

## Consultation Report

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### **1 Purpose of document**

This report summarizes the outcomes from the formal consultation on the proposed changes to the council’s directly provided day services.

The proposal, as outlined in the original consultation plan, is to change the structure of the directly provided day services. There would then be two teams. The day support service would provide day support much as the day services currently do. The day options team would provide advice, guidance and co-ordination on day opportunities for all learning disabled people in the city.

To make this change feasible, residential services will be expected to provide more day support to their service users than they currently do. All service users will continue to receive the amount of support hours they are currently assessed as being eligible for. In some cases the source of the support may change.

### 2 Period Covered

The period covered by this report is the twelve weeks of formal consultation from 7<sup>th</sup> July through 28<sup>th</sup> September 2008.

### 3 Consultation Responses – Service Users

Several different approaches were used as part of the consultation with the people who use the day services.

The concept of a possible new structure is quite abstract and difficult for many of our service users to understand. We therefore asked support staff and facilitators to focus on what people do or do not like about their current service. We want to be sure that changes being proposed will lead to people getting more of what they want and less of what they don't like in their day opportunities.

- 3.1 Service users' individual responses were collected through discussion and comments books at day services. This was facilitated by day services staff. *(We gave extra time for service user consultation so results have not yet been collated).*
- 3.2 Service users' had speak-up groups facilitated by Interact, an independent advocacy organisation. There were five speak-up groups in total.
- 3.3 For those service users with complex needs who are not able to easily express their thoughts or participate in group discussions their person centred plans were audited by an independent person-centred planning worker from aMaze.

### 4 Consultation Findings – Service Users

- 4.1 Findings of the Individual and group responses from service users, facilitated by day service staff.

Easier to read information about the proposed changes was sent to the day services. The day service staff reviewed the information with service users and assisted them in submitting individual responses. 103 individual responses were received. The responses included posters, a DVD, photos, written information, information dictated to staff and staff recording of service users' responses to questions and to situations.

Staff were sensitive to the service users' level of understanding and also to their level of anxiety. This means that the responses vary greatly in content as well as in form. Therefore, if a respondent does not mention something it can not be assumed that they do not hold an opinion (for example 64% of respondents did not mention the day service staff but that does not mean the staff are unimportant to those 64%).

#### 4.1.1 What people like about their day services:

**83%** of respondents told us what they like in their current day services, most of them listing more than one activity that they enjoy. The list of enjoyed activities is far too long to report here. **72%** told us about activities they enjoy that occur in the centre and **55%** told us about day service activities they enjoy in the community.

**55%** of respondents mentioned their friends or the social aspects of the day services. **37%** mentioned liking the staff. An additional **9%** mentioned the importance of familiar people which could refer to staff, friends or both.

**21%** mentioned liking the buildings or specific facilities within the buildings (most often sensory rooms and hoists)

### **4.1.2 What people said would make their day activities better:**

**16%** of respondents expressed a desire for more community activities or more opportunities like art marketing, college or paid/unpaid work. Two wanted more activities in the centre. **12%** of people mentioned wanting a less noisy or less crowded service.

### **4.1.3 What people think of the proposed changes:**

**18%** of respondents made reference to the possibility of dropping-in to day centres for sessions, rather than always attending for full days. Of those people **59%** were positive or neutral about the idea.

**6%** of respondents said they would like to have more time at home. **11%** of respondents said they would not want to spend more time at home with a further **18%** saying that being at home meant not going out much or being at home was boring. Because so many of the responses were anonymized it is not possible to know how many of those people are living in residential provision or how many are living with family or living in supported independence.

4.2 Findings of the five speak-up groups, involving approximately 70 service users, facilitated by Graham Lee of Interact: (the full report is available upon request).

### **4.2.1 Day Options Co-ordinators:**

This concept was not initially understood by the majority of service users, even those who had received assistance from an existing co-ordinator tended to think of the person as a key worker. It was only when prompted about who assisted them with getting their job or activity did they connect them with the role of a co-ordinator.

When asked if they thought the idea of having people who knew a lot about an activity help them to get a job or new activity the majority of people responded positively. The following are some of the group's comments.

- *'Having experts to organise training is a good idea'*
- *'The experts will get me more things to do'*
- *'They could help me go out in the evenings'*
- *'There are not enough jobs – working is important'*

Although the response to the idea of co-ordinators was in the main positive there were a number of concerns raised by the service users which included,

- *'I need to know what is there to do and what it will cost'*
- *'I would miss my friends'*
- *'Who would help me with travelling'*

When the question about having co-ordinators was expanded into having more choices there were a whole range of positive responses and suggestions on what people wanted to do.

- *'I would like to be more independent and go out with friends for a coffee'*
- *'Can I do sport?'*
- *'I want to be able to go out in the evenings and go clubbing'*
- *'Can I still come to the centre?'*

#### **4.2.2 Different ways of getting support:**

When we started to look at where people lived there was genuine concern amongst a majority of the group participants around what would they do if they were stopped from coming to the centres. This concern was across all the centres.

With the exception of 3 people, all workshop participants wanted to be able to continue to access some form of day centre activity for at least some sessions.

People who live in staffed homes were concerned that their homes could not provide many of the activities that they currently do. They did not want to stay with their home staff all day.

There were however a small number of participants (6), who lived with family, who said that they would be quite happy staying at home.

There were a number of reasons given by the participants for wanting to attend some form of day centre, but the major issue was clearly that of socialisation and friendship. Some of the participants' comments follow below;

- *'I would miss all my friends if I did not come here'*
- *'I like it, I like meeting people – I learn many skills, I will miss it'*
- *'The best thing about a day centre is meeting friends – it's important'*
- *'Coming here makes me feel good. If I can't come, I won't feel good'*

There were a considerable number of similar comments all around the issues friendship and socialisation, which are quite clearly of considerable importance to the service users.

Even though the idea of having expert co-ordinators to help people increase their choices and access to non day centre day activities was welcomed by the majority, there were a number of reasons other than socialisation that were put forward by the service users for continuing to attend the day centres, which included the following;

- *'Games, sport, yoga, wouldn't do these things anywhere else'*
- *'Go swimming with the group, I would miss it if it wasn't on'*
- *'There would be chaos if there was no day centre'*
- *'College is good, work is good so is the centre'*
- *'I like to do some work, but I still want to go to the centre sometimes'*
- *'I would rather spend all day at the centre, than just dropping in for sessions'*
- *'I like the sensory room and learning Makaton with my friends'*
- *'It is better here than at my home'*
- *'I don't want to go to work or college; I love my day centre and like learning more things'*

- 4.3 Findings of the audit, done by Sue Winter of aMaze, of person centred plans of 37 people with complex support needs who attend Albany Villas, Belgrave, Connaught and Wellington House Day Centres: (the full report is available upon request).

### 4.3.1 What works for people?

The most important thing that was evident for every person attending all four centres was having consistency of experienced support staff who understand each person's individual communication and often complex health, physical and behaviour support needs and emotional support needs

A significantly important aspect of attending the four centres for the majority of people is the social aspect of being around people who they have established often long-term friendships with

Being offered choice and having people who understand how to communicate those choices and understand what choices people make

Being in a safe, supportive environment

Having very clear routines and structures with a variety of choices of activities

### 4.3.2 What doesn't work for people?

Being supported by staff who don't know how to communicate with them and who are unfamiliar with their support needs. Having people who they don't know and trust supporting them with personal care

Lack of structure and routines, being left alone or ignored

Not being offered choices

Being in an environment that may be unsafe or uncomfortable e.g. too hot, too noisy

## 5 Consultation Responses – staff, families and others

- 5.1 For carers and families of our service users we had four drop-in consultation sessions in which 32 people contributed to four group responses. We also sent out two separate briefings and a feedback form. We received 15 individual responses through feedback forms, phone calls and emails from families. That is a total of 47 participants out of the potential 150 families of our service users.

- 5.2 Staff received regular briefings, discussions during team meetings and a feedback form to encourage individual responses. We received 20 individual responses. We also received group responses from five staff teams from day services, two residential staff teams and one team of managers. Unison attended project team meetings during the consultation time frame.

All the day service staff teams submitted group input so every member of staff had the opportunity to be part of a response to the consultation.

- 5.3 Many other organisations and groups received regular briefings during the consultation. Also, the project team did presentations at meetings of the Learning Disability Providers' Forum and the Better Lives Steering Group of the Learning Disability Partnership Board.

We received responses from the Better Lives steering group, Carers Centre, and the Speak Out network Big Meeting. There was also a public consultation event on 8<sup>th</sup> September and input from the 14 attendees is included as a group response.

### 6 Consultation Findings – staff, families and others

The feedback received from stakeholders who are not service users fell broadly into distinct themes:

#### 6.1 What people like about the current day services.

Many of the respondents told us what they consider to be the best parts of the current service. This helps us ensure that the proposed new structure continues to meet those needs. Of the 47 responses (individuals and groups) that said what they like best about the current day services these are the aspects of the current service mentioned most often:

- 54% mentioned trained experienced staff and the support and training they provide (55% of family responses and 29% of staff responses)
- 50% mentioned consistency, structure and a safe secure environment, or building bases
- 43% mentioned friends, social interactions, familiar social groups or being with familiar people
- 39% mentioned the variety of activities and options available to service users
- 13% mentioned access to the community
- 14% mentioned flexibility in the programme
- 14% mentioned respite, or time away from home

Also, a number of responses told us about improvements they would like to see, whether or not the proposed changes get approval. The most common improvement requested was smaller, quieter groupings of service users. People also asked for more opportunities such as time in the community, more communication with families and fewer changes (perhaps because there are a lot of consultations going on at the moment).

## 6.2 Responses to the idea of change:

The idea of making changes to the current day service structure met with many negative responses (**50%** of family responses and **65%** of staff responses). However, that seemed to relate mostly to the concept of change in general and to the process of change rather than the specifics of this proposal.

**42%** mentioned how difficult this change will be to implement or believed it might be more expensive than current services or might result in service users having fewer options or less support available to them.

*Clarification from Project Team: the level of service provided to each individual is based on a social care assessment and that would not be affected by this proposal. It will be a challenging transition to move to a new structure but we are confident it can be done within current resources.*

**29%** stated a belief that this change is being proposed in order to save money, reduce services, or close day centres.

**15%** had queries about self-directed support and how it would work in the future and what the impacts might be

**14%** believed service users might be supported by staff that are not as experienced, knowledgeable and familiar as the current day services staff or that under the new structure service users might experience less safety and security

*Clarification from Project Team:*

*The current staff will still be providing day support to the majority of the current service users. Some service users, especially the ones that live in residential care homes, will receive more of their day support from their existing support services, such as home staff.*

**14%** believed there might be less routine, structure, and consistency under the new idea while **7%** believed the new idea might have less flexibility than the current service. **9%** believed friends and peers might lose contact with each other

*Clarification from Project Team: If changes are planned on an individual basis, service users should be able to plan their days in the way that suits them best and include the people they want to be with in whatever venue suits them best.*

## 6.3 Responses to the specifics of the proposal

**25%** mentioned more options being available in a more individualised and flexible service which links to the Adult Social Care personalisation & re-ablement agendas.

A few respondents also mentioned reaching more people as the Day Options Team makes the knowledge and expertise of the day services more widely available. This links well with the council's move towards self-directed support options in the future.

**21%** believed that day support services and funding for those services might not be adequately monitored or inspected under the new structure.

**14%** mentioned that residential services would need more resources if they were to provide more day support.

9% mentioned how difficult it can be for people with learning disabilities to make informed choices. Several others stated that people with learning disabilities find change very difficult, which is true in many instances.

*Clarification from Project Team: in the current structure service users are assisted to make choices and plan their activities. Our day services have many strategies for helping service users to make choices and adjust to changes. Those strategies will continue in the new structure.*

### 7 Outcome of Consultation

As a result of the feedback we have received from the consultation we are recommending the following be incorporated into the implementation plan for the proposed changes:

#### 7.1 Changes should be individual and phased.

A detailed implementation plan that makes changes in phases over the course of one to two years would be appropriate. Changes to support packages for the 60 individual service users who live in staffed accommodation should be decided on an individual basis.

#### 7.2 Service users should have the options to access day service to some degree.

Changes should be planned on an individual basis according to the needs and preferences of the individual so they continue to access the activities most important to them. The Day Options Team will facilitate matching service users to the activities and opportunities that mean the most to them and this can include access to the day centres when appropriate.

#### 7.3 Additional resources to enable residential services to provide more day support.

A budget virement would be required from in-house services to the community care budget to cover additional costs incurred for the 60 service users living in 24-hour residential care. This would be discussed with each residential provider, and for each of the affected service users, on an individual basis.

#### 7.4 Monitoring services to ensure quality of day support.

The project team is working with the care management team to look for ways of providing robust and frequent monitoring of day support, especially for the 60 service users whose day support might be provided differently in the future. Care managers use person-centred plans as one tool to evaluate the effectiveness of support provision.



**8 Consultation Activities**

8.1 The following activities were used to ensure all stakeholders had the opportunity to contribute their feedback about the proposed changes to the day services.

<b>Audience</b>	<b>How</b>	<b>When</b>	<b>Outputs</b>
<b>Users of in-house day services</b>	Accessible briefing papers/posters to service users informing them of proposed changes and explaining consultation process. Comments books to record responses in any format suitable	End of August	Responses by phone, email or writing Staff assisted service users to feedback or service users fed back directly through comments books
	5 Speak Up groups run in the main day services for people who attend. These groups facilitated by someone who does not work directly in services.	End of Sept	Responses given in focus groups recorded and facilitator sends in a report
<b>Affected Staff</b>	Staff briefings with overview of recommendations and change process and timelines	June	Responses by phone, email or writing
	Individual feedback forms given to staff by managers for staff to send to project team	Sept	Feedback forms returned to Project team
	Discussions at staff meetings	Ongoing	Responses given are recorded and submitted by managers
<b>Trade Unions</b>	Briefing as above	Ongoing	Responses by phone, email or writing
	Invited to attend project team meetings once per month	Ongoing	Responses given are recorded
<b>Families, relatives, and</b>	Simple language briefing sent direct to families Series of questions to prompt responses	July	Responses by phone, email or writing

<b>Audience</b>	<b>How</b>	<b>When</b>	<b>Outputs</b>
<b>carers of day service users</b>	Articles/ information submitted to Carers Centre, Amaze and Network News newsletters	Aug	Responses by phone, email or writing, carers attending consultation sessions
	Four well advertised drop-in consultation sessions at different times and days.	July, Aug & Sept	Responses given are recorded
	Carers & Families also invited to 8 <sup>th</sup> September consultation session	Sept	Responses given are recorded
	Discussion at away day in June and at managers' meetings and in PDP meetings	June	Responses given are recorded
<b>Managers of In-house Day Services</b>	Project Team attended managers meeting in September	Ongoing	Responses given are recorded
	Mangers consultation meeting	Sept	Responses recorded
Care Management	Team meetings, CSMT meetings, briefings as above	Ongoing	Responses given are recorded
<b>Accommodation services</b>	Copies of briefings (staff, carers & service users) – ask them to share briefings as appropriate	July	Responses by phone, email or writing
	Through Advocacy organisation meetings (i.e. speak out, link group, Advooact, etc)	Ongoing	Responses given are recorded
<b>Other People with LD</b>	Accessible briefing paper sent to all providers	July	Responses by phone, email or writing
	Articles/ information submitted to Carers Centre, Amaze and Network News newsletters	Various	Responses by phone, email or writing
<b>Other carers</b>	Accessible briefing paper sent to all providers, including Carers Centre and amaze – asking them to share as appropriate	Ongoing	Responses by phone, email or writing

<b>Audience</b>	<b>How</b>	<b>When</b>	<b>Outputs</b>
<b>Independent Day Services</b>	Improving Day Services group attended August Better Lives group meeting for presentation and discussion Copies of briefings (staff, carers & service users) – ask them to share briefings as appropriate	Ongoing	Responses given are recorded
<b>Other providers of services</b>	Copies of briefings (staff, carers & service users) – ask them to share briefings as appropriate Presentation at LD Providers' Forum	July July	Responses by phone, email or writing Responses given are recorded
<b>Council Finance Department</b>	Meetings with Project Team Will contribute to final Cabinet Member report. Draft report to be emailed to finance Mike Bentley is on LD Project Board	October	Item in final report
<b>Learning Disability Partnership Board</b>	Briefing papers circulated Information session after the September meeting	Ongoing Sept	Responses by phone, email or writing Responses given are recorded
<b>Better Lives Steering Group</b>	Updated at meetings – Jackie is a member Presentation at August meeting	Ongoing	Responses given are recorded
<b>Transitions, PCA, workforce sub groups</b>	Updated at meetings – Naomi is a member of each	Ongoing	Responses given are recorded

**Report prepared by: Karen Kingsland**

