

Older People's Futures: Residential and day care services

Summary of consultation outcomes

The Voluntary, Community and Faith organisations in Leeds

Two events were held for VCF organisations, including Neighbourhood Networks. The main issues raised at these events were as follows

- Ensure that existing specialist services in day centres are not lost.
- If looking at commissioning this service from the Independent Sector, then transport is an issue.
- Ensure that the logistics and process of transferring people to new services are considered and not underestimated
- Need to be aware, and to take into consideration, that day services are often provided as respite for the carer.
- Concerned that reducing services will lead to isolation of people which in turn leads to people having mental health problems.
- Cannot underestimate the issue of peer support for older and disabled people and this is `provided` in day services.
- Concerned about the use of the Independent Sector providing residential care and the quality of care that people will receive. Need to ensure an effective model for inspecting homes.

Independent Sector Providers of Adult Social Care Services

Independent Sector Providers of home care and long term residential and nursing care homes in Leeds were invited to this event.

- Danger of developing into a two tier system – will have centres of excellence and cheap and cheerful.
- There is an increasing dependency at the point of admission and there are therefore cost implications if people are transferred to Independent Sector Provision. Services need to be extended to accommodate this increasing workload (additional staff etc)
- Adult Social Care is cherry picking services that are attractive to investors in the independent sector. This impacts on the long terms viability of independent sector providers.
- Throughout the service, there is a lack of flexibility/resources to meet urgent need.
- It is difficult to plan around sub-acute and end of life care until we know how the GP consortia are going to work.
- Concerns that whilst isolation and social exclusion are increasing issues for people, the Council is proposing to close day services
- The possibility of new models of service provision where healthcare services are delivered into care homes – is this possible?
- Impact on Independent Sector Homes – closures lead to more people at home during the day, therefore need more day time staff – affects the financial viability of Independent Sector providers.

Members of Leeds Involving People

The membership comprises of Service Users, Carers and Patients covering all equality groups.

- Concerns that there will be gaps in services if day services close.
- There were concerns that the residential strategy may be risky as there are a number of Independent Sector Homes in financial difficulty.
- Closing day services will lead to isolation which in turn will lead to mental health issues.

Equality and Diversity Groups

- The communities were interested in the facilities that may be available when services cease. They would be interested in assistance in forming social enterprise organisations or community partnership arrangements, to make community use of these facilities. Aim – to improve community wellbeing and business skills leading to community sustainability.
- Protect employment and train staff for the transition
- Need to move communities from poverty to prosperity – ceasing community's services and closing community facilities impacts on this.

Members of Adult Social Care staff

A significant amount of time was spent discussing the future of Adult Social Care services, so for Older People's Futures: Residential and Day Care Services there was time only to make the presentation and for the question and answer session.

- The people who attend day centres have high needs and are considered vulnerable so there are concerns that their needs will not be met in the community.
- Increasing provision in the private sector will increase work for safeguarding. There are a lot of Stage 1 investigations in the private sector.
- We need to ensure that we do not force more caring on carers at home

Consultation with Leeds Irish Health and Homes communities.

Officers and members of Leeds Involving People attended 2 luncheon clubs for the older Irish community, through their connections with Leeds Irish Health and Homes and Touchstone.

The people attending these events were not used to members of Leeds City Council going out to meet them and get their views. A number of people did not use services and considering themselves independent, did not want to speak to Officers. We were able to speak to a number of people, primarily to deal with the varying issues that they may have in relation to services. Not all issues related to social care services, but we were there representing the Council.

Issues arising that have some relevance to residential and day care services were:

- Would rather that the Council and NHS be a joint healthcare provider – not an independent provider of care services
- If they charge will not use the services
- People who attended day centres were happy there – they trusted staff and carers felt that they too could trust the staff and that their relative was safe and enjoying themselves.

- Worried about service being reduced or having to pay more and thinks that he would struggle to pay for food on top
- Does not matter who provides the service as long as it is of a good quality

Outcomes from the market roadshows

Generally the market stalls offered an opportunity for members of staff (LCC) to meet with members of the public, talk about what issues were important for them (not necessarily adult social care issues) and to provide any information they may need and/or be interested in.

A number of people commented that they thought that it was a good idea that Council staff got out to meet and speak to members of the public, and that they would like to see more of this.

Although a large number of questionnaires were not returned by the public, we consider the events to be successful, for the reasons outlined above.

Otley Market 4th March 2011

Spoke to 67 people. Generally everyone that we spoke to took some information and a briefing/questionnaire, though the return on the questionnaires was low.

Range of people visiting the stall – in terms of age, gender and areas of interest. Were visited by members of staff, carers, service users as well as the general public. People also took the opportunity as we were council employees to ask about other issues such as housing and benefits.

People seeing the stall came and had a look at what information we were providing and in most instances, we had a conversation about their situation, information needs and what was happening in social care.

We have recorded some of the detail of the people that we spoke and the main points of the conversations, below is a summary of the issues that was covered that had some relevance to this issue:

- People were generally unsure/unclear about the social care services that were available and what their relative/cared for person was eligible for.
- Some people said that we should invest in our own services rather than purchase from private sector.
- Concerns about the financial situation for the local authority – felt sorry for the Council having to make the money stretch

Kirkgate market 5/4/11

37 people attended

- The majority of people wanted to discuss their or their relative's situation (though not exclusively) and then generally wanted more information about services
- Concerned about LCC budget cuts.

- Some people attended whose relatives were either in a residential home or a day service and they said that they were fed up of not knowing what was going on. People had received 3 letters in quick succession in December 2010 and then had heard nothing. People were concerned about what would happen to their relative; concerned that their relatives would have to move to a new home when they were settled where they were.

Pudsey Market 29/3/11

Not very well attended – the market was very quiet.

25 people visited the stall

- Carers of people at day services and in LA residential care wanted to know what was going on.
- Gentleman whose disabled wife uses respite care used to go to Richmond House and thought that it was very good. Tried a few other Council homes but did not like them.

Wetherby Market

24 people attended.

In Wetherby we chatted to a few more people but they were not interested as they said that they did not use and did not need services.

- Lady with mum who has just had care services provided said that the care was fantastic
- A number of people stated that although they did not use adult social care services, they had heard that they were very good in Wetherby. This included some people who were visiting from Harrogate.
- People were pleased to see Officers from Adult Social Care out and about and that this kind of work was needed.

Summary of feedback from the completed questionnaires

63 completed questionnaires were received.

In summary, the findings of the consultation show that:

- People generally accept the suggestion that change is necessary particularly in the context of financial constraints and for the reasons outlined in the Fact Sheet that accompanied the questionnaire.
- People have concerns about the standard and quality of provision in independent sector residential care homes
- Some council provision should be kept and mechanisms in place for the council to monitor standards and quality in the independent sector. This will ensure a balanced market in terms of choice and cost.
- The need to strengthen the capacity of the Third Sector to develop community services to cope with increased demand
- People are supportive of the development of specialist services, such as services for people with dementia.

- People are supportive of partnership working with the NHS and the Third Sector although concern expressed that this is managed effectively to achieve joined up working.
- The need to ensure changes to day care do not create social isolation of older people
- Most people indicated that they had mixed views about the options proposed. People's additional comments indicated that they did not agree with the proposals or they raised concerns about alternative provision.
- The need for clear communications about the changes to service users, carers and other stakeholders, particularly that older people's communications needs are met.
- If the proposals do go ahead then consideration needs to be given to the impact that the change will have on service users in particular but also families and members of staff.

Main Issues arising from the consultation

This shows the main issues arising from all of the consultation events and activity that took place between February and June 2011. The issues noted below are the issues that have relevance for Older People's Futures: Residential and Day Care Services

In the commissioning of more services from the Independent Sector, Adult Social Care should consider the following:

- That the provision of services is not just based on price but also quality
- That they consider a more collaborative way of commissioning rather than just a competitive approach. Working in partnership with organisations will better enable Adult Social Care to achieve its objectives and achieve positive outcomes for people.
- The monitoring of services is key to ensuring quality and safeguarding people
- That there should be some equality or equity in the commissioning process so that small organisations (particularly in the voluntary sector) are able to provide services.

In looking at reducing the building based day services, Adult Social Care should consider the impact of such a policy as it may/will result in social isolation, which in turn will lead to an increase in the number of people with mental health problems who will require additional services.

Overall there is a lot of change happening, not just to benefits and Adult Social Care/Leeds City Council needs to factor this change into their own proposals.

Communication and information were important to all Stakeholders, and all wanted to be regularly informed about the transformation of services and changes to policies. Further additional events should be planned to update people