

Better Lives for Older People  
Day centres for Older People

Consultation Report June 2016

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## **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 it 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 September 2015 to begin a period of statutory consultation on these proposals.

## Section Two - Methodology and Process

### How we got here – Step by Step

#### **Step One: 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 equality and diversity groups and organisations.

The outcomes of the wider consultation described above, together with feedback from a range of stakeholders 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 the Better Lives Programme aimed at reshaping local authority day centre provision for older people in Leeds.

The overarching themes arising in the consultation in 2011 have been evidenced throughout phase 2 and phase 3 consultations. The ongoing work undertaken by Adult Social Care to address these issues is as follows and is directly relevant to this third phase of the Better Lives Programme:

- 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 allied with specialist services to support those with more advanced levels of need (e.g. nursing care, specialist dementia, respite support).
- *Leeds is already amongst the highest investors in preventative direct access social care services in the country. 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. The Council is aware that those with more advanced care needs may not feel comfortable being supported in a community setting. For this reason it has retained specialist dementia day centres across the city to ensure the needs of people with dementia continue to be met.*
- There needs to be a strategic approach to change and setting priorities within the Council and across the partnerships.
- *The Council continues to work with partners in the public, independent and voluntary sectors to develop and modernise day services available to older people in Leeds. Holt Park Active is one such example. A joint project between Sport and Active Lifestyles and Adult Social Care, it 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 the residents, day centre service users and the families of those people affected by the decommissioning of residential care homes and day centres. This work involved re-assessing residents' and day centre service users' needs and ensuring that their transfer to alternative accommodation 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. This process was replicated in phase 2 and will be implemented in any future change to services to ensure the residents and service users and their families and carers are supported in making decisions regarding their care and treated with dignity and respect.*
- Carers emphasised the need for ensuring that the council maintain specialist services for people with dementia.
- *The phase 3 proposal to transform the service at Wykebeck Valley into a specialist dementia day centre is part of the councils overall strategy to retain an adequate level of dementia day centres across the city. Along with two other day centres, this retention and specialisation of services is expected to meet the needs of the current service users with a dementia need across the city and those with needs in the future.*

The lessons learned from the consultation and decommissioning process conducted in during phase 1 and 2 have been used by the phase 3 team to help shape the third phase of the review and in November 2014, Executive Board gave approval to consider the future of other directly provided services, to identify how they could be delivered more effectively and efficiently, meeting the needs of the people of Leeds and representing value for money.

Following an extensive review of the remaining day centres, on 23 September 2015 the Executive Board approved the commencement of formal statutory consultation on the proposed options outlined in this report which ran from 1 October to 23 December 2015.

## **Step 2: Consultation – methodology and process**

As in Phase 1, the aim of the detailed consultation on the proposals was to consult with those directly affected and as a priority the existing users of day centres and their families and carers. Detailed consultation also took place with affected staff 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 30<sup>th</sup> September 2015 advising them of the Executive Board's decision to commence consultation on the future of day services.

A telephone helpline, staffed by experienced officers in the Programme Team was made available to provide service users, 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 3 rating-style questions and 5 open comment boxes to capture concerns, impact, comments and other ideas or options. The methodology for the collection and analysis of the data is outlined below.

### Approach to the evaluation

The evaluation draws upon the following data sources:

#### Quantitative data.

All 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 views, thoughts and feelings of respondents, a qualitative methodology has been chosen. This data has been gathered from the open comment boxes. Comments have been analysed for recurring themes and general trends. Comments have been analysed for recurring themes and general trends and categorised under the following headings, used in section 3 of this report:

- Methodology
- Strategic
- People
- Financial
- Quality
- Locality

### **Step 3: Detailed consultation**

Detailed consultation on the proposals took place between 1 October and 23 December 2015 with those directly affected as follows:

Total questionnaire responses	187
Service user	121
Relative	56
Representative	2
Carer	8

The consultation, undertaken in a 'person centred' way, involved talking directly to 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.

Staff working in the day centres assisted the coordination of the consultation, using their expertise and experience to help support to those affected.

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
- 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.

As some of the day services affected by proposals in phase 3 cater for a large number of service users with dementia care needs, some service users did not have the capacity to complete a questionnaire by themselves and were either assisted to complete the questionnaire, or represented by relatives or carers in their response, hence the high proportion of questionnaires completed by relatives, representatives and carers. 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. Where service users were supported by relatives/ carers in completed the questionnaire, the respondent has been logged as a service user, but the comments from the relative/ carer have been captured for completeness in section 4 of this document.

*Feedback from this consultation is summarised in sections 3 and 4 of this report*

#### **Step 4: Consultation – Elected Members and Members of Parliament**

##### **Elected Members**

Steps were taken to ensure that all elected members were kept fully informed on the proposed options a briefing note provided to all Elected Members on 20<sup>th</sup> October 2015. 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 facility
- provide information on where they can direct people for further help and information.

##### **Members of Parliament**

A briefing note was provided to all 8 Leeds MPs on 20<sup>th</sup> October 2015.

#### **Step 5: Consultation and Engagement with staff**

Keeping our staff informed and involved is expected as a good employer. However, it is also integral in helping to provide a greater sense of security on the part of residents. If staff who

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 residents and relatives who will be concerned to know what will happen to the people who look after them. Staff also contribute a wealth of experience and expertise to draw upon as the change programme moves forward.

Staff were engaged in the review of services throughout 2015 and in the week following Executive Board on 23 September 2015, meetings took place between the Head of Service with all directly affected staff to advise of Executive Board decision to commence with consultation. Letters were sent to staff on 1/10/15 confirming the consultation approach and providing them with details of next steps.

Staff briefings and drop-in sessions took place each month during the consultation period and 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.

Across the residential homes and day centres subject to the proposals, 96 questionnaires have been received, which represents a response rate of 69%.

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

### **Step 6: 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.

### **Step 7: Consultation with other stakeholders**

#### **NHS Leeds**

Stakeholders within the NHS were engaged through communications and existing groups.

#### **Town and Parish Councils**

Letters were sent to Town and Parish Councils informing them of the consultation process and providing them with contact details if they required further information.

#### **Media relations**

The programme team have 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 review in a positive, consistent and credible manner and to ensure timely and widespread media coverage.

#### **Petitions**

During the consultation period, one petition was received regarding the future of Siegen Manor Day Centre (154 signatures opposing closure of the home and day centre). A further

petition was received for The Green Care Home (3,863 signatures opposing closure of the home) where a day centre is attached.

In addition, after the consultation period had ended, a petition to keep Siegen Manor care home and day centre open was submitted by Andrea Jenkins MP on 29<sup>th</sup> January 2016 to the Director of Adult Social Services – this petition was signed by 1,360 signatories.

### Scrutiny Board

As a result of these petitions the Scrutiny Board received and accepted a request for scrutiny around the proposed closure of The Green, which was formally considered at the meeting on 27<sup>th</sup> January 2016. At that meeting, the Scrutiny Board agreed to consider the issues raised and examine the matter in more detail through a working group of the Scrutiny Board.

The Scrutiny Board working group considered a wide range of issues including: the high quality of the care provided by the staff at The Green; cost comparisons with the independent sector; the quality of alternative care in the locality; and the impact on the care market if the Council withdrew directly provided care services. The working group findings included:

- The Green serves a local population and caters for local residents
- The Green has a clear local focus and could take more residents
- Families and residents are happy and feel safe at the home
- Care is good – it has been judged so independently by the CQC
- The quality of alternative nearby provision in the independent sector is 'variable'.

Following the working group's findings, the Scrutiny Board made the following draft recommendations: That any decision regarding the long-term future of The Green be deferred for a minimum of 2 years, in order to:

- a) Re-consider the comparative costs of provision as the impact of a national living wage and the requirements of the Care Act 2014 take effect locally.
- b) Assess the occupancy levels achieved through positive promotion of The Green to local residents and beyond.
- c) Re-assess the overall 'quality landscape' across the care sector in Leeds and specifically the quality of alternative nearby provision in the independent sector.

Two further requests for scrutiny were received in relation to (a) Siegen Manor (May 2016) and (b) All three care homes and attached day centres, with particular emphasis on Middlecross (June 2016). These requests were considered by the Scrutiny Board at its meeting in June 2016.

Scrutiny Board emphasised the importance of ensuring the health and well-being of current service users and this will be considered in both the proposals made to Executive Board and the implementation of the proposals. They also reflected on the importance of considering the circumstances for each care home and day centre, with specific reference to alternative services and their quality and opportunities to develop facilities for the future. These factors were considered during the review process and have influenced the proposals for the Executive Board to consider.

Other comments raised by Scrutiny Board reflected the outcomes of the consultation findings, with concern over the quality of alternative independent sector provision. The Council recognises the variable quality of independent sector provision and is committed to continually monitoring providers and working with them to ensure areas requiring improvement are addressed. This will include reviewing the current in-house quality standards to ensure they remain in line with national criteria as defined by the Care Quality Commission.

### Full Council

A deputation is also being presented at the Full Council meeting on 29<sup>th</sup> June 2016 regarding The Green HOP and Day Centre.

### 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

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 consultation process (1<sup>st</sup> October to 23<sup>rd</sup> December 2015).

<b>Stakeholders</b>	<b>Consultation responses included within the analysis</b>
Day centre users, relatives and carers	187 questionnaires completed  12 contacts from day centre users, relatives and carers with 8 comments were also received via comment boxes placed in day centres. Total of 20 contacts.
General public	No enquiries by Email, telephone or letter.
Public meetings	No public meetings took place specifically relating to the day centres. Details of a public meeting relating to The Green residential home can be found in the accompanying residential care consultation report.
Petitions	1 petition with a total of 154 e-petition signatures were received in respect of: Siegen Manor – 154 e-petition signatures
Day centre staff	38 day centre staff questionnaires completed and returned 10 Chief Officer/ head of service meetings with staff across homes and day centres. 2 Ward Councillor meetings with staff across homes and day centres.
NHS Leeds	No formal contact received
CCGs	No formal contact received
Trade Unions	Strategic meetings chaired by Chief Officer, Access and Care Delivery and to which all Trade Unions are invited (where the review of LCC residential and day services are a standing item): 05/10/15 and 11/11/15.  Routine Business meetings chaired by Head of Service and to which all Trade Unions are invited (where the review of LCC residential and day services are a standing item): 09/11/15.
Elected Members	In total 17 responses have been made to enquiries for further information received from Elected Members. In addition two requests for meetings from Councillors were fulfilled by the Director of Adult Social Care to discuss the proposals.
MPs	Eight MPs were provided with letters with details of the proposals for consultation and proposals for the future of social care. Three meetings were held between Head of Service/ Chief Officers with MPs to discuss further.
Full Council	No meetings requested / took place within the consultation period.
Scrutiny Board	No meetings requested / took place within the consultation period.

Parish and Town Councils Attended by Officers	No meetings requested / took place within the consultation period.
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### **Voluntary, Community and Faith Sector (VCFS)**

The following submission was made by Leeds Hospital Alert to Leeds City Council Adult Social Care proposals and makes specific reference to day centres and the future provision of day care and respite:

*We understand and are sympathetic to the huge financial pressures which Leeds Adult Social Care is facing. All decisions in the present climate, which in many ways is hostile to the needs of the most vulnerable in our population, and to proper funding of the staff who care for them, are very difficult. However we have grave reservations about these decisions to effect closures, based on our knowledge and understanding of the needs of older people in Leeds and the likely consequences of these closures on NHS services in the city.*

*1. The movement of very vulnerable older people with dementia from these Care Homes, which are their homes, will inevitably be extremely distressing to them and could even be dangerous for some individuals.*

*2. We are not convinced that the private sector is in a position to find suitable accommodation for people moved from these Homes, or people who might need a place in the future. As we all know, the private Care Home sector is in a period of great uncertainty and volatility, and these people will need specialist care. There are reports of shortages of beds across the city at present, before these closures take effect.*

*3. There are regular reports of the problems caused by older people occupying hospital beds long after they no longer require hospital care- because of the lack of suitable Care Home vacancies in the city, as well as community-based Social Care. This is one of the huge pressures on the NHS around the country. Closing Homes and Day Centres in this situation seems completely counter-productive.*

*4. Day Care and Respite: we are pleased to see that two Care Homes (Richmond House and Suffolk Court) and three "complex needs" Day Care hubs are to be retained for support and respite, but remain very concerned for adequate provision to meet the needs of Carers of people with dementia for respite breaks and regular support if these closures go ahead.*

A detailed response was provided to the issues raised.

### **Consultation with day centre staff**

Out of a workforce of 139 staff in the homes and day centres subject to consultation, 96 questionnaires were completed and returned (38 day centre staff). In addition to the questionnaires, monthly staff briefings and drop-in sessions were held throughout the consultation period, 10 meetings took place between Chief Officers/ Heads of Service and staff and two meetings took place between staff and Ward Councillors.

Staff raised issues related to the following key themes:

- Concerned about losing my job and opportunities elsewhere
- Worried for service users who feel like they are part of my family
- Feel the families and carers of service users would struggle with no respite
- Feel training has been wasted
- Would not want to work in private sector
- Do not feel other services could cope with dementia needs
- Do not feel there are sufficient alternatives for either service users or staff
- Feel that there is a need for dementia services
- Feel that savings should be made elsewhere
- Suggested changes to services could help them stay open (e.g. open on weekends)

Staff have been involved throughout the consultation process and will continue to be supported throughout the implementation of any proposals agreed by Executive Board.

*A full summary of the staff questionnaire responses can be found in section 4.*

## **Consultation – Trade Unions**

Trade union representatives play a key role in supporting employees through organisational change. Consultation has taken place with Trade Unions throughout the initial review of services and during the consultation period. Monthly consultation meetings have taken place to ensure that arising employee matters are addressed. 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.

## **Consultation with other stakeholders**

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

20 contacts have been received from all stakeholders affected by the proposed changes. Individual responses have been provided to everyone who has made contact regarding the proposals.

The following is a summary of comments and issues raised:

- Don't close the day centre
- Positive comments on the day centre, staff and the quality of care provided
- Impact on the health and well-being of vulnerable older people
- What will happen to people if the day centre closes?
- Critical that a decision has already been made
- Concern for loss of friendships and risk of social isolation
- The facility is an important local resource
- Loss of a skilled workforce
- The need for specialist dementia services
- The need for full day respite to support family and carers
- Concern about the availability and quality and price of alternative services
- The council should make savings elsewhere
- Older citizens need the support they deserve
- Loss of a familiar environment and routine
- How will LCC provide for the future requirement of an ageing population?
- What will happen to this building?
- Keep informed /involved as to what happens next
- Take my comments on board

### One-to-ones and completion of questionnaires

The responses to the questionnaires were detailed and diverse. The free-form boxes lend themselves to allowing people to express their views on the proposals and as such emotive responses were gathered. As well as meeting care needs, the Day Centres fulfil a key role in ensuring people get to socialise, make friends and maintain mental as well as physical wellbeing. Activities, bathing and the provision of hot meals were also seen as benefits of going to the day centre. Day Centres were seen as an essential resource for family and carers to allow them a break, with the peace of mind that their relative would be safe, secure and happy at the day centre. This allowed them to work, carry out household tasks and pursue their own hobbies and friendships which was seen as an important supporting factor in maintaining carer wellbeing and helping the service user to remain living at home.

Key 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.

### People

Respondents to the questionnaire described what the current service means to them:

- The overall view is that the council provides a very good quality service and that the day centres should not close.
- There was much praise for the standards of care and the professionalism, understanding and friendliness of the staff.
- There was a feeling that alternative services were insufficient in quantity, quality or suitability, particularly in terms of dementia and carer respite needs

Service users, relatives and carers were asked what impact the proposals will have on them if they are implemented:

### *Comment*

People have said that the proposals will result in deterioration in their physical and mental health. There were particular concerns expressed for service users with high care needs and those with dementia who will find change hard to cope with. Relatives and carers attribute the improved health and well-being of their loved ones to the care and social interaction they receive from services and are worried that they will not receive the same level of care elsewhere and the impact this will have on their physical and mental health.

### *Our response*

Should the proposals be agreed, the needs of day centre users and their carers will be at the heart of all implementation plans. If a decision is made to close any of the Council's care facilities the transfer of service users will be carefully planned and carried out professionally, sensitively and safely. This will be done within a timescale which will minimise the disruption and discomfort for those affected. Other Council care services have closed in recent years and in order to facilitate those closures a specialist team was established. The Team would be engaged in any further service closures and Team members are experienced, knowledgeable and sensitive in carrying out the assessment and transfer of service users in line with their needs. They follow an "assessment and transfer policy" which ensures they are fully conversant with the needs of service users, including people with dementia. The assessment and transfer process is also monitored by a quality assurance group that offers support to the specialist team and ensures the correct protocols are followed. Family members would be involved in the transfer process including the choice of an alternative day service. Where a service user could not make an informed choice nor has any family, an independent advocate would be made available. Service users will also be supplied with a Care Guarantee clearly stating the service user's and carer's rights.

### *Comment*

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.

### *Our response*

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.

### *Comment*

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. Reduction or removal of this respite will cause many more people to go into permanent care.

*Our response*

The impact on carers respite should be minimal as all current service users would be offered alternative day time activity and support, however 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.

Finance

*Comment*

There is a perception that the revised eligibility criteria has made it more difficult to access the service; also that the new charging policy mean that older people are unable to afford day care. This in turn has seen a decrease in attendance at the day centres.

*Our response*

Fair Access to care services (FACS) was the system that was used until 1<sup>st</sup> April 2015 for deciding how much support people with social care needs can expect to help them cope and keep fit and well. In Leeds, the eligibility level was set in April 2005 between the moderate and substantial categories to ensure that those people with critical and substantial needs were able to access the appropriate level and quality of statutory services. This has been replaced, since April 2015, with the national eligibility framework set out in the Care Act 2014 and its guidance notes. 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 assessment process, service users are given benefits advice to help them maximise their income to help them pay for their social care needs. The council's charging policy takes account of income when setting the relevant charge for services.

*Comment*

People suggest that the council should invest in the services and make savings elsewhere.

*Our response*

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.

Locality

*Comment*

Day centre provision should be local, in walking or easy travelling distance to people's homes and of a similar nature and quality. Comments were made that people with dementia would suffer if travelling over longer distances.

*Our response*

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. In terms of dementia needs, the continuation of day services at three strategic sites across Leeds should ensure that people can still access services within a reasonable travelling distance.

Strategic

*Comment*

An increasingly ageing population means that day centres should not be shut.

*Our response*

Although people are living longer they are also accessing greater choice over how their care needs in later life are met. 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.

*Comment*

There is a need for specialist dementia services to enable older people to remain living in their own homes. Some people who attend the centres have high care needs (specifically dementia) and relatives consider them vulnerable and are concerned that their needs will not be met in other independent sector services or community based services.

*Our response*

The council has maintained three centres which will be further developed as specialist resource centres to cater for people with dementia needs 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.

Methodology

*Comment*

Respondents felt that decisions have already been made and that the consultation exercise was futile. It was also expressed that service users/ families/ carers should have been provided with more detail on the alternative services in the area.

*Our response*

In previous phases of the programme, consultation has changed the original proposal and has seen services retained or developed under a different operating model. Consultation is a vital part of the process of shaping the future of services and allows the council to understand the issues people would like to raise.

*Comment*

Many felt that nothing has been done with the buildings where centres have closed in earlier phases and these could be sold to bring in money.

*Our response*

Where services have closed in previous phases, buildings have been re-used for alternative council services or have been identified for disposal/ sale. 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.

## 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>
Middlecross	18	18
The Green	32	29
Siegen Manor	13	17
Springfield	39	31
Radcliffe Lane	63	65
Wykebeck Valley	33	27
<b>Total</b>	<b>198</b>	<b>187</b>

In some circumstances there were a greater number of responses than number of service users. 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).

Measures were taken to ensure that people with dementia who may not be able to complete a questionnaire by themselves were supported to do so.

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.

## **Middlecross day centre**

**18 people responded to the proposal to decommission the day centre**

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

- 88% strongly disagree
- 6% disagree
- 6% Agree

**Reason for your answer?**

**Key themes**

- Make cuts elsewhere
- All staff very friendly and helpful.
- Would have to go into a residential home if they didn't attend Middlecross Day Centre.
- These services are needed. More people suffering from dementia.
- Need the service to prevent social isolation
- Staff are trained
- Enables me to keep my relative at home.
- I need respite care - where will he go if there is no specialist care.
- Lack of alternative dementia care- a number of people went to alternative provision at Bramley Elderly Action/ Armley Grange/ Care UK but they said they couldn't cope with dementia needs.
- Has a bath at Middlecross
- Worried about quality of private care.

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

**Key themes**

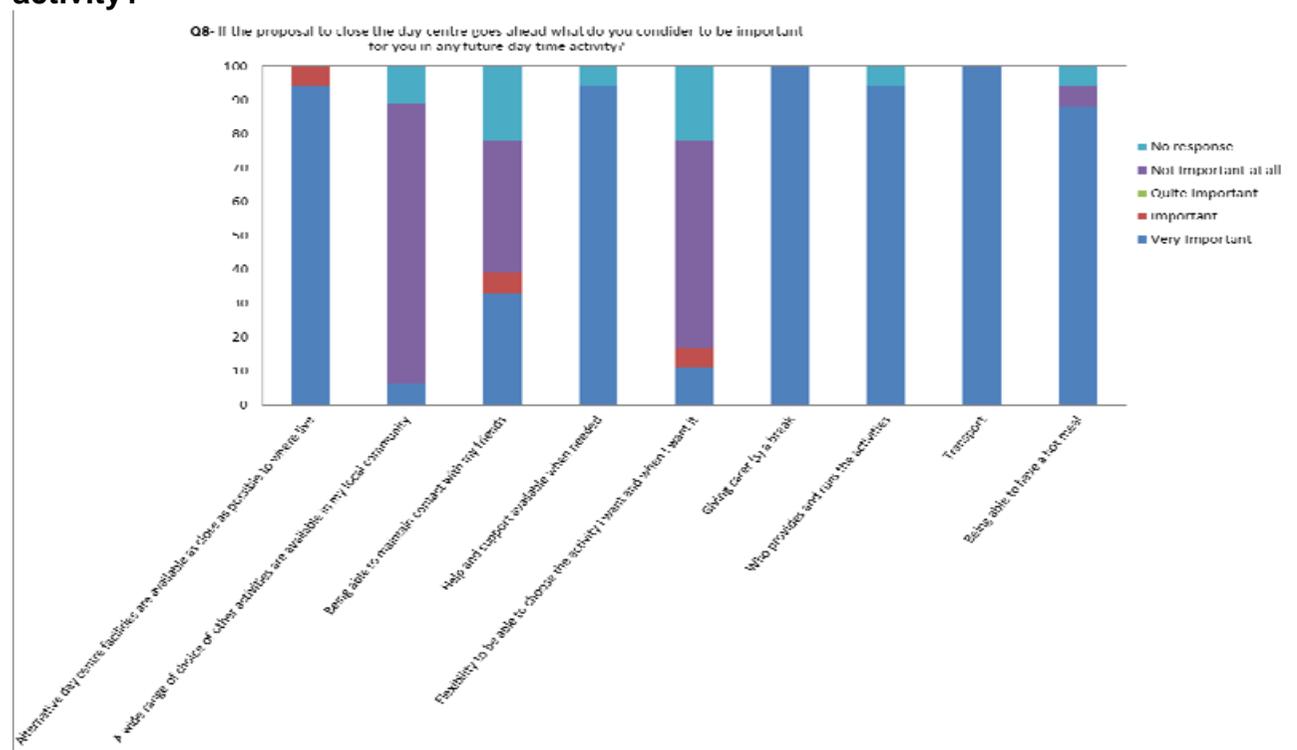
- I would need to care for my mum instead of spending time with my children.
- Middlecross is a valuable service and this is a lifeline for me and my family and it enables us to spend time together
- Could not work and support relative without help from the day centre.
- Gives respite and peace of mind that they're safe when I'm not there.
- Very hard to find another centre. I would need many more carers in and this would disrupt my life.
- If dad didn't attend the day centre then that would force me to give up work to look after him, but I can't afford to do that.
- If the day centre was to close this will affect my health- without the day centre I wouldn't be able to manage him at home.

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

### Key issues

- Keep Middlecross open- find the money from somewhere.
- Would need daily carers. I don't want a different person coming in daily. Would also cost the Council a lot more money.
- Something is needed in this area for people with dementia.
- We need support for later stages of dementia for people who cannot access things in the community.
- Provide support and services for my dad and our family to enable us to continue to care for him at home.
- We need specialist care locally.

## If the proposal to close the day centre goes ahead what do you consider to be important for you in any future day time activity?



### **Summary of other comments**

- Needs to be familiar with surroundings- don't want different places every day.
- Transport is important - gets distressed if journeys are long so it is important that services are closely available.
- Some activities are not secure as he will 'escape' and he is at high risk when out alone.
- That staff are trained and experienced in dementia care and the service is safe and secure.
- In the past has tried community based activities but these didn't work due to dementia.
- Personal care is very important
- Hot meal is important - gas disconnected at home due to fire risks.
- Social interaction is very important especially interaction from people outside the family.

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

#### **Key themes**

- Staff are excellent- has taken time to build trust and this will be lost.
- There are more people with dementia and fewer services.

## **The Green**

29 people responded to the proposal to decommission the day centre

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

- 100% strongly disagree

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

#### **Key themes**

- Because it is a popular centre.
- It's a lifeline, they need to be with other people with Dementia.
- Need to find the savings from somewhere else.
- Not convinced that we will get something as good.
- I understand the reasons, I feel that pushing looking after people in the community - one size fits all and it doesn't.
- It is a good facility, staff are trained. Why relocate to Wykebeck and spend more money to train staff.
- We are so dependent on it.
- Essential for the area.
- Dementia day centres are limited and should not be removed.

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

#### **Key themes**

- Take this away and they will have to go into permanent care.
- It's a lifeline and you are taking it away. If it closes both me and my husband will end up in a home.
- We would have no respite, mum would have no outside stimulation.
- I get a break when he is at the centre. I sleep so I can cope when he comes home.
- When she is at The Green DC I have the chance to get some jobs done and relax.
- If the centre closed it would have an impact on my health. It is stressful to be with him 24/7.
- The Green gives me a couple of days of freedom a week.
- I would have to keep her at home. I will not have the confidence in a new service not knowing my mum.

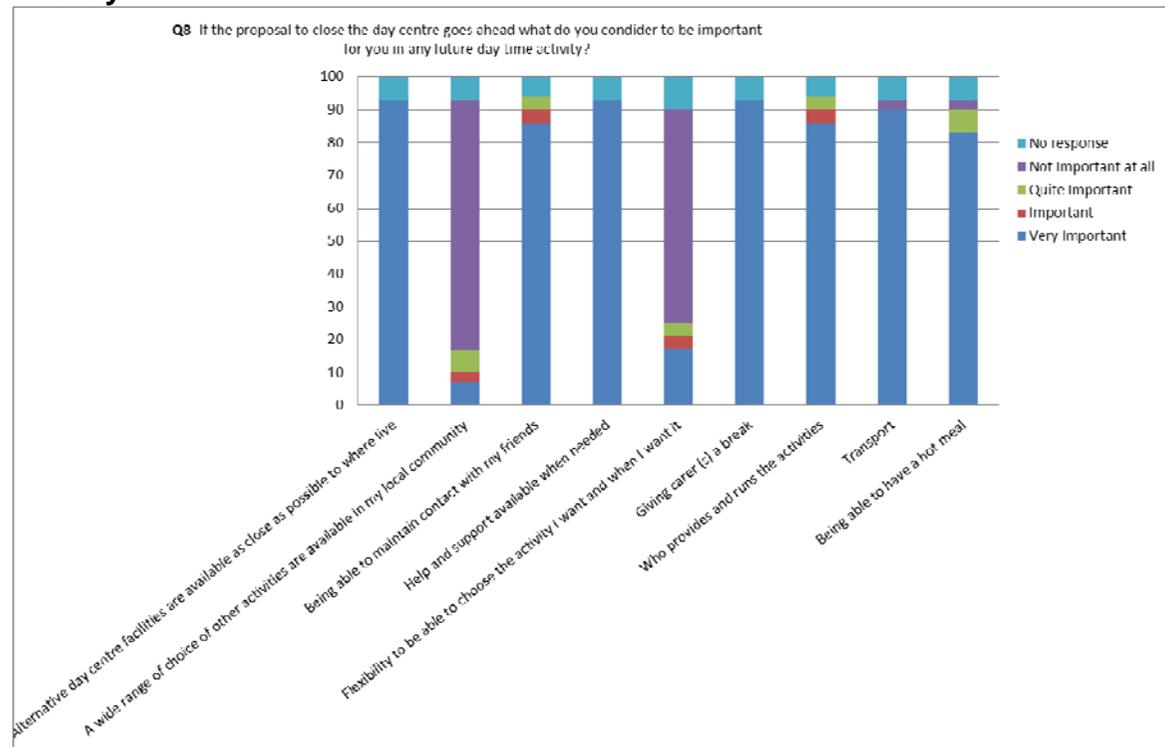
- It gives me a day when I can relax and know she is safe.
- I work full-time and I'm a carer. My mum lives with me and couldn't cope without the service.
- I need to increase this not lose it. It gives me freedom to do things, meet friends.

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

**Key issues**

- Don't close it. Where is the suitable alternative?
- Leave it alone, keep adult service (dementia).
- If it does close, need another day centre that is dementia friendly, safe and secure.

**If the proposal to close the day centre goes ahead what do you consider to be important for you in any future day time activity?**



### **Summary of other comments**

- Doesn't like change so would need to go to the same place each time.
- What local community activities are there available? Dementia sufferers need specialist carers.
- At the moment relative provides transport. If day centre is further away it will be harder.
- Needs are so complex- will not be safe anywhere but The Green.
- As long as the service is safe. I have not got confidence in private providers.

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

#### **Key themes**

- The centre is a caring and welcoming facility which provides the necessary stimulation for dementia sufferers, alongside giving respite and care for carers. If this facility is not available sufferers/families will lose one more lifeline in a cruel and debilitating illness. People living with dementia need outside stimulation as long as possible, home visits do not provide this.
- Work with colleagues to do repairs and maintain building.
- My mum was in a private service for one week. They phoned me because they said they couldn't manage her.
- Feel it is a done deal. Consultation will not change anything.
- People with dementia do not like change.
- I don't understand why it will be cheaper to use private sector.
- There is a need for dementia day care. My mum lives alone. We as a family know she is happy and safe at The Green. It has prevented her going into permanent care.
- The Green has opened up a new life for us both.
- I need a full day not a couple of hours.
- The Council should listen to the volume of people who live local who all agree that The Green should stay open. The impact will be massive.

## **Siegen Manor**

**17 people responded to the proposal to decommission the day centre**

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

- 70% strongly disagree
- 24% disagree
- 6% strongly agree

**Reason for your answer?**

**Key themes**

- Staff show care, patience and understanding and to lose this expertise would be a loss to the care of older people in Leeds.
- Without the use of the centre, both our lives would be greatly affected. He now has access to outside stimulation and interaction which is important to him and his needs.
- The home/day centre is a help for my mum and helps me and my wife have a bit of time to ourselves and know she is safe.
- This provides my husband with the opportunity to meet other people, engage in social activities and get out of the house.
- This provides me with an essential respite from my caring duties and reduces the stress.
- Going to Siegen Day Centre provides my mum with very important socialising time which she wouldn't have staying at home all day. I feel that the care given has slowed the progression of her Alzheimers.
- I understand that things always need reviewing.
- This would increase the disorientation of customers living with dementia.
- Provides relatives with essential respite.
- If he didn't attend the day centre, there is concern that his memory would deteriorate. He would miss the social stimulation.
- This service allows me to continue to support my partner at home.
- The day centre provides a great service and it is local to our home address.

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

**Key themes**

- Further away/longer journey etc to alternative provision.
- The centre and staff offer respite- I would have no personal time.
- My levels of stress will increase substantially and affect my mental health. We would become more socially isolated.
- More pressure on me as a carer will affect my health I couldn't give mum the care she will need.
- I would need to look at accessing permanent residential care.

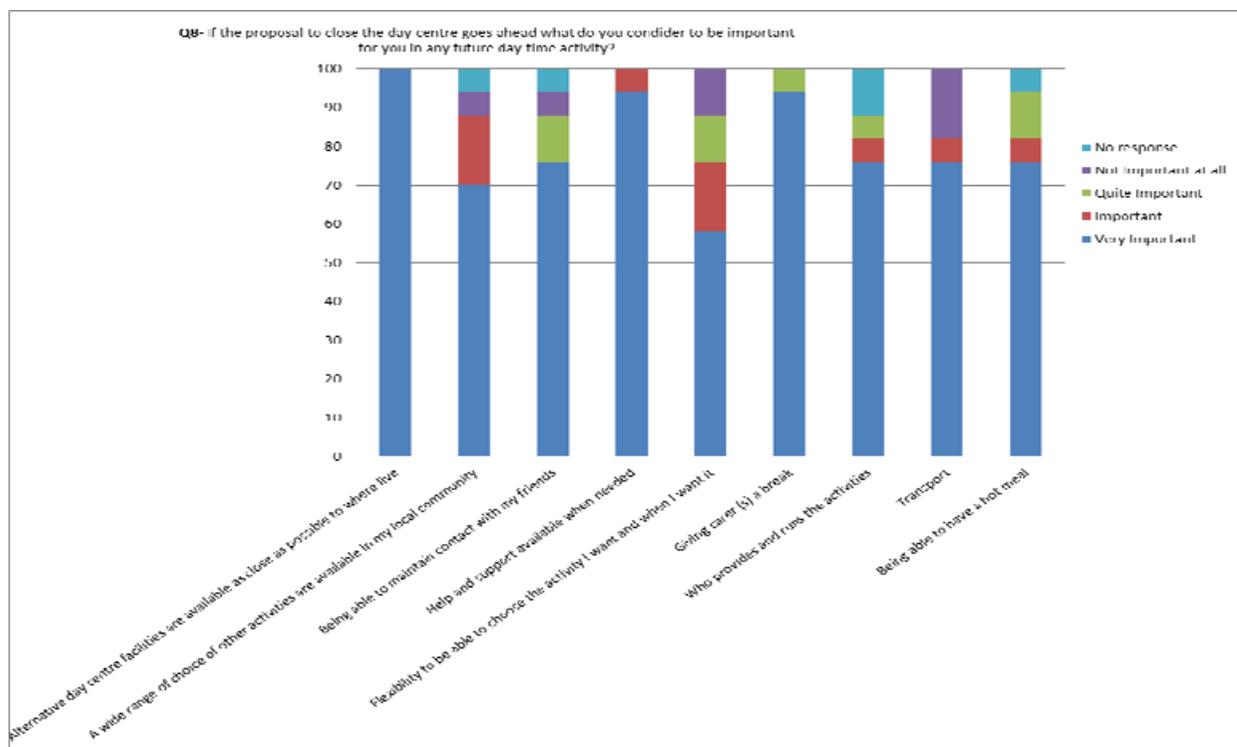
- My brother visits mum at the centre weekly. He lives locally and doesn't drive so wouldn't be able to visit if she moved.
- If we lost the support from the day centre, the level of stress would increase substantially.
- We will worry about his safety at home alone.

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

**Key issues**

- Keep the centre open.
- Still be able to have interaction outside my home in a place I feel safe and cared for by regular staff which offer me continuity which I desperately need.
- If the centre was to close we would consider Laurel Bank DC as this is still within 'local' travelling distance.
- They could give assurance that a day care service with trained staff will still be available as well as the opportunity for respite care.
- Source another centre in Morley
- Possibly a personal assistant to accessing services in the community.
- Rearrange provision elsewhere nearby that would include socialising with other people and have a meal and enjoy activities appropriate for someone with dementia.

**If the proposal to close the day centre goes ahead what do you consider to be important for you in any future day time activity?**



### Summary of other comments

- Maintain routines.
- Needs structure and routine.
- Has good relationships with the staff.

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

#### Key themes

- Too many services are handed over to profit making organisations. Council should look at running services more efficiently.
- The stimulation of interacting with other people gives her a better quality of life and the difference is noticeable to me.
- We do not think a PA would be helpful. He already has home care. He enjoys being a 'member' of the day centre.

## **Springfield**

31 people responded to the proposal to decommission the day centre

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

- 94% strongly disagree
- 3% disagree
- 3% agree

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

#### **Key themes**

- Should find another way to keep it open.
- Relative has just got settled and will be upheaval and finding alternative.
- The service helps me to continue to live at home.
- Excellent staff at the centre- The care here is very good.
- Need weekend service.
- This has given me reason to get out of bed on a daily basis.
- Lives in Morley.
- Do lots of activities to keep busy.
- Meet different people and I have made my own friends here
- I appreciate cut backs need to be made but not in this way.
- Gets hot meals here.
- I used to go to Holbeck Day Centre and they shut that.
- There is nowhere around me to go to.
- More positive after attending the centre.
- Agree with proposal- I understand they can't keep throwing money at things that are not cost effective.

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

#### **Key themes**

- More pressure on son who is main carer as he provides transport to and from day centre.
- Daughter gets a break to do her daily tasks whilst I am at the day centre.
- Has no family locally and if the centre closes would be housebound.
- Peace of mind for relatives- don't have to worry when they are at the centre. This will be lost if the centre closes.
- Has dementia and comes to the centre with her husband, who is her carer. Husband would lose support if centre closes.

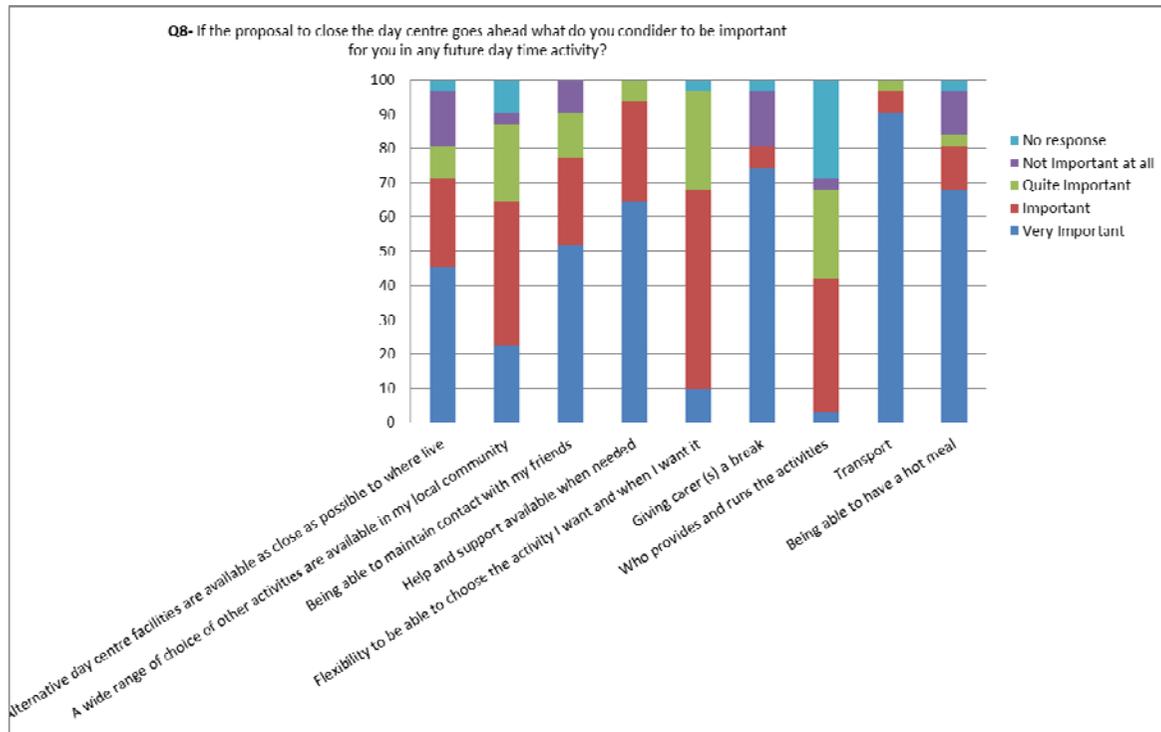
- Wouldn't be able to continue working.
- Would put more pressure on family (e.g. night time phone calls from relative, wandering, misuse of falls pendant etc)
- I cannot attend luncheon clubs due to needing assistance with personal care.
- If it closes it closes and we will get around it.
- I will not be able to pursue my hobbies

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

**Key issues**

- Keep us informed and let us know what alternatives are available. Reassurance.
- Offer another place to be able to go with my friends from day centre.
- Will the Council plan look at day services for older people that don't have Dementia?
- Find another place where transport can take and pick up.
- Take on board our views and concerns.
- Must be able to provide an alternative on a Sunday.
- Like for like provisions.
- Need to be able to offer personal care
- Meet Dementia needs.
- Look at ways to increase attendance.
- To provide a suitable alternative. Community groups not suitable as needs assistance with personal care. Does not have any diagnosis of dementia, so choices will be limited.

**If the proposal to close the day centre goes ahead what do you consider to be important for you in any future day time activity?**



### Summary of other comments

- Would need to have hot meal as does not cook at home.
- Understands that the service has few customers coming now and has been worried about how long it would remain open.
- Thinks the cost of coming to the centre has forced people away, too expensive.
- Other services do not offer support and notice any changes like staff do at day centre.
- Attends other luncheon clubs in Morley area twice a week.
- As long as they are nice people I'm not bothered who runs it. I am flexible with changing days.
- Needs assistance to join in activities.
- I would be happy to go somewhere new.
- I would prefer somewhere nearer to where I live.

- I need help with personal care issues.
- Also goes to Siegen Manor Day Centre and has respite in Siegen Manor HOP. Does not manage well with change.
- My sight would impact where I went. I would need transport.
- To look at visiting Holt Park Active.
- Going more to give wife a break rather than him wanting to go.
- I need somewhere that can offer me a bath once a week.
- Spoke about Holt Park Active. Daughter not keen as it is a public building and members of the public will be walking around.

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

#### **Key themes**

- Why have other sites that have closed not been sold to recuperate some money?
- Really need somewhere to go in a wheelchair so would really need transport.
- Affected by closures before (Holbeck, Burley Willows)
- Willing to go to another day centre if this closes.
- Just want her looked after as well as she is at Springfield.
- Just seems that they want us to take different options like people coming in to our home, but they are only there a short time.
- Attends other services in the area but days/ activities are limited (Elderly Action, Church group, Dewsbury Road over 55's)
- If they say they're going to close it then they are going to close it. What difference will it make putting this down in writing?
- Instead of closing Springfield why couldn't you have a day centre Mon to Fri, close on a weekend. May be reduce the hours a bit throughout the week to save money and keep the centre open. Look at changing but do not close.
- What is going to happen to all the staff?
- I am happy to try anywhere as long as they can meet my needs. I would like to attend 2 days but not sure if I could afford it.
- Registered blind and cannot go out on my own. I go to The Heart in Leeds once a fortnight but that is closing soon.
- Used to attend Armley Helping Hands but this service was withdrawn due to mobility issues and personal care needs.

## Radcliffe Lane

65 people responded to the proposal to decommission the day centre

How much do you agree or disagree with the proposal?

- 89% strongly disagree
- 7% disagree
- 2% neither agree nor disagree
- 2% did not answer

Reason for your answer?

Key themes

- Break for my relative
- I disagree with the proposed closure as the day centre support me as I have dementia. The centre is familiar with the layout.
- Nice to be able to get a bath.
- Enjoy company and activities
- hospital admissions would increase
- without support how do I continue to care
- Radcliffe meets my needs.
- Local to where I live.
- Part of my routine
- was affected by closure of Bramley Lawn
- feels decision has already been made
- I get support from staff.
- Wouldn't be able to have a bath.
- would impact on wellbeing
- It keeps me mentally stimulated.
- I enjoy the transport as it means I can come in all weathers.
- Get a hot meal
- Gives husband a break to pursue his hobbies and do shopping etc
- No alternative as yet outlined. Costs not specified.

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

### **Key themes**

- Would lose free time at home, following hobbies, attending to our own health needs or banking and other essential chores.
- No break for husband who is main carer. No opportunity to socialise on my own. Would cause carer strain.
- Lose the support.
- Family would be concerned about well-being and safety
- Greater burden on family.
- Would reduce time off (respite) from caring role
- Would need alternative service.
- We work and I don't know how we would fill the gap.
- It would add to my levels of stress as I also care for others.
- It would impact on work/life balance, also a social issue.
- May impact financially if had to stop working.
- I would have to leave my cared for alone to go shopping etc. which would really concern me.
- I would need an increase in community care package.
- I would not get adequate, safe care for my husband at an affordable price.
- This helps me to ward off depression which can build up when caring without respite.
- Will reduce my quality of life and social interaction. Will increase my isolation.
- The latest budget states that a 2% increase in council tax is to be spent on care so why does the centre need to close?

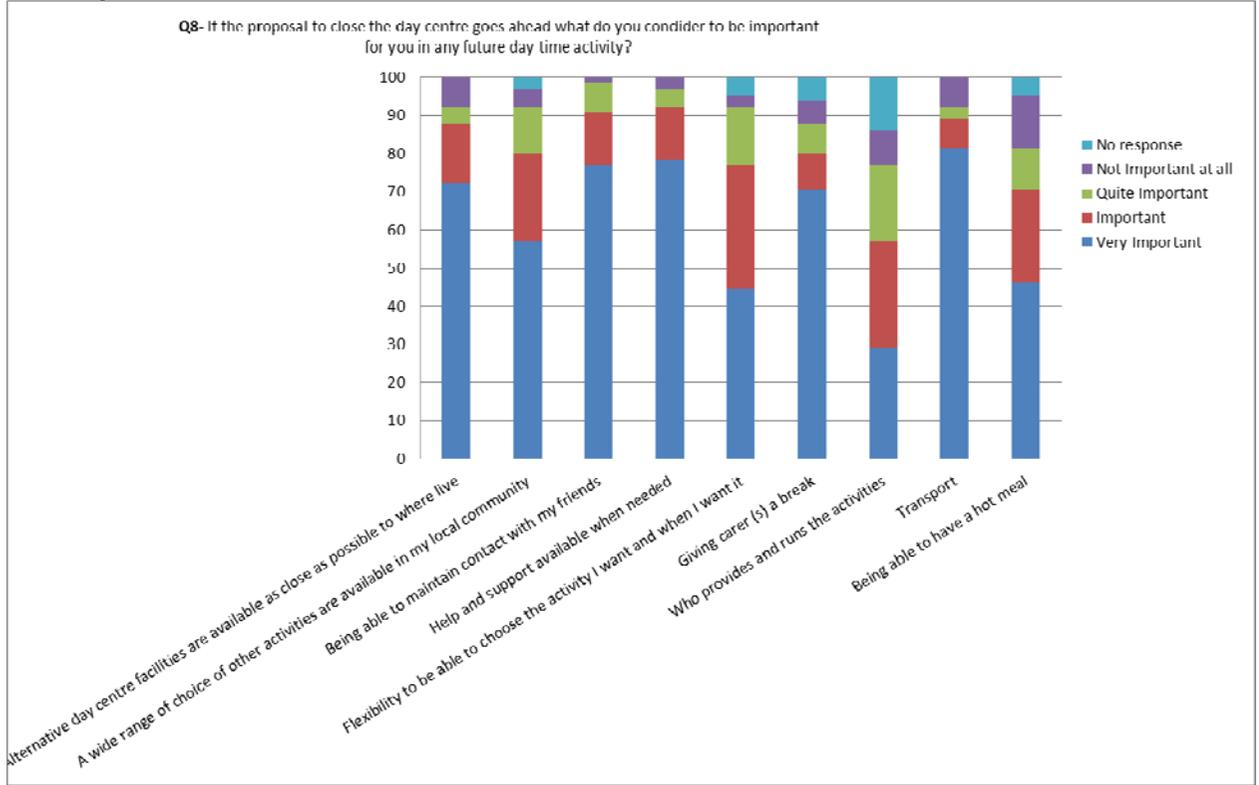
## **What could the council do to reduce the impact?**

### **Key issues**

- I would like to think that we could all go to a new centre together.
- Would like to keep the same staff as have gotten used to them.
- Could amalgamate Sat/Sun into the week and close on weekends to save on costs. Could the facilities of the day centre be used outside of day centre hours to generate income?
- Keep the centre open. It's the only centre in the area that provides this level of support.
- In the letters from Director of LCC ASC an absolute assurance is given that no-one will receive a lower level of care than they do now.
- Continue with updates of decision.
- Keep the day centre open and make better use of the facilities. Keep training staff to provide the service that they do.

- Could a smaller building save money?
- Give adequate details of alternatives proposed.
- I think the Council should provide more for older people not less.

**If the proposal to close the day centre goes ahead what do you consider to be important for you in any future day time activity?**



**Summary of other comments**

- Would prefer to attend a facility where I don't have to travel too far as I am a wheelchair user.
- Important to have staff that can offer me a bath and are trained.
- Concerned about private sector. I trust the existing service.

- Important to have staff that understand my mental health issues (dementia)
- Would go anywhere for day centre facilities as long as there was transport.
- Concerns re: what will happen to staff jobs.
- Local community group does not provide a whole day out with transport.
- I would not want to travel too far from where I live.
- Been through closure previously (Bramley Lawn).
- Feels his needs are complex and unsure if community resources could or would accept him.
- Would like negotiation to keep it open.
- Staff monitor weight as advised by dietician regarding concerns about losing weight. I could not do this at home.
- Continuity and routine are very important as part of the day centre package.
- A hot meal is important as doesn't cook at home.
- If the food was prepared and cooked on the premises then I would gladly pay for a hot meal because at the moment it arrives in containers and does not look appetising and at a cost of nearly £6.00
- I get hot meals delivered daily.
- The day centre has carers who can hoist my husband, give him a bath, emotional support and a sense of purpose.
- My dietary and cultural needs are well met at the centre (Hindu, vegetarian).
- I am a wheelchair user so would need transport. I have physical impairments and need support.

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

#### **Key themes**

- The centre do a log of preventative work and do keep people out of hospital by flagging up issues with families.
- Would like to attend another day but can't because of the cost.
- Re-made friends from the past at the centre and don't want to lose contact again.
- Change would not be good for continuity of care
- It's a good service, the best that money can buy but we could do with a few more staff.
- I cannot see properly/registered blind. Also deaf. I rely on this centre.
- With the closure of the Council's respite care facilities it has become almost impossible to get respite care. We are allowed 6 weeks a year in theory but despite ringing weekly to book respite I have only been able to get 2 weeks this year.

## **Wykebeck Valley**

**27 people responded to the proposal to change the day centre**

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

- 44% neither agree nor disagree
- 26% agree
- 15% did not respond
- 11% disagree
- 4% strongly agree

**Reason for your answer?**

**Key themes**

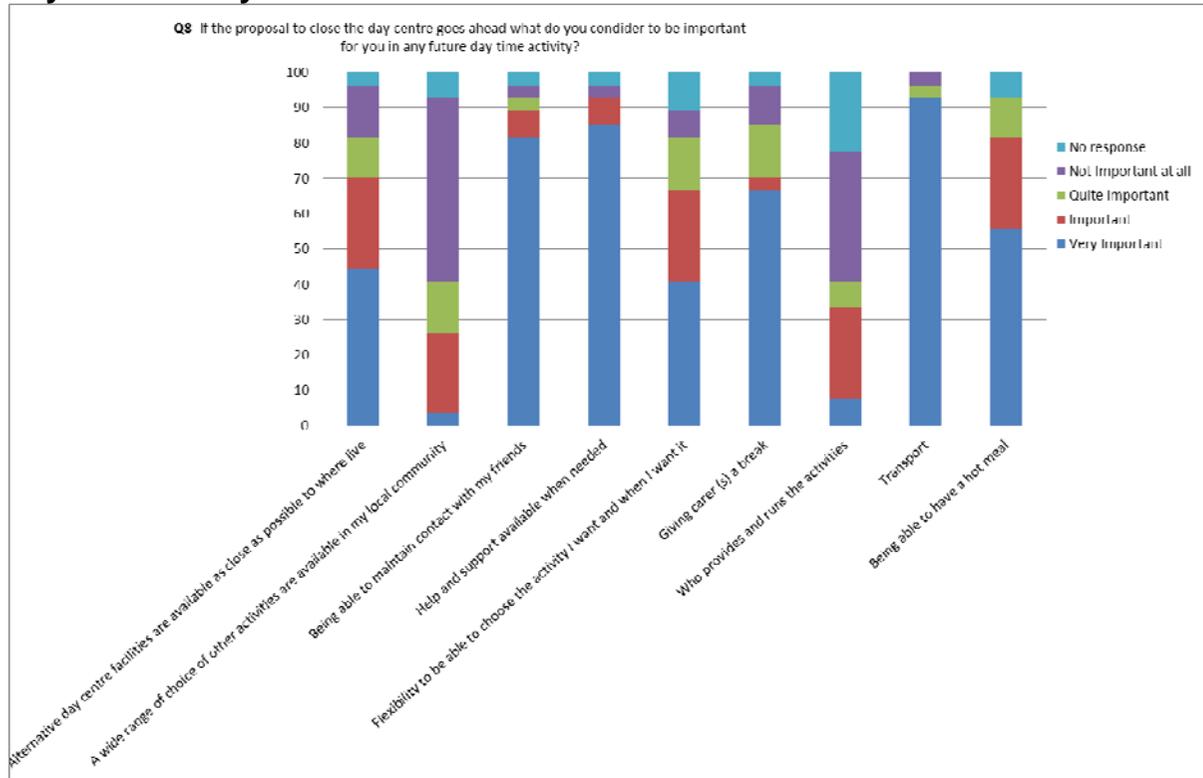
- Concerns around provision changes and how impacts on overall environment (e.g. how will the social element change? Will the service users be more specialist with less social space and more of a residential type environment?)
- LCC should take regular customers into consideration and not just people with Dementia - even though I know how much a person with Dementia needs care
- As long as she is getting a service she will be happy.
- I have concerns around the service changing to Dementia/specialist as I do not have either and need a mainstream service.
- I couldn't attend The Green when their service changed. I feel that time it wasn't done properly and it really upset me.
- As long as I can still attend this will not affect me.
- Everybody deserves the proper care and opportunities to be looked after.
- Family can understand need for the change of services as the service is under used.
- Not happy about possible change to Dementia/complex needs. I find it difficult to be around others with Dementia.
- I don't really have an opinion on the changes and I know the service is needed for people with dementia.

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

**Key themes**

- Family don't want her to deteriorate if she is around more complex needs.
- Attends for her personal care and also to get a break from her husband as he has Alzheimers. Son visits daily.
- Has a diagnosis of dementia. Would need to continue at Wykebeck Valley Day Centre to reduce carer stress.

**If the proposal to change the day centre provision goes ahead what do you consider to be important for you in any future day time activity?**



**Key themes**

- Hope that the type of provision still suits needs.
- Very settled in current environment, i.e. relaxed atmosphere. If changes result in bigger numbers of service users, then this could impact on how much she wants to attend the day centre.
- Willing to go or stay at Wykebeck, so long as she will definitely have another service similar to this
- Would still want to attend a specialist service regardless of changes.

- Would need more help if I didn't come here to help me take part in activities and get out.
- Majority would still want to attend, with many having dementia needs already.
- Concern for those with non-dementia needs that their health may decline if mixing with people with dementia
- Important to give family/ carer a break
- Community groups could not meet my personal care needs (bathing/ support going to the toilet etc)
- Relies on the day centre to be able to go out. Needs transport to be able to get out. Family support at a weekend.
- Would become very sad if he didn't come and see his friends. Would suffer with social implications if he did not attend.

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

#### **Key issues**

- Would be useful to be consulted, perhaps involved in a 'focus group' to discuss concerns, and see the positives of the changes in more details
- Ensure that services still provide for all service users, not just those with dementia
- Keep me in the service and allow me to stay at Wykebeck.
- Communication - Tell me the truth
- As long as I could still attend the day centre, even if changes are made, this would not affect me or my family.
- Has carers 4 times a day but they do not have much time to do things at her pace as they are short of time.
- As long as he can still attend a day centre and it is not too far, he would be happy.
- Has a diagnosis of dementia- would still be happy attending the day centre.
- Wants to remain at the day centre as she is unable to attend the community groups as she needs assistance with visiting and accessing the toilet.
- I would like them to leave the centre as it is.
- Would prefer to stay in the day centre as it is familiar and close to home.

#### **Summary of other comments**

- A number of people already affected by Phase 1 and 2 closures (specifically Firthfields and Doreen Hamilton).
- I would like an input into my relatives support, if things change
- Keeping/retaining correct staff for continuity and familiarity
- Several activities delivered to ensure all individuals can engage with something they enjoy and feel confident in
- Ideally stay as local as possible but there are no other day centres nearby.
- I need help with my personal care and prompting to take medication.

- Also attends Cross Gates Good Neighbours- they have transport and she cannot get out alone.
- Needs day care for personal care needs and mobility and communication difficulties.
- I do not want to attend any other community group.
- Needs staff assistance to help with personal care, support and prompting.
- The most important thing for me is my bath which I access at the centre.

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

**Key themes**

- Upset that nothing has been done with other centres that have closed.
- Please keep me and my family informed
- I don't think that people with Dementia and people from mainstream can mix within one service as they have different needs and choices.
- Tried HPA after the closure of Doreen Hamilton and this did not meet needs.
- I have been in Phase 1 and 2 closures. I do not want to leave here or move again.
- The amount charged for day care and transport has increased which has caused the day centres to lose people.
- Would like to increase the number of days I attend
- Do not like change and need to keep structure to my day.

## Staff questionnaire responses

### Middlecross Day Centre

10 members of staff responded to the proposal to decommission the day centre

### How much do you agree or disagree with our proposal for the service you work at?

Disagree 10%

Strongly disagree 90%

### Reason for your answer ?

#### Key Themes

- I see first-hand the need for day care services for customers and for the carers. Without local services that cover a large area, the majority of customers will end up in residential care before they need to.
- Day services are very much needed in our community and should be offered more freely by social workers to the vulnerable people suffering with dementia and their carers.
- We need to keep the service open to help the carer and customer to have the respite apart, so they can have a better life with each other, as their illness will not get any easier.
- There is no other service like this day centre that provides the care and activities for clients that attend.
- We are one of the specialist units in Leeds for dementia and we need to stay open. Dementia is on the rise.
- The service is valuable and the Council should be proud of it.

### Is there anything you think we should be taking into account in considering the options?

- How customers will settle in other centres (if there are any) when they know the staff within our day centre. I think it will be most upsetting for them.
- Take into consideration the fact that the carer needs a break/respite as the illness is 24/7 and with people living longer the service is really needed.
- More people will suffer from Dementia in years to come
- What tax payers would like their money spent on, essential services like looking after the elderly in our community.

- The people that use these services and the many more that would be using them in years to come as Dementia rates are constantly rising and Leeds seems less 'Dementia friendly' than ever before.
- The staff that have been highly trained to carry out their jobs, where are they likely to go as there will be no similar roles?
- Save money in the Council on things that are not really needed i.e. events and other activities that are being spent on.
- People with Dementia need routine and safety.
- Customers will travel further and this is too far for an older person with Dementia. How much will the extra travel cost?
- Other services cannot cope with people with dementia needs
- Our customers are very vulnerable and need routine and a secure safe place to attend.
- We are the only specialist day centre in West Leeds that provides a service for clients to stay in their own homes and have a home environment to come to, and also give carers respite care.

**How might the proposals impact on you as a member of staff?**

- The loss of my job that I enjoy very much and I feel it is a very worthwhile job.
- Very limited employment opportunities within the Council
- It is very emotional and stressful to look after our customers and carers and to wonder where they will end up.
- Morale at the day centre is very low as staff are in limbo as to what is happening.
- Worry about training for another job.
- Feel as though I'm letting the customer/carer/family down for not letting them have the service they need and want
- The proposals will have a poor impact on me as a member of staff, having to look for another job and expected to work in a different job from care.
- I have experienced closures before and it is not nice to not know where you are going to end up. Before I always knew I would be placed still with the elderly but if they close all the services, where does that leave me because all my qualifications are based around looking after and caring for elderly and Dementia?
- I have worked for LCC for 28 years. I've never done anything else. This will cause me a lot of distress.
- Further travel- if I get a job will cost me more money. I can walk to work at present.
- I have had to sell my house and buy something smaller as I was worried I would not be able to pay my mortgage.
- I feel these Dementia services are very important to the people of Leeds and need to stay within our council. We read so many times about safeguarding issues within the private sector.

- Worried there is going to be nothing in this area for service users.

**Any other comments?**

- Service users will be travelling further afield to other centres that have to cater for the whole of Leeds.
- I think it is a poor excuse to use money as the excuse of closing these day centres and homes, when there are many good things that happen in them. The staff are very well trained, compassionate and very caring. I do think in years down the line you will regret it as paying for private care will soon cost a lot more because they will have the monopoly like most things that have been privatised.
- Having day services remain at Calverlands, Laurel Bank and the possibility of Wykebeck Valley are of course a good thing but Middlecross serves the West of Leeds and covers a wide area.
- To me filling this form in is a waste of time. We all know it's going to close anyway.
- Clients coming into the centre that come from hospital and using the CIC beds in the HOP enjoy the service we provide. Helping them continue with home environment.

## **The Green Day Centre**

11 members of staff responded to the proposal to decommission the day centre

### **How much do you agree or disagree with our proposal for the service you work at?**

Neither agree nor disagree	9%
Disagree	37%
Strongly Disagree	54%

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

#### **Key Themes**

- The Council should prioritise facilities for our old and needy.
- I understand that the government is cutting funding which has a huge impact on the Council's budget. Although I do not fully believe that people are choosing alternative services themselves.
- Cutting these services is ridiculous. I do not agree that the private sector is able to cope with the demand there will be.
- If The Green closes more people will be admitted to hospital or permanent care.
- I believe that our day service is the best and the staff go above and beyond in looking after our service users.
- The Green is a trustworthy and reliable day centre and helps carers to have a rest and for service users to get out, socialise and keep active.
- The number of people with dementia is increasing so the service is needed

### **Is there anything you think we should be taking into account in considering the options?**

- The service users will not receive the exceptional care anywhere else, like they do at The Green. The carers should also be taken into account. They receive a rest knowing their loved ones are being cared for.
- The day centre could keep open Monday to Friday. The weekend could be open for another service, drop-in centre for coffee mornings. This could bring money in.
- This is huge impact on the people who access the day centres. Sometimes it is the only one chance for them to get out from their houses and meet others.

- This is the only service some get and as many of them live alone, this is the only contact they have with people and look forward to seeing service users who they have made friends with.
- I believe the private sector to be run as a business NOT a service and it will be all about what a person can afford to pay for.
- I think closing our service will leave a void for people and their families living with Dementia. Sitting services or personal assistants do not fully provide the respite needed for those living with Dementia.

#### **How might the proposals impact on you as a member of staff?**

- I love my job at The Green and do not want to be uprooted into another position.
- I have received extensive training within my role.
- I do not wish to work in the private sector.
- This will be the second time for me going through a proposal to close.
- It's given me insecurity about my future.
- I think there will not be enough work places for people when the services shut down. I am worrying about my financial side, as I have a mortgage to pay and young child.
- At my age I feel it would be hard to get new employment and would feel the loss of colleagues whom are like friends to me now.
- I will come out of a profession after 11 years and go into retail. What a waste of training and waste of money and skills.
- I will have to leave my job for the Council and work for the private sector and work longer hours for less pay.
- I personally have just been successful to receive a place on the 'Integrated Apprenticeship Programme'.
- I enjoy my job as a care assistant at the day centre and I do not wish to work in a care home.
- As a member of staff I could be at risk of redundancy.

#### **Any other comments?**

- To keep staff fully informed of any outcomes and proposals.
- Every day we hear of Dementia and mental health issues. We should not be closing care homes/day centres, but looking towards improvement and funding.
- Money saving strategies should be looked at elsewhere within the Council.

## **Siegen Manor Day Centre**

1 member of staff responded to the proposal to decommission the day centre

### **How much do you agree or disagree with our proposal for the service you work at?**

Strongly Disagree 100%

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

#### **Key Themes**

- The attendance level at the centre was fundamentally affected by the raising of the eligibility criteria and a massive increase in charges.
- This is vital support for carers and people living with dementia.
- Without our service, some carers will need to consider permanent residential care for their family members.
- Carers want our service not a personal budget.

### **Is there anything you think we should be taking into account in considering the options?**

- This is a vital support for carers without which a number of people will need to pursue permanent residential care for their family member. Without exception our carers and customers benefit from a service that is provided external to the home environment. Providing our service provides carers with respite (something that they feel is limited if a sitting service is provided as they still feel 'on duty'). This provides the customers with social engagement with their peer group in a safe, homely environment. We are an 'award' winning service having previously won the 'Innovation in the Workplace' section.

### **How might the proposals impact on you as a member of staff?**

- I have experienced redeployment in a previous phase. I may be interested in ELI/VER if a decision is taken to close this day centre.

### **Any other comments?**

- The 'ring-fencing' of monies impacts on how flexibly the Council can use its budget.

## **Radcliffe Lane Day Centre**

3 members of staff responded to the proposal to decommission the day centre

### **How much do you agree or disagree with our proposal for the service you work at?**

Strongly Disagree 100%

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

#### **Key Themes**

- We need this service for the elderly to give them something in the senior years to meet people and socialise.
- The day centre shouldn't close because there are no other services like this in our area.
- I don't want the day centre to close because there is a need for the service in this area.

### **Is there anything you think we should be taking into account in considering the options?**

- To save money close on weekend. Transfer others from day centres that are closing to make one large centre.
- Respite care that the day centre provides for them will be non-existent. It's a hard job for families caring for elderly people
- Where am I going to work?
- The customers that attend the day centre have no other service to attend in this area. Some of them have been attending Radcliffe Lane Day Centre for years.

### **How might the proposals impact on you as a member of staff?**

- Change from a role I enjoy (no care jobs left for staff).
- Having to learn a new career at my age.
- Where/if will I be redeployed to. Upset and uncertainty of it all.
- Will I have to travel further?
- Worry about the service users. How it will affect them.

### **Any other comments?**

- I feel that the cut backs that are being made are wrong and very sad. Our elderly deserve better but are being failed again.
- It always seems to be Adult Social Care that bears the brunt. Eventually there will be no services left for the elderly within Leeds City Council.



## **Springfield Day Centre**

4 members of staff responded to the proposal to decommission the day centre

### **How much do you agree or disagree with our proposal for the service you work at?**

Disagree 25%

Strongly Disagree 75%

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

#### **Key Themes**

- This is a much needed service for this community.
- There is no other service like ours in the surrounding area.
- We offer more than just a day centre. We are here to check on service users , that they are ok and support them when they have no families to care for them.
- The closing of the day centre will make service users isolated, not having personal care as they do not always have anyone to assist.
- The impact on closure could lead to a lot of depression
- Services in the community are limited on the people they can accept into their groups. People must be self-sufficient but a lot of our users are not.
- A lot community services do not provide transport so vulnerable older people are expected to use public transport.

### **Is there anything you think we should be taking into account in considering the options?**

- A lot of our service users may not have long left. They have built up trust and friendship with staff and other service users. There could be a big impact for them to go to other places. Some service users do not have family and look on others at the day centre as family.
- People being isolated.
- Transport issues/people's safety.
- The health and well-being of our service users as some cannot access public transport and services in the community are limited to what they can offer.

- Some of our service users are very high needs and depend on this service.

**How might the proposals impact on you as a member of staff?**

- I will lose my job that I have worked in for 19 years at the day centre that has grown and developed into a family and service users I have known for years. I want to know what's happening with them or to them.
- As a member of staff at Springfield for 24 years and working as home care with older people, this has always been my life. I would not be looking for a new career but would have liked to stay in day care at Springfield until I felt that I wanted to retire.
- I love my job and the only qualifications I have are all care related. I have two small children at home and a job to do at work so gaining more qualifications would prove very difficult.
- This will have a big impact on me as I will lose my job. I have been a carer here for 16 years. It's a job I love doing as it is rewarding and I get a lot out of this. Starting to find employment will be hard due to not many out there. I don't like changes and find it hard adapting to new environments so I'm worried this will have a big impact on my health as well.

**Any other comments?**

- How much more can the government cut. We need to spend money on our elderly and make sure they are safe and properly cared for.
- Why not look at an option to keep Springfield open and relocate other centres that need to close here. The building is in a central location for Morley and Armley. The facilities are good to provide hoisting and assistance, staff are fully trained and relationships of trust are formed.
- Look at offering specialist services alongside NHS and work toward people being independent at home, but not isolated.

## Wykebeck Day Centre

6 members of staff responded to the proposal to recommission the day centre as a specialist unit for people with complex needs.

### How much do you agree or disagree with our proposal for the service you work at?

Agree	50%
Neither agree nor disagree	50%

### Reason for your answer ?

#### Key Themes

- At the moment the number of customers has really dropped. I understand that something has to be done so we can start again utilising the day centre.
- The service we provide has to move forward
- I know there will be changes and it will happen
- The criteria has changed for day care and people are choosing community based things, also dementia is becoming a growing health concern as people are being diagnosed earlier and they need support as early as possible.
- More and more people are wanting to maintain their independence and stay in their own homes and by accessing other services they can do this unless they have more complex needs.
- It is mentioned that that our existing customers will still be able to attend. I just don't think that they will mix well with people who need more specialist care and so will be forced out.

### Is there anything you think we should be taking into account in considering the options?

- Staff may not wish to work weekends or in a specialist service with Dementia customers.
- The length of time from consultations to the report going to the Executive Board is a long time and staff just want to know what is happening to their jobs.
- Concerned how the changes could affect my employment and also the customers who do not have a diagnosis of Dementia.

### How might the proposals impact on you as a member of staff?

- Working weekends will impact on my life at home.
- If the service stays open later I would not feel safe walking home on dark nights.

- Staff will need more training as we have never dealt with this service.
- Concerned an increased workload if the service increases and being able to manage the increase in opening hours.
- I also would not like to work with a majority of Dementia customers.
- More working hours daily. Having to work weekends and bank holidays.

**Any other comments?**

- I enjoy family time at the weekends and bank holiday
- If we do not want to stay in the service what other options are available to us?
- It would be nice if I knew if I would still be a LCC employee if the changes go ahead.