services are therefore minimized.
- 6.7 The development of the innovative Holt Park Well-being centre in partnership with City Development and the Health Service will see new day time opportunities particularly in respect of reablement, and will in due course become a significant venue for delivery of further innovative services.
- 6.8 The “Partnership for Older People Prevention Services” (POPPS) pilot in Leeds evidenced excellent outcomes for older people with dementia. Services have been planned and delivered in partnership with older people and their carers. Health and Social Care have united with Voluntary Sector partners to develop a whole system response to need. Key elements of the service have included:
- Resource Centres (the development of traditional residential care to include early intervention, respite, day service and outreach in partnership with the Health Service).
 - Specialist Day Respite Centres (fulfilling a vital function for carer respite, stimulating environment and socialisation)
 - Voluntary Sector Networks (including for dementia, a network of dementia cafes)
- 6.9 The developments listed above have been combined with a review of National Policy and evidence of successful outcomes for Older People. This review recommends that statutory social care provision should consist of a smaller number of specialist day care services; with the voluntary and community sector providing ‘universal’ services including a wide variety of social activities designed to improve physical and emotional well being. The services listed above show that Leeds is well positioned to respond positively to this agenda.

Day Services: A Core Offer for those with Eligible Social Care Needs

- 6.10 People with eligible social care needs are provided with advice, support and guidance in relation to the exercise of their right to a direct payment. We anticipate that in future, many more people will wish to exercise this option at least in part. Other people, particularly those with specialist needs in relation for example to dementia or reablement, will choose to have their care provided in venues capable of offering such specialist care.
- 6.11 The models below allow the service to be developed on sites where current occupancy is greatest, reflecting service users choices and preferences; and where buildings are

most modern and well-suited to their purpose.

- 6.12 Where changes to centres are proposed the model has carefully considered how these can be minimized and phased in, to avoid unnecessary disruption for service users and staff.

Dementia Services

- 6.13 Appendix 2 shows the proposed sites of the Dementia Resource Centres and Day Respite Centres. The resource centres at The Green, Middlecross and Siegen Manor build on the POPPS model of integrated care. The centres are well placed to respond to the challenge of the national and local dementia care strategy, delivering improved outcomes for service users. It is proposed, however, that their role is extended, and they become more intrinsically networked and linked to the other day centres in their area.
- 6.14 It is recommended that Day Respite Services are initially identified to support the resource centres by Laurel Bank (South) and Calverlands (West & North West). There is currently no day respite dementia facility in the East but in due course Wykebeck is considered an appropriate resource to fulfill this function.

Reablement / Well-being Services

- 6.15 The final position on the siting of well-being / reablement services will depend on the final outcomes of joint working with City Development through the potential locating of well-being centres across the city. However, proposals are made which will ensure one major centre (hub) per area management area with appropriate satellite supporting centres.
- 6.16 The agreement by the Department of Health to proceed to outline business case to develop and build a £32 million Well-Being Centre creates a significant opportunity for a new reablement centre in the West & North West area. When built this will accommodate services currently provided from Queenswood Drive and Radcliffe Lane Day Centres. Prior to the development of this, the main centre for this area is proposed to be Burley Willows.
- 6.17 Appendix 3 identifies the potential development of specialist reablement services across the city. As can be seen in the South Area, Firthfield Day Service is identified as the 'hub' supported by Rose Farm and Springfield Day Services. These services will be developed pending the opportunity to establish a well-being centre in the South of the city. Arrangements for the East Area will include Lincoln Fields and Wykebeck as the identified reablement day services, and both Directorates are working together to review the option for a well-being service for the East Area. These developments will be the subject of a further Executive Board Report in due course.
- 6.18 All of the identified reablement centres will need to develop and change their services, to meet customers individual needs and requirements. This will need flexibility over attendance times, transport arrangements, menus of options for care, opportunities for volunteering, learning, and greater participation in the life of the local community.

Specialist BME Services

- 6.19 The specialist services for BME communities, although providing day services are Apna and Frederick Hurdle. These centres are restricted by both their remits and their current governance arrangements. Each has the potential to

become a more flexible resource for particular cultural groups, but management and opening arrangements may need to be further developed or expanded.

- 6.20 Previous negotiations with community groups suggest that centres that are open for longer periods, and which allow not just older people, but people of all ages to use the centres would be welcomed. These options will be explored as part of the consultation process recommended in this report.

Carers

- 6.21 People who have informal caring responsibilities for older people (i.e. people who are “carers”) may themselves need support and services. A high proportion of people who are currently attending day services, in particular dementia care services, attend so that carers may have time to themselves. The Carers Strategy emphasizes the need for carers to be able to access such services – and this review provides for day services to further develop this facility for carers. In both Well-Being / reablement and in dementia services – carer respite will be a high priority service.

7.0 Achieving the Change

- 7.1 Achieving the model of provision outlined in Section 7 will have implications for most day centres, principally a redefinition of their existing roles and purpose.
- 7.2 The review of existing day service centres has identified appropriate options on the basis of careful evaluation of location, attendance and available alternative options for service users. In addition, it has been recognized that increased investment in universal service provision, particularly that provided by Neighbourhood network schemes will better reflect the patterns of actual choice people are now making.
- 7.3 Some of the day centre buildings will no longer be required within the new model, and the indicative planning assumptions suggest that the centres listed in Table 1 will be those for which a role is not identified. Some of these centres could be used for other purposes including community asset transfer. Options for each centre will be reviewed during the consultation phase. Day Service provision will continue to be offered to all current users of these services, as the capacity within the existing service is sufficient.

Table 1

Day Centre	Ward
Bramley Lawn	Bramley & Stanningley
Doreen Hamilton	Burmantofts & Richmond Hill
Holbeck	Beeston & Holbeck
Otley	Otley
Woodhouse	Hyde Park & Woodhouse
Naburn Court	Crossgates & Whinmoor

- 7.4 As part of the ongoing service review and consultation further consideration will be given to opening times and weekend opening. The priority will be to match the needs and wishes of people who use services, and carers with the most efficient use of the resource. This is demonstrated in Appendix 4.

8.0 Communication and Consultation

- 8.1 The proposals attached in this respect require consultation with existing service users. The Directorate has a successful record in managing change through the activities undertaken last year and will reuse this format for the proposed changes.
- 8.2 It is recognised that there may be anxiety with existing day service users through the period of uncertainty and change. This will be managed in partnership with carers and relatives, and with the support of outreach workers to participate in taster sessions to try alternative services or to put together an individually tailored package of stimulating and varied day activities and to maintain existing friendship groups. The tailoring of day activity packages for each individual is designed to lead to better health and social outcomes for everyone with assessed day care needs, including existing day centre users.
- 8.3 The consultation plan is attached at Appendix 6. It is proposed that this could commence following members decisions and be completed within 3 months. Subject to this timescale being achieved, the outcome of the consultation and final recommendations flowing from that will be reported to the Executive Board in November 2009.
- 8.4 In addition to the focus on service user needs, consultation will also take place with staff and trade unions. It is likely that a review of staff roles and responsibilities will be required which may lead to amendments in staff structure in the future. Any changes resulting from this will be managed through the 'Managing Workforce Change' Procedures.

9.0 Equalities Impact Assessment

- 9.1 An Equality Impact Assessment has been undertaken. As a result, individual assessments have been identified as essential to ensure care, support and equalities issues can be fully addressed. Advocates will be appointed if a service user has no one to act in their best interests, and translators are available for those whose first language is not English.
- 9.2 Human Resources will oversee the restructuring of staff structure to ensure a fair and equitable process and that arrangements take account of equality needs of staff.
- 9.3 The overall impacts of the proposals are positive in that they implement the objectives of the personalization strategy by tailoring services to those with needs which are insufficiently met within a day centre.

10.0 Implications For Council Policy and Governance

- 10.1 The content of the report is consistent with the policy direction of the Council agreed by the Executive Board in November 2008 and contained in the Independence, Well Being and Choice Action Plan presented in December 2008. These proposals are also consistent with improvement priorities and the Local Area Agreement / Leeds Strategic Plan, notably the priority to offer greater choice and control to people who use services and increase the number of people utilizing direct payments and individual budgets. Secondly these proposals make a significant contribution to the priority to increase the number of people supported to live at home, through increased investment in reablement services.

- 10.2 The need to specifically modernize buildings based services was a stated outcome of the “Independence, Well-Being and Choice” Inspection of Social Care Services in 2008. The proposals contained within this report and the action plan agreed by Members in December 2008 are consistent with the action plan produced as a response to the inspection. Successful delivery of the proposal will be a positive contribution to improving performance assessment, and the achievement of an Inspection Action Plan objective. Our program of reform will be kept under review in the light of anticipated national policy developments and the changing expectations of older people in Leeds.
- 10.3 The proposals in this report impact on service user need across all wards in the Council.

11.0 Legal and Resource Implications

- 11.1 Benchmarking data which compares the City with a group of 25+ local authorities indicates that Leeds spends a disproportionately high level of resource on day services for Older People. The figures for occupancy raise questions about the extent of value for money currently being achieved and strongly indicates the potential for change to deliver greater effectiveness and value.
- 11.2 The full year effect of these proposals will allow for further investment in Direct Payments, assist with any affordability gap in relation to the development of Holt Park Wellbeing Centre together with the provision of additional investment in universal services, especially Neighbourhood Networks.

12.0 Summary and Conclusion

- 12.1 This report has provided an update on the first stage of the reprovision of day services for older people. The report has detailed how resources have been released from the first phase of reprovision have been used to augment remaining provision, provide more choice and control via direct payments and provide some additional investment into targeted universal provision.
- 12.2. This report sets out the continually falling average occupancy levels in all but one day centre (Wykebeck) and outlines proposals for addressing this issue which are also compatible with the Councils’ implementation of Putting People First; wider government policy and local priorities in the Leeds Strategic Plan
- 12.3 These proposals include consolidation of the future remit, function and opening times of existing day centres. The proposals develop a model for day services which will harmonise the reprovision rollout with proposals for the development of equitable Neighbourhood Network provision and with the emergence and building of “Well-Being” Centres within the 3 areas of Leeds. The report further considers the Leisure and Active Recreation Service Review, and promotes an approach that enables the Council to support and develop a more extensive, more flexible model for varied and personalized day services in the future.
- 12.4 Specifically the report outlines proposals for developing a core offer of Dementia, Resource Centre and day respite services in each of the 3 Area Management Areas.
- 12.5 The proposals also includes additionally establishing a reablement and well-being service in each of the Area Management areas, using existing resources at present, but transforming these services alongside the development of WellBeing Centres as this becomes possible. Opportunity is being developed at Holt Park. Six Buildings are

identified as not being required for this delivery programme. The report details how the Council could disinvest in these buildings and utilize the equivalent cash sum to reinvest in more resources for self directed support and for investment in targeted universal services..

12.6 The model proposed would therefore provide, at no extra cost to the Council, greater and more varied opportunities and activities for older people; a plan to allow the city council to progress on two major national strategies; would harmonise with other Council plans and strategies; and perhaps most importantly to allow the day services to have a clear focus and future direction to allow the service to proceed in developing individualized, high quality services that people utilising individual budgets will increasingly wish to purchase and enjoy.

13.0 Recommendations

Members are requested to:

13.1 Note the positive implementation of actions agreed in 2008 to reprovide 4 centres.

13.2 Note the positive opportunities to develop future services alongside officers in City Development and partners in the Voluntary Sector.

13.3 Agree the strategy for the development of specialist dementia and reablement services as set out in Section 7

13.4 Agree the proposed consultation concerning recommendations for change to the day services base in the city, including changed weekend opening.

13.5 Agree to receive a future report on the outcome of the consultation and containing final recommendations for the delivery of the strategy which will be provided in November 2009.

Background Documents Referred to in this report

1. Older People Day Services: Service Improvement Plan – 16th July 2008

[http://democracy.leeds.gov.uk/Published/C00000102/M00003682/AI00013022/\\$OlderPeoplesReport070708.docA.ps.pdf](http://democracy.leeds.gov.uk/Published/C00000102/M00003682/AI00013022/$OlderPeoplesReport070708.docA.ps.pdf)

2. Older People Day Services: Service Improvement Plan – 5th November 2008

[http://democracy.leeds.gov.uk/Published/C00000102/M00003378/AI00015581/\\$OPDayServicesReport271008.docA.ps.pdf](http://democracy.leeds.gov.uk/Published/C00000102/M00003378/AI00015581/$OPDayServicesReport271008.docA.ps.pdf)

3. Putting People First – A Shared Vision and Commitment to the Transformation of Adult Social Care

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_081118

4. Independence, Wellbeing and Choice Inspection of Adult Social Care

[http://democracy.leeds.gov.uk/Published/C00000102/M00003379/AI00016147/\\$InspectionofAdultSocialServsOPEN241108.docA.ps.pdf](http://democracy.leeds.gov.uk/Published/C00000102/M00003379/AI00016147/$InspectionofAdultSocialServsOPEN241108.docA.ps.pdf)

5. Living Well with Dementia – A National Dementia Strategy

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_094058

6. Every Carer Counts – Carer's Strategy for Leeds 2009 – 2012

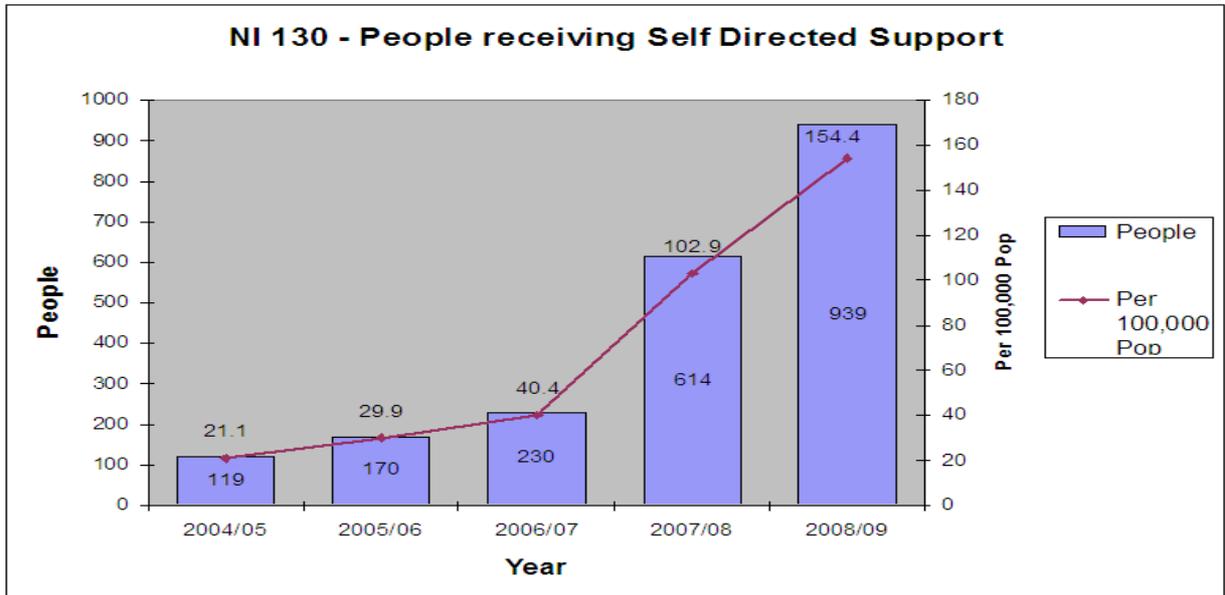
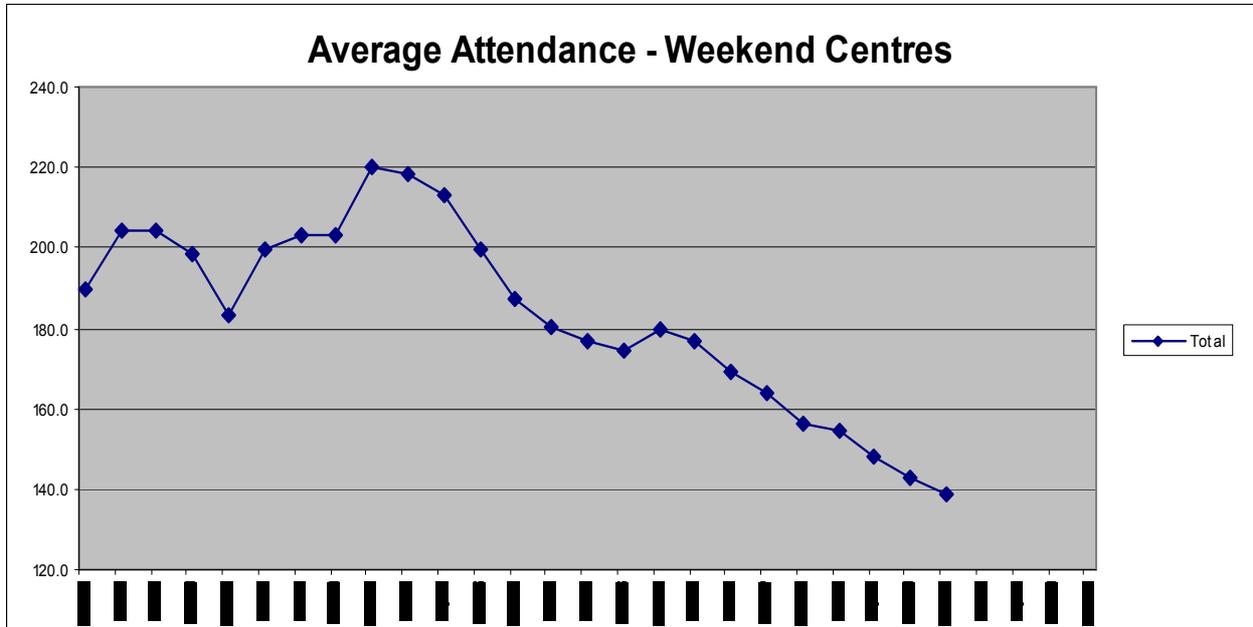
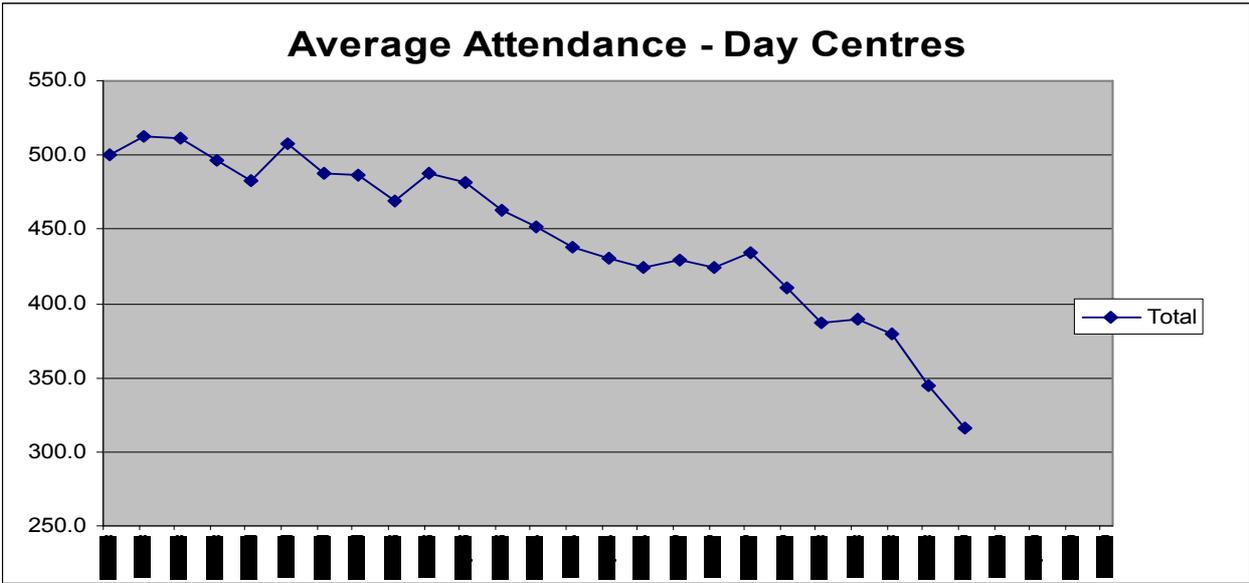
<http://www.leedsinitiative.org/lsp/>

7. Fair Access to Care Services Framework

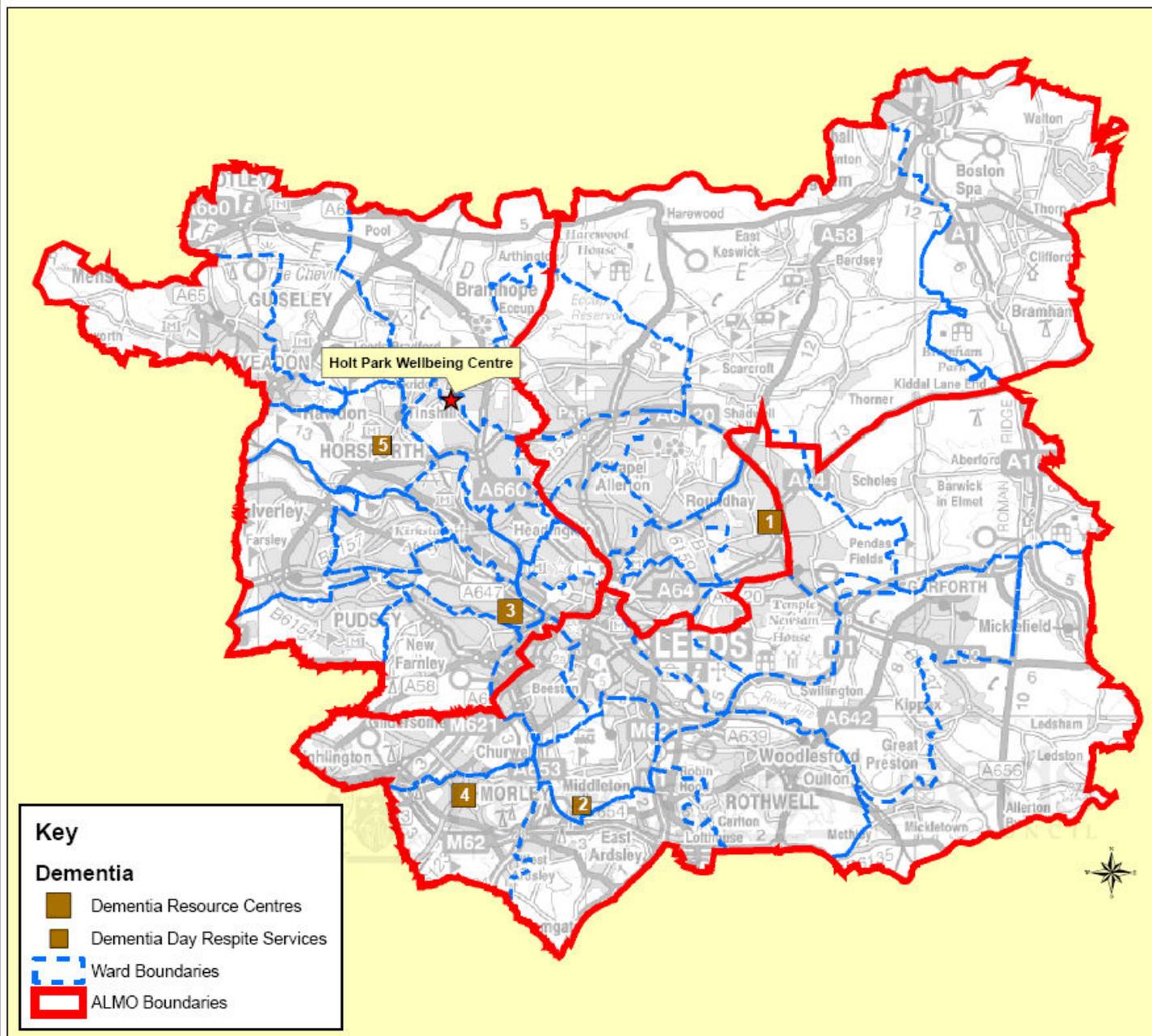
http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4009653

8. 2008 Survey of Views of Older People who are Neighbourhood Network Scheme Members

<http://www.opforum.webeden.co.uk/cgi-bin/download.cgi>



DEMENTIA RESOURCE CENTRES AND DEMENTIA DAY RESPIRE SERVICES



Key	Address	Ward
1	The Green Day Centre Seacroft Green Seacroft Leeds LS14 6JL	Killingbeck & Seacroft
2	Laurel Bank Day Centre 100 Middleton Park Avenue Middleton Leeds LS10 4HY	Middleton Park
3	Middlecross Day Centre Simpson Grove Armley Leeds LS12 10G	Armley
4	Siegen Manor Day Centre Wesley Street Morley Leeds LS27 9EE	Morley South
5	Calverlands Day Centre Church Lane Horsforth LS18 5LA	Horsforth

REABLEMENT / WELLBEING SERVICES



Key	Address	Ward
1	Rosefarm Day Centre Cornwall Crescent Rothwell Leeds LS26 0RA	Rothwell
2	Burley Willows Day Centre 19 Willow Garth Burley Leeds LS4 2HE	Hyde Park & Woodhouse
3	Firthfields Day Centre Conisborough Lane Garforth Leeds LS25 2LR	Garforth & Swillington
4	Queenswood Day Centre 244 Queenswood Drive Headingley LS6 3ND	Kirkstall
5	Springfield Day Centre Cottingley Drive Beeston Leeds LS11 0JP	Beeston & Holbeck
6	Wykebeck Valley Day Centre Wykebeck Valley Road Osmondthorpe Leeds LS9 6PB	Gipton & Harehills
7	Radcliffe Lane Day Centre Radcliffe Lane Pudsey Leeds LS28 8AB	Pudsey
8	Lincoln Fields Day Centre Cromwell Street Eurmantofts Leeds LS9 7SG	Burmantofts & Richmond Hill



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Appendix 4 - Day services capacity in alternative centres.

MONDAY TO FRIDAY SERVICE

Centre	Address and Ward	No. of days service affected	Centre's daily capacity	Average daily attendance	No. of service user sessions needed for reprovision of service in full	Possible alternative centre(s)	Service user sessions available in alternative centre(s)	Comments
Bramley Lawn	Rossefield Approach, Bramley Leeds 13 Bramley & Stanningley Ward	4	30	14	56	Radcliffe Lane, Pudsey, Leeds 28	76	In the light of local needs and geography it should be considered whether there is a need for some smaller scale reprovision to serve the Bramley-Armley area. A Neighbourhood Networks partnership might be a potential provider. In 2008 Bramley Lawn took service users from Farfield.
Doreen Hamilton	Rookwood Road Leeds 9 Burmantofts & Richmond Hill Ward	5	30	16	80	Lincolnfields Cromwell St, Leeds 9 Rose Farm, Rothwell, Leeds 26	93	In 2008 Doreen Hamilton took a small number of service users from Richmond Hill.
Holbeck	Holbeck Moor Road Holbeck Leeds 11 Beeston & Holbeck Ward	4	35	13	52	Springfield, Cottingley Drive, Leeds 11	58	

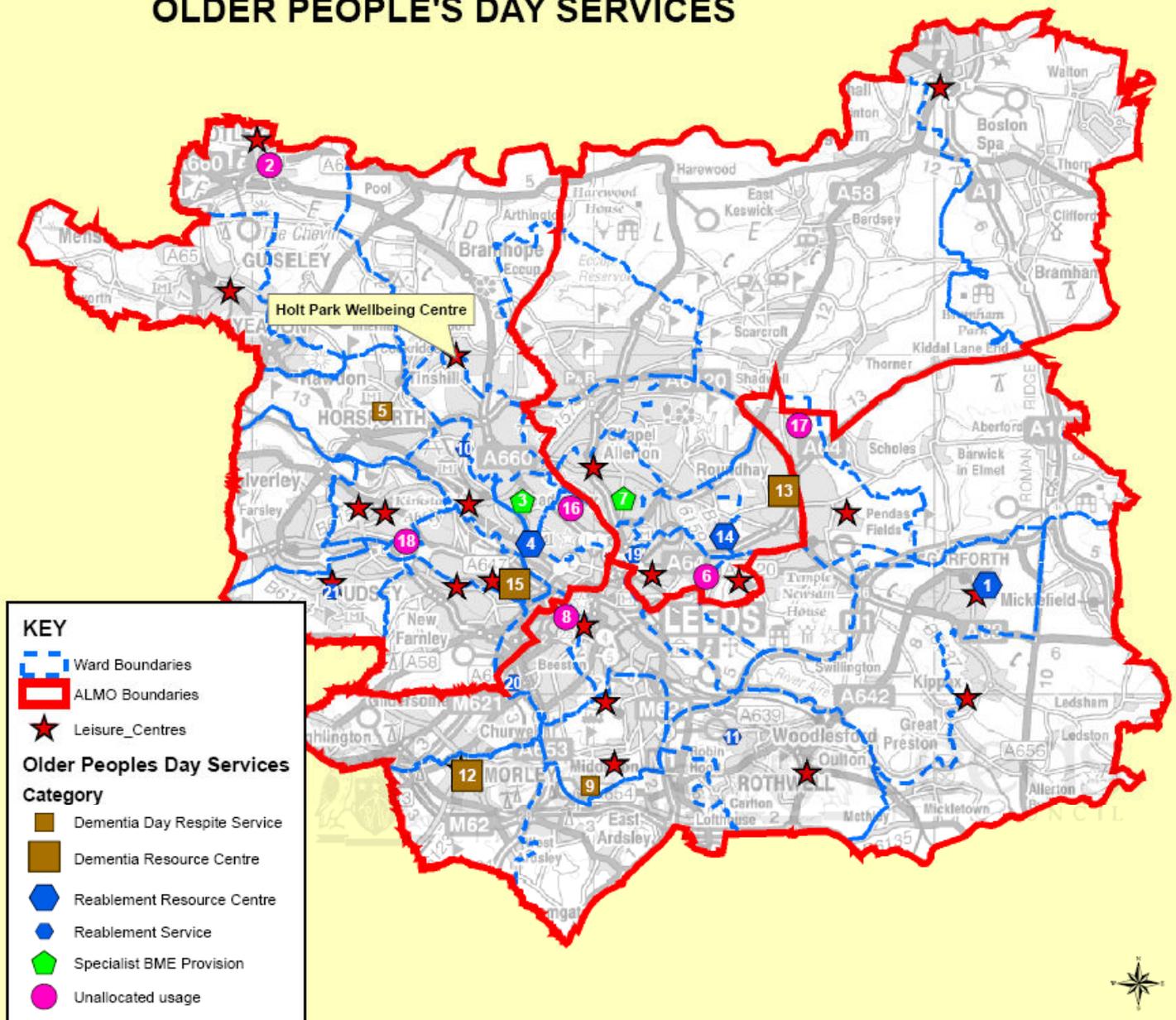
Holbeck Enablement service	Holbeck Moor Road Holbeck Leeds 11 Beeston & Holbeck Ward	1	12	10	10	Springfield, Cottingley Drive, Leeds 11	12	Enablement service will be relocated to Springfield by creating an enablement day there. This does not cause significant impact on service users as this is a short term service.
Naburn Court	Naburn Approach Whinmoor Leeds 14 Cross Gates & Whinmoor Ward	5	35	16	80	Wykebeck Valley, Gipton, Leeds 9 Firthfields, Conisborough Lane, Garforth, Leeds 25	85	Naburn Court covers a large area in outer N East and there is no other mainstream centre in that area. The possibility of limited reprovision could be explored, for example in the context of the Seacroft integrated services work.
Calverlands	Church Lane, Horsforth Leeds 18 Horsforth Ward	3	35	19	57	Queenswood Drive, West Park, Leeds 6 Burley Willows, Willow Approach, Leeds 4	75	The mainstream service at Calverlands will be consolidated to make way for relocation of the specialist dementia service from Woodhouse which currently does not provide an appropriate geographical location. Calverlands already provides 2 days dementia service. In 2008 Calverlands took service users from the Willows.

Woodhouse and Calverlands dementia services	Woodhouse Moor Leeds 6 Hyde Park & Woodhouse Ward	9	15	14	126	Calverlands	140	The Woodhouse dementia service will transfer to Calverlands which will become a full time 7 day, 20 place dementia service.
Otley	Otley Civic Centre, Otley, Leeds 21 Otley and Yeadon Ward	1	35	16				This is the one remaining part of what was the Peripatetic Unit. This arrangement does not cater for older people with complex needs because of the limited facilities. It is proposed that alternative arrangements will be worked out with service users making use of Self Directed Support arrangements on an individual or group basis.
Totals					461		539	

Notes

1. This schedule shows how the available capacity in alternative centres can be matched to the level of service currently provided in the centres identified as surplus. In reality the way the capacity will be used may not follow this pattern. The emphasis will be on making the most appropriate arrangement for the individual service user.
2. Figures are from Adult Day Care Resources Report – January - March '09 Quarter
3. Mainstream services (i.e. not dementia or enablement services) are the focus of the consolidation and services listed are mainstream unless otherwise stated.
4. 'Service user sessions': the figure is calculated by multiplying 'No. of days service affected' by 'Average daily attendance'.

OLDER PEOPLE'S DAY SERVICES



Key	Address	Ward	Category
1	Firthfields Day Centre Conisborough Lane Garforth Leeds LS25 2LR	Garforth & Swillington	Reablement Resource Centre
2	Day Centre Otley Civic Centre 4 Cross Green Cross Green LS21 1HD	Otley & Yeadon	Unallocated usage
3	Apna Grove Villas 80/82 Cardigan Road Headingley LS6 3BJ	Headingley	Specialist BME Provision
4	Burley Willows Day Centre 19 Willow Garth Burley Leeds LS4 2HE	Hyde Park & Woodhouse	Reablement Resource Centre
5	Calverlands Day Centre Church Lane Horsforth LS18 5LA	Horsforth	Dementia Day Respite Service
6	Doreen Hamilton Day Centre 129 Rookwood Road Osmondthorpe Leeds LS9 0LX	Burmantofts & Richmond Hill	Unallocated usage
7	Fredrick Hurdle Day Centre Reginald Terrace Chapelallerton Leeds LS7 3EZ	Chapel Allerton	Specialist BME Provision
8	Holbeck Day Centre Holbeck Moor Road Holbeck LS11 90L	Beeston & Holbeck	Unallocated usage
9	Laurel Bank Day Centre 100 Middleton Park Avenue Middleton Leeds LS10 4HY	Middleton Park	Dementia Day Respite Service
10	Queenswood Day Centre 244 Queenswood Drive Headingley LS6 3ND	Kirkstall	Reablement Service
11	Rosefarm Day Centre Cornwall Crescent Rothwell Leeds LS26 0RA	Rothwell	Reablement Service
12	Siegen Manor Day Centre Wesley Street Morley Leeds LS27 9EE	Morley South	Dementia Resource Centre
13	The Green Day Centre Seacroft Green Seacroft Leeds LS14 6JL	Killingbeck & Seacroft	Dementia Resource Centre
14	Wykebeck Valley Day Centre Wykebeck Valley Road Osmondthorpe Leeds LS9 6PB	Gipton & Harehills	Reablement Resource Centre
15	Middlecross Day Centre Simpson Grove Armley Leeds LS12 10G	Armley	Dementia Resource Centre
16	Woodhouse Day Centre Pennington Place Woodhouse Leeds LS6 2JP	Hyde Park & Woodhouse	Unallocated usage
17	Naburn Court Day Centre Naburn Approach Whinmoor Leeds LS14 2DF	Cross Gates & Whinmoor	Unallocated usage
18	Bramley Lawn Day Centre Rossefield Approach Bramley Leeds LS13 3RG	Bramley & Stanningly	Unallocated usage
19	Lincoln Fields Day Centre Cromwell Street Burmantofts Leeds LS9 7SG	Burmantofts & Richmond Hill	Reablement Service
20	Springfield Day Centre Cottingley Drive Beeston Leeds LS11 0JP	Beeston & Holbeck	Reablement Service
21	Radcliffe Lane Day Centre Radcliffe Lane Pudsey Leeds LS28 8AB	Pudsey	Reablement Service



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Appendix 6 – Consultation Plan

To ensure a positive approach and outcome for changing day services, the following plan will be followed when consulting key groups of people and ensuring that their views are heard and responded to.

Elected Members (July onwards)

Elected members across the city will be involved in the proposed consultations. It is important to recognize that consultations do not only include Councillors on whose ward the day centre is based. People travel some distance to attend a day centre and Councillors in neighbouring wards may be equally interested in proposed changes, for example:

- A centre in their ward is likely to receive a number of people transferred from another centre.
- People living in their ward are travelling to a day centre in another ward that is affected by the changes.

Proposed method of consultation

- Members Workshop
- Day Services “hotline” telephone number.
- Briefing note for all members on the aims and objectives and outcomes of the changes at each centre.

Service Users

Service users may have attended a day services centre for a considerable length of time. Some may have moved already after a previous centre closure. Service users may have strong friendship and be fearful of the impact of the proposed changes on their lives. Some may not be able to make their own decisions, or may need 1:1 help in understanding the proposed changes.

Proposed consultation methods:

- Each service user attending a day centre and who, under the proposed changes will need to move will have a named outreach worker in the care management team.
- Each service user will have 1:1 meetings to establish their preferred choices and options for change.
- Service users who are not under Mental Capacity Act, able to make their own decisions, will have an advocate offered to assist and support them in their decision making.
- Service users or their advocates will discuss key people in their lives (family / friends / personal assistants) when they would wish to be included in helping them to their change plans.
- Service Users will be encouraged to make change plans with their friends.
- Service users and their carers will be given every opportunity to attend different centres and activities for taster sessions to assist them in their decision making.

- Service users to have a dedicated telephone helpline.
- Service users will have a written change plan in place before any changes are made to their service. Any changes will be confirmed and planned with the service users.

Staff (9th July Onwards)

With service configuration, there is a risk of staff at the centres on which change is developing to be disadvantaged compared to their colleagues in services whose role or function was not under review. To be equitable, it is proposed that once service users have settled into their new activity programmes, that a full staffing restructure is undertaken with all day services staff.

- Early discussions with the unions will be undertaken to outline and agree a structure, process and job descriptions.
- Meeting with the managers of day services to agree interim management of the service during the transition phase.
- Ensuring staff are fully involved in the consultation arrangements and they are freed up for them to attend meetings.
- Ensuring HR support is available to assist and advise staff who may need guidance on mapping out and understanding how the proposed changes may impact on their individual working arrangements.

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