

Transformation of Day Opportunities: Consultation Report

For Older People, People with Learning Disabilities and
People with Physical Disability / Sensory Impairment



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1. Introduction

Following approval by Cabinet in January 2013, a formal consultation on Adult Day Services was carried out from 11th February 2013 to 7th May 2013.

The consultation covered day services for older people, people with learning disabilities and people with physical disability/sensory impairment. The focus of the review was the seven in-house day centres (Bedford House Day Service, Bentley Day Service, Byron NRC, Gordon Avenue Day Service, Kenmore NRC, Milmans Day Centre and Vaughan NRC) and the external contract with Sancroft.

The consultation focused on developing a new model of day care provision. The proposed model, described in the consultation meetings and questionnaires set out the need to provide services differently to meet demands from demographic changes and the increasing number of service users with complex needs. Consultation responses were sought on day services being sustainable into the future; recognising some of the current services may need to close; and other services will need to change to meet the needs of different client groups. Increased choice and control through personalisation and the development of day opportunities was a central element of the consultation.

2. Key findings and themes

The following key findings and themes were identified from consultation sessions and questionnaire responses:

- Service users and carers emphasised the importance of day care. Carers highlighted in particular the structure and safety offered in current day centres. Respite was seen as an important element of independent living enabling carers to continue to support service users within their own homes.
- When asked about the type of activities service users wanted, responses included:
 - More activities, outings, sports and employment services.
 - The need to develop new services and more choice of day activities
 - Closing day centres was an unpopular option, but would be more acceptable if valued relationships are maintained and there was assurance of appropriate services as well as transport.
- Ideas have been put forward for using buildings to full capacity, including:
 - Day centres becoming hubs for different user groups
 - Generating income through renting space to community groups.
- Integration with Health and access to health services such as physiotherapy were positively welcomed.

- Mixing user groups at neighbourhood resource centres is considered a feasible choice, but would require detailed planning to cater for different needs, provision of special equipment, access, suitable available space, trained staff, and management of complexities of sharing space and transport.
- The majority of service users and carers said that they wanted day care to be available from Monday to Friday. Some said they would prefer longer hours.
- The services users and carers felt they needed more information on personal budgets.
- Transport needs to be more flexible as the length of the journey shortens the time at the centres for the service users, making it difficult for staff to organise activities. Additionally, the respite time for carers is shortened.

3. Methodology

The council went to great lengths to ensure that the consultation was thorough and gave people the opportunity to make their views known. Consultation focused on developing a new model of day care provision. The consultation questionnaire proposed a service model providing services differently to meet demands from demographic changes and the increasing number of service users with complex needs

The main method for consulting with stakeholders was through consultation meetings, and questionnaires.

The level of participation was very good:

- 477 consultees participated in 33 consultation events
- 164 questionnaires were returned
- Additionally, there were three written submissions from voluntary sector organisations, and one from the NHS Harrow Clinical Commissioning Group two letters from carers, one carer phone call and an email from the Bentley Day Service Users Committee.
- In total there were 649 participants throughout the consultation, however, it should be noted that some people will have completed a questionnaire and attended a consultation meeting, so this figure does not represent the total number of different people consulted, which will be smaller.

| Consultation participants | No. | % |
|---|------------|-------------|
| <i>Consultation meetings - day service user</i> | | |
| Adults with learning disabilities (Bedford House Day Service, Byron NRC, Gordon Avenue Day Service, Kenmore NRC, Vaughan NRC) | 95 | 14.5 |
| Adults with physical disabilities (Bentley Day Service) | 54 | 8 |
| Older people (Milmans NRC) | 34 | 5 |
| Sancroft (Harrow Council contracted Day Service for older people) | 39 | 6 |
| Welldon Activity Group | 18 | 3 |
| Shaw Trust (Independently provided day service for adults with learning disabilities) | 3 | 0.5 |
| <i>Sub total</i> | 243 | 37 |
| <i>Consultation meetings - other</i> | | |
| Carers (of users of Harrow Council provided day services) | 63 | 9.8 |
| Tanglewood (A weekly club for people with learning disabilities, some members may use a day service) | 50 | 8 |
| Young people in transition (Shaftesbury High School and Kingsley High School) | 26 | 4 |
| Sheltered accommodation residents (older people) | 17 | 2.5 |
| Members of staff (attended the seven Harrow Council Day Service staff consultation meetings) | 60 | 9 |
| Unions (One union member attending three different Harrow Council Day Service staff consultation meetings) | 1 | 0.2 |
| Day Service providers (17 representatives from 14 provider organisations) | 17 | 2.5 |
| <i>Sub total</i> | 234 | 36 |
| <i>Questionnaire respondents</i> | 164 | 25 |
| <i>Additional written submissions and telephone feedback</i> | 8 | 2 |
| Total Number of consultation participants | 649 | 100% |

In addition, key stakeholders (including advocacy groups, voluntary sector organisations and providers) were encouraged to send further comments and views in writing (letter or email) using a dedicated consultation email address (dayserviceconsultation@harrow.gov.uk), or by phoning officers coordinating the consultation.

Key voluntary sector organisations were invited to be members of a Consultation Project Group, together with Council officers. They were:

- Harrow MENCAP
- Harrow Age UK
- Harrow Association of Disabled People
- Harrow Carers

The consultation covered all of the day service provisions, including the seven in-house day centres and the external contracted day service at Sancroft.

Prior to the start of the consultation, letters were sent to service users, carers and staff, informing them of the forthcoming consultation. They were invited to participate by completing a questionnaire or attending a meeting. Additionally, posters were displayed at the day centres informing users and carers of dates of meetings. Key voluntary organisations encouraged users and carers to take part in the consultation, by displaying the information within their organisation and in their newsletters. Age UK and Harrow Mencap were sent copies of the questionnaires and assisted service users to complete these on request. Age UK were sent 35 easy-read questionnaires and 15 Gujarati translated questionnaires. Harrow Mencap were sent 18

questionnaires. Posters were also sent to Sancroft, Changes Nightclub and the seven in house day services to advertise the consultation meetings.

The following events were organised:

- Consultation meetings with users and carers were held at the seven in-house day centres. Staff attended in a support role. The majority of the sessions were held at the day centres to accommodate the numbers of service users
- A consultation meeting with the Service Users Committee, and a meeting with Gujarati speaking users and carers was held at Bentley Day Service which were facilitated by Harrow Council staff
- Consultation meetings were held with users at Maya, Anjali, and Byron Day Centres at Sancroft Hall. Day care services are provided for Harrow residents by Fremantle Trust under a block contract. Sessions were held in Gujarati, Hindi and Punjabi which were facilitated by Harrow Council staff
- Consultation meetings were held with users at two external services: Shaw Trust and Weldon Activity Group
- Consultation team members attended a number of events where service users and/or carers regularly meet. Information was provided at these sessions about the consultation; encouraging participation; and seeking views. These events included:
 - The Carers Revival Project
 - The Changes Nightclub for people with mixed disabilities
 - Tanglewood Club for people with learning disabilities
 - A meeting for tenants' representatives of sheltered housing schemes
- An additional consultation event was held in the evening for those service users and carers who were unable to attend the day time meetings, due to working patterns or other commitments
- Two consultation meetings were held at special schools (Kingsley High School and Shaftesbury High School), to seek the views of young people in transition, (16-18 years olds)

An informal consultation event meeting was held with the staff of each in-house day centre, to provide information about the consultation, seek their initial views, and answer any queries. It was confirmed at these sessions were informal consultation meetings and that that staff would be formally consulted if any changes were to be implemented. An additional consultation session was held in the evening for those staff members who were unable to attend the earlier day time meetings, due to working patterns or other commitments.

Unions and Ward Councillors were kept informed about the staff meetings and invited to attend. A Union representative was present at four staff meetings. Ward councillors were informed about all events for users and carers, and invited to attend. Information about these consultation events is provided in Appendix 1.

An extra consultation event was held for Day Service provider organisations, at the Civic Centre, who have experience of working with and/or providing day opportunities for people with a disability or older people. Invitees included out-of-borough providers whose services are used by some Harrow residents. Providers were sent information about the consultation and invited to send in their views by filling in the questionnaire or via letter/email. Appendix 2 lists the attendees.

The consultation team liaised closely with the day centre staff to ensure that all service users were able to engage in the consultation. One to one support as well as language support was provided at the events, where necessary.

All advocacy groups were invited to provide their views. Those advocates identified representing individual service users were also invited to consultation events.

4. Feedback from consultation meetings

The level of participation and responses to the consultation was good, with people taking the opportunity to attend events and complete the questionnaires. In total there were 477 consultation meeting participants, as shown in the table below.

| Consultation meeting participants | No. |
|---|------------|
| <i>Consultation meetings - day service user</i> | |
| Adults with learning disabilities (Bedford House Day Service, Byron NRC, Gordon Avenue Day Service, Kenmore NRC, Vaughan NRC) | 95 |
| Adults with physical disabilities (Bentley Day Service) | 54 |
| Older people (Milmans NRC) | 34 |
| Sancroft (Harrow Council contracted Day Service for older people) | 39 |
| Welldon Activity Group | 18 |
| Shaw Trust (Independently provided day service for adults with learning disabilities) | 3 |
| | 243 |
| <i>Consultation meetings - other</i> | |
| Carers (of users of Harrow Council provided day services) | 63 |
| Tanglewood (A weekly club for people with learning disabilities, some members may use a day service) | 50 |
| Young people in transition (Shaftesbury High School and Kingsley High School) | 26 |
| Sheltered accommodation residents (older people) | 17 |
| Members of staff (attended the seven Harrow Council Day Service staff consultation meetings) | 60 |
| Unions (One union member attending three different Harrow Council Day Service staff consultation meetings) | 1 |
| Day Service providers (17 representatives from 14 provider organisations) | 17 |
| | 234 |
| | |
| Total Number of consultation meeting participants | 477 |

4.1. Key points raised across the consultation meetings

Value of current day centres/Neighbourhood Resource Centres

Users and carers generally described the centres as a lifeline, enabling people to continue living in their own homes, and enabling carers to continue providing necessary support.

Some people who had reservations about the model believed it would mean a cessation of the day service for them and that they will be left isolated. At the meetings staff offered reassurance that people would not lose the support that they needed as they had been assessed as needing support; however services may look different and be provided in a different way.

Structure and safety

Respondents valued the routine of fixed days and times, which provided a structure to their week; physical safety and access; and the sense of security from being in an environment with familiar routines.

Relationships

The importance of relationships with staff, between service users and the carers was emphasised by users and carers. They spoke very highly of the support and understanding they received from the staff and the sense of the day centre community as one extended family. Service users felt comfortable and confident in day centres. The staff were seen as a source of support, not only to the users but also to the carers, and sometimes helped manage the relationship between the two.

Although all service users said they did not want to move from their centre, many expressed the view that if they did have to move, they would like to stay together with the same staff and services.

Discussion took place in consultation sessions about implementation of any proposed change. Service users and carers said that changes had to be well planned with individual needs of service users continuing to be met. Many asked for peers within centres and staff to transfer together if changes were being made.

Respite

Carers fed back that the attendance at the day service by the person they are caring for gives them a much need respite. Attending different sessions in different places, perhaps with unfamiliar staff or personal attendants would not provide the reassurance that carers currently have.

Activities and facilities in the Centres

Service users and carers welcomed many of the activities provided including independent living skills, board games, bingo, cooking, arts and crafts, computers, reading, writing, numbers, money management, exercise, dance, drama, music, library groups, beauty treatments, gardening, caring for animals, trips out to museums, swimming etc. Some users with learning and physical disabilities and their carers expressed a wish for more sports facilities through the centre. Many said that they wanted to access health services such as physiotherapy, speech therapy and hydrotherapy pool and facilities to have a bath at the day centre using assistive

equipment. They also pointed out that access to some services such as physiotherapy and speech therapy has reduced in the recent years. Older people stated they would like more services to be available at the centre, for example, hairdressing and chiropody.

Service users said that having a hot meal at the day centre was appreciated and important to them. Older people especially pointed out that for some of them this was the only good meal they have. Service users who did not have a hot meal at the centre said it would be something they would like.

Some users said it was difficult to think about what else they might like as they were anxious about continuance of their existing service.

Transport

Some service users and carers said that the introduction of the Fairer Charging policy in 2012 may have resulted in a reduction in the use of day centres as some people who have a taxi card try to save these for critical journeys, such as hospital appointments.

Transport routes often reduce time at the centre for users, respite time for carers, and also make it difficult for staff to organise activities as well as outings.

Long transport routes are enjoyed by some, but found tiring by others. This can lead to difficulties with managing toileting needs, and can sometimes challenge the behaviour by those with learning disabilities.

Several users with learning or physical disabilities, including some who lived in residential units, were hindered in attending evening or weekend activities due to transport.

There was some apprehension in that the new model could increase journey times and that the number of journeys required would increase to access different community based services. Carers were concerned as they may be expected to provide lifts. Assurance was provided that transport issues would be carefully considered.

Times when the service is available

The majority of service users were happy with the weekday day-time service, although many stated they would like a longer day at the centre. In addition, many users said their time at the day centre was shortened due to transport rotas or availability of personal carers in the morning.

Many did not want to attend the centre at weekends and evenings, unless there was a one-off special event. Some service users, particularly those who lived alone, would like additional activities for some part of the weekend.

Many of the service users with a learning disability were accessing a service five days a week. This is either at a day centre, or elsewhere by using their personal budget. Many older people were attending a day centre one or two days a week. Those with physical disabilities were attending from one to five days a week. Both,

people with a physical/sensory disability and older people stated they would like to be able to attend on more days.

Activities in the community

Most service users were satisfied with the variety of activities they accessed in the centre. When asked, they said they would enjoy more outings to the cinema, swimming, day trips, shopping trips etc. However, they wanted to access these through the day centre, in the company of their friends and with appropriate support from staff and transport.

The service users felt that there were limitations when engaging in activities in the community due to appropriate transport; access; lack of trained support staff; lack of information and understanding in the community.

Several people with learning disabilities attended some activities at weekends or evenings, e.g. Tanglewood, one evening a week. However, it was clear that most consultees relied upon special transport and support from family or residential staff to access these. Some service users mentioned they had access to community activities with support from residential staff, but have increasingly become isolated since moving to independent living.

Service users, carers and staff pointed out that while the principle of community access is excellent; there is little availability of services, especially for those with complex needs. Providers said the model of flexible community based services would work for some service users, but people with higher level needs would require day centres.

Young people in transition

Young people in transition appeared to have requirements to other consultees, noting the need for the choice of a wide range of activities and the importance of building and keeping social relations. However, the key difference from many current adult day service users was a greater focus on employment related activities.

Mixing different users groups

The majority of service users, carers and staff thought that it was possible to move to a model where different user groups attend a day centre with appropriate planning for different needs. There is the need for sufficient space and facilities and well trained staff. Many attendees thought this model could have beneficial effects for service users to mix with other people.

There were, however, some concerns around integrating with people with dementia, challenging behaviour or very complex needs; losing the specialist expertise needed by some service users and devaluing the specialism that some centres had worked hard to build up. Other issues were sharing space and transport; or users being overwhelmed by large multipurpose centres. At the meetings council officers reassured attendees that all service users with an assessed need for a day service would continue to receive a service, to meet their assessed need, however, this may be in an alternative building/hub or could be more community based.

Staff and users at Bentley were particularly keen to emphasize that the day centre was very spacious and accessible due to the building being single storey. This would mean that the centre was particularly suitable for integrating different user groups. Participants also said that the facilities at the centre would be suitable for younger people with disabilities. This could provide more activities geared towards employment, social skills and independent living skills.

During consultation sessions, it was evident that people were not familiar with other day centres; some respondents indicated that buildings should be used fully, and said that if centres and transport were more affordable a greater number of people would attend and increase attendance rates.

Focusing on people with the most complex needs

At these events service users, carers and staff indicated support for a change in focus for the NRCs to meet the requirements of those with higher level or complex needs. They also highlighted the need for further development of activities in the community and more information on the potential impact of changes for individual service users.

Using buildings to full or a greater capacity

The need to use buildings to full or a greater capacity was appreciated and understood by most attendees, who also suggested the following ways to increase the number of people attending day services:

- Creating a café culture whereby different groups use the building as a social hub, or venue for a variety of sessions
- Generating income through renting to other groups in the evenings and weekends
- Encouraging Harrow residents to use in-borough centres by identifying reasons why external centres were chosen over local services and developing the services
- Facilitate extra days
- 'Sell' places to residents of neighbouring boroughs
- More affordable charging
- Make centres more attractive and 'future-proof' them
- Improve communication about what is available at each centre

Closure of buildings

The closure of day service buildings was considered a highly undesirable option by most attendees. However some service users and carers went on to say that if their centre was to close, they would prefer to move to a different building with similar services and facilities. Transport would need to be provided and the relationships they valued.

Bentley staff and service users were concerned that the high value of land that Bentley Day Centre was built on would make this a particular target for closure. Additionally, they pointed out that if any centres had to close, the space and accessibility of the Bentley building would make it suitable for hosting other centres, and Bentley served a large geographical area.

Personal budgets

Many service users and carers were unclear about how personal budgets worked. They felt personal budgets could be a source of anxiety, needing extra time and support. Additionally, some people mentioned how the personal budget can fall short due to the higher weekend rates charged by some agencies that are not being taken into account. Although they acknowledged that some situations could be better managed by personal budgets, they did not want personal budgets to be imposed upon them.

Providers were also unclear about personal budgets and said that they would welcome more information.

The views of external Day Service Providers

The providers highlighted an increasing need for services for older people with dementia; people on the Aspergers spectrum; and an ethnically diverse population. The reducing amount of funding to voluntary organisations is making it difficult to develop services. Providers made suggestions about market development and how they could respond to opportunities provided through the development of the market.

1. A larger number of small providers offering services to individuals or small groups
2. A pool of people with skills in a particular activity (e.g.: horse riding) who could work with vulnerable adults on an individual basis, or offer sessions at day centres
3. Supported housing, 24 hour home care, day care
4. Supported breaks
5. Community based support groups for a few hours each week, offering leisure, social skills, independent living skills and sports.
6. Flexible transport
7. Job brokerage service, which the providers and service user groups could link into

Provider representative suggested the Council could support market development through the following:

- Information on services already being provided
- Identifying the number of vulnerable adults with different needs
- How personal budgets work
- Support with marketing and using Care Place (Care Plan is an on line Social Care Directory which provides information on a range of services available from providers in Harrow and across West London)
- Support with costing and developing chargeable services
- Support in accessing grants and pump-prime funding being made available

Employment and working conditions

Staff members were concerned about their job security, as well as changes to their working conditions and contracts, if centres were to provide extended hours. They emphasised the following should be taken into consideration:

- Current staffing profiles

- Secondments
- Transferable skills
- Adequate staffing levels and training.

Union representation

A union member has been present at four staff meetings and their views have been incorporated into the general staff feedback. Specific comments and questions included:

- Breakdown of the efficiency target
- Confidence that changes would achieve required targets
- Risks to jobs and working conditions
- Importance of considering role profiles
- Covenants which restrict sale of buildings
- Having sufficient time to respond to the cabinet report before a decision is made.

Views about the consultation itself

Some respondents questioned if the changes would achieve the desired savings and other benefits. There was cynicism that the consultation would have any influence on the decisions that were already made. Staff made reference to a consultation three years ago when their views were sought. Staff at Gordon Avenue and Bedford House, in particular, expressed anxiety and indicated rumours had been circulating on the closure of centres for some time.

Many service users, carers and providers commented that they enjoyed their consultation event, and found the session informative and supportive.

Facilitating the change

Service users and carers were concerned they would receive a reduced service and the change would be disruptive. Additionally, they expressed uncertainty about how the model would work for them in practice. In particular, they were unclear and anxious about how personal budgets would affect them. Assurance was provided that the Council will continue to meet all assessed needs.

The Consultation team made note of the aspects of the service which service users and carers valued. These included: structure; safety; access; facilities; choice of activities; and supportive relationships between staff, users, and carers. Council staff implementing any proposed changes will ensure that these issues are addressed in planning and implementation.

Staff at consultation sessions confirmed that if changes do take place they would be well managed, could involve a period of transition and be delivered in a person-centred way. Opportunities would be provided to enable service users and carers to visit centres in advance if an individual was going to attend a different location. This may also help to address possible carers' concerns about service users transferring to a different centre.

Staff members were advised that the Council is committed to a policy of non compulsory redundancies where possible. A formal consultation with staff will be planned if any changes are required.

4.2. Specific key points raised in the individual in-house Day Centres

Kenmore NRC

Attendees fed back that they would generally welcome a range of different clients groups within the day centre they attended, however, some people felt that noise level may not be appropriate for older service users

Due to difficulties in accessing suitable transport in the evenings and because service users spend time at weekends with their families there was little appetite for the provision of activities during the evenings and weekends.

Attendees said that they would welcome realistic employment support programmes. Kenmore NRC runs taster sessions for potential new service users. Attendees thought that any new model of day care should incorporate taster sessions.

Bentley Day Service

Service users valued the sense of community enjoyed at the centre, the support from the staff team and the break it provided for themselves and for their carers. However, many service users felt that the principles of greater choice and services in the community had little practical application to them, given the complexity of their needs.

Only a few service users expressed the desire for the provision of activities in addition to daytimes between Monday to Friday, with a preference for day time activities on Saturday. However, many service users said that they would prefer a longer daytime provision, in response to the constraints of Council transport and waiting times for personal carers in the morning that in effect reduce actual time spent at Bentley Day Service.

The majority of service users did not want a change in service away from Bentley although a few service users would not mind using a different building if there was an assurance of appropriately trained staff and equipment. All service users emphasised the importance of planning any transfer very carefully and the need to consider existing relationships with other users and staff, as part of a managed move.

Whilst there was considerable concern about the future of Bentley Day Service a few attendees said that they found the discussion at the consultation session helpful and 'liberating'

Gordon Avenue Day Service

Three carers attended the consultation meeting held at Gordon Avenue Day Service, there were no service users present. The attendees expressed the importance of respite for carers as a result of day care provision for service users and thought it would be welcomed using out of borough services to come back into the borough by offering more specialised places

Attendees also discussed the need for access to a hydrotherapy pool for current Gordon Avenue service users and the potential to use day centres to improve access to health services such as speech therapy and physiotherapy.

Bedford House Day Service

Three carers attended the consultation meeting held at Bedford House Day Service, there were no service users present. Carers emphasised that the centre was excellent, catering for people with highly complex needs who can not go anywhere else and the centre provided a sense of community for users and carers alike, providing a safe environment, as well as valuable respite care for carers.

Carers pointed out that most users did not want to go an alternative day centre which may not meet the specific needs of users. This would include one to one support required with eating, challenging behaviour, stimulation and incontinence. Carers were also concerned about whether the current service users would continue to enjoy the relationships they have built up with the other service users and staff. Carers also highlighted the importance of continued access to important facilities such as a sensory room. Carers suggested that if there are any decisions to change services that service users and carers are offered an opportunity to view other day services centres.

Milmans' Day Centre

Service users commented on the benefits of being able to access services such as hairdressing and chiropody at Milmans Day Centre as well as advice and information provided. Service users said that they would enjoy more daytrips or outings from the centre but they do not want to go to different places to access a range of activities regularly. Service users said the centre was the highlight of their week, and if they did not attend they would be depressed and isolated.

All users emphasised the value of social interaction, the friendships that they have built up, and commended the support from the staff. Participants emphasised that if the centre did need to close, they would want to be able to go to a different building with the same peers and staff

Service users highlighted difficulties with transport as well as waiting times for personal carers in the morning which reduce time spent at Milmans Day Centre. Some service users said that they would like to attend on extra days if their personal budget allowed.

Most service users said that they would not mind sharing the centre with other user groups as long as enough trained staff and facilities were available. Some people expressed concerns about sharing day care space with those with severe dementia.

Service users suggested that the centre should try to generate income by renting the space to other groups

Byron NRC

Attendees were generally pleased with the range of activities but more equipment and sensory provision was needed. Many felt they were being supported to learn independent living skills such as cooking and shopping. The need for activities outside of the centre was also emphasised.

Attendees did not want the centre to close but also said that if the centre did need to close, they would want to be able to go to a different building with the same peers and staff. There was little support for an extension of opening hours beyond current levels. Many people said that they needed more information and support on personal budgets.

Vaughan Neighbourhood Resource Centre

Service Users said that they enjoyed a range of activities, including college courses, arts and crafts, music/dance, culture-specific activities, independent living skills, good access to sports, exercise and work experience in local community arranged through the centre. The majority of users wanted to continue to access day service during daytime between Monday to Friday.

Service Users said that they valued friendships, safety, and support provided from staff. Most service users said they would be happy for others client groups to join their centre but noted the difficulties of change for people with autism.

Carers described the centre as a lifeline but also reported that transport schedules can significantly shorten the amount of time service users spend at the centre.

5. Feedback from questionnaires

5.1. Breakdown of respondents

A single accessible questionnaire was developed for all stakeholders. Questionnaires were posted to all service users of the seven in-house centres, and their carers and in addition questionnaires were distributed at other consultation meetings including Sancroft and special schools. Also copies were provided to the Managers of each centre, to distribute to staff, any users or carers where requested. The questionnaire was also translated into Gujarati. Copies were made available at meetings and sent to Managers.

Questionnaires and information about the consultation were made widely available to stakeholders, including voluntary sector organisations, advocacy groups and service providers, who were also given the option to complete the questionnaire online. Participants were also signposted to four voluntary organisations that would offer support to complete the questionnaire independently as requested.

A total of 164 completed questionnaires were received. The table overleaf provides a breakdown for questions 1, 2, 6 and from 18 onwards in the questionnaire.

| Respondent | | | Age | | |
|----------------------------------|------------|-------------|---|------------|-------------|
| Day Service User | 107 | 65% | Under 16 | 8 | 5% |
| Carer | 21 | 12% | 16-24 | 7 | 4% |
| Family member | 17 | 10% | 25-44 | 36 | 22% |
| Special School student | 10 | 6% | 45-64 | 64 | 39% |
| Volunteer | 3 | 2% | 65+ | 42 | 26% |
| Advocate | 1 | 1% | Did not answer | 7 | 4% |
| Council Staff | 1 | 1% | Total | 164 | 100% |
| Voluntary organisation | 1 | 1% | Sex | | |
| Did not answer | 3 | 2% | | | |
| Total | 164 | 100% | Female | 69 | 42% |
| Ethnicity | | | Male | 76 | 46% |
| | | | Did not answer | 19 | 12% |
| Asian: Indian | 47 | 29% | Total | 164 | 100% |
| White: British | 43 | 26% | Service used by the respondent or person they care for | | |
| Black: Caribbean | 12 | 8% | | | |
| White: Irish | 10 | 6% | <i>Harrow Council Service</i> | | |
| Asian: Pakistani | 10 | 6% | Bedford | 1 | 1% |
| Other Asian background | 7 | 4% | Bedford & Vaughan | 1 | 1% |
| Mixed : White and Asian | 5 | 3% | Bentley NRC | 20 | 12% |
| Asian: Sri Lankan | 2 | 1% | Bentley NRC & Byron Day Centre | 1 | 1% |
| White and Black Caribbean | 2 | 1% | Bentley NRC & The Bridge | 1 | 1% |
| Other Iranian | 2 | 1% | Byron NRC | 11 | 7% |
| Black: African | 2 | 1% | Byron NRC & Anjali | 1 | 1% |
| Other Arab | 1 | 1% | Byron NRC & Gordon Avenue | 1 | 1% |
| Did not answer | 21 | 13% | Gordon Avenue | 1 | 1% |
| Total | 164 | 100% | Kenmore NRC | 8 | 5% |
| Disability | | | Kenmore NRC, Harrow Activity Centre & Harrow College | 1 | 1% |
| | | | Milmans | 22 | 13% |
| Yes | 119 | 73% | Milmans NRC & Byron Day Centre | 2 | 1% |
| No | 29 | 18% | Vaughan NRC | 12 | 7% |
| Did not answer | 16 | 9% | <i>Other Service Provider</i> | | |
| Total | 164 | 100% | Anjali | 1 | 1% |
| Religion and belief | | | Byron Day Centre | 1 | 1% |
| | | | Byron Day Centre & Shaw | 1 | 1% |
| Christianity (all denominations) | 60 | 37% | Byron Day Centre, Shaw & Other | 1 | 1% |
| Hinduism | 40 | 24% | Do not use an Adult Day Service | 20 | 12% |
| Islam | 12 | 7% | Harrow Activity Centre | 30 | 18% |
| No religion / Atheist | 7 | 4% | Other - Harrow college | 1 | 1% |
| Jainism | 5 | 3% | Shaw | 1 | 1% |
| Buddhism | 2 | 1% | Sneh Care | 22 | 13% |
| Sikh | 1 | 1% | Sneh Care & APDA | 1 | 1% |
| Did not answer | 37 | 23% | The Bridge | 1 | 1% |
| Total | 164 | 100% | Total | 164 | 100% |

5.2. What did people tell us?

5.2.1. The Proposed Model

There were three questions on the proposed model described in the consultation around the provision of more choice and control to service users through the move to personal budgets and the development of a wider range of day facilities.

| Q3: Will this vision and proposed model meet your needs? | |
|---|------------|
| Yes, but with support | 100 (61%) |
| Yes | 15 (9%) |
| No | 29 (18%) |
| Did not answer | 20 (12%) |
| Total | 164 (100%) |

Seven out of ten respondents thought the vision and proposed model would meet the need of service users (70%) with or without support. Just under a fifth (18%) thought that the model would not meet the needs of service users, whilst the remaining 12% did not provide an answer.

Q4: Type of support needed if new model is adopted

Respondents were asked what support would be required if the proposed model was chosen. An analysis of the open ended questions, where respondents provided comments highlighted that the following support would be required:

- More specific information about the implications of the model for each service user, as one respondent stated, 'to understand how the change will effect me'
- Support with financial and administrative management of a personal budget
- Information and advice about the availability and quality of new/alternative day services, and
- The availability of advocacy support to make informed decisions for some people
- Transport and travel arrangement to access day services,

Many other respondents did not answer the question directly but did say that they wanted to continue to receive a good day service, mainly without changes to current provision.

Q5: Please tell us what you think about the proposed model?

The following broad responses were received to the above open ended question.

Some respondents expressed frustration about their limited understanding of the model and the implications for change. Responses included:

"I need help to fully understand it"
"It is a little confusing" and
"I don't know enough about it"

Respondents providing a positive response offered a range of reasons for doing so, stating the following positive outcomes:

"Good to have own budget and choice"
"Challenging and interesting"
"Comprehensive, caring practical mode"
"Like the idea of trying out something new"

Other respondents recognised the benefits of the model but thought that success would depend upon the level of support provided to service users and individual needs being taken into consideration, comments included

“Looks good as long as I get support to access”

“Model is a good idea, but putting plan into action is more important”

“Model must meet individual needs rather than impose same thing on everyone”

Respondents who gave a negative response, fed back concerns that the model could lead to an end of current day service and the burden of managing provisions could fall on families and carers:

“If the centres close we will only be left at home alone and nothing to and this will make us depressed”

“My family will have to do it all and won’t get paid”

The remaining respondents did not answer the question directly but fed back that they prefer no change to current service provision or that peers within centres and staff and transfer together if changes were being made.

An analysis of question 6 which asked respondents which day services(s) they or the person they care for attends is contained in section 5.1.

5.2.2. Important aspects of a day service/activity

In order to help plan future day opportunities respondents were asked to rate how important various aspects of a day service/activity is to them or the person they care for. The detailed response is contained in the table below.

| Q.7: How important would you rate the following aspects of a day service/activity? | | | | | | | |
|---|------------------|-----------------------|------------------|----------------------|-------------------|-----------------------|--------------|
| Aspect of day service/activity | Essential | Very Important | Important | Not Important | Don't know | Did not answer | Total |
| Somewhere safe to be looked after | 120 (73%) | 31 (20%) | 9 (5%) | 0 (0%) | 0 (0%) | 4 (2%) | 164 |
| Friendly and helpful staff | 111 (68%) | 34 (21%) | 9 (5%) | 0 (0%) | 0 (0%) | 10 (6%) | 164 |
| The chance to meet other people | 99 (60%) | 39 (24%) | 14 (9%) | 2 (1%) | 0 (0%) | 10 (6%) | 164 |
| The break it gives me from home | 98 (60%) | 35 (21%) | 18 (11%) | 2 (1%) | 1 (1%) | 10 (6%) | 164 |
| Feeling safe when traveling | 109 (67%) | 27 (16%) | 13 (8%) | 0 (0%) | 3 (2%) | 12 (7%) | 164 |
| Being part of the community | 94 (57%) | 29 (18%) | 25 (15%) | 2 (1%) | 0 (0%) | 14 (9%) | 164 |
| Physical exercise | 80 (49%) | 32 (19%) | 28 (17%) | 11 (7%) | 0 (0%) | 13 (8%) | 164 |
| Having a good meal | 87 (53%) | 36 (22%) | 17 (10%) | 9 (5%) | 1 (1%) | 14 (9%) | 164 |
| Respite for Carer | 98 (59%) | 27 (16%) | 14 (9%) | 6 (4%) | 3 (2%) | 16 (10%) | 164 |
| Advice and information | 82 (50%) | 28 (17%) | 27 (17%) | 9 (5%) | 2 (1%) | 16 (10%) | 164 |
| Being able to do what I want, when I want it | 70 (43%) | 41 (25%) | 25 (15%) | 5 (3%) | 5 (3%) | 18 (11%) | 164 |
| Where the service is | 72 (44%) | 41 (25%) | 16 (10%) | 18 (11%) | 4 (2%) | 13 (8%) | 164 |
| Independent living skills | 77 (47%) | 30 (18%) | 19 (11%) | 14 (9%) | 6 (4%) | 18 (11%) | 164 |
| The things provided | 50 (31%) | 53 (32%) | 20 (12%) | 26 (16%) | 4 (2%) | 11 (7%) | 164 |
| Helps me to continue living at home | 78 (48%) | 26 (16%) | 13 (8%) | 7 (4%) | 18 (11%) | 22 (13%) | 164 |
| Work related skills | 66 (40%) | 14 (9%) | 18 (11%) | 38 (23%) | 7 (4%) | 21 (13%) | 164 |

When the responses for 'essential', 'very important' or 'important' by respondents are added together, the aspects of day service/activities can be ranked in the following order of importance.

- Somewhere safe to be looked after 98%
- Friendly and helpful staff 94%
- The chance to meet other people 93%
- The break it gives me from home 92%

| | |
|--|-----|
| • Feeling safe when traveling | 91% |
| • Being part of the community | 90% |
| • Physical exercise | 85% |
| • Having a good meal | 85% |
| • Respite for Carer | 84% |
| • Advice and information | 84% |
| • Being able to do what I want, when I want it | 83% |
| • Where the service is | 79% |
| • Independent living skills | 76% |
| • The things provided | 75% |
| • Helps me to continue living at home | 72% |
| • Work related skills | 60% |

An analysis of the response has shown that having somewhere safe to be looked after was the most important aspect of day care (98%). Day Centre staff received considerable praise throughout the consultation, which is reflected by the second highest ranking of 94% for the importance of friendly and helpful staff.

All of the of day services/activities were clearly considered to be important, the fact that only 60% of respondents said that work related skills were essential, very important or important may be a reflection of the number of older people who returned a questionnaire.

The chance to meet other people (93%); having a break from home for service users (92%); being part of the community (90%); respite for carers (84%); and a day service helps service users to continue to live at home (72%) were also mentioned throughout the consultation.

Other results of interest were the importance for respondents of physical exercise and having a good meal (both 85%).

Q. 8 Please state any other important aspects of a day service/activity not on the list above

Some respondents fed back that the following additional aspects of the day service were important to them or the person they care for.

Attending a day service provides much needed routine, structure and a change from being at home. Additional comments were that day care:

- provides mental stimulation through a choice of activities
- offers the opportunity not just to meet other people and friends, and enjoy social interaction with like minded people and staff who understand the needs of service users
- practical help and support from activities and staff to learn new skills with problems such as paying bills and learning skills

| Q9: <u>Instead</u> of attending a day centre, which of the following would you like to do? (You can tick more than one box) | | |
|--|---------------------------|--|
| | No. of respondents | as % of total respondents (118) |
| Shopping trips | 78 | 66% |
| Visit parks & gardens | 75 | 64% |
| Day trips | 72 | 61% |
| Exercise | 70 | 59% |
| Cinema | 66 | 56% |
| Adult education classes | 56 | 48% |
| Learn new skills | 55 | 47% |
| Out with friends | 55 | 47% |
| Theatre | 55 | 47% |
| Go to place of worship | 43 | 36% |
| Activities in the pub | 31 | 26% |
| Alternative therapies | 26 | 22% |
| Other | 23 | 19% |
| Total number of respondents | 118 | |

| Q10: <u>In addition</u> to attending a day centre, which of the following would you like to do? (You can tick more than one box) | | |
|---|---------------------------|--|
| | No. of respondents | as % of total respondents (136) |
| Visit parks & gardens | 82 | 60% |
| Shopping trips | 81 | 60% |
| Day trips | 79 | 58% |
| Exercise | 68 | 50% |
| Learn new skills | 68 | 50% |
| Out with friends | 60 | 44% |
| Adult education classes | 51 | 38% |
| Cinema | 48 | 35% |
| Go to place of worship | 47 | 35% |
| Alternative therapies | 44 | 32% |
| Theatre | 37 | 27% |
| Activities in the pub | 30 | 22% |
| Other | 19 | 14% |
| Total number of respondents | 136 | |

Questions 9 and 10 asked respondents to tick which activities and services they (or the person they cared for) like to do **instead** (question 9) and **in addition** (question 10) to attending a day centre.

The activities and services chosen by respondents who answered the questions were relatively similar for both questions. Outings and activities including visiting parks and gardens, shopping and day trips and exercise were the most popular activities chosen by over half of the respondents. Going to places of worship,

activities in the pub and alternative therapies were listed by between a quarter and a third of respondents. Some 47% of respondents would like to go to the theatre instead of attending a day centre, whilst 27% of respondents said they would like to go to the theatre in addition to attending a day centre.

Learning and education were also important to respondents: 48% would like adult education classes if they did not attend a day centre and 38% would like to attend these classes in addition to attending a day service. Whilst 47% of respondents wanted to learn new skills if they did not attend a day centre and 50% would like this opportunity in addition to attending a day service.

Other activities and services listed by respondents included eating out, sports (such as swimming and bowls), music, IT and also developing practical skills such as cooking and attending to laundry.

| Q11: When do you think you should be able to go to activities? | | | | | | | |
|---|------------------|-----------------------|------------------|----------------------|-------------------|-----------------------|--------------|
| Option | Essential | Very Important | Important | Not Important | Don't know | Did not answer | Total |
| Weekdays during the day (10.30-3.00) | 108 (66%) | 24 (14%) | 13 (8%) | 6 (4%) | 1 (1%) | 12 (7%) | 164 |
| Weekday mornings | 17 (10%) | 17 (10%) | 13 (8%) | 13 (8%) | 2 (1%) | 102 (63%) | 164 |
| Weekday afternoon | 15 (9%) | 11 (7%) | 14 (9%) | 14 (9%) | 2 (1%) | 108 (65%) | 164 |
| Evenings | 8 (5%) | 9 (5%) | 14 (9%) | 31 (19%) | 4 (2%) | 98 (60%) | 164 |
| Weekends | 11 (7%) | 11 (7%) | 13 (8%) | 34 (20%) | 3 (2%) | 92 (56%) | 164 |

In total 153 (93%) of total respondents provided an answer to this question. Some respondents only gave an answer for one option whilst others provided an answer for 2 or more options.

The table above shows that there was a major preference for weekday provision of a day service during the day (10.30am – 3pm), some 88% of all 164 respondents thought that it was essential, very important or important. A large proportion of the respondents did not provide an answer for the provision during weekday mornings (63%), weekday afternoons (65%), evenings (60%) or weekends (56%).

Around a fifth of respondents said that it was essential, very important or important for the services to be provided during the evening (19%) and weekends (22%).

| Q12: How do you prefer to access information and support for day services/ activities in the community? | | |
|--|---------------------------|--|
| Type of information and support | No. of respondents | as % of total respondents (118) |
| Leaflets and flyers | 82 | 47% |
| Voluntary organisations | 76 | 44% |
| Centres | 61 | 35% |
| Advocacy and advice groups | 42 | 24% |
| Council (including Access Harrow) | 34 | 20% |
| Internet (Including Harrow Council website) | 25 | 15% |
| Information points in community (e.g. libraries) | 12 | 8% |
| Other: Letters/written information sent in the post | 8 | 5% |
| Other: Through family or support workers | 5 | 3% |
| Other: Email | 2 | 1% |
| Other: Newspaper adverts | 2 | 1% |
| Total number of respondents | 153 | |

The analysis of the 153 responses to this question, shows that the preferred communication methods for relaying information were leaflets and flyers (47%), the internet (15%) and though information in the community such as libraries (8%). Other methods fed back were letters or written information sent directly to people (3%) and emails (1%) or newspaper adverts (1%).

Respondents favoured the provision of information and support through voluntary organisations (44%), day centres (35%), and council (20%) and also through family or support workers (3%).

5.2.3. The views of respondents on specific aspects of the vision and model

Q 13. We need to change services so that people have more choice about how they spend their day and can be as independent as possible. For example, by using places and services which are open to everyone and by giving people their own Personal Budget so they can buy the services they want.

We think that the way to do this is:

People with high level and complex needs can have the choice of receiving their care and activities in buildings specially designed for them. This does not stop them from using other places and services, if that is what they want.

People with lower level needs can use their personal budget to purchase a range of activities in the community

| Strongly Agree | Agree | Don't know | Disagree | Strongly disagree | Did not answer |
|-----------------------|--------------|-------------------|-----------------|--------------------------|-----------------------|
| 27 (16%) | 32 (20%) | 20 (12%) | 21 (13%) | 37 (23%) | 27 (16%) |

The table above shows that just over a third of respondents (36%) strongly agreed or agreed with the model outlined. The same proportion of respondents (36%) strongly disagreed or disagreed, although a greater percentage of respondents strongly disagreed (23%) than strongly agreed (16%).

Just over a quarter of respondents (29%) either stated that they did not know or did not answer the question.

A few respondents provided additional comments to this question. A small number of respondents were worried about the impact of the model for service users with lower needs and the actual availability of suitable services in the community. Some anxiety was expressed about managing personal budgets: respondents said that they did not want a change to their current service.

Q14. We also need to make the best use of the money we have.

Several of our buildings are not being fully used.

We could close some buildings and ensure that the ones which are open are fully used.

| Strongly Agree | Agree | Don't know | Disagree | Strongly disagree | Did not answer |
|-----------------------|--------------|-------------------|-----------------|--------------------------|-----------------------|
| 16 (10%) | 29 (17%) | 23 (14%) | 29 (18%) | 44 (27%) | 23 (14%) |

Almost half (45%) of respondents strongly disagreed or disagreed with closure of under utilised buildings and full utilisation of the remaining buildings. Just over a quarter (27%) strongly agreed or agreed, the remaining 28% did not know or did not provide an answer.

An additional comment to this question was the need for a dedicated service for people with autism. Some respondents thought that the introduction of charging for transport and the Fairer Charging policy has contributed to a decline in the number of people attending some of the day centres. One respondent suggested the council should consider leasing space in some of the buildings to the voluntary sector service providers to avoid potential closures.

Q15: Currently many service users are travelling outside of Harrow for up to 90 minutes when we have services in Harrow they could use

We think that, where possible, current and future users could be using Harrow Day Centres to meet their needs

| Strongly Agree | Agree | Don't know | Disagree | Strongly disagree | Did not answer |
|-----------------------|--------------|-------------------|-----------------|--------------------------|-----------------------|
| 41 (25%) | 34 (21%) | 18 (11%) | 14 (8%) | 33 (20%) | 24 (15%) |

Just under half of respondents (46%) strongly agreed or agreed that current and future service users should be using Harrow Day Centres to meet their needs, rather than travelling to use services outside of the borough.

Over a quarter of respondents (29%) strongly disagreed or disagreed, while the remaining 26% did not know or did not provide an answer.

Additional comments to this question included a response that “this proposal would work as long as a genuine choice is offered to service users”. A small number of respondents gave a positive response that the model could offer better value for money for the council and save money, but any new services should meet the needs of service users. Other comments included the need for specialist autism services in Harrow, some people felt that even if they have a higher level of need they should be able to have their needs met in Harrow. A small number of people said they had made friendships in the services they attend and would want to maintain those friendships. One respondent stated that people with complex needs should be able to access the community like anyone else and not spend all their time in a building.

Q16: In the future, we may need to use our Day Centres in a different way. This could mean that the day centres could be used by lots of different people in the community

This would mean that service users, regardless of age and disability can attend different sessions and activities run at the any of the day centres

| Strongly Agree | Agree | Don't know | Disagree | Strongly disagree | Did not answer |
|-----------------------|--------------|-------------------|-----------------|--------------------------|-----------------------|
| 22 (13%) | 43 (26%) | 14(9%) | 16 (10%) | 40 (24%) | 29 (18%) |

Four out of ten respondents (39%), either strongly agreed or agreed with the proposal that Harrow Council day centres could be used by lots of different people in the community. A further third (34%) strongly disagreed or disagreed whilst the remaining 27% said they did not know or did not provide an answer.

Additional comments were that the model will not be suitable for people with Autism unless there is a dedicated service and that the model may not suit people with very complex needs who may require specialist support and staffing. Any move in service will be very disruptive for this client group. There were concerns that some people, who will be accessing community services in the future, may face some difficulties in accessing suitable transport arrangements. Some respondents stated that any new arrangement would need to ensure that potential safety issues are mitigated and that staff are sufficiently trained to work with new client groups. A few respondents thought that some client groups would not mix well, whilst other respondents thought that this would be a positive move for greater integration.

Q17: If there is anything more you would like to tell us about day services and opportunities in Harrow? (e.g.: what improvements can be made):

There were 47 responses to this question which centred on the following points.

- Many respondents re-emphasised the need for good quality day centres
- There were suggestions for the provision of new or alternative activities, including arts and crafts, sports, IT and adult education
- Several respondents requested an increase in the number of days they, or the person they care for, attend a day service
- Some respondents had concerns that the proposals would mean a change in current staff that have built up relationships with clients over a period of time
- Others had concerns about the affordability for clients attending a day service and one respondent stated that preventative services need investment

6. Other Feedback

6.1. View from Voluntary Organisations and NHS Harrow Clinical Commissioning Group

Harrow Association for Disabled People (HAD)

HAD welcomed the provision of personal budgets, which they believe may encourage people to gradually replace some of their day service attendance time. HAD highlighted that many people rely on day centres to socialise and they do not want to change. Spending personal budgets on support into work/voluntary work, etc is a positive outcome for many people, as there is currently very limited support available. Often, the preparation time before work, is the time that support is really needed. Access to work provides support afterwards if someone finds work.

Personal budgets are a better option to meet the needs of the many people who do not fit into a recognised service model, e.g. people on the Aspergers or Autism spectrum. However, as with commissioned care, personal budgets may need to be used differently to purchase specialist services for people who have additional needs such as challenging behaviour.

HAD emphasised that although the reality is that the local area is less accessible to people with complex needs, they would be very wary of a policy which implies it is good practice for people with complex needs to be in day centres and others to be in more mainstream environments. Additionally, the local area should be made more accessible and there is very little incentive if those who have additional access needs do not use local services as often.

HAD suggested transport is a real issue for many disabled and older people. The lack of transport to go to mainstream places is one of the reasons why many disabled people have been so keen to embrace day centres in the past. Transport options need to be explored.

They also said that activities should not be labelled 'day activities' or 'day opportunities'.

Harrow Mencap

Harrow Mencap welcomed the move towards a more personalised approach to the Council's day service provision and said that if personal budgets are implemented appropriately individuals would have the opportunity for greater choice and control, not only in their day activities but also in all aspects of their lives.

Harrow Mencap stated that there needs to be better interconnectedness in relation to the number of changes currently being taken forward locally and nationally.

A piecemeal approach can mean that some individuals will face significant changes in key aspects of their lives one after the other. This was having the effect of compounding their anxieties, confusion, sense of loss etc and would undoubtedly have a detrimental impact on their health and wellbeing.

People may need more of one service and less of a different service depending on other things going on in their lives. Whilst understanding the council's need to balance risks, choice and control, better well-being can only be achieved if personal budgets provide for greater flexibility.

Harrow Mencap believe that the personalisation of day services offers real opportunities for people with learning disabilities to have greater access and active participation in their local community but fear that the market place is not sufficiently developed to offer a range of inclusive opportunities.

Harrow Mencap welcomed any proposed changes that increase real choice and control for disabled people, but acknowledged that many service users have had limited opportunity to make informed choices and need skills development, advice and support. Opportunities to try new things before agreeing to any long term commitment must be included.

Harrow Mencap strongly believes that a holistic approach to service development and delivery is essential if the Council is to achieve its ambition for providing high quality and sustainable outcomes for those most in need.

Harrow Age UK

One of the key messages from Harrow Age UK was the need to give service users a choice in what they wanted to do, when and where they would do it.

Harrow Age UK suggested that there should be a pilot model with a review carried out by service users. There were concerns around funding restrictions and people having less choice and possibly being able to access fewer activities.

Regarding council services, Harrow Age UK stated that they agree it is important for the council services to support those with very high needs, but they should also support those with lower needs who want to use these services, especially if this is what the individual would want. Lower level needs and issues should be addressed as important preventative measures.

Harrow Age UK also suggested reviving day centres to make them more accessible to all and have a different range of activities for different service users. More activities are important for people with dementia who require mentally stimulating and challenging activities. This was seen as important as preventative and health measures. Service users should be involved in designing their own activities and in having committees so they can raise their views.

The organisation did not agree with the possibility of closing some centres. As the number of older service users grows it is important to keep as many buildings open as possible. Also closure of buildings may be very disruptive to some especially if they have relied on these and will need extra support in any transition.

Current service users could be provision within borough to meet their needs, although some may prefer to continue using their current service as they have made friends and familiar with the centre. It is very important to have a range of activities in community hubs to keep people physically and mentally healthy so that all service user groups are comfortable attending.

Harrow Age UK emphasised from their discussions with older service users, that some people do not like attending day centres as they still 'feel young and active'. They find the idea of attending such centres or participating in activities as depressing. Whilst day centres are excellent for some, Harrow Age UK strongly agreed that there should be a range of activities within centres for all services users. They said that older people should not all be placed into one large group.

Harrow Age UK concluded by saying that they believe some older people feel there are not enough activities for older men and even older couples. This is important as many older men can be very socially isolated and may not acknowledge this isolation.

NHS Harrow Clinical Commissioning Group

Harrow CCG wishes to work with the Harrow Local Authority in the development of the proposed model for Adult Day Services. This will maximise the shared opportunity to support greater integration of health and social care services in order to develop improved, seamless, preventative services.

There are significant opportunities for alignment and collaboration between health and social care in the development of Adult Day Services.

This is reflected in a number of strategic Harrow CCG priorities and specific areas of work underway that would be relevant to *Adult Day Service Review* including: The Out of Hospital Strategy: 'Shaping a Healthier Future', the Joint Health and Wellbeing Strategy 2013 – 2016 and the: local Quality, Innovation, Productivity, and Prevention (QIPP) Programme

Other areas of synergy between Harrow CCG and Harrow Council with regards to Adult Day Services include:

- Harrow Council and CCG Joint Commissioning Intentions for 13/14, i.e. winter Planning, Dementia, and Children's Services (particularly where we can support alignment of the health and social care services supporting service users as they transition from children's to adult services).
- Winterbourne View: ensuring that adult safeguarding is strengthened in line with national recommendations.
- Joint NHS Harrow and Harrow Council Autism Strategy: including improving the support offered to the known population of people with autism, including people who have autism with additional learning disabilities or mental health issues.

Harrow CCG welcomes the consultation and review of Adult Day Services in Harrow, and hopes to work closely with the Council to develop proposed models in order to:

- Maximise opportunities for integration between health and social care services; and
- Ensure alignment with existing health and social care strategies.

6.2. Summary of written, email and phone responses from carers and a service user committee

Summary of Letter one from a carer

The consultation process is thorough but has it considered the consequences. My son has severe and complex needs. The centre meets all his needs and he accesses a good range of activities in a secure environment with supportive staff, and transport. He is unable to operate a personal budget. If left to services of outsiders he would be vulnerable to abuse and neglect. Any change will cause anxiety in the family. The centre integrates: respite, residential and day care users. Funding was also withdrawn from our other handicapped son, and we finally

resolved this issue without help from Harrow Council. If you need to save money, you could spend less on the consultation, with only 1 researcher not 4. Researchers' lack of understanding was evident when they required a service user to complete a questionnaire.

Summary of letter two from carer

My relative is very happy with the existing arrangements, has a good routine and a range of activities. I must insist this does not change. I request that you keep me fully informed of any changes to my relative's care before the changes are made. I wish to be informed of any further meetings proposed and I would like a copy of the minutes of any meeting held regarding this consultation.

Summary of a phone call from carer.

Her son attends one NRC and one local external centre. She is concerned about losing the service as her son is happy there. The carer was forwarded a copy of the questionnaire at her request.

Email from Bentley users' committee

At the committee meeting on Wednesday 1st May, the committee discussed the day services consultation, and wished to make sure that the following point was included within the consultation:

A number of service users at Bentley have very large electric wheelchairs, the corridors and door frames at Bentley can all accommodate these wheelchairs safely, and allow for them to pass each other in the corridors. Internal doors are also kept open with magnetic metal pads that release in the event of a fire, which also allow easier entry and egress. There is a concern that if service users in future use other sites, if these sites will be able to accommodate the large electric wheelchairs that service users currently use?

Appendix 1: Schedule of Consultation events and attendance at each event

| Venue | Date | Service Users in attendance | Family members, advocates and key workers in attendance | Staff |
|---|-------------|--|---|------------------|
| Milmans NRC Staff | 20 February | N/A | N/A | 13 |
| Milmans NRC Users and carers | 20 February | 19 | 4 volunteers plus 1 advocate | N/A |
| Byron NRC staff | 28 February | N/A | N/A | 12 + 1 union rep |
| Byron NRC users and carers | 28 February | 24 | 0 | N/A |
| Milmans NRC users and carers | 4 March | 14 | 2 carers | N/A |
| Bedford House Day Service Staff | 6 March | N/A | N/A | 4 |
| Bedford House Day Service users and carers | 6 March | (zero) 0 | 3 carers | N/A |
| Bentley Day Service staff | 7 March | N/A | N/A | 11 + 1 union rep |
| Bentley Day Service users and carers | 7 March | 25 | 1 carer | N/A |
| Bentley NRC users and carers | 13 March | 18 | 2 carers | N/A |
| Shaftesbury High School | 18 March | 8 | N/A | N/A |
| Welldon Activity Group users | 19 March | 18 (inc 2 non-verbal) | 3 staff in attendance | N/A |
| Bentley Day Service users and carers: for Gujarati speakers | 20 March | 5 | 4 carers plus 2 staff in attendance | N/A |
| Bentley Day Service Users committee | 20 March | 7 | 1 staff in attendance | N/A |
| Gordon Avenue Day Service Staff | 21 March | N/A | N/A | 4 |
| Gordon Avenue Day Service users and carers | 21 March | (zero) 0 | 3 carers plus 1 staff in attendance | N/A |
| Vaughan NRC Staff | 26 March | N/A | N/A | 10 + 1 union rep |
| Vaughan NRC users and carers | 26 March | 26 | 3 carers | N/A |
| Sancroft: Maya/ Anjali users | 28 March | 28 | 4 staff in attendance | N/A |
| Shaw Trust users | 2 April | 3 | 1 staff in attendance | N/A |
| Sheltered accommodation residents | 3 April | 17 reps from sheltered housing accommodation | N/A | N/A |
| Carers meeting in St Peter's Church | 5 April | N/A | 33 carers | N/A |
| Tanglewood | 8 April | 70 approx | N/A | N/A |
| Byron Park NRC users and carers | 9 April | 22 | 3 staff in attendance | |
| Changes Nightclub | 10 April | Questionnaires distributed | N/A | N/A |
| Additional users and carers session at Civic 1 | 10 April | 1 | 8 carers | N/A |

| Venue | Date | Service Users in attendance | Family members, advocates and key workers in attendance | Staff |
|-------------------------------------|-------------|------------------------------------|--|--------------|
| Kenmore NRC staff | 11 April | N/A | N/A | 6 |
| Kenmore NRC users and carers | 11 April | 22 | 3 carers | N/A |
| Sancroft: Byron users | 15 April | 11 | 1 carer plus 3 staff in attendance | N/A |
| Additional staff session at Civic 1 | 16 April | N/A | N/A | (zero) 0 |
| Kingsley High School | 2 May | 18 | N/A | N/A |

A summary of feedback from the consultation meetings is available on request.

Appendix 2: List of Day Service Providers who were invited to attend a consultation event

1. CMSS
2. Harrow Mencap
3. Templeton Centre, Alzheimer's Society
4. Weldon Activity Group
5. Choices4All
6. Seva Care Services
7. Age UK Harrow
8. Fremantle Trust
9. Harrow Association of Disabled People
10. ADHD & Autism Support Harrow Council
11. Chiltern Jigsaw Resource Centre/Chiltern Support and Housing
12. Harrow Leisure Centre
13. Flash Musicals
14. ASAP Harrow