

**Report of the Director of Adult Social Services**

**Report to Inner East Area Committee**

**Date: 20 June 2013**

**Subject: Better Lives for People of Leeds: Care Homes and Day Services for Older People**

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Gipton & Harehills Killingbeck & Seacroft Burmantofts & Richmond Hill		
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: Appendix number:		

**Summary of main issues**

1. This report outlines the Better Lives vision in which context a review of the council owned care homes and day centres has been completed and proposals developed that revise the current service model and, if implemented would lead to the decommission of three facilities within this area.
2. This report follows the decision of the Executive Board in February 2013 to begin a period of statutory consultation on these proposals. It outlines the proposed options for the following care homes and day centre in the inner east area that have been subject to consultation.
  - Amberton Court, Gipton & Harehills
  - Fairview, Killingbeck & Seacroft
  - Doreen Hamilton Day Centre, Burmantofts & Richmond Hill

3. This report describes the consultation process devised to seek the views of those older people currently living in the care homes, those receiving respite, day centre users, carers, relatives and staff who provide care and support.
4. In preparation for the submission of recommendations to Executive Board in September 2013, Members of the Inner East Area Committee are invited to highlight any specific local issues that will help plan for the future needs of older people and contribute to the proposals as part of the consultation process.
5. Building on the September 2011 Executive Board report, and through a number of projects sitting within the Better Lives Programme, Adult Social Care is working towards a five - ten year vision for housing and care for older people. This report outlines the Better Lives vision which involves taking a holistic look at what services are currently provided and how the needs and demands of future generations of older people can be best provided within the locality of Leeds, particularly in the context of significant financial constraints and reductions in public expenditure.
6. Finally, this report informs members of the Inner East Area Committee of the progress made in implementing the option approved by the Executive Board in September 2011 for Lincolnfields Day Centre.

## **Recommendations**

1. Members of the Inner East Area Committee are requested to:
  - a) Note and consider the consultation process to implement the recommendations of the Executive Board on 15 February 2013.
  - b) Suggest any specific local issues that will help plan for the future needs of older people and make a response as part of the consultation process agreed by Executive Board.
  - c) Note and consider the content of this report and recognise the progress in implementing the option approved by the Executive Board in September 2011 for Lincolnfields Day Centre.

## **1. Purpose of this report**

- 1.1. This report outlines the Better Lives vision in which context a review of the remaining care homes and day centres has been completed and proposals developed that revise the current service model and, if implemented would lead to the decommissioning of three facilities within this area.
- 1.2. At its meeting on Friday 15th February 2013, the Council's Executive Board approved the commencement of formal statutory consultation on these proposals. This report outlines the proposed options for the following care homes and day centre located within the Inner East area.
  - Amberton Court, Gipton & Harehills
  - Fairview Killingbeck & Seacroft
  - Doreen Hamilton Day Centre, Burmantofts & Richmond Hill
- 1.3. Consultation with residents and respite users of these homes, their relatives and carers ended on 3 June 2013. In preparation for the submission of recommendations to Executive Board in September 2013, this report seeks the insight and observations of the Inner East Area Committee and invites them to consider and comment on the issues addressed in the report.
- 1.4. This report also presents the Inner East Area Committee with an update on the progress made in implementing the options approved by the Executive Board in September 2011 for Lincolnfields Day Centre.

## **2. Background Information**

- 2.1. Previous reports to the Executive Board in November 2010 and Area Committees in February 2011 provide the context for the review of in-house care homes and day centres for older people. In relation to the future of older people's care home provision these matters were the subject of an inquiry conducted by Adult Social Care Scrutiny Board in October and November 2010. The inquiry accepted that people's expectations around the choice, quality and control over their residential accommodation had increased significantly and that a position of 'no change' in the provision of council-run care was not an option. On this basis, the following criteria were developed and agreed by the board as a sound framework for considering the most appropriate alternative option in relation to each of the 19 council owned and operated care homes and day centres:
  - The current profile of residents living in the home/using the centre, their needs, levels of dependency and risks associated with their care and those of their carers
  - the current profile of the staff team, skill mix and length of service;
  - the wishes of staff in relation to the recent offer of early leaver initiatives;
  - the strategic 'fit' of the unit in the future vision for adult social care in the city;
  - the current profile of bed use: specialist, generic, permanent, transitional;

- the current use of the facility under agreement with partners;
  - the availability of appropriate alternative facilities nearby;
  - the trend in levels of unoccupied places;
  - the unit cost of placements in the facility;
  - the material condition of the building;
  - the capital and revenue requirements over the next five years to maintain the facility to basic standards;
  - the capital and revenue requirements to upgrade the facility to approach compliance with the 2002 minimum standards;
  - the impact of other Council initiatives in the local community.
- 2.2. These options were subject to a comprehensive consultation process which included residents, day centre users, carers, families, staff, community organisations, elected representatives, partners in the NHS, the voluntary and independent sectors, and members of the general public. In addition, to ensure that future services reflect local needs and opportunities officers in ASC made presentations to all ten area committees in January and February 2011 and three Area Committee Chairs meetings in December, April and June 2011.
- 2.3. The review concluded that to maintain and operate much of the council's care home and day facilities is unrealistic both in terms of changing future demand and expectations and unaffordable in terms of the level of investment needed to make them viable for the future. Although the quality of care is high and most of the buildings are performing as intended, they will become "unfit for purpose" as the needs of future generations change.
- 2.4. In September 2011, following extensive and comprehensive consultation, the Council's Executive Board agreed the implementation of proposals for its in-house care home and day centre provision which included:
- 2.5. **Care Homes** - the decommissioning of three care homes, the decommissioning (at a future date) of three further care homes, the retention of three specialist dementia units, the development of Harry Booth House as an Intermediate care unit and the development of Richmond House as a specialist respite centre.
- Day Centres** - the decommissioning of four centres and to maintain eight centres as specialist resource units.
- 2.6. Approval was also given to an on-going review of eight care homes and six day centres where no recommendations were made as part of the first phase of the review and where appropriate to bring forward further options with City Development and Environment and Neighbourhoods.
- 2.7. This report outlines the Better Lives vision in which context a review of the remaining care homes and day centres has been completed and proposals developed that revise the current service model and, if implemented would lead to the decommission of three facilities within this area.

- 2.8. An assessment of the individual care homes and day centres which were kept under review as part of the first phase of this programme has been completed and measured against the criteria agreed by Executive Board in December 2010 outlined in paragraph 2.1 above. It has been supplemented with further data on the over 75 population (current and projected), planned independent sector developments and health and income statistics to give a clearer picture of where demand for development of older peoples housing and care is most needed and also where adequate levels of provision of services are evident.
- 2.9. In addition to the option appraisal, a coordinated programme of activity has been taking place across the directorates of City Development, Adult Social Care and Environments and Neighbourhoods. This has aimed to analyse the demand and supply for older people's housing and identify solutions in the challenging context of the aging population, diverse needs and aspirations of older people.

### **3. Main issues**

- 3.1. The country is faced with an increase in the proportion of older people in its population and a decrease in the amount of local government funding to support them. Older people tell us that they want to stay living in their own homes for as long as possible. The Leeds Housing Strategy for Older People supports this view, with one of the key aims to ensure 'greater numbers of older people are assisted to maintain independent living in safe and affordable housing'
- 3.2. Social care policy in recent years has also aimed to reduce the need for residential and nursing care through the stimulation of preventive services, the use of direct payments and personal budgets and other forms of community based support. A recent example of which is the success of the Leeds community based reablement service which forms part of the intermediate tier pathway. The reablement service incorporates Homecare Reablement (SkILs Team), an Outreach Service and Assistive Technology to provide older people with the opportunity to regain skills and confidence that may have been lost after a spell of ill health to remain independent in their own home.
- 3.3. 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 Network schemes are community based, locally led organisations that enable older people to live independently and pro-actively participate within their own communities by providing services that reduce social isolation; provide opportunities for volunteering; act as a "gateway" to advice, information, and services; and promote health and wellbeing to improve the quality of life for the individual. 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.
- 3.4. In phase 1 of this programme, nineteen older people transferred to Neighbourhood Networks. The transfers to the new service were facilitated by

inviting staff from the Neighbourhood Networks to visit the centres prior to closure and discuss with the older people the services on offer. This was followed by trial visits to the new day time activities provided by the neighbourhood Networks. It was found that many of the older people were aware of the services due to the regular newsletters circulated by some of the Neighbourhood Networks. Some service users already attended activities on the days they were not attending day centres.

- 3.5. The Department of Health National Framework aims to ensure fair, high quality, integrated health and social care services for older people by linking similar services supporting independence and promoting good health.
- 3.6. Against a backdrop of reducing government funding and increasing demand, Leeds Adult Social Care is faced with the challenge of how to facilitate greater choice for older people, improve standards, achieve better outcomes and meet the increasing aspirations of the citizens of Leeds. This requires a shift in current investment away from what might be regarded as “tired” or outmoded facilities with limited popularity coupled with services that limit choice towards reinvestment in new approaches, including personal budgets and integrated services.
- 3.7. For the past seven years Leeds has now seen year on year reductions in the numbers of weeks of care used by publicly funded individuals in long term residential and nursing care settings, almost certainly due to the success of community based interventions.
- 3.8. Although the demand for long term care homes may be decreasing there is continuing demand and a potential continuing role for the local authority in the provision of specialist care, provided in partnership with the NHS.

#### **4. Better Lives for Older People: The Vision**

- 4.1. The Better Lives Programme sets out an emerging care strategy based on empowering people to give them choice and control over the type of accommodation they live in, the type of support they receive and who provides the support. This will be done through a mixture of enterprise, integration and through new developments in housing, care and support options for older people. Given this, and in the context of significant financial constraints and reductions in public expenditure, steps are being taken to design innovative, efficient and integrated models of care and support alongside increased partnership working with statutory and voluntary sector partners. The Better Lives programme has been designed to help address these challenges and at the same time continue to improve health, social care and housing outcomes for older people in Leeds.
- 4.2. Although the Better Lives for People in Leeds programme has its origins in the transformation of adult social care it has implications for the whole of the council. It invites Leeds City Council to take a corporate approach to the future development of care and support services in the city. This will ensure the development of a sustainable social care sector that offers a range of accessible, affordable and quality services. It will involve a process that

supports closer working of some of the different functions of the council relating to adult social care, housing, development, planning and regeneration to ensure that the choice of local housing, care and support options for older people is expanded.

- 4.3. Finally, in response to comments and concerns raised by Scrutiny Board members and the public as part of the consultation undertaken in 2011, a Residential Quality Governance Framework and associated fee structure for residential and nursing home care has been adopted by the Council and is being put into place for the next five years. This will provide the Council with far greater contractual influence over the quality of independent sector care within a long term, affordable structure.

## **5. Proposed Options**

- 5.1. An option appraisal has been undertaken to bring forward the following proposed options for Amberton Court and Fairview care homes, and Doreen Hamilton Day Centre. These proposals have been the subject of consultation. The appraisal has been undertaken by officers in Adult Social Care according to the criteria and requirements agreed by Executive Board on 15 December 2010.

- 5.2. The following information is intended to provide Members with the rationale and data used to determine the proposal for each facility in the Inner East area.

### **5.3. Amberton Court**

- 5.3.1. At its meeting on 15 February 2013, the Executive Board gave approval to begin formal statutory consultation on the proposal to close Amberton Court and transfer residents to other services of their choice already available in the area.

### **5.4. Strategic Alignment**

- 5.4.1 Amberton Court does not provide specialist dementia care. The vision looks to develop high quality specialist services for dementia with people with general needs being supported through alternative types of care and support services. These include community schemes which may delay need for residential care.

### **5.5. Area profile**

- 5.5.1 Locally there is the availability of alternative residential homes. Within two miles of Amberton Court there are three independent sector care homes providing a total of 213 beds.
- 5.5.2 Available at Appendix 1 is a map which shows the location of these homes.

## 5.6. Resident profile

5.6.1 Current occupancy levels are low with twelve permanent residents out of a capacity of thirty five beds.

## 5.7. Financial profile

5.7.1 The total annual costs (gross) are £968,203. The weekly unit cost (gross) of a bed is £646. (Figures based on 2012/13 actual managed costs).

5.7.2 The standard residential fee payable to the independent sector under the council's quality framework agreement is £429 per week (from 1 April 2013).

5.7.3 If the home closed there would be a net saving of £529,771 (based on actual permanent occupancy of 13 residents as at May 2013).

5.7.4 The most recent cost estimates for maintenance/ upgrade are:

- £412,900 for planned maintenance over the next five years
- £1,423,365 for work to meet 2000 CQC Standards
- £1,572,647 to meet standards required for specialist dementia provision.

## 5.8. Fairview

5.8.1. At its meeting on 15 February 2013, the Executive Board gave approval to begin formal statutory consultation on the proposal to close Fairview and transfer residents to other services of their choice already available in the area.

## 5.9. Strategic Alignment

5.9.1. Fairview provides specialist dementia care and has been subject to further review to allow negotiations with the market to ensure that specialist provision is available within current and planned independent sector care homes.

5.9.2. The Leeds dementia strategy looks to develop a city-wide, multi-agency approach to dementia care, with potential for partnership working and development of services with the independent sector to increase the quality and range of services available.

## 5.10. Area Profile

5.10.1. Within less than two miles of Fairview there is a Council care home, The Green which provides 37 beds. In addition a further fifty nine beds and 17 extra care flats are currently under construction at The



Seacroft Grange development. Available at Appendix 2 is a map which shows the location of these homes.

#### **5.11. Resident Profile**

5.11.1. Current occupancy levels are low with twenty permanent residents out of a capacity of thirty seven beds.

#### **5.12. Financial Profile**

5.12.1. The total annual costs (gross) are £1,092,119. The weekly unit cost (gross) is £670. (Figures based on 2012/13 actual managed costs).

5.12.2. The standard residential fee payable to the independent sector under the Council's quality framework agreement is £442 per week (from 1 April 2013)

5.12.3. If the home closed there would be a net saving of £560,330 (based on actual permanent occupancy of 20 residents as at May 2013).

5.12.4. The most recent cost estimates for maintenance/upgrade are:

- £600,050 for planned maintenance over the next five years
- £1,427,932 for work to meet 2000 CQC Standards
- £1,706,073 to meet standards required for specialist dementia provision

#### **5.13 Doreen Hamilton**

5.13.1 At its meeting on 15 February the Executive Board gave approval to begin formal statutory consultation on 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. Part of this proposal would include supporting people who currently use the older people's day centre to find alternative daytime support within the local area.

#### **5.14 Strategic Alignment**

5.14.1 Doreen Hamilton day centre does not provide a specialist service. It opens only three days per week and there is low demand for the service. Currently the average daily attendance is thirteen service users out of a daily capacity of thirty. There are twenty four people on the register.

#### **5.15 Area Profile**

5.15.1 There are other community services within the area, including Richmond Hill Elderly Action, North Seacroft Good Neighbours, South Seacroft Friends and Neighbours, Burmantofts Senior Action, Leeds Irish Health and Homes, Swarcliffe Good Neighbours Scheme, AGE,

Crossgates and District Good Neighbours Scheme and HOPE. There are also five luncheon clubs. Available at Appendix 3 is a map which shows the location of these services.

#### **5.16 Service User profile**

5.16.1 Available at Appendix 4 is the current service user profile.

#### **5.17 Financial profile**

5.17.1 Capital expenditure of £40,126 is required on the building.

5.17.2 If the centre was to close there would be a net saving of £88,080 based on 2013/14 prices.

#### **5.18 Proposed future use of the building**

5.18.1 Should the Executive Board agree this proposal it is suggested that discussions take place with Ward Members, the Neighbourhood Manager and the Burmantofts Community Leadership team around the future of the Doreen Hamilton Day Centre site.

#### **5.19 Consultation & Engagement**

5.19.1 Detailed consultation on the proposals is taking place between 11 March and 3 June 2013 with those directly affected.

5.19.2 Detailed consultation on the proposals is taking place

5.19.3 The whole consultation and engagement process, endorsed by the Executive Board, is aimed at seeking the views of those people currently living in residential care homes, respite users, day centre users, their carers, relatives and the staff who provide care and support. A consultation plan has been developed that incorporates the need to be mindful of engaging with older people who may be inevitably anxious about the proposals, particularly those with complex needs, such as those with dementia.

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

5.19.5 A questionnaire, available in a range of formats, is being used to ensure consistency. The aim is to capture people's responses to the proposed changes and determine the impact on individuals. For people who are not able to make decisions for themselves, or have no relatives or friends to be present, steps are being taken to ensure an independent advocate is present to ensure they are appropriately consulted and their views recorded.

5.19.6 The following responses have been received from residents, their relatives and carers in respect of the facilities outlined in this report. The findings from these responses are currently being analysed.

Facility	Completed Questionnaires
Amberton Court	23
Fairview	23
Doreen Hamilton	19

## 5.20 Staff

5.20.1 Formal consultation with staff is taking place. A questionnaire was approved by the Trade Unions and made available to all staff for completion. As part of the programme communications planned for staff, meetings are taking place throughout the consultation period to address employee matters, complete questionnaires and update staff on progress of the programme.

## 5.21 Elected Members, Parish and Town Councils

5.21.1 A Cross Party Member Advisory Board under the chair of the Executive Lead member for ASC has been established to provide an opportunity for councillors of all parties to discuss a shared interest in further improving services for older people.

5.21.2 Steps have been taken to ensure that all elected members are kept fully informed on the proposed options. As a likely first point of contact for people directly affected a briefing note outlining the proposals was circulated to all 99 members in February 2013. In addition, Members in wards with facilities affected by the changes have been invited to attend individual briefings with senior managers in Adult Social Care. A range of formal and informal representations have been received from local elected members.

## 5.22 Members of Parliament

5.22.1 A briefing note outlining the proposals was issued in February to all Members of Parliament. A range of representations have been received.

## 5.23 Consultation with Trade Unions

5.23.1 The Trade Unions have been invited to comment on the proposals and meetings have been scheduled with senior managers from Adult Social Care throughout the consultation period.

## 6 Consultation Analysis and Evaluation

6.1 All the responses collected during the consultation and the outcome of the Equality Impact Assessments will be used to draw up recommendations to be considered by the Executive Board in September 2013.

## 7 Better Lives for Older People: Progress in the Inner East area

### 7.1 Lincolnfields Day Centre,

7.1.1 The centre was decommissioned in line with the recommendations of Executive Board in September 2011. To ensure the safe transfer of service users, a detailed Assessment and Closure Protocol was developed and implemented by a dedicated social work team. Following an individual needs assessment, eighteen service users were transferred sensitively and safely to the following alternative day services. Specifically this included trial visits or meetings with alternative service providers and transfer to the new service with friendship groups.

Alternative Service	Number of Service Users
Wykebeck Valley Day Centre	12
Action for Gipton Elderly (Neighbourhood Network)	1
The Green Day Centre	2
Radcliffe Lane Day Centre	1
Frederick Hurdle Day Centre	1
Bay Tree	1

7.1.2 Of the other service users assessed, one chose not to continue with day services as they were adequately supported at home and in the community. Another four people were found to have high levels of need requiring residential care.

7.1.3 On completion of the transfer of all service users the centre closed on 21 December 2011. Reviews were undertaken to check that the older people were settling in their new day time activities and further follow-up reviews completed three months after the move to new services.

7.1.4 The building has been in use since March 2012 by the Children's Services Education Outreach Team.

### 7.2 Staff

7.2.1 One member of staff left on the Early Leavers Initiative scheme. Three took up alternative posts in the service.

### **7.3 Savings**

- 7.3.1 The total recurring savings for Lincolnfields day centre is £120,700 based on actual net expenditure 2011/12. The savings relate to the managed costs of the establishment and do not include departmental or central overheads.

## **8 Corporate Considerations**

### **8.1 Consultation and Engagement**

- 8.1.1 The proposals presented in this report endorsed by the Executive Board, are the subject of a formal and comprehensive programme of consultation and engagement.
- 8.1.2 The responses to the consultation received from the Inner East Area Committee will be incorporated into the feedback from all stakeholders and will be used to draw up recommendations to be considered by the Executive Board in September 2013.

### **8.2 Equality and Diversity / Cohesion and Integration**

- 8.2.1 An initial Equalities Impact Screening was prepared for the February 2013 Executive Board report against all the equality characteristics as laid down by legislation. Equality Impact Assessments will be developed from the information gathered from the consultation process and will be reviewed as plans develop. Individual equality impact assessments for each option are being prepared against all the equality characteristics as laid down by legislation. They will form part of the consultation process and will be reviewed as plans develop.

### **8.3 Council Policies and City Priorities**

- 8.3.1 Over the last decade the Council has invested heavily in a range of services for older people that offer them choice in the support they need to remain in their own homes and communities. These services include personal budgets, assistive technology, reablement / intermediate care, neighbourhood networks, home care, sheltered and extra-care housing and accessible community facilities.
- 8.3.2 Leeds City Council's Top 25 priorities set out the delivery milestones of the Council for 2012-13 which support delivery of the key priorities in the city priority plan and Council business plan 2011-15. In relation to Adult Social Care this includes supporting Better Lives through enterprise with the development of a wider range of care service providers. This will increase the range of choices open to service users.
- 8.3.3 The Council also has a duty of care to existing service users. This will be maintained throughout the change programme by ensuring that

service users are kept fully informed of the planned changes and timescales, their needs are fully assessed, they are offered a choice in alternative provision, their quality of care is maintained and they have no additional costs to pay. The important role of family carers is also recognised and they will be kept fully informed and offered a carers assessment, where appropriate.

#### **8.4 Resources and Value for Money**

8.4.1 There are no direct financial implications for the area committee to consider at this stage.

#### **8.5 Legal Implications, Access to Information and Call In**

8.5.1 There is no decision to be taken at this stage therefore this report is not subject to call-in.

#### **8.6 Risk Management**

8.6.1 Risk management processes are in place and the programme is included within the Council's corporate risk register.

### **9 Recommendations**

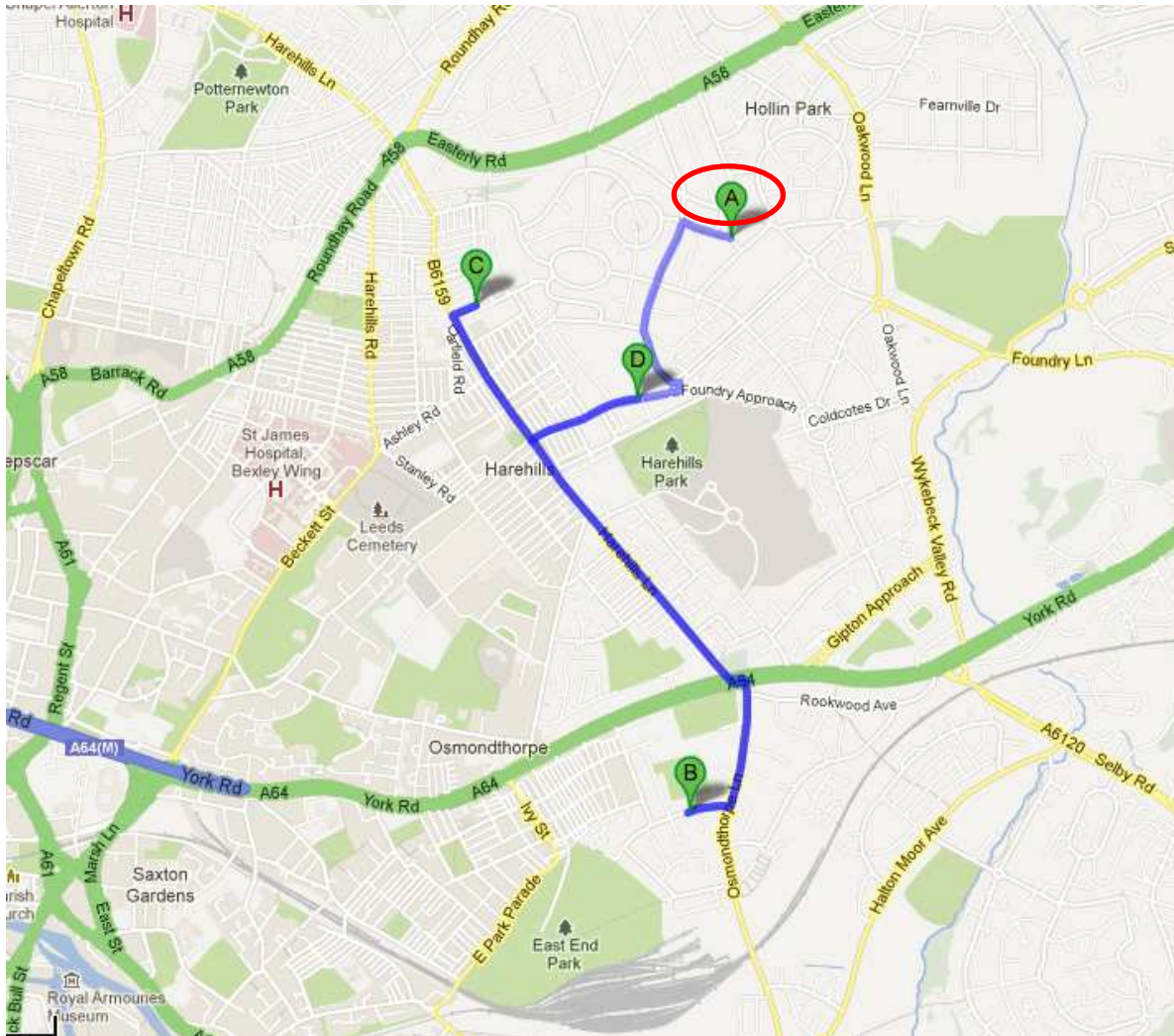
9.1 Members of the Inner East Area Committee are requested to:

- a) Note and consider the consultation process to implement the recommendations of the Executive Board on 15 February 2013.
- b) Suggest specific local issues that will help plan for the future needs of older people and make a response as part of the consultation process agreed by Executive Board
- c) Note and consider the content of this report and recognise the progress in implementing the options approved by the Executive Board in September 2011 for Lincolnfields Day Centre.

### **10 Background Documents.**

10.1 None.

### Alternative Provision Amberton Court



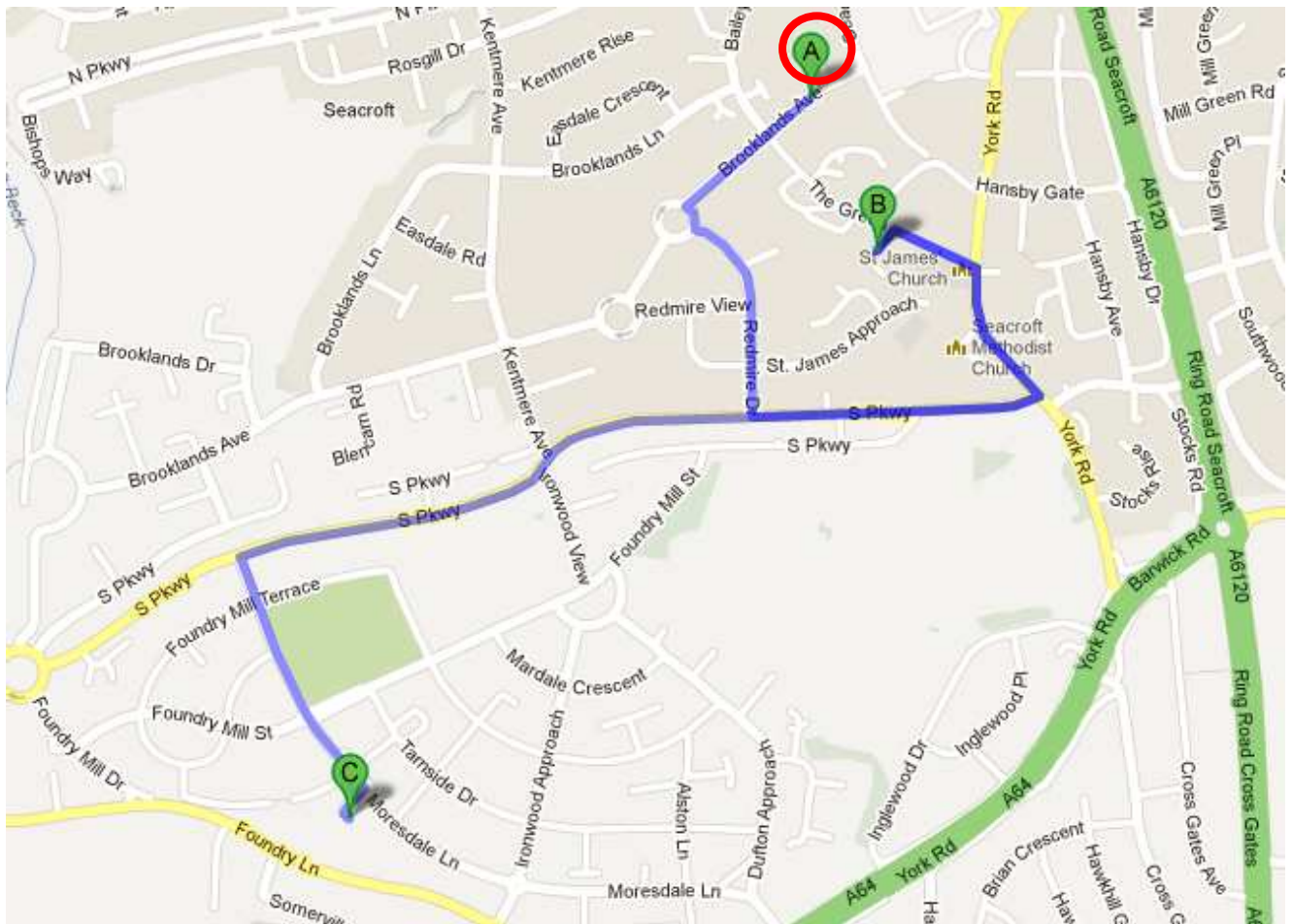
A = Amberton Court, Leeds LS8 3LR (35 beds)

B = Atkinson Court, Leeds LS9 9EJ - 1.9 miles (75 beds)

C = Berkeley Court, Leeds LS8 3QJ - 0.6 miles (78 beds)

D = Oak Tree Lodge, Leeds LS8 3LJ - 0.5 miles (60 beds)

Alternative Provision Fairview



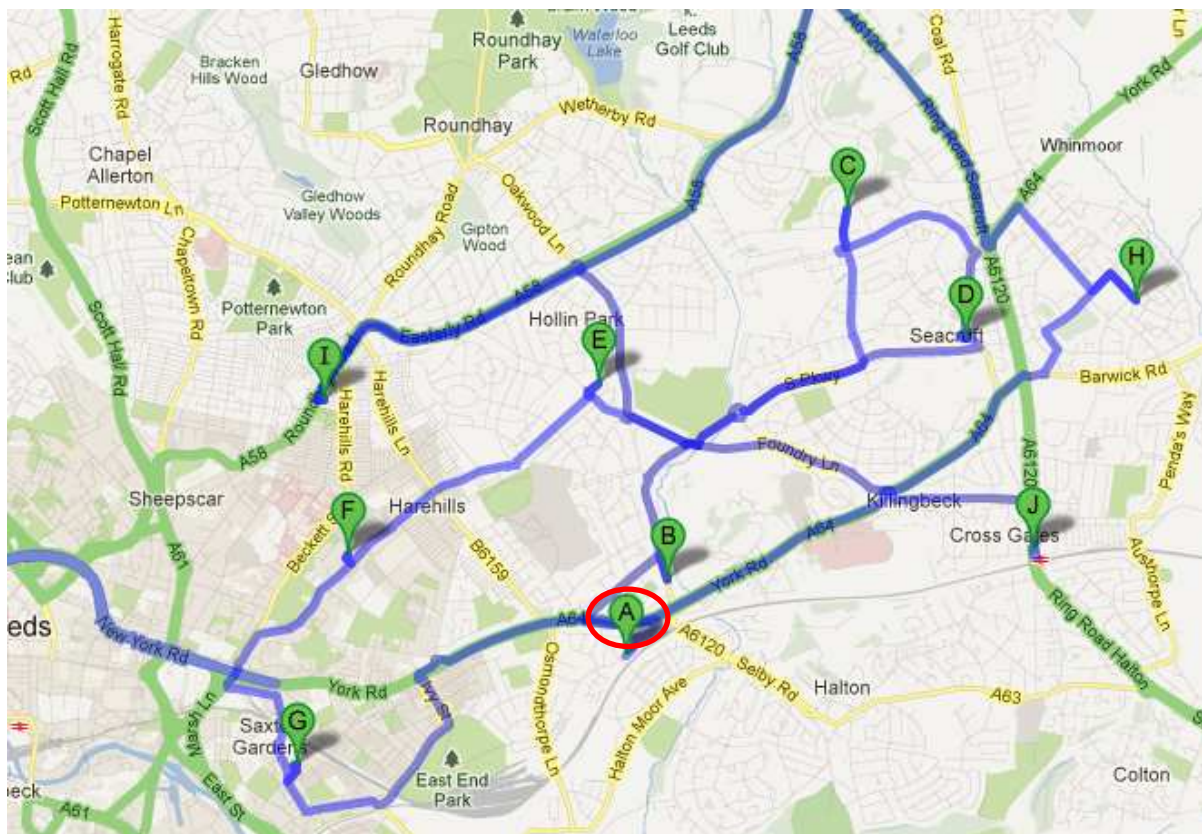
A – Fairview, LS14 6NW (34 permanent beds)

B – The Green, LS14 6JL - 0.8 miles (37 beds)

C - The Grange – Springfield Health Group- 1.1 miles (under construction) (59 beds + 17 extra care) LS14 6JR



Alternative Provision Doreen Hamilton



- A – Doreen Hamilton Day Centre
- B – Wykebeck Valley Day Centre, Wykebeck Valley Road – **1.0 miles**
- C – North Seacroft Good Neighbours Scheme, Kentmere Avenue -**2.9 miles**
- D – South Seacroft Friends and Neighbours, 1081 York Road – **2.7 miles**
- E – Action for Gipton Elderly (AGE), 5-11 Oak Tree Drive – **1.7 miles**
- F – Burmantofts Senior Action, 25 Shakespeare Close – **1.8 miles**
- G – Richmond Hill Elderly Action, Long Close Lane – **2.2 miles**
- H – Swarcliffe Good Neighbours Scheme, Stanks Gardens – **3.3 miles**
- I – Leeds Irish Health and Homes, Roundhay Road – **1.9 miles**
- J – Cross Gates and District Good Neighbours Scheme – **2.7 miles**

## Doreen Hamilton Service User Profile

Age profile	
41-64	0
65-79	13
80-89	11
90-99	1
100+	1

Length of time attending	
Less than a year	6
1-2 years	6
3-4 years	3
5-6 years	1
7-8 years	6
9-10 years	4
11+ years	0

Practical support required	
Toileting	10
Bathing	5
Hoist use	6
Feeding	3
Manual wheelchair user	7
Electric wheelchair user	3
Use of walking aid other than stick	5

Address by ward	
Burmantofts and Richmond Hill	3
Cross Gates and Whinmoor	8
Garforth and Swillington	3
Killingbeck & Seacroft	3
Kippax & Methley	3
Temple Newsam	5