

ADULT SOCIAL CARE & HEALTH CABINET MEMBER MEETING

Agenda Item 11

Brighton & Hove City Council

Subject: Personalisation and Day Services
Date of Meeting: 14th June 2010
Report of: Acting Director, Adult Social Care and Health
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Key Decision: Yes Forward plan: ASC 15706
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 Adult Social Care is continuing to change the way in which it provides services so that people have opportunities for choice, control and independence over the way in which they wish to live their lives.
- 1.2 A report was presented to Cabinet Member meetings on 11th January 2010 which highlighted low numbers of people using building based Day Services for older people and for people with a physical disability. Low levels of occupancy have also previously been reported in Cabinet Member meetings in 2008.
- 1.3 At the meeting on 11th January, Cabinet Members agreed the recommendations to carry out a full consultation to collect the views of partner organisations, staff and unions about the future shape of Day Services.
- 1.4 **This report provides information on:**
 - 1 Feedback from consultation with Service Users
 - 2 Feedback from consultation with partner organisations, staff and trade unions.
 - 3 Opportunities to further develop working in partnership with health and third sector colleagues
 - 4 Work being undertaken by commissioners which will affect the future development of day services.
 - 5 Proposals to introduce a new model for day services for Montague House and Tower House.

2. RECOMMENDATIONS:

- 2.1 That the Cabinet Member agrees to a two staged approach to the review of

day services to take account of both the results of the consultation and wider developments affecting the delivery of community services (including the prevention agenda and the Dementia strategy.)

Stage 1

- 1 Services are currently underused: Make the best use of facilities and resources by combining Montague House and Tower House.
- 2 Develop a new community resource model at Tower House which builds on the successful elements of day services.
- 3 Improve facilities at Tower House to provide an enhanced service for people who use the building.
- 4 To encourage health and 3rd sector involvement in the development of services at Tower House.
- 5 To work with commissioners to explore the future use of Montague House with a view to providing services to more people that will promote health prevention and health promotion, and builds on the success of the Daily Living Centre and the Low Vision Clinic.

Stage 2

- 1 To work with commissioners to deliver the outcomes of the prevention agenda that will affect the future shape of day services. This will include Craven Vale, Somerset Day Centre and community facilities at Patching Lodge in the east of the city and St John's Day Centre in the west.
 - 2 To work with commissioners to take forward the outcome of the local dementia strategy which will affect day services currently provided at Ireland Lodge and Wayfield Avenue.
- 2.2 That the Cabinet Member receives a further progress report back following the implementation of Stage 1 in autumn 2010.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 Adult Social Care currently provide five building based Day Services at Tower House (older people), Montague House (disabled adults), Craven Vale within the resource centre (older people), and Wayfield Avenue and Ireland Lodge within the resource centres (older people mental health needs). A total of 59 staff work across the services.
- 3.2 Adult Social Care also contracts with Somerset Day Centre and St Johns Day Centre to provide day services, and with the Trust for Developing Communities to develop and enable volunteer led community services at New Larchwood. Commissioners are working in the East of the city to develop community facilities at Patching Lodge.
- 3.3 Adult Social Care are also working with Hanover Housing, Lifelines and Care Co-Ops to develop a new community resource run by older people

and disabled adults, and Guinness Housing and the Brighton & Hove Federation of Disabled People to develop an accessible meeting, advice and advocacy service run by disabled people for disabled people at Vernon Gardens.

- 3.4 Previous consultation has shown that the main reasons why people currently use building based day services are to address social isolation and for carers respite or to enable carers to continue to work.

3.5 National and Local Developments

There are a number of factors that influence the development of day services across the city. These strategies emphasise the need to work in partnership. They include:

- 1 Putting People First: The Personalisation Agenda in Adult Social Care:
- 2 Integrated working with the NHS
- 3 Commissioning Strategies that maximise choice and control whilst balancing investment in prevention and early intervention
- 4 Universal information and advice services for all citizens
- 5 Person centred planning and self-directed support to become mainstream activities with personal budgets which maximise choice and control
- 6 A framework that ensures people can exercise choice and control with advocacy and brokerage linked to the building of user-led organisations
- 7 Dignity in Care across all our working practice

Other Strategies include:

- National Strategy for Carers
- National Dementia Strategy
- Transforming Community Services: Enabling Patterns of Provision
- Preventive Strategy
- Better by Design
- Healthy Living Strategies

3.6 Current Issues effecting Day Services

- 1 The traditional building based model of day services has been in place for several years, and this needs to be reviewed to reflect the personalisation agenda in Adult Social Care.
- 2 Occupancy rates have been at a low level for some time in day services.
- 3 Low occupancy in centres leads to a higher unit cost.
- 4 Buildings are under utilised.
- 5 The high cost of day services run by Adult Social Care should be linked to the provision of a more specialised service, and in most cases this is currently not the case. Staff skills are underutilised as a result.

- 6 Opportunities now exist for Adult Social Care to work with partners to respond to local and national developments.
- 7 People want to be offered more choice to meet their individual needs and make better use of local community facilities, e.g. employment, education facilities etc.
- 8 Adult Social Care need to continue to provide more flexible services to meet the needs of carers to prevent carer breakdown and people needing a higher level of service provision.

4. CONSULTATION

4.1 Service users, their carers, staff, trade unions, and partner organisations were consulted on current day service provision and on their ideas for how it could be developed in the future.

4.2 Consultation was completed over a period of six months using a range of methods and working with advocates for service users.

- 1 **Service Users/Carers:** Satisfaction questionnaires were used in a variety of ways which included advocate input, carer evening events, small group work and one to one meetings.
- 2 **Staff/unions:** Meetings were held with all staff working in day services and given opportunities to voice their views.
- 3 **Adult Social Care colleagues/Partner Organisations:** A number of meetings were held to gather ideas for how day services could be developed in the future, highlighting any gaps that exist.

See Appendix 1: List of organisations consulted

4.3 Summary of the outcomes of consultation

4.3.1 Service Users and Carers

- 1 In general those people were satisfied with the service they were receiving.
- 2 Carers requested more flexible services which would enable them to continue to work or have opportunities to join in other activities/have regular breaks themselves.
- 3 Service users requested more opportunities to carry out life skill activities e.g. cooking sessions, and learning new skills e.g. I.T skills to use the internet. They also requested more community linked activities, e.g. trips to library and information about local opportunities. An important part of attending the day service was to see friends, and have a nutritional hot meal. Service users made it clear that they wanted more choices in how they could achieve goals whilst attending day services, and have the opportunity to attend shorter days (sessions) or have more flexible services available e.g. drop in facilities. It was paramount for people to remain as independent as possible and remain living independently, with support from services.
- 4 Transport also played an important factor in attending the day services, with a mix of people being satisfied and dissatisfied.

See Appendix 2: summary of service user feedback

4.4 ASC and Partner Organisations

- 1 In general more emphasis was placed on the need for flexible services, opening longer days, offering a variety of activities which included prevention and information/signposting to alternative community activities.
- 2 Requesting a more varied service which will prevent people requiring higher levels of service provision/long term care/hospital care.
- 3 Several partners suggested day services focus on well-being/health prevention/promotion activities, to include services such as 'leg clinics', health screening, falls prevention, healthy eating, physical activity, medication reviews etc.
- 4 Provision of more information to local people on a variety of issues for example, welfare benefits, information prescriptions etc.
- 5 Third sector to provide/run activities in Local Authority buildings.
- 6 Health partners to run satellite services using Local Authority buildings.
- 7 Hospital discharge and care services to be available closer to home: the use of ASC buildings to host clinic/reablement facilities.
- 8 Better use of buildings 'out of normal hours' or more creative use of activities out of normal opening hours, e.g. health walks run from the day services at the end of the day.
- 9 Overwhelmingly the emphasis was on using community resources as opposed to people using 'traditional' style day type services.
- 10 Staff in day services to act as brokers to introduce people to local activities, and investigate self directed support.
- 11 Emergency carer relief and safeguarding.
- 12 Good public transport links.
- 13 Introduce a single assessment process.
- 14 Have a needs led service rather than age led.
- 15 Day Services taking an active role to ensure joined up activity relating to the healthy living/prevention agenda in Health and Social Care.
- 16 Clear future direction for the third sector provision (commissioning intentions)
- 17 Take into consideration the needs of carers as well as people using the day services directly.
- 18 Where ever possible people with low levels of Dementia (early onset) should be maintained in 'mainstream' day services.
- 19 To maximise the use of Ireland Lodge and Wayfield Avenue by creating a more specialist service for people with a higher level of mental health need, needs led, not age led.

5. PROPOSALS

- 5.1 The extensive consultation with services users, carers, and partner organisations demonstrates gaps in services and indicates a clear direction for day services across the city.

- 5.2 The consultation has been carried out at the same time as work is being done to progress the prevention agenda and the Dementia strategy. Given the importance of these two significant developments, it is crucial that they influence the future direction of day services provided by Adult Social Care.
- 5.3 However, there are more immediate changes that can be made to day services which will lead to better outcomes for services users, promote partnership working, and demonstrate a value for money approach.
- 5.4 **Staged Approach**
It is proposed that the development of day services is undertaken in two stages:
Stage 1
- 5.4.1 As occupancy at Tower House and Montague House continues to be consistently low, it would be more effective to combine the two resources to create a single new Community Resource based at Tower House. This would provide service users with an enhanced service.
- 5.4.2 Tower House could accommodate all 54 members from Montague House. There are currently 76 members in Tower House across the week with an average of 18 people attending per day.
- 5.4.3 Some work would need to be carried out at Tower House to modernise the bathroom and toilets and to make sure the building met the needs of people who are attending. It is proposed that the cost of this work could be funded through the Social Care Reform Capital grant.
- 5.4.4 The intention is that this community resource model will actively encourage health and 3rd sector involvement in the development of services with a preventative emphasis.
- 5.4.5 If the proposal to create a community resource was accepted, officers would work with colleagues in Adult Social Care and commissioners to consider further proposals for the use of Montague House.
- 5.4.6 Montague House has a range of facilities at present which include the Daily Living Centre and the low Vision Clinic, as well as office accommodation for some Assessment teams. There are opportunities to make best use of the building and to provide services to more people. This could include services that promote health prevention, well being and health promotion that would also build on the success of the current resources situated there. (Daily Living Centre and the Low Vision Clinic.)
- 5.4.7 If Cabinet Member agreed to the proposals, further work would be undertaken with service users and their families to reassure them that they will continue to receive their day services. The needs of individuals would be met and, if relevant, alternative options could be explored with them through the use of individual budgets.

5.4.8 Further consultation would need to be undertaken with staff and trade unions which would detail how the new service specification for the new community resource would impact on the number of staff required, and their roles and responsibilities.

5.5 Stage 2:

5.5.1 **Craven Vale, Somerset and St John's Day Centre:** Following developments with the prevention agenda, it is proposed that officers would work with commissioners to consider future provision at Craven Vale, Somerset Day Centre and community facilities at Patching Lodge in the east of the city and St John's Day Centre in the west.

5.5.2 **Ireland Lodge and Wayfield Avenue:** The consultation indicated that Ireland Lodge and Wayfield Avenue need to be used as more specialist resources for people with dementia. There was an emphasis on the need for partnership working with health colleagues to prevent people being admitted and readmitted into hospital unnecessarily. This would include early diagnosis and treatment for early onset dementia e.g. memory screening clinics.

5.5.3 Given the extensive work on the dementia strategy locally, it will be critical that Adult Social Care work closely with commissioners to deliver an outcome based needs led service (not age related) at these two specialist centres in partnership with health and third sector colleagues.

6 FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

6.1 The estimated cost of day care provision for 2010/11 is £2.4 million. The unit costs of day services are relatively high at £176 per person per week for older people and £209 per person per week for people with physical disabilities. Occupancy levels are low and this is driving up the unit costs. The cost of modernising Tower House has not yet been estimated but it is expected that costs can be met from the Social Care Reform Grant. The proposed changes should improve the value for money of the services and deliver the required efficiency savings over the next two years. An update on costs and savings will be provided when the proposals are next reported.

Finance Officer Consulted: Anne Silley: Date 19 May 2010

Legal Implications:

- 6.2 The context both local and national for the review of day service provision in Brighton and Hove is set out comprehensively in the body of this report. The proposed review process properly takes account of the Local Authority's duty to the public purse whilst focusing on a needs lead approach that fits with the personalisation agenda and equalities legislation. Full consultation has been undertaken with interested and affected parties to inform the process which comprises a two stage approach with the results of the first stage to be reported to CMM autumn 2010; thus ensuring both transparency and proper monitoring and scrutiny.

Any changes to the provision of day services must take into account individual's Human Rights; consultation with users ensures their Article 6 Rights to a Fair Hearing are addressed.

Lawyer Consulted: Sandra O'Brien Date: 28 May 2010

Equalities Implications:

- 6.3 Older people, people with disabilities and mental illness access existing day services. There is still quite limited access to outreach and day options services and these services are still not available for people with mental health needs. A full Equalities Impact Assessment was completed for day services in 2009. Consultation with service users has incorporated equality feedback information.

Sustainability Implications:

- 6.4 Building based services have to be serviced, heated etc, and transport is required to bring people from across the City into day services. There are opportunities to maximise the use of resources to make services more sustainable by having services "under one roof" This would also be a more effective use of amenities (e.g. electricity etc) and services available (e.g. fewer vehicles required to transport people to day services.) Day options use resources already provided in the local community.

Crime & Disorder Implications:

- 6.5 People may prefer to travel to and attend a building based service with other people as this can give a greater sense of personal security.

Risk and Opportunity Management Implications:

- 6.6 Excellent opportunities exist to work with partner organisations in the development of day services. The continued use of underused resources does not represent value for money. The risk of continuing to provide building based services with a fall in demand is that the costs per head will increase and there will not be the resources available to invest in personalisation of day services.

Corporate / Citywide Implications:

- 6.7 Day services for older people and disabled people are in Kemptown, East Brighton, Preston Park, and East Brighton, with mental health day services in Hove and Woodingdean.

7. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 7.1 The thorough and extensive consultation has indicated the future direction for day services development. Other options for service development have been considered and evaluated but at the present time, the proposal to combine Montague House and Tower House

8. REASONS FOR REPORT RECOMMENDATIONS

- 8.1 To respond to the views expressed in the extensive consultation on the future of day services and to ensure Adult Social Care makes best use of its valuable resources.

SUPPORTING DOCUMENTATION

Appendices:

Appendix 1: List of organisations consulted

Appendix 2: Summary of service user feedback

Appendix three: Summary of responses from ASC partners, Health & Voluntary sector colleagues April/May 2010

Documents In Members' Rooms

None

Background Documents

None

Appendix one

A.S.C. PARTNERS, HEALTH AND VOLUNTARY SECTOR ORGANISATIONS CONSULTED

Organisation	Role
PCT-Mental Health PCT-PD PCT Older People	Commissioners
Adult Social Care	Officers involved in the Personalisation agenda
Adult Social Care	Commissioners
ASC Assessment teams Access Point CAT Community Solutions PDAT	General Managers./Operations Managers/ Care Managers
Day Services	Senior Care Officers/ Care Officers
SPFT	Service Managers/ Care Managers
SDH	Community Nurse Managers
Somerset Day Centre St Johns FED Care Co-ops Age Concern Alzheimer's Society	Consulted at a Day Services Development Forum
MIND	
Headway	
Carers Centre	
Trade Unions	

Appendix two

Day Service consultations summaries:

Craven Vale 'Service Users' Satisfaction Questionnaire 'Nov 2009' results-summary

At the time of the questionnaire, 83 people were using the day service at Craven Vale. Although 35 questionnaires were given out only a total of **16** day service users took part in the questionnaire during the consultation fortnight, held in November 2009.

- 1 **40%** said that they received written information about the service before attending, **40%** said they hadn't received anything and **20%** were not sure.
- 2 **92.9%** said they were not informed about charges before they used the day service, **7.1%** weren't sure.
- 3 Of those taking part **68.8%** said they were made to feel very welcome when they arrived at the day service, **31.3%** said they were made to feel quite welcome, nobody answered not very welcome.
- 4 **60%** were given a named worker on arrival, **26.7%** were not given a named worker, and **13.3%** were not sure.
- 5 **56.3%** felt that staff got to know them very well as a 'person', and **43.8%** answered quite well.
- 6 **31.3%**, said that individual needs were understood very well, **68.8%** said these were met quite well and nobody answered not very well.
- 7 **18.8%** answered that they were very involved in decisions about their care, **62.5%** said they were quite involved, and **12.5%** said they were not involved and **6.3%** said they were not very involved at all.
- 8 **57.1%** of those asked said they are informed of any changes that take place regarding the service they receive, **28.6%** answered usually, **14.3%** replied sometimes and nobody answered never.
- 9 **86.7%** replied that they got a choice of food that suited their taste, **13.3%** answered no. **91.7%** said it suited their dietary needs and **8.3%** said no.
- 10 When receiving personal care needs, **46.7%** said they could choose a male or female member of staff to assist them. **26.7%** answered usually and **13.3%** said sometimes, nobody answered never. Those that did require assistance responded that **87.5%** of the time they felt comfortable with the help they received, **6.3%** replied usually and **6.3%** answered never.

- 11 **12.5%** were always happy with activities provided, **56.3%** answered usually and **31.3%** answered sometimes.
- 12 **100%** of people asked said they felt comfortable to voice a complaint. One person skipped the question and **100%** knew who to talk to.
- 13 Out of 16 people that took part in the questionnaire, all received transport. **31.3%** said it always comes at a time that suited them, **62.5%** said usually and **6.3%** said sometimes.
- 14 **100%** answered that opening times were flexible enough to meet their current needs.
- 15 **75%** replied that staff were polite and courteous even under pressure, **25%** responded that they usually were.
- 16 **66.7%** felt that staff always encouraged them to do things for themselves, e.g. washing up, walking etc. **26.7%** said this usually happened and **6.7%** said sometimes. Of those asked **61.5%** said that staff had helped them maintain current skills, e.g. cooking, and **38.5%** said no to this. **37.5%** said they had learnt new skills.
- 17 Of those that answered they said that coming to the day service had helped them in the following areas of their life.
- Physical health **78.6%**
 - Emotional health & well being **86.7%**
 - Looking after your personal care needs **53.8%**
 - Helping to prepare meals and drinks **30.8%**
 - Helping to communicate and keep in touch with other people **100%**
 - Helping to feel safe and secure **92.9%**
 - Helping others care for you **54.5%**
 - Helping to undertake community, leisure and work activities **33.3%**
- 1 **68.8%** felt they were treated with dignity and respect, **31.3%** felt quite well.
- 2 Overall **93.8%** were very satisfied with the service, **6.3%** were quite satisfied and nobody was dissatisfied.
- 3 **78.6%** of those that took part were female, **21.4%** were male and **85.7%** considered themselves to have a disability.

Tower House 'Service User's' Satisfaction Questionnaire
'Nov 2009' results-summary

At the time of the questionnaire, 73 people were using the day service at Tower House. A total of **32** day service users took part in the questionnaire during the consultation fortnight, held in November 2009.

18 **45.2%** said that they received written information about the service before attending, **29%** said they hadn't received anything and **25.8%** were not sure.

19 **13%** said they were not informed about charges before they used the day service, **21.7%** weren't sure.

20 Of those taking part an overwhelming **84.4%** said they were made to feel welcome when they arrived at the day service, **15.6%** said they were made to feel quite welcome, nobody answered not very welcome.

21 **61.3%** were given a named worker on arrival, **19.4%** were not given a named worker, and **19.4%** were not sure.

22 More than $\frac{3}{4}$'s, **81.3%** felt that staff got to know them as a 'person', and **18.8%** answered quite well.

23 Well over half, **62.5%**, said that individual needs were understood, **37.5%** said these were met quite well and nobody answered not very well.

24 **43.3%** answered that they were very involved in decisions about their care, **36.7%** said they were quite involved, and **16.7%** said they were not involved and **3.3%** said they were not very involved at all.

25 **74.2%** of those asked said they are informed of any changes that take place regarding the service they receive, **22.6%** answered usually, **3.2%** replied sometimes and nobody answered never.

26 **100%** replied that they got a choice of food that suited their taste, and also met dietary needs.

27 When receiving personal care needs, **40%** said they could choose a male or female member of staff to assist them. A third of service users did not require any assistance, whilst **23.3%** answered sometimes and **3.3%** answered never. Those that did require assistance responded that **90.6%** of the time they felt comfortable with the help they received, **9.4%** replied usually.

28 Almost $\frac{2}{3}$'s **65.6%** were always happy with activities provided, **31.3%** answered usually and **3.1%** answered sometimes.

- 29 **87.1%** of people asked said they felt comfortable to voice a complaint and **12.9%** said they were not feel comfortable. **84.4%** said they knew who to tell and **15.6%** did not know who they would inform.
- 30 Out of 32 people that took part in the questionnaire, 31 received transport. **62.5%** said it always comes at a time that suited them, **31.3%** said usually and **3.1%** said sometimes.
- 31 **93.8%** answered that opening times were flexible enough to meet their current needs and **6.3%** said that they weren't.
- 32 **87.5%** replied that staff were polite and courteous even under pressure, **12.5%** responded that they usually were.
- 33 Just over $\frac{3}{4}$'s felt that staff encouraged them to do things for themselves, e.g. washing up, walking etc. **76%** said this always happened, **16%** said usually and **8%** said never. Of those asked **45%** said that staff had helped them maintain current skills, e.g. cooking, and **55%** said no to this. **38.5%** said they had learnt new skills.
- 34 Over 66% said that coming to the day service had helped them in the following areas of their life.

Physical health **92.9%**

Emotional health & well being **100%**

Looking after your personal care needs **50%**

Helping to prepare meals and drinks **21.7%**

Helping to communicate and keep in touch with other people **89.7%**

Helping to feel safe and secure **78.6%**

Helping others care for you **45.8%**

Helping to undertake community, leisure and work activities **57.1%**

- 4 **93.8%** felt they were treated with dignity and respect, **6.3%** felt quite well.
- 5 Overall **70%** were very satisfied with the service, **30%** were quite satisfied and nobody was dissatisfied.
- 6 **85.2%** of those that took part were female, **14.8%** were male and **73.1%** considered themselves to have a disability.

Wayfield Avenue 'Service User's' Satisfaction Questionnaire
'Oct 2009' results-summary

At the time of the questionnaire, 81 people were using the day service at Wayfield Avenue. A total of **18** out of **20** day service users took part in the questionnaire during the consultation fortnight, held in October 2009.

- 1 **33.3%** said that they received written information about the service before attending, **44.4%** said they hadn't received anything and **22.2%** were not sure.
- 1 More than half those who replied, **58%** received information about the service, prior to attending, and those that did found the information very useful.
- 2 **54.4%** said they were informed about charges before they used the day service, **27.3%** said they were not informed, **18.2%** weren't sure.
- 3 Almost $\frac{3}{4}$'s of those taking part **72.2%** said they were made to feel welcome when they arrived at the day service, **27.8%** said they were made to feel quite welcome, nobody answered not very welcome
- 4 **27.8%** were given a named worker on arrival, **38.9%** were not given a named worker, and **33.3%** were not sure.
- 5 More than half **61.1%** felt that staff got to know them as a 'person', **22.2%** answered quite well and **16.7%** answered not very well.
- 6 More than half **55.6%** said that individual needs were understood, **27.8%** said these were met quite well, the remainder **16.7%** said not very well.
- 7 Less than half answered that they were very involved in decisions about their care **27.8%**, **50%** said they were quite involved, and **22.2%** said they were not involved.
- 8 **40%** of those asked said they are informed of any changes that take place regarding the service they receive, **26.7%** answered usually, **26.7%** replied sometimes and the remainder **6.7%** responded never.
- 9 **83%** replied that they got a choice of food that suited their taste, **16.7%** said they did not, of these **81.3%** said this met dietary needs, the remainder **18.8%** said it did not meet dietary needs.
- 10 When receiving personal care needs, just under half **44.4%** said they could choose a male or female member of staff to assist them. Some service users did not require any assistance, whilst the remainder

answered usually and sometimes. Those that did require assistance responded that **88.9%** of the time they felt comfortable with the help they received, **11.1%** replied usually.

- 11 Just over half **55.6%** were always happy with activities provided, **38.9%** usually, and **5.6%** sometimes.
- 12 **100%** of people asked said they felt comfortable to voice a complaint, **83.3%** said they knew who they would tell, and **16.7%** did not know who they would inform.
- 13 Out of 18 people that took part in the questionnaires, 14 received transport. **61.1%** said it always comes at a time that suited them, **11.1%** said usually, **5.6%** said sometimes. **55.6%** said it arrived on time, **22.2%** said it usually arrived on time.
- 14 **100%** answered that opening times were flexible enough to meet their current needs.
- 15 **94.4%** replied that staff were polite and courteous even under pressure, **5.6%** responded that they usually were.
- 16 Almost $\frac{3}{4}$'s felt that staff encouraged them to things for themselves, e.g. washing up, walking etc. **71.4%** said this always happened, **21.4%** said usually, and **7.1%** said sometimes. Of those asked, **73.3%** said that staff had helped them maintain current skills, e.g. cooking, and **26.7%** replied no to this. **37.5%** said they had learnt new skills.
- 17 Over **50%** said that coming to the day service had helped them in the following areas of their life:
 - Physical health **66.7%**
 - Emotional health and well being **77.8%**
 - Looking after personal care needs **50%**
 - Helping to communicate and keep in touch with other people **88.9%**
 - Helping to feel safe and secure **88.9%**
 - Helping others care for you **70.6%**
- 18 **83.3%** felt they were treated with dignity and respect, **16.7%** felt quite well.
- 19 Overall **72.2%** were very satisfied with the service, **27.8%** were quite satisfied, and nobody was dissatisfied.
- 20 **57.1%** of those that took part were female, **42.9%** were male, and **21.4%** said they also had a physical disability.

Ireland Lodge 'Service User's' Satisfaction Questionnaire
'Oct 2009' results-summary

At the time of the questionnaire, **33** people were using the day service at Ireland Lodge. A total of **7** day service users took part in the questionnaire during the consultation fortnight, held in October 2009.

- 2 **28.6%** said that they received written information about the service before attending, **28.6%** said they hadn't received anything and **42.9%** were not sure.

- 21 **40%** said they were not informed about charges before they used the day service, **60%** weren't sure.

- 22 Almost $\frac{3}{4}$'s of those taking part **71.4%** said they were made to feel welcome when they arrived at the day service, **28.6%** said they were made to feel quite welcome, nobody answered not very welcome

- 23 **14.3%** were given a named worker on arrival, **57.1%** were not given a named worker, and **28.6%** were not sure.

- 24 More than half **71%** felt that staff got to know them as a 'person', and **28.6%** answered quite well.

- 25 More than half **57.1%** said that individual needs were understood, **28.6%** said these were met quite well, the remainder **14.3%** said not very well.

- 26 More than half answered that they were very involved in decisions about their care **57.1%**, **28.6%** said they were quite involved, and **14.3%** said they were not involved.

- 27 **42.9%** of those asked said they are informed of any changes that take place regarding the service they receive, **14.3%** answered usually, **28.6%** replied sometimes and the remainder **14.3%** responded never.

- 28 **100%** replied that they got a choice of food that suited their taste, and also met dietary needs.

- 29 When receiving personal care needs, **16.7%** said they could choose a male or female member of staff to assist them. Some service users did not require any assistance, whilst the remainder answered usually and sometimes. Those that did require assistance responded that **80%** of the time they felt comfortable with the help they received, **20%** replied usually.

- 30 Over $\frac{3}{4}$'s **85.7%** were always happy with activities provided, and **14.3%**

sometimes.

- 31 **100%** of people asked said they felt comfortable to voice a complaint, **85.7%** said they knew who they would tell, and **14.3%** did not know who they would inform.
- 32 Out of 7 people that took part in the questionnaires, all received transport. **100%** said it always comes at a time that suited them.
- 33 **100%** answered that opening times were flexible enough to meet their current needs.
- 34 **57.1%** replied that staff were polite and courteous even under pressure, **42.9%** responded that they usually were.
- 35 Over half felt that staff encouraged them to things for themselves, e.g. washing up, walking etc. **60%** said this always happened, **20%** said usually, and **20%** said sometimes. (2 people skipped the question). Of those asked, **25%** said that staff had helped them maintain current skills, e.g. cooking, and **75%** replied no to this. **16.7%** said they had learnt new skills.
- 36 Over **50%** said that coming to the day service had helped them in the following areas of their life:
- Physical health **85.7%**
 - Emotional health and well being **85.7%**
 - Helping to communicate and keep in touch with other people **80%**
 - Helping to feel safe and secure **100%**
 - Helping others care for you **57.1%**
 - Only **14.3%** felt that attending the day service helped looked after personal care needs
- 37 **71.4%** felt they were treated with dignity and respect, **28.6%** felt quite well.
- 38 Overall **71.4%** were very satisfied with the service, **28.6%** were quite satisfied, and nobody was dissatisfied.
- 39 **57.1%** of those that took part were female, **42.9%** were male, and nobody had a physical disability.

Montague House Resource Centre 'Members' Satisfaction Questionnaire
'March 2010' results-summary

At the time of the questionnaire, 73 people were using the day service at Montague House. A total of **40** day service members took part in the questionnaire during the consultation fortnight, held in March 2010.

35 **51.6%** said that they received written information about the service before attending, **19.4%** said they hadn't received anything and **29.0%** were not sure.

36 **18.8 %** said they were not informed about charges before they used the day service, **31.3 %** weren't sure.

37 Of those taking part most members **83.9 %** said they were made to feel very welcome when they arrived at the day service, **16.1 %** said they were made to feel quite welcome, nobody stated they did not feel welcomed.

38 **93.5 %** were given a named worker on arrival, **3.2 %** were not given a named worker, and **3.2 %** were not sure.

39 **71%** felt that staff got to know them as a 'person', and **25.8 %** answered they felt staff knew them 'quite well'.

40 Half the members **50%**, felt that their individual needs were understood, **40%** said these were met quite well , **6.7%** felt their individual needs were not very well met, and **3.3%** felt their needs were not very well met at all.

41 **50.0 %** felt that they were very involved in decisions about their care, **40.0%** said they were quite involved, and **6.7 %** said they were not involved and **3.3%** said they were not very involved at all.

42 **63.3 %** of those asked reported that they are informed of any changes that take place regarding the service they receive, **33.3 %** answered usually, **3.3%** replied sometimes and nobody answered never.

43 **55 %** said that they got a choice of food that suited their taste, and also suited their dietary needs. **45%** felt the food options did not meet their needs. (No hot meals are available at the centre, a sandwich delivery service, attends the centre)

44 When receiving personal care needs, **37.9 %** said they could choose a male or female member of staff to assist them. **6.9%** of members usually had a choice, **10.3%** replied they sometimes had a choice , **17.2%** never had a choice, **27.6%** of members did not require any assistance,

45 **63.3%** of members are always happy with the activities provided, **10%**

were usually happy with activities. **26.7%** sometimes.

46 **80 %** of people asked said they felt comfortable to voice a complaint and **20 %** said they would not feel comfortable, **90%** of members would know who to speak too, **10%** would not know who to contact.

47 Out of the members who receive transport, **25 %** said it always comes at a time that suited them, **28.6 %** said usually and **3.6%** said sometimes. **10.7%** said the time never suited them.

48 A majority of **96.6 %** reported that opening times were flexible enough to meet their current needs and **3.4%** said that the opening times did not fit their needs.

49 **82.1 %** replied that staff were polite and courteous even under pressure, **17.9 %** responded that they usually were. No members reported the staff were ever rude.

50 **63%** felt that staff encouraged them to do things for themselves, e.g. washing up, walking, making drinks etc. **29.6 %** said usually and **3.7%** said sometimes. **77.8 %** said that staff had helped them maintain current skills, e.g. cooking, and **22.2%** said no to this.

51 Members responded that they felt coming to the day service had helped them in the following areas of their life.

Physical health **69%**

Emotional health & well being **93.1%**

Looking after your personal care needs **48.3%**

Helping to prepare meals and drinks **44.8%**

Helping to communicate and keep in touch with other people **86.2%**

Helping to feel safe and secure **93.1%**

Helping others care for you **57.1%**

Helping to undertake community, leisure and work activities **69%**

7 **89.3%** felt they were treated with dignity and respect, **10.7 %** felt quite well.

8 Overall **70.4%** were very satisfied with the service, **25.9%** were quite satisfied and **3.7%** felt quite dissatisfied with the service they received.

60.7% of members who completed the survey were male, 39.3% female
96.2% considered they had a disability.

Appendix three:

DAY SERVICES Summary of responses from ASC partners, Health and Voluntary sector colleagues April/May 2010

**WHAT DAY SERVICES L.A SHOULD PROVIDE IN THE FUTURE
GAPS IN DAY SERVICES**

<p>'KNOWN '- IDENTIFIED BY PEOPLE BEING CONSULTED</p>	<p>A</p> <ul style="list-style-type: none"> <input type="checkbox"/>I Drop in facilities that are structured and well advertised <input type="checkbox"/> More therapy focussed to include health and well being, falls prevention, community nurses support etc. <input type="checkbox"/> Variety of activities to include past/present hobbies <input type="checkbox"/> Reablement services-linking with community solutions and home care teams <input type="checkbox"/> Flexible extended day <input type="checkbox"/> Sessions morning or/and afternoon <input type="checkbox"/> 'Need's' led service Mental Health <input type="checkbox"/> 'Need's' led service mainstream/physical disability <input type="checkbox"/> Mental Health clinics (e.g. memory clinics) <input checked="" type="checkbox"/>I High end 'specialist' day services <input type="checkbox"/>II Signposting/Day options, linking into community activities <input type="checkbox"/>I Good value for money <input type="checkbox"/>I Partnership working to promote Health and well being, possible satellite clinics (leg clubs, diabetes etc) <input type="checkbox"/>I Provide preventative services to stop people requiring long term care/hospital readmission <input type="checkbox"/>I Provide information on a variety of issues e.g. welfare benefits, information prescriptions etc. <p>POSITIVE IMPACT</p>	<p>B</p> <ul style="list-style-type: none"> <input type="checkbox"/>I Flexible extended days <input type="checkbox"/> Seven days a week in all services <input type="checkbox"/> Short Term Reablement <input type="checkbox"/> More flexible transport arrangements <input type="checkbox"/> Outreach for younger people with Dementia <input type="checkbox"/> Outreach for older people with Dementia <input type="checkbox"/> Memory clinics across the City <input type="checkbox"/> Well being clinics across the City <input type="checkbox"/> Advertise and offer information on all day services/activities consistently <input checked="" type="checkbox"/>I At point of referral financial assessment required within first week of attending day services <input type="checkbox"/>II Specialist training for staff <input type="checkbox"/>I Needs led rather than age led services <input type="checkbox"/> Level of need tool required <p>POSITIVE IMPACT</p>
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<p>‘NOT KNOWN’- HOW,WHAT,W HERE,WHEN</p> <p>LOGISTICS & COST</p>	<p>C</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Transport review required- Centralise transport across the City <input type="checkbox"/> <input type="checkbox"/> Decide Drop in charges- impact of these <input type="checkbox"/> <input type="checkbox"/> Use of facilities across the City <input type="checkbox"/> <input type="checkbox"/> Pooled budgets (SDS/Direct Payments) <input type="checkbox"/> <input type="checkbox"/> Outcome of Dementia strategy workshops and future commissioning requirements of day services <input type="checkbox"/> <input type="checkbox"/> Third sector commissioning outcomes <input type="checkbox"/> <input type="checkbox"/> Cost to advertise services, brochures etc. <input type="checkbox"/> <input checked="" type="checkbox"/> Brokerage service <input type="checkbox"/> <input type="checkbox"/> Specialist training <input type="checkbox"/> <input type="checkbox"/> Future of Craven Vale/East of Brighton day Services <input type="checkbox"/> <input type="checkbox"/> Dedicated Care Manager for day Services <input type="checkbox"/> <input type="checkbox"/> Future models of third sector (commissioning) <p>NEUTRAL IMPACT/COST IMPLICATIONS</p>	<p>D</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input checked="" type="checkbox"/> Single Assessment into day Services <input type="checkbox"/> <input type="checkbox"/> Combine Tower House and Montague House into one venue (18+) <input type="checkbox"/> <input type="checkbox"/> Look at offering people that use day services S.D.S/direct payments <input type="checkbox"/> <input type="checkbox"/> Operate community run cafes in L.A venues <input type="checkbox"/> <input type="checkbox"/> Advertise community space available <input type="checkbox"/> <input type="checkbox"/> Champions to take forward partnership board <input type="checkbox"/> <input type="checkbox"/> More evidence required regarding possibility of offering more day care at weekends <input type="checkbox"/> <input type="checkbox"/> Investigate more joint working to include out of hours use of building <input type="checkbox"/> <input type="checkbox"/> Opportunities for third parties to run day services <input type="checkbox"/> <input checked="" type="checkbox"/> PCT Satellite services run at Montague House, e.g. leg clubs, Neuro rehab team, working with people that have had strokes <p>SUGGESTIVE COMMENTS</p>
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