



Report of the Director of Adult Social Services

Executive Board

Date: 4 July 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 18 April 2007 and informs 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 is a key stakeholder as the consultation proceeds.

The report recommends that Members note the response by the Director of Adult Social Services to the issues raised by the deputation. A further report will be presented to the Executive Board in November 2007 reporting on the outcomes of the consultation and making recommendations on the way forward with regard to the services at Terry Yorath House.

1. Purpose of This Report

- 1.1. This report is in response to the Deputation before Council on 18 April and to inform Members of the issues relating to the provision of service at Terry Yorath House.

2. Background Information

- 2.1. Terry Yorath House is owned by the City Council and care services are provided under contract by Disabilities Trust. The residential care home is located off Street Lane, in Roundhay, Leeds. It is a care home 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, the exception is a resident placed and funded by Wakefield Social Services.
- 2.2. In 2005 the then Social Services Department received proposals from the Disabilities Trust with regard to the development of the service which included a request to purchase the freehold of the care home which remains the property of Leeds City Council. The Disabilities Trust proposals included improvements to the existing building, the expansion of the service as a regional facility and the development of outreach services for people living in the community. Following detailed consideration of the Disabilities Trust proposals the department decided to set up a commissioning 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. The home has groups of four single en-suite bedrooms that are built around a central lounge/ dining room and kitchen. The centre is purpose built and all on the ground floor. . If built today there would be greater opportunity to have self contained accommodation which would increase individual autonomy and privacy. .
- 3.3. 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.

- 3.4. The Disabilities Trust, who have provided the care since the commencement of the service, had identified the need for change and development of the service. Adult Social Services concurred with their view on the need to examine the options, but decided that this was best led by the service which has responsibility for meeting the needs of all disabled people in the city and commissioning services to meet those needs.

4. Deputation Main Issues: Flawed Consultation Process

- 4.1. The Department considers that the consultation process which has been used so far represents good practice and follows a similar model to other consultation exercises in similar circumstances. A project manager has been appointed to lead the project and which is 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 organisation of disabled people, to talk to each resident, user of respite services, their carers, and a sample of potential future disabled users, about their care and support wishes. 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:
- Making a written commitment to proactively work with involve service users and carers during the whole project.

- 4.3. At a meeting with the Parents Action Group on the 6th March it was agreed that regular meetings will take place with the Group throughout the project.

- 4.4. The Leeds Centre for Integrated Living (LCIL) has prepared a draft report which everyone who has been involved in the process so far has been invited to comment on. Once comments have been gathered in a process of determining options will begin.

5. Deputation Main Issues: Inappropriate research organisation

- 5.1. The Leeds Centre for Integrated Living (LCIL) was asked to provide conduct the initial phase of consultation focusing on the wishes and needs of the current residents and the likely wishes and needs from disabled adults who may need accommodation and support in the future.
- 5.2. Adult Social Services 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. Adult Social Services supported the consultation method used by LCIL and based on a social approach to disability, as described in a recent report prepared for Leeds City Council on consulting disabled people. The service considers that it has sought the best advice possible on an appropriate method for involving disabled people in this process
- 6.2. Specific advice was sought from Dr Mark Priestley (Reader in Disability Studies at the University of Leeds) who recommended the use of a 'user-defined outcomes' approach, as a means of identifying the type of accommodation and lifestyle that people wanted for themselves.
- 6.3. He provided an explanation of the usefulness of this approach to Leeds CIL and stressed 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 draft of LCIL's report has been shared with all those involved in the consultation and placed 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. The draft report makes clear that there are strongly held differences of opinion with regard to options for the future.
- 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.
- 7.5. The Director of Adult Social Services fully understands the strength of feeling held by those people involved in this consultation who are opposed to changes in the service provided at Terry Yorath House. During the next phase, which is to consider the key messages from the consultation and prepare the options based on a business case approach, careful consideration will be given to these different views. The development of options and further work to find common ground will involve all those people who have been party to the consultation so far.
- 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 Following comments from the Overview and Scrutiny Committee, and further legal advice, the contract for care services provided by the Disabilities Trust has been extended for a further 12 months with the option of an additional 2 x 12 months extension if required. The terms of the contract have been amended to include a 4 month termination notice period.
- 9.2 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 key stakeholders in the process. A commitment has been given that senior managers from the service will continue to meet with the group on a regular basis.

11. Recommendations

- 11.1 That Members note the response by the Director of Adult Social Services to the issues raised by the deputation.
- 11.2 That a further report be presented to the Executive Board in November 2007 reporting on the outcomes of the consultation and making recommendations on the way forward with regard to the services at Terry Yorath House.