

**Better Lives for Older People  
Phase 2 Review of Day Centres for Older People**

**Consultation Report September 2013**

**Contents:**

Section One: Purpose of the report and background

Section Two: Methodology and process

Section Three: Overall summary of the consultation

Section Four: Detailed findings relating to the proposal for each day centre

## **Section One**

### **Purpose of the report and background**

#### **Purpose**

The purpose of this report is to inform Executive Board of the outcome of a process of consultation in relation to the future of older people's day centres. It is also to give Executive Board sufficient information to enable members to make an informed decision about the proposed future options for these services.

This consultation report takes the opportunity to formally recognise and acknowledge the great deal of time and effort that has been put into the responses by contributors to the consultation.

All respondents offered very helpful and detailed comments which have provided a valuable insight into their opinions and wishes and helped to refine recommendations. The findings from the consultation, and the strength of feeling expressed by respondents, have enabled officers to consider the proposals whilst fully taking into account the key themes and issues regarding potential positive and negative impacts on those directly affected; and mitigations against these.

#### **Background**

A review of the council owned day centres has been completed and proposals developed that revise the current service model. This report follows the decision of the Executive Board in February 2013 to begin a period of statutory consultation on these proposals.

## Section Two – Methodology and Process

### Consultation Approval Process

An extensive and inclusive consultation process undertaken as part of the Future Options for Long Term Residential and Day Care for Older People review in 2011 was informed and endorsed by a Scrutiny Inquiry and aimed to seek the views of all key stakeholders, including current users of day centres, their carers and the staff who provide care and support. The wider consultation also involved discussions and engagement at a more general level with stakeholder and interest groups and the wider general public who may have expectations about the future of older people's care services.

Through a series of planned events, consultation was undertaken with a wide range of stakeholders including current users of adult social care services, carers, voluntary, community and faith organisations, and independent sector providers of adult social services, members of staff and partner organisations.

The findings of the wider consultation described above and the detailed consultation with those directly affected, provided the council's Executive Board in September 2011 with a mandate to approve and proceed with that element of the Better Lives Programme aimed at reshaping local authority day centre provision for older people in Leeds. Executive Board also agreed the implementation of proposals for the eighteen day centres that included the decommissioning of four centres, to maintain eight centres as specialist resource units providing day care and support for people needing higher levels of intermediate and dementia care and to bring forward further options in relation to the remaining six day centres.

The main issues raised by respondents during the consultation in 2011 have been set out below along with the responses by Adult Social Care outlining the actions taken to address the issues both at the time and in the interim period (which are directly relevant to this second phase of the Review of Day Services).

It was generally agreed that maintaining people's independence is a priority; however, in the view of stakeholders, this requires the provision of preventative services.

*Leeds is already amongst the highest investors in preventative direct access social care services in the country. Its Neighbourhood Networks have received national attention for their innovative support for older people. Neighbourhood Networks are working to develop new services that will help to prevent older people going into hospital unnecessarily, and supporting them by providing a greater range of activities using new funding available through direct payments.*

There needs to be a strategic approach to change and setting priorities within the Council and across the partnerships.

*The Council is developing joint partnership approaches to wellbeing and preventative activities. Holt Park Active is a joint project between Sport and Active Lifestyles and Adult Social Care, and is the result of a successful bid made by the Council for £28.894m of Government Private Finance Initiative credits (PFI) from the Department of Health. The plan for Holt Park Active is fundamental to the council's objectives for the integration of social*

*care, health, learning, sport and active recreation in modern, accessible and flexible buildings. The plan also supports the implementation of the Council's on-going social care agenda in accordance with the transition to personalised services, focusing on helping people to live at home and maintaining independence.*

A number of issues arose relating to the management of change for the people affected by the proposed changes, with specific reference to the support available for older people transferring between services.

*Following the Executive Board decision in September 2011 an extensive programme was undertaken to implement the agreed proposals. A team was recruited, from existing resources, to work with those directly affected by the closures of the day centres. This involved re-assessing day centre service users' needs and ensuring that their transfer to alternative services was done safely and in accordance with their choice. A Leeds specific 'Care Guarantee' and an Assessment and Transfer Protocol were developed and the transfer process was quality assured to minimise risk and address any issues of concern.*

Carers emphasised the need for ensuring that the council maintain specialist services for people with dementia

*The Council has maintained eight centres which will be further developed as specialist resource centres to cater for people with high level care needs and / or dementia and to provide support to their carers during daytime hours. Three of the specialist units provide a service to 193 people with high level care needs. Five of the specialist units, provide support to 163 people with dementia.*

The independent and voluntary sectors are facing reduced funding and it is likely that it will be these that will provide alternative services in the future.

*Leeds Adult Social Care is providing additional recurrent funding of £300,000 in 2013/14 to Neighbourhood Networks to support the development of new models of service provision in order to meet the changing needs of older people. Its vision for future services for older people is to move away from traditional buildings-based services towards more outreach, enablement and a wider continuum of preventative, community-based, local opportunities. These will allow all older people more choice and contribute to their health and well-being and help maintain them in their own homes.*

The lessons learned from the consultation and decommissioning process conducted in 2010/11 have contributed to the conduct of the second phase of the review.

At its meeting on 15 February 2013, the Executive Board approved the commencement of formal statutory consultation on the proposed options outlined in the Executive Board report.

## **Phase 2 Consultations – Methodology and Process**

The aim of the detailed consultation on the proposals agreed by Executive Board was to consult with those directly affected including the current users of day services, their families and carers. Detailed consultation also took place with those members of staff affected and Trade Unions, with related stakeholders within the locality, including elected members and partner organisations.

#### Establishing clear lines of communication

- Letters were sent to users of day centres and their families and carers on 7 February 2013 advising them of the Council's intention to seek Executive Board approval to begin consultation on the proposed options and prior to any breaking news stories. A further letter was sent on 16 February 2013 following Executive Board's decision to commence consultation.
- A telephone helpline, staffed by experienced officers in the Programme Team was made available to provide residents, their relatives and carers with the appropriate level of information from the beginning of the process.

#### Fact Sheet

- A fact sheet providing background information to the proposed changes, details of the proposals, the consultation process and where to seek further help and information was sent to all those directly affected.

#### Detailed questionnaire

- As part of the consultation with day centre users and their families a detailed questionnaire has been used in one to one interviews as a tool to capture responses to the proposed option for each individual day centre; minor changes were made to improve the consultation process following the evaluation of phase one of the programme and questionnaires for day centres were developed with specific questions designed to help describe what people want from the care services they receive.
- The purpose of using a questionnaire was to ensure consistency throughout this process.
- Each individual meeting has been logged and interpreted using a quantitative and qualitative approach.
- The questionnaire has 5 rating-style questions and 5 open comment boxes to capture concerns, impact, comments and other ideas or options.

#### Data sources

- Quantitative data - has been collated and analysed in spread sheets from which charts and tables have been produced (and are included in this report in section 4); for rating-scale questions, the frequency of responses for each rating (strongly agree, agree, disagree and strongly disagree etc.) was assigned a numeric value.
- Qualitative data - to capture the richness and diversity of what people said a qualitative methodology has been applied using data gathered from the open comment boxes; comments have been analysed for recurring themes and general trends.

#### Themes

- The following key themes have emerged.
  - Methodology
  - Strategy
  - People
  - Financial
  - Quality
  - Locality

## **Detailed Consultation with those Directly Affected**

Detailed consultation on the proposals took place between 11 March and 3 June 2013 with 136 day service users and their carers / families

Further stakeholder contacts were received up to 5<sup>th</sup> July 2013 and have been included in the consultation analysis and evaluation.

The consultation, undertaken in a 'person centred' way, involved talking directly to day centre users, their families and carers about why the changes were being proposed and to ensure that the rationale behind the proposals was clearly understood.

It was essential to call upon the experience and expertise of staff working in the day centres to help coordinate the consultation and to that end those nominated to undertake the consultation attended a workshop on 6 March 2013 to prepare for and plan the consultation.

The manager in each centre arranged a suitable date and time for one-to-one interviews to take place. Relatives, carers and representatives were invited to attend. The questionnaire, available in a range of formats has been used. The aim was to capture people's responses to the proposed changes and determine the impact on individuals and how this might be reduced as plans are developed.

Care and consideration was given to any communication issues for each individual user of the day centres. The programme team worked with each centre manager prior to the engagement with service users to identify individual communication needs.

Capacity to participate in the consultation was determined by the centre managers. Guidance notes were issued to prompt and guide managers in obtaining the views of service users with dementia.

For people who were not able to make decisions for themselves, or had no relatives or friends to be present, steps were taken to ensure an independent advocate was present to ensure they were appropriately consulted and their views recorded.

The results of this consultation can be found summarised in sections 3 and 4 of this report

## **Consultation – Elected Members**

Steps were taken to ensure that all elected members were kept fully informed on the proposed options and a briefing note and fact sheet outlining the proposals, was circulated to all 99 Members in February 2013. The aim was to;

- provide Members with background information to the proposed changes and outline details of the consultation
- outline details of the proposed options for each day centre
- provide information on where they can direct people for further help and information.

In addition, as likely first points of contact from those directly affected, all ward members were invited to attend individual briefings on the proposed options for day centres in their own and neighbouring wards.

One meeting took place with local Ward Members in respect of Burley Willows. No other day centre meetings were held with Ward Members.

A Cross Party Member Advisory Board has been established to provide an opportunity for members of all parties to discuss a shared interest in further improving services for older people.

### **Consultation – Members of Parliament**

Invitations to submit a response to the consultation were made to MPs in Feb 2013.

### **Consultation – Area Committees**

To ensure that future services reflect local needs and opportunities and to allow area committees to use their local knowledge and experience to influence the consultation, officers in ASC made presentations to the area committees affected by the proposals in June and July 2013.

Members of the area committees were asked to comment on specific local issues that will help plan for the future needs of older people. Feedback from the area committee meetings is outlined in section 3 of this report.

### **Consultation and Engagement with Staff**

As a good employer LCC is committed to keeping those staff affected informed and involved in the consultation process, however, it is also key in helping to provide a greater sense of security on the part of day centre users. If staff that are affected by change feel confident and involved then not only is this consistent with their employment rights but also makes the management of change easier. It also removes a potential source of anxiety on the part of service users and relatives who will be concerned to know what will happen to the people who look after them. Staff also contributed a wealth of experience and expertise to draw upon as the change programme moves forward.

In order to establish clear lines of communication and engagement right from the start, letters were sent to staff on 7<sup>th</sup> February 2013 advising them of the intention to seek Executive Board approval on the proposals and again on 16<sup>th</sup> February 2013 following Executive Board's decision. Following this a briefing took place with staff and senior managers.

Staff briefings on the proposed options took place during week commencing 11 March 2013. A questionnaire was approved by the Trade Unions and made available to all staff for completion.

Separate briefings on employee matters took place concurrently with managers from Adult Social Care. The programme worked closely with trade unions to ensure

employee matters were given high priority and regular meetings with trade unions have and will continue to take place.

A total of 152 staff questionnaires have been received from members of staff; details of these responses are outlined in section 3 of this report.

### **Consultation – Trade Unions**

Trade union representatives play a key role in supporting employees through organisational change and monthly consultation meetings have taken place to ensure that arising employee matters are addressed.

In addition to this, representatives from Unison, GMB and Unite Trade Unions were invited to participate in the consultation process and this has been a standing agenda item at the meetings between them and ASC senior management. The Trade Unions have been kept apprised of all developments in this process and will be consulted further on workforce issues, depending on the options selected.

Details of these responses are outlined in section 3 of this report.

### **Consultation with Other Stakeholders**

Invitations to submit a response to the consultation were made to the following:

- NHS Leeds Partnership Foundation Trust
- NHS Leeds
- Leeds Community Health Care
- GP Practiced Based Consortia
- Town and Parish Councils

Details of responses received are outlined in section 3 of this report.

### **Media Relations**

The Programme Team has liaised closely with Corporate Communications and the Press Office to ensure continuing contact with various media for the purpose of informing the public of progress on the Phase 2 review in a positive, consistent and credible manner to ensure timely and widespread media coverage. There was also local and national press and television coverage.

There were a total of 15 media enquiries during the consultation process:

- Yorkshire Evening Post - 8
- Radio Leeds - 3
- BBC Look North - 1
- Wetherby News - 1
- Leeds University Student Newspaper - 1
- Radio Aire - 1

These enquiries ranged from requests for interviews, responses to petitions and public meetings.



## **Petitions**

6 petitions have been received from the following:

- Burley Willows home and day centre (2)
- Doreen Hamilton Day Centre (2)
- Naburn Court (1)
- GMB Union (1)

## **Public meetings**

A public meeting was called by the GMB Union on 1 May and attended by the Deputy Director of Adult Social Care.

A summary of the outcomes from this meeting is included in section 3 of this report.

## **Equality and Diversity**

The proposals are the subject of Equality Impact Assessments (EIA) which have been completed as a parallel process to the consultation. The EIA is submitted with this consultation report to be considered through the council's decision making process. It is proposed that should agreement be given to progress with the proposed options, that an implementation plan is developed in line with the Assessment and Closure Protocol which is appended to the Executive Board report. This would show how any closures would be managed over the agreed timescales and how residents, relatives, carers and staff will be supported to safeguard human rights and equal rights, minimise distress and maximise benefits to individuals.

### Section Three – Overall Summary of Responses

This section of the report provides detail on each of the consultation elements broken down by stakeholder group. Further and more detailed information from the feedback and responses from consultation undertaken with day centre users and their relatives and carers is contained in section 4.

Below is a table which outlines the key submissions we have received from stakeholders throughout the whole consultation process.

Stakeholders	Consultation responses included within the analysis
Day centre users, relatives and carers	51 contacts from day centre users, relatives and carers with 136 questionnaires completed
Day centre users	16 comments were also received via comment boxes placed in day centres.
General public	4 enquiries by Email, telephone and letter.
Public meetings	1 GMB Trade Union meeting
Petitions	Burley Willows – 2,842 & 642 e-petition signatures Doreen Hamilton – 191 & 21 signatures Naburn Court – 276 signatures GMB Trade Union – 315 signatures
Day centre staff	14 staff questionnaires completed and returned 11 individual staff briefings
NHS Leeds	1 letter from Leeds & Yorkshire Partnership NHS Foundation Trust 1 letter from Leeds NHS trust – Teaching Hospital
CCGs	1 letter from Leeds South East CCG 1 letter from Leeds North CCG
Trade Unions	4 formal meetings with Trade Unions. Unions represented were; Unite Unison GMB 1 Meeting with Student Union for Burley Willows 1 Submission from GMB received.
Elected Members	2 Emails & letters
Area Committees	Via 7 Area Committee meetings.

### Stakeholder Contacts – Meetings, letters, telephone calls and e-mails

The following comments summarise the issues raised:

- Don't close the day centre
- Positive comments on the day centre and the quality of care provided
- Impact on the health and well-being of vulnerable older people
- Service users and their families have long established links to the local area
- What will happen to people if the day centre closes?
- Critical that a decision has already been made
- Challenge to the accuracy of information supplied

- Concern for loss of friendships
- Praise for the staff
- Risk of social isolation
- Concern for the needs of carers
- Loss of a skilled workforce
- The council should make savings elsewhere
- Don't understand the financial reasoning behind the proposals
- Older citizens need the support they deserve
- Loss of a familiar environment and routine
- Insufficient detail provided on the alternatives
- The facility is an important local resource
- How will LCC provide for the future requirement of an ageing population?
- Concerns that proposals based on money and not quality of services
- What will happen to this building?
- Keep informed /involved
- Will you take my comments on board?

### **Day Centre Staff Contacts**

Out of a workforce of 27, 14 questionnaires were completed and returned. Comments relate include:

- The impact on the physical and mental health of day centre users and that it is unfair / unreasonable to move vulnerable people.
- Maintain and improve the facilities
- Some understanding that savings need to be made but that the Council need to be more creative or look at other ways of making cuts rather than 'targeting', as they saw it, the most vulnerable.

The implications for staff arising from the proposals will be managed in accordance with the Council's Managing Workforce Change Policy. Workforce planning and controlled vacancy management is embedded within the Directorate. Every effort will be made to make available suitable alternative employment opportunities for any potentially displaced staff.

In addition, the Council's Early Leavers Initiative (ELI) is being used as an additional opportunity to enable posts to become available for displaced staff through the process of 'switching', facilitated by the Council's Resourcing team.

### **Trade Unions**

Regular meetings took place with the Unison and GMB Trade Unions during the consultation process. Specific issues discussed included:

- The unions sought and received assurances that staff would be fully involved in the consultation process.
- The support needs of staff to enable them to hold consultation meetings with service users and their families.
- The options available to staff should services close.

In response to requests from relatives, members of the public and staff, the GMB Trade Union held a meeting on 1 May at the Civic Hall. A question and answer session was attended by the Deputy Director of Adult Social Care.

The following summarises the submission from the GMB:

- GMB and all its members unanimously and unequivocally reject proposals to shut down local authority services and engage in any form of externalisation or outsourcing
- Agreement that doing nothing is not an option, but why not invest in these vital services and expand their use and eligibility criteria?
- The overwhelming concern from staff during consultation was for the safety and wellbeing of service users
- It was felt that changes to the eligibility criteria for day centres had led to falling attendance
- Concerns that Holt Park Active will not be able to accommodate the needs of older people
- Concerns around the transport for service users to Holt Park Active; without effective transport service users are known to withdraw from services as they find public transport too much of a challenge
- A waste of investment in staff training; where will the jobs come from?
- Staff were moved from services which closed last time
- The human cost will always outweigh any monetary savings, which in this case are minimal

### **Area Committee Comments**

Inner East 20 Doreen Hamilton):

- Issues were discussed around consultation with staff and trade unions.
- Members commented on capacity in other local facilities

Inner North West 27 June (Burley Willows / Queenswood Drive):

- There was discussion regarding the possibility of other uses or public ownership of the buildings
- Discussions to be held with ward members regarding future possible community use

Outer East 2 July (Naburn Court):

- The difficulties in finding a use for the building once no longer used in its current capacity, and concerns around maintaining its security.
- That ward members could discuss the issue in detail with the Executive Member.

### **NHS Responses**

Leeds North Clinical Commissioning Group (CCG):

- Overall is committed to the health and social care integration agenda and enhancing patient choice, affording individuals choice to stay in their own home and receive more locally based care. Leeds North CCG is supportive of expanding intermediate care and enablement programmes to achieve this.

Leeds and York Partnership NHS Foundation Trust (LYPFT):

- Has requested continuing partnership work to ensure that services are complementary with each other, that there are appropriate overlaps at the interface, and no gaps in service provision.

Leeds Teaching Hospital Trust (LTHT):

- Has requested that LCC consider the impact of gaps in services for older people with dementia currently attending day centres

### Qualitative Research through One-to-ones and Questionnaires

The richness and diversity of responses from people who participated in the consultation describe the experience, ideas and fears of individuals. These represent intangibles that are difficult to measure. Many of the comments raised have an emotional content that is not possible to reflect in the findings. For many users of day centres, the centre is described as ‘their lifeline.’ Many said how it was the only time they left the house or socialised. Understandably therefore people have described how they are angry, upset, sad, appalled and distressed by the proposals. Many people have said the proposals are unfair and that the council does not have the interests of older people at heart.

To capture what people have said we have chosen to use a qualitative methodology as described in section 2 of this report. This is not to say that people’s feelings have been disregarded. This approach is merely a method of identifying the underlying concerns.

As outlined in section 2, a set of themes have emerged from the responses to the questionnaire. The key issues and messages are captured in the following sections below. A response from Adult Social Care is also included.

Theme	Responses
<b>People</b>	<p>Respondents to the questionnaire described what the current service means to them.</p> <ul style="list-style-type: none"> <li>• The overall view is that the council provides a very good quality service and that the day centres should not close.</li> <li>• There was much praise for the standards of care and the professionalism, understanding and friendliness of the staff.</li> </ul>
<b>People</b>	<p>Service users, relatives and carers were asked what impact the proposals will have on them if they are implemented:</p> <ul style="list-style-type: none"> <li>• People have said that the proposals will result in deterioration in their physical and mental health, including a return to depression for a number of people.</li> <li>• There were particular concerns expressed for service users with high care needs and those with dementia who will find change hard to cope with.</li> <li>• Relatives and carers attribute the improved health and well-being of their loved ones to the care and social interaction they receive from services</li> <li>• Are worried that they will not receive the same level of care</li> </ul>

	elsewhere and the impact this will have on their physical and mental health.
<b>LCC Response</b>	<i>Should the proposals be agreed, the needs of day centre users and their carers will be at the heart of all implementation plans.</i>
<b>People</b>	People fear the loss of a service that currently meets the wider needs of older people; both physical and social. Throughout the consultation, concerns were expressed that closing day centres will lead to loneliness and isolation of older people which in turn could lead to mental health problems. This included the loss of social interaction and friendships with other service users and staff.
<b>LCC Response</b>	<i>An important criterion of the proposal is that the change does not mean a reduction in service for older people who use the centres, or that the Council's statutory duties are not being carried out. The objectives of the proposals are to reduce barriers to day activities for older people so that they can remain involved in their local communities and continue to take part in activities for longer. The proposals also have the potential for improved access to other health and social care services through community based activities.</i>
<b>People</b>	There are strongly expressed wishes to stay with groups of friends and maintain the peer companionship that in some cases has been struck up over many years. Also to remain in the local area they are familiar with.
<b>LCC Response</b>	<i>The Council is aware of the importance of friendships formed between the older people who use day centres. In earlier day centre closures, service users were able to transfer to alternative day activities together and friendship groups were maintained. Should the proposals be agreed, current staff will play a lead role in helping service users make the right decisions and support them in adapting to a new environment and changes in routine.</i>
<b>People</b>	Some people who attend the centres have high needs and relatives consider them vulnerable and are concerned that their needs will not be met in the community.
<b>LCC Response</b>	<i>It is recognised that people's health, wellbeing and care needs cannot be separated and that efficiencies can be achieved by jointly commissioning and providing services. This has led to a number of initiatives that have been developed in partnerships between directorates of the council and other organisations including the NHS. These include community based and integrated health and social care assessment and care management teams and Holt Park Active.</i>
<b>People</b>	Concerns were expressed for the needs of carers. Family members and carers have stated that day centres provide them with a much-needed break and they are concerned that closure of the centres will force more caring on them at home. Comments indicate that the centres and the respite they provide helps them to cope with the demands of caring and that they are happy in the knowledge that their relative is safe.
<b>LCC Response</b>	<i>The impact on carers respite should be minimal as all current service users would be offered alternative day time activity and support, however</i>

	<i>in managing the change it is important to consider and engage with carers throughout. Should the proposals be agreed, the needs of carers will form part of the assessment process detailed in this report.</i>
<b>Finance</b>	There are concerns that the Council has purposely run down services in terms of investment requirements.
<b>LCC Response</b>	<i>The Council has invested heavily in its buildings over the years. However, the scale of that investment would need to grow significantly against a background of less money being available to the Council overall</i>
<b>Finance</b>	There is a perception that the revised eligibility criteria has made it more difficult to access the service; also that that the new charging policy mean that older people are unable to afford day care.
<b>LCC Response</b>	<i>Fair Access to care services (FACS) is a system for deciding how much support people with social care needs can expect to help them cope and keep fit and well. It applies to all Local Authorities in England. Its aim is to help social care staff make fair and consistent decisions about the level of support needed. Where people are ineligible for services they are provided with information on alternative sources of support and advice and advised on how these can be accessed. As part of the FACS assessment service users are given benefits advice to help them maximise their income to help them pay for their social care needs.</i>
<b>Finance</b>	People suggest that the Council should invest in the services and make savings elsewhere.
<b>LCC Response</b>	<i>The Council has sought every means possible to ensure that the services received by people with statutory social care needs are impacted as little as possible by the current financial circumstances. This has meant significant efficiencies have already been made and will continue to be made; however, it is clear that in some areas alternatives to council provision present far better value for money.</i>
<b>Locality</b>	Day centre provision should be local, in walking or easy travelling distance to people's homes and of a similar nature and quality. Many comments relate to the need for reliable transport with fears expressed that community provision does cater for the needs of all older people in terms of transport.
<b>LCC Response</b>	<i>The new service model will provide a more flexible approach and it will be possible to support older people in different situations, improving their access to a wider range of activities in more socially inclusive settings. Accessing these service may not depend on travelling to a centre. The service will support older people in working out personalised activities plans and will be proactive in ensuring that older people benefit from the opportunities available through Self Directed Support arrangements.</i>

<b>Strategic</b>	People recognise the policy of supporting older people to remain living independently with support in their own home however for some older people with high dependency needs and requiring twenty four hour care in a safe environment, this is not possible.
<b>Strategic</b>	An increasingly ageing population means that day centres should not be shut.
<b>LCC Response</b>	<i>Although people are living longer they are also accessing greater choice over how their care needs in later life are met. The introduction of personal budgets enabling people to choose their own care means that people have more choice over where they purchase their care. Older people tell us that they want to stay living in their own homes for as long as possible. This has been made possible by the availability of new, specialist support services, which we have developed to help them do so.</i>
<b>Strategic</b>	There is a need for specialist dementia services to enable older people to remain living in their own homes.
<b>LCC Response</b>	<i>The Council has maintained eight centres which will be further developed as specialist resource centres to cater for people with high level care needs and /or dementia and to provide support to their carers during daytime hours. The programme of change will result in improved personalised services for people with dementia and their carers with improved outcomes.</i>
<b>Strategic</b>	Day centre activity helps to maintain older people living in their own homes. It is essential to maintain the continuity of service to current users who value the service and rely on it as part of their care and support arrangements.
<b>LCC Response</b>	<i>An important criterion of the proposal is that the change does not mean a reduction in service for service users. The Council's programme of change will result in improved rehabilitative services, for example for older people following an accident or period in hospital, to support them living independently in their own homes.</i>
<b>Strategic</b>	Holt Park is not a realistic alternative to the day centre and will not fully meet older people's needs.
<b>LCC Response</b>	<i>The future development of Holt Park Active will provide a new, wide range of ways to help older people to be active and socialise. Should the proposals be agreed, a full reassessment of all service users and carers will be undertaken by qualified social workers to ensure that current individual needs are properly understood.</i>
<b>Methodology</b>	Concerns were expressed that decisions have already been made.
<b>LCC Response</b>	<i>The consultation was an important part of the process and all the feedback has been evaluated and presented in this report to the Council's Executive Board. The consultation has been helpful in developing a detailed understanding of the impacts of the proposals on individuals and how we can reduce this, should the proposals be agreed.</i>



<b>Methodology</b>	Centres that have already been closed are still empty and have been vandalised.
<b>LCC Response</b>	<i>Should the proposals be agreed, and on completion of the transfer of residents and service users to alternative provision, the buildings will be handed over to Corporate Property Management who will ensure the continued safety and security of the building. Discussions around the future use of the building will take place with local elected members and key partners.</i>

Further detail on the comments relating to the impact on individuals is outlined for each facility in section 4.

## Section Four – Detailed consultation findings relating to the proposal for each day centre

The following information represents feedback and responses from consultation undertaken with day centre users and their relatives and carers. The questions highlighted are taken directly from the questionnaire.

<b>Day centre</b>	<b>Registered Day Centre Service user at the time of the questionnaire</b>	<b>Responses received from service users/ families/ carers</b>
Burley Willows	45	54
Doreen Hamilton	30	19
Naburn Court	22	19
Queenswood Drive	52	44
<b>Total</b>	<b>149</b>	<b>136</b>

Please note that while there were only 45 registered service users at Burley Willows when the consultation was carried out, 54 responses were received. This is due to responses coming from a combination of service users, carers and families.

There were also some people who did not complete the questionnaire, with a variety of reasons for non-completion (e.g. service user in hospital, declined or relative completed questionnaire on their behalf).

As an 'open comments' section was used in the questionnaire, some respondents made multiple comments in these sections which is why the number of comments is generally greater than the number of people responding to the questionnaire.

## **Burley Willows**

### **54 people responded to the proposal to decommission the day centre**

#### **How much do you agree or disagree with the proposal?**

- 4% neither agree or disagree
- 13% disagree
- 83% strongly disagree

#### **Reason for your answer?**

##### **Key themes**

- Does not like change wants things left as they are - happy coming to centre and happy with the support provided by current staff
- Proposal will cause disruptions to friendship networks
- Day centre service users would miss the provision of services (e.g. a hot meal, bathing facilities and hairdressing service)
- Attending centre is the only reason the service user leaves home – closure would cause social isolation
- Adverse impact on service user's physical and mental health
- Proposal is devastating for service users some having already been through a previous closure

#### **If the proposal to close the day centre goes ahead what might the impact be on your family and carers?**

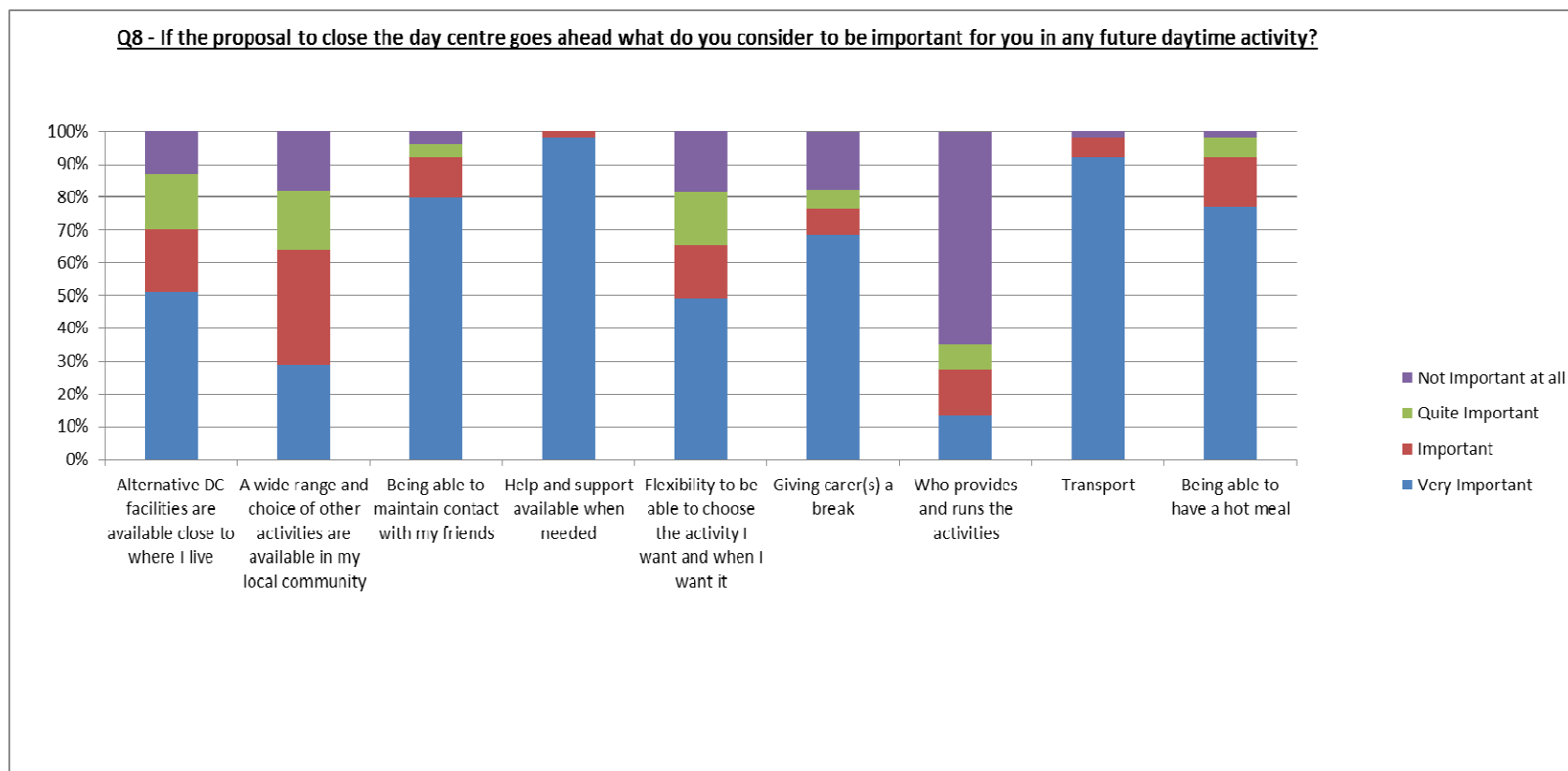
##### **Key themes**

- Carers are concerned if the centre closes as it and the respite it provides, help them cope with the demands of caring and that they are happy in the knowledge that their relative is safe.
- There is a perception that if the centre closes then people will lose the level of care they currently receive
- Many carers cite the impact on their own daily lives and the anxiety of how they will cope with more caring demands.
- Service users describe their own concerns of causing upset and worry to their families.
- The convenient location of Burley Willows and concerns at having to travel further

#### **What could the council do to reduce the potential impact on you, your family and carers.**

- Provide an alternative day centre or day service that is like for like and for the same amount of days
- Give support to make transition less disruptive
- Help people to move with friends
- Move existing staff to new service
- Ensure that medical appointments and monitoring of health take place in alternative provision

## If the proposal goes ahead, what do you consider important for you in any future daytime activity



### Summary of other comments

- Provision of transport to access services
- Somewhere local and not too far to travel
- Important to move with friends
- Continuity of care and monitoring of health
- Routine for frail and vulnerable older people
- Continuity of staff

- Loss of bathing facilities

**Is there anything else you would like to tell us?**

**Key theme**

Concerns relating to the loss of a familiar environment, routine and the loss of continuity of care from trusted staff which will impact adversely on the physical and mental health of service users.

## **Doreen Hamilton**

**19 people responded to the proposal to develop the role of the Doreen Hamilton building so that it can play a wider role in the life of its local community.**

**How much do you agree or disagree with the proposal?**

- 6% disagree
- 94% strongly disagree

**Reason for your answer?**

**Key themes**

- Have already been through a previous closure
- Service user benefits from socialising – closure would have adverse impact causing isolation
- Happy coming to centre and with the support provided by current staff - leave things as they are
- Don't penalise the elderly, service user feels older people are not appreciated or cared about
- Day centre provides a break for the carer
- Loss of bathing

**Other comments relate to**

- The revised charging policy has affected attendance
- Perception that people who could be referred are not being referred.
- Eligibility criteria has been increased and affected attendance

**If the proposal to close the day centre goes ahead what might the impact be on your family and carers?**

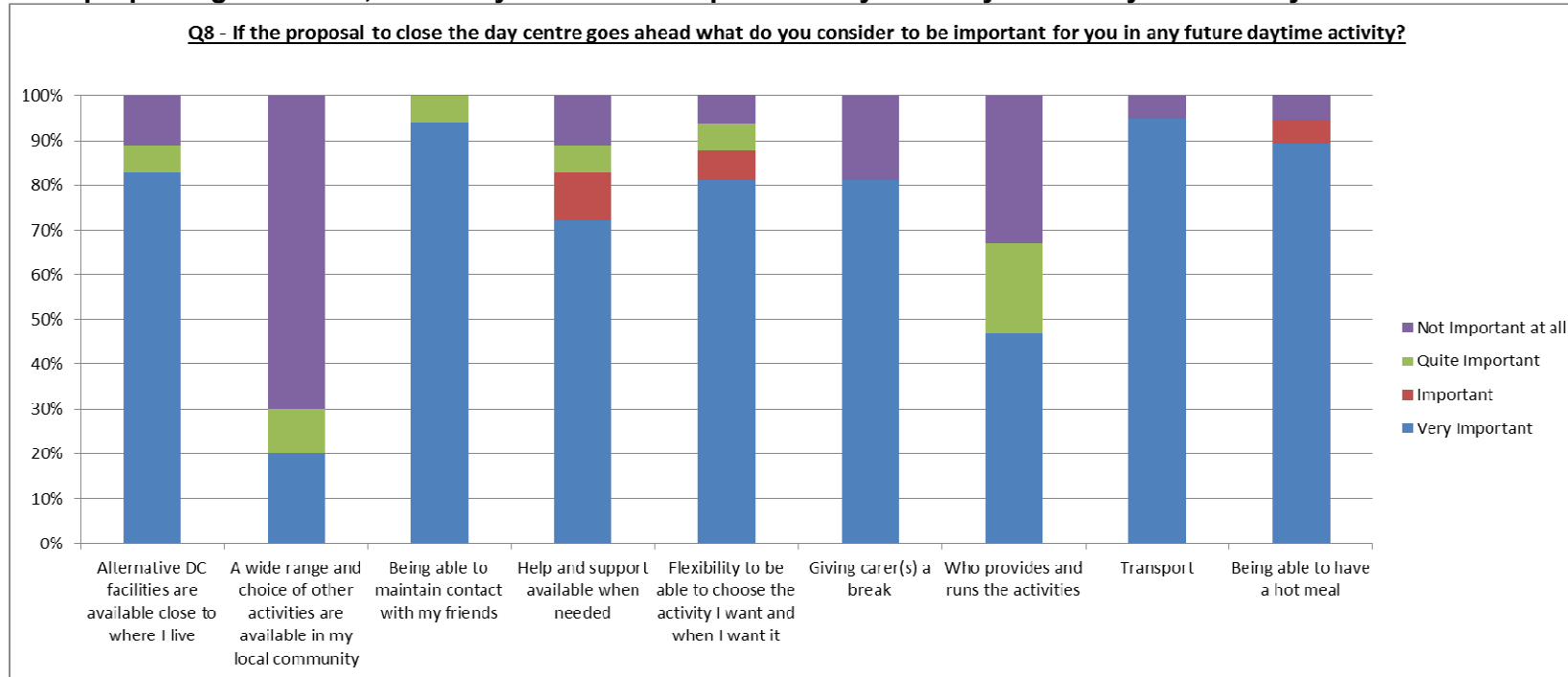
- Concerns that the change could lead to depression and impact on the mental health and well-being of service users.
- Closure could lead to social isolation and disorientation of service users who are not able to cope well with change.
- Suitable alternative provision may not be available.

**What could the council do to reduce the potential impact on you, your family and carers.**

- In order to reduce the impact of the proposals, service user wants to be kept updated by information being made available in Braille
- Make sure there is not a large gap in-between changing to new day service
- Important to move with friendship groups
- Needs transport
- Would like additional day care (extra to current allocation)

- Resident would need support to make transition as easy as possible
- Reduced impact would be like for like and same days
- The same standard of care is required if the centre closes
- Provide an alternative day centre

**If the proposal goes ahead, what do you consider important for you in any future daytime activity**



**Summary of other comments**

- Concerns about the loss of personal care and bathing provision.
- The impact of closure and that older people will find it disruptive and the change hard to cope with.
- Concerns at having to pay more
- Does not want to travel too far
- No services in Garforth and Kippax

**Is there anything else you would like to tell us?**

**Key themes**

- Concerns about the impact of closure on health and well-being, the needs of carers, disruption to friendships and fears of social isolation.



## **Queenswood Drive - 44 people responded to the proposal to decommission the day centre**

### **How much do you agree or disagree with the proposal?**

- 2% strongly agree
- 5% agree
- 5% neither agree or disagree
- 7% disagree
- 82% strongly disagree

### **Reason for your answer?**

#### **Key themes**

- Day centre is a lifeline, leave things as they are
- Day centre provides a break for the carer
- Happy coming to centre and with the support provided by current staff
- Service user benefits from socialising
- Without the day centre there would be no monitoring of health and wellbeing of the service user /being fed back to family/family who live far away

### **If the proposal to close the day centre goes ahead what might the impact be on your family and carers?**

#### **Key themes**

- The impact on the physical and mental health of day centre users, relatives and carers.
- The impact on carers and that closure will force more caring on them at home
- Fears of social isolation and the impact of this without the day centre which is described as a 'lifeline'.
- Having nowhere to go if the centre closes or the loss of a service that currently meets the wider needs of older people; both physical and social.
- The impact that the loss of friendships and peer companionship may have on day centre users
- Concerns that alternative community services will not be able to provide a safe environment where the health of service users can be monitored and relatives kept informed. meet these needs.
- Relatives are worried they will not be able to do 'other important things' due to the additional demands of caring.

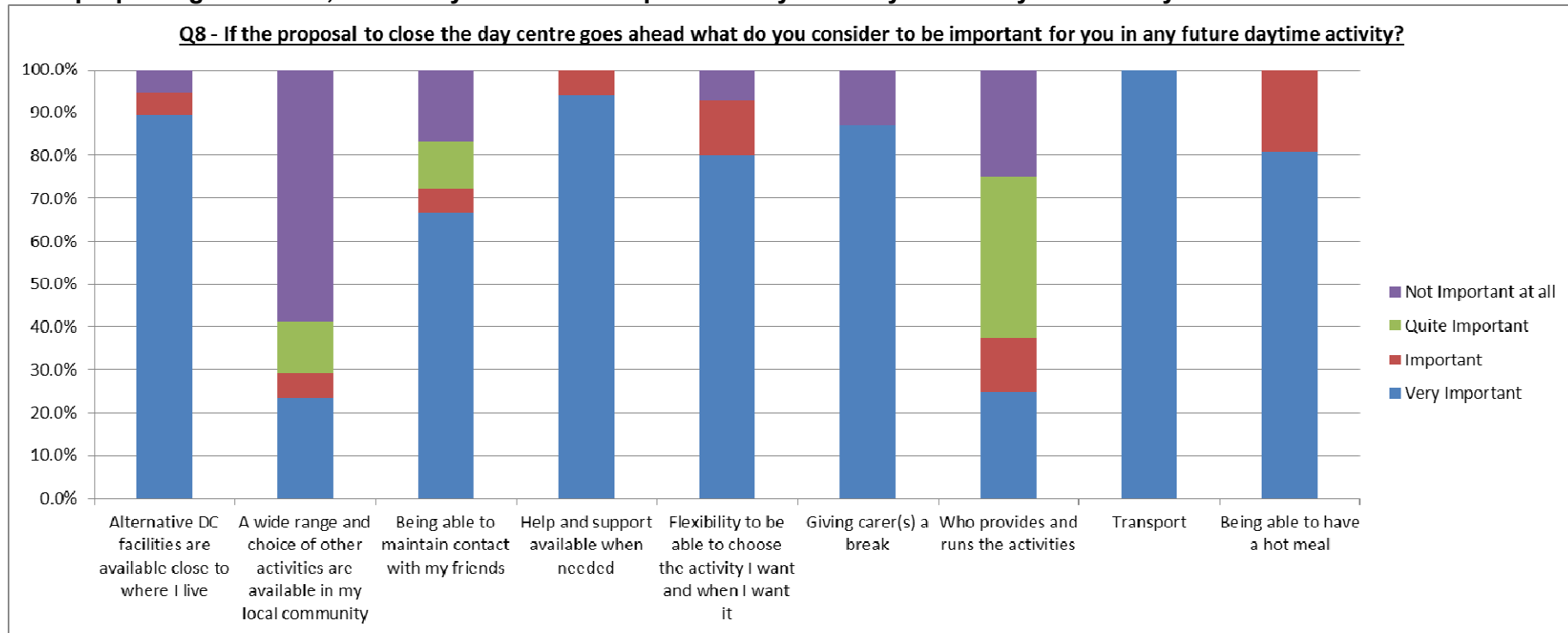
### **What could the council do to reduce the potential impact on you, your family and carers?**

#### **Key themes**

- Adverse impact will be reduced if alternative provision is like for like and for the same amount of days.
- Provide an alternative local service of the same quality.
- Organise visits and taster sessions to Holt Park'
- Maintain friendship group
- Provide community transport

- Consider individual needs
- Recognise the needs of carers

**If the proposal goes ahead, what do you consider important for you in any future daytime activity?**



**Summary of other comments**

- Need for the same level and quality of care as Queenswood Drive.
- The Council to look at where people live so that they will not have to travel for a long time, with people preferring a service close to home.
- Day centre helps maintain independence and concern there will not be provision for mild/moderate dementia

**Is there anything else you would like to tell us?**

**Key themes**

- The impact of closure on health and well-being, the needs of carers and fears of social isolation.
- Concern regarding the quality of alternative provision
- Without the day centre there would be no monitoring of health and wellbeing of the service user being fed back to family/family who live far away

## **Naburn Court**

### **19 people responded to the proposal to decommission**

#### **How much do you agree or disagree with the proposal?**

- 5% agreed
- 95% strongly disagreed

#### **Reason for your answer?**

##### **Key themes**

- Happy coming to centre and with the support provided by current staff
- Attending centre is the only reason the service user leaves home
- Proposals will have a negative impact on carer's health and wellbeing
- Perception that people who could be referred are not being referred
- Current service location is convenient/accessible for service use
- Lack of resources for old people in local area

#### **If the proposal to close the day centre goes ahead what might the impact be on your family and carers**

##### **Key themes**

- An adverse impact on the physical and mental health of day centre users, relatives and carers.
- Essential to maintain continuity of service to current users who value the service and rely on it as part of their care and support arrangements.
- Carers and relatives have expressed concerns that closing the centre will lead to isolation of older people which in turn could lead to mental health problems.
- The impact on carers with concerns that closure will force more caring on them at home.
- The reassurance and peace of mind the centre brings for carers. One person cited concerns that they would have to give up their job to look after their relative.
- Some people who attend the centre have high needs and relatives consider them vulnerable and are concerned that their needs will not be met in the community.
- Other comments describe how people look forward to coming to the centre and how it provides them with a hot meal, a chance to see a hairdresser and for personal care.

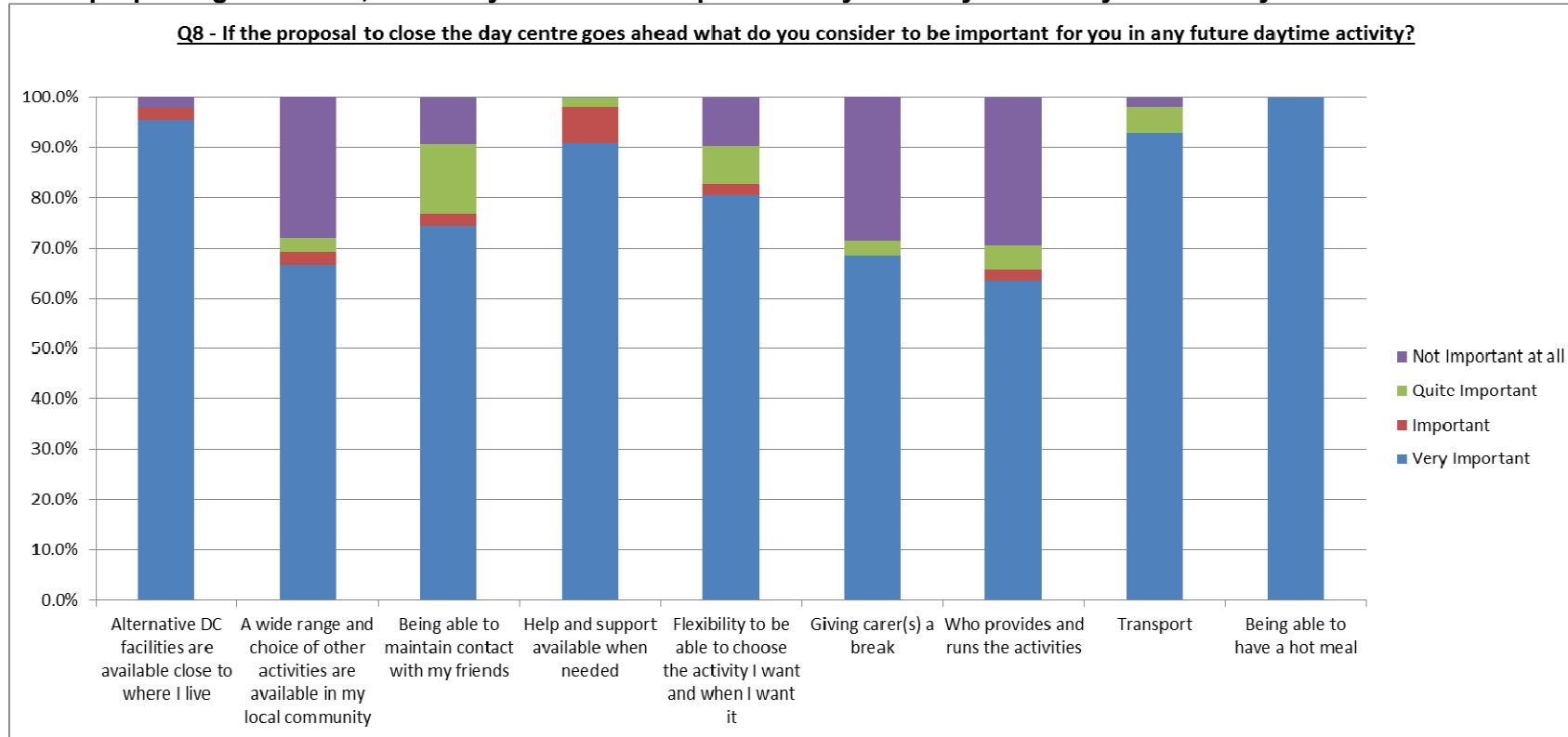
#### **What could the council do to reduce the impact?**

##### **Key themes**

- Provide reliable transport

- Recognise the needs of carers
- Ensure changes to day care do not create social isolation of older people
- Make provision for people with high level dependency / care needs who are considered vulnerable in the community
- Consider merging Naburn Court and Doreen Hamilton centres to create one new centre in the local area.

**If the proposal goes ahead, what do you consider important for you in any future daytime activity**



**Summary of other comments**

- The impact on the physical and mental health of service users and their relatives/carer
- Concerns for the loss of a bath, a hot meal and personal care.

- Fears for the loss of a familiar environment that is important for older people's well-being.
- Naburn Court covers a large geographical area from Seacroft to Wetherby and there is no other day centre provision

**Is there anything else you would like to tell us?**

**Key themes**

- The impact of closure on health and well-being, the needs of carers, disruption to friendships and fears of social isolation.
- Concern relating to the Council's strategy for day care and that revised eligibility criteria and increased charges affect attendance