



Report of the Director of Adult Social Services

Executive Board

Date: 16 May 2007

Subject: Response to Deputation from Parents and Carers Action Group for Terry Yorath House

Electoral Wards Affected:

All

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity /

Community Cohesion /

Narrowing the Gap /

Eligible for Call In Y

Not Eligible for Call In
(Details contained in the re

EXECUTIVE SUMMARY

This report is in response to the Deputation before Council on 19th May and to inform Members of the issues relating to the future provision of service at Terry Yorath House. The report will respond to the main issues raised in the deputation in turn.

The report concludes that the consultation is at an early stage and the Parents Action Group are considered key stakeholders in the process. Commitment has been by the Chief Officer – Adults to continue to meet with the group on a regular basis.

The report recommends that Members note and consider the Council's the response to the issues raised in the deputation and to authorise officers to bring back recommendations on the establishment of a consultative forum with organisations and groups representing disabled adults.

1. Purpose of This Report

- 1.1. This report is in response to the Deputation before Council on 19th May and to inform Members of the issues relating to the future provision of service at Terry Yorath House.

2. Background Information

- 2.1. Terry Yorath House is owned by the City Council and the care is provided under contract by Disabilities Trust. It is located off Street Lane, in Moortown, Leeds. It is a hostel for disabled adults built in four wings around a central common room. The property provides single story residential accommodation for 10 permanent residents, and provides 2 respite places, which are used by approximately fourteen disabled people during year. All but one resident originate from Leeds. One resident was placed by and is funded by Wakefield Social Services.
- 2.2. The contract for providing the support services for disabled people living at Terry Yorath House in Leeds, or using it for respite, was due to expire at the end of March 2007. Therefore, the Leeds Social Services Department set up a project to consider the options available regarding both the accommodation and support services. The challenge for the project was to determine how the needs of those people currently receiving a service from Terry Yorath House could be met whilst at the same time planning services that would meet the future needs and expectations of disabled people in Leeds. The first part of the project was consultation with service users and carers.
- 2.3. Some of the parents of the residents of Terry Yorath House have expressed concern about the project considering the options available regarding both the accommodation and support services and have formed into an Action Group. In their deputation to the council the group suggest that:
 - Change is not required
 - the consultation Process was flawed,
 - the organisation chosen to do the research was inappropriate,
 - inappropriate research methods were used and
 - the concerns of residents and family carers have been misrepresented

3. Deputation Main Issues: Change is not required

- 3.1. The Disabilities Trust is a national organisation providing care services at Terry Yorath House as a joint venture with the council.
- 3.2. Although the contract with the Disabilities Trust was due to expire in March 2006 it has been extended to ensure continuity of care. The Council has a duty to review the terms of the contract to make sure we are getting the best possible service for disabled people and their carers.
- 3.3. When built the establishment was considered good accommodation but it is limited by today's standards. Bedrooms do not have full en-suite facilities. There is a shared kitchen and communal bathrooms. If built today there would be greater opportunity to have self contained accommodation and autonomy.
- 3.4. Recent developments for older people and disabled people in Leeds have enabled individual's to receive 24 hour support within extra care and supported housing schemes as an alternative to residential care. Where such schemes have been developed they are in high demand. In contrast whilst it has been possible to fill

vacancies at Terry Yorath House, there was low demand for the three vacancies that have arisen over the past 12 months.

4. Deputation Main Issues: Flawed Consultation Process

- 4.1. A project manager has been appointed to lead the project and we are at an early stage in the consultation process.
- 4.2. To facilitate effective consultation and involvement the following steps have been taken:
 - Allocating resources to involve service users and carers throughout the process
 - Holding an open meeting at the outset for all service users and their carers to outline the process and explain how they will be involved at every key stage
 - Commissioning Leeds Centre for Integrated Living (LCIL) which is an arms length organisation answerable to disabled people, to talk to each resident, user of respite services, their carers, and a sample of potential future disabled users, about their wishes for accommodation and inclusion. Offering independent advocates for all who feel they need one to take part in the on-going consultation
 - Allocating social worker time to update all formal community care assessments for people using Terry Yorath House
 - Preparing and distributing accessible questions and answer sheets covering all questions raised during the consultation process to-date
 - Producing a web page on the council's web-site that provides a summary of the project and copies of the key documents: (to find the page, go to www.leeds.gov.uk and enter 'Terry Yorath' in the search)
 - Making a written commitment to proactively work with involve service users and carers during the whole project.
- 4.3. A meeting took place with the Parents Action Group on the evening of 6th March. It was agreed at that meeting that regular meetings will take place with the Group throughout the project.
- 4.4. The Leeds Centre for Integrated Living (LCIL) report is the beginning of the involvement process. In addition, the Council is ensuring that each resident is allocated an experienced social worker and again the offer of independent advocacy will be offered.
- 4.5. Given the need for meaningful relationships to be established with those undertaking assessment and advocacy it is anticipated that the assessment of individual need may take several months.

5. Deputation Main Issues: Inappropriate research organisation

- 5.1. The Leeds Centre for Integrated Living was asked to provide some initial views on the wishes and needs of the current residents and the likely wishes and needs from disabled adults who may need this service in the future.
- 5.2. The Social Services Department asked Leeds Centre for Integrated Living (Leeds CIL) to carry out the consultation on behalf of the Department for four reasons:
 - Leeds CIL is co-run by an Executive Committee of disabled people and Social Services. The Committee guides and develops all Leeds CIL's work. Some members of the Committee use supported living services, as does the Leeds CIL Manager, so they had direct experience of some the issues involved.

- Leeds CIL has experience of dealing with change and had provided support for people who had left residential care in the past and moved into Supported Independent Living.
- Leeds CIL runs the Direct Payments Support Service in Leeds, called ASIST. Therefore it had experience of assisting disabled people (including people with substantial support requirements) to make choices about how their personal support needs should be met and to have control over these services.
- Leeds CIL has experienced officers who could carry out the consultation.

6. Deputation Main Issues: Inappropriate research methods

- 6.1. The consultation method used by LCIL was based on a social approach to disability, as described in a recent report prepared for Leeds City Council on consulting disabled people.
- 6.2. Leeds CIL consulted Dr Mark Priestley (Reader in Disability Studies in the Centre for Disability Studies and Pro-Dean for research in the Faculty of Education, Social Sciences & Law at the University of Leeds) about the best way to carry out the consultation from a social model of disability perspective. Dr Priestley recommended that the use of a 'user-defined outcomes' approach, through as the means of identifying the type of accommodation and lifestyle that people wanted for themselves.
- 6.3. Dr Priestley provided an explanation of the usefulness of this approach and pointed out the importance of the availability of choices as well as people being supported to make choices.
- 6.4. In undertaking this work the residents and their families have been asked if they require independent advocates and this has been arranged.
- 6.5. LCIL began by assessing 'Access Requirements' of people wanting to take part in the consultation. People were given the opportunity at this early stage to identify their access needs either by themselves or with help from parents / carers or support workers. Participants were asked about their access requirements; including choosing where they want the consultation meeting to take place and who (if anyone) they would like to have with them when they were consulted.
- 6.6. Leeds CIL then devised the following list of topics that would be discussed during meetings with disabled people who required supported living services and with their family/carers:
 - Your home
 - Your family
 - Your friends
 - During the day
 - In the evening
 - Holidays
- 6.7. Each person was asked to think about the future and describe the outcomes that they want in each of these areas.
- 6.8. The final draft of LCIL's report is ready for publication, and it will be shared with all those involved in the consultation as soon as this report is agreed. LCIL will mail the report directly to users and carers and place it on the council's Terry Yorath web page. The report contains a plain language executive summary for those who are not familiar

with the background or have only limited time to spend on reading the report. In addition the report will be accompanied by an offer from the manager of LCIL to explain any aspect that people are unsure about.

7. Deputation Main Issues: concerns of residents and family carers have been misrepresented

- 7.1. LCIL's consultation report summarises the implications of the consultation findings for the development of accommodation and service specifications for the future of the services provided on the Terry Yorath House site.
- 7.2. There were points that everyone agreed with:
- Support services will need to be flexible enough to accommodate varying lifestyles, routines and personal care requirements.
 - Being able to easily meet and spend time with other people living on the Terry Yorath site is very important.
 - There should be support workers available who share some of the interests of the people they are assisting.
- 7.3. However there were also two strong opinions expressed during the consultation:
- Leave things as they are, the traditional residential model is best for disabled people who have high level support needs
 - Provide the option of people living in their own homes, with more flexible services and give people more choice of what to do during the day and evening and when going on holiday
- 7.4. The report concludes that what people described as the good points of traditional residential care (e.g. security, community spirit, and twenty-four hour support) can be provided in a variety of service models.

8. Implications for Council Policy and Governance

- 8.1. It is important that the Executive Board notes that Council policy and governance requires that the all service users and carers have a voice in this process and we committed to ensuring this happens.

9. Legal and Resource Implications

- 9.1. As part of ongoing service review and in line with Department of Health expectations as outlined in the recent White Paper "Our Health, Our Care, Our Say, the City Council is committed to ensuring that services can be delivered according to principles of best practice and best value. In view of the potential contract change the review of this service is being carried out in full consultation with service users and their carers to ensure that the future arrangements provide the best possible services for disabled people and services which afford them dignity and choice in the way they live their daily lives.

10. Conclusions

- 10.1. In conclusion, the consultation is at an early stage and the Parents Action Group are considered key stakeholders in the process. Commitment has been by the Chief Officer – Adults to continue to meet with the group on a regular basis. A further visit to Terry Yorath House by Senior Officers is also to take place.

10.2. It is clear that there is concern that the Council is not effectively consulting with disabled people and there is a need to establish a forum of organisations of disabled people to ensure full participation in policy formulation and service improvement.

11. Recommendations

11.1. Members are asked to note and consider the Council's the response to the issues raised in the deputation.

11.2. It is recommended that Members ask officers to liaise with organisations and groups representing disabled people with the view of bringing back recommendations on the establishment of a consultative forum.

deputation responsev4.doc