

Consultation on the Future Day Services

11 August 2014

Sembal House, Polygon, Southampton

PRESENT: Helen Woodland, Interim Head of Adult Services
 Ricky Rossiter, Interim Service Manager
 Jeremy Long-Price, Commissioning Manager
 Izzie Clayton, Minutes
 Service Users and families

APOLOGIES:

ITEM		ACTION
Q1.	<p>We have someone who comes in 6 days a week, and they don't do much, and they are not very good. We go to the care company, and say, we don't want them to come back but they send someone back anyway. Is that something that you want to hear about?</p> <p>Yes, we do want to hear about them, we may want to pick up some of these issues in more detail with you personally. There is a difference between something the Council has bought and something the Council provides. We have 39 providers of day care and they are fairly well trusted. Quite often people can't make the distinction between Council provided and externally provided care services. I'm not saying that we don't have problems because we do. We have to focus on your individual feedback on the various care agencies, this is very important.</p>	
Q2.	<p>I get direct payments now. However, I was not informed by my social worker about personal budgets. One of the problems is that we are not being told exactly what is out there for us and what are our choices?</p> <p>I accept entirely what you are saying. The understanding of personal budgets, direct payments, personal health budgets, individual budgets and their differences is low among my staff. One thing we have started doing is mandatory training so that everyone has the same level of knowledge. Having worked elsewhere and looking at the direct payment system in Southampton, it's not great. We can improve it. Alongside all of our co-production work, one of the things we are doing</p>	

	<p>is looking at the process. We are feeding in all the comments you give us about how you want it to work, and how to make it simpler.</p>	
Q3.	<p>Would that mean that the time it takes to receive direct payments would be shorter, because mine took 12 months, and I had no care money in that time?</p> <p>People have told me that they were given a direct payment and told that all they could buy was home care. I am telling you that if you get any push back, speak directly to me. The direct payment can be used as creatively as you want it to be, as long as you are safe. If you want to buy a season ticket to see the Saints, absolutely.</p>	
Q4.	<p>I have spent all my savings to pay for PA's to look after me because my budget did not meet my needs. I am now extremely angry. I have not had a penny of that money back. I've got £30 left of £18,000! There is no communication between the Care Manager or Social Worker and an individual applying for the payment. The social worker I had at the time did say, when I was explaining to her what had happened, "If you had given me receipts I could have given you the money back". That information was not given to me in the first place.</p> <p>We need to look at your individual circumstances and your support plan. One thing that would be useful as part of the ongoing training, is to have a User Group who have direct payment experience. We could feed their experience into the training and tell my Care Managers direct</p>	
Q5.	<p>Obviously this person hasn't been given the right information, could she be refunded some of the money she has already spent?</p> <p>It's really difficult for me to comment, it depends on the care plan and what the money was used for and other things. I don't want to stand up and say yes, because I can't make a general statement. What I am pledging is that you can talk to me individually.</p>	
Q6.	<p>I want to talk about the Elite Services and the wood work groups and the other capabilities that we have. There is a unique opportunity here, some people with mental health problems are working with people with learning difficulties, and the fact that they are able to support each other is really encouraging, and it's something we cherish, and would not want to lose.</p> <p>It is really important that you give us that feedback and it's</p>	

	also important that you come to as many of the co-production events as you can.	
Q7.	<p>In the letter you sent out on 29 July you said that you will need to take into account the financial pressures faced by Southampton City Council and to make sure that the financial resources are used as efficiently as possible. Can you expand on this please?</p> <p>What we talked about earlier was that there are an increasing number of people requiring support from the Council and there is a decreasing amount of money to do it with. I need to consider how best I can use the available money to meet the needs of all people likely to use the various services.</p>	
Q8.	<p>How much less money have you got, have you identified the amount?</p> <p>In broad terms the Council, not just Adult Services, but the entire Council needs to make savings of £75 million over the next few years.</p>	
Q9.	<p>Obviously, Adult Services are going to lose some money and that's why we are here today. This is going to have a significant impact on these centres. Since Sembal House has been refurbished it is a wonderful facility. All of us would agree that we do not want it to change. We want it to continue to provide the same services. Is it possible that your budget cuts could mean that Sembal House will have more facilities and more people coming here?</p> <p>It is possible. At every centre everyone says, we love our service just the way it is and we don't want it to change. My challenge is that I do not have enough money to keep running the same services in the same way. What we want you to tell us is how can we change them with minimum impact and improve the outcomes for people.</p>	

Q10	<p>So how do we change Sembal House? In the last round of budget cuts we had significant changes here. The original service users have lost a considerable amount of space within the centre. We have had people from mental health and outside support groups come in and use Sembal as a hub. So we have experienced a great deal of service changes. Personally, I don't think we should be touched, because of all the recent changes.</p> <p>It's important that you feed that back so that I can present your ideas to the elected members and my cabinet colleagues. I have almost the same feedback everywhere I go. This is my challenge. What do I change, if everyone says don't touch anything?</p>	
Q11	<p>Surely you should look at what is going on in each hub. If we have 15 different groups using one hub, while others have 7 groups, clearly we would be the best user of available space.</p> <p>This is part of what co-production is about, so that we are clear what is happening and where we are making the best use of the time and resources</p> <p>We have been accused of having a secret plan hidden in the drawer, but I promise you there isn't one. At this point we are asking you, how you would like the service to look. Thinking about how we can use everything we have got to best advantage. You people, as users, are best placed to give us that information and tell us what you think. We have no firm plans at this time.</p>	
Q12.	<p>Previously, when we went through a review like this, it made a lot of service users very ill.</p> <p>I appreciate what you are saying. We want to get a balance between making sure that all your voices were heard and not putting too much stress on individuals. We would like you to feedback in whatever way is easiest for you. If you don't want to come to the meetings we will talk to in a different way. We don't always get things right but if you tell us we can adapt what we are doing.</p>	

Q13	<p>You have to forgive the majority of us for thinking that you have some big manifesto, the last time there was a review, no one listened us. So what can the Council do to make us feel that after all our singing and shouting, is someone going to take notice of us now?</p> <p>I would welcome your views. I will come back month after month, meeting after meeting and we will talk about things, and Izzie is here to write everything down. As the feedback comes in we will share it with you so that you can see we are not altering it in any way. We are open to your ideas.</p> <p>It's important to understand that the Council is not going to make this decision, it's going to be your local MPs. They will sit in the Cabinet in December and all we can do is present the information that we have received from you, and whatever else comes out of the co-production work. It will then be up to the Councillors of the Chamber to make their recommendations.</p>	
Q14	<p>Would the Council permit an MP to visit Sembal House?</p> <p>That is what I was going to offer. It will be the lead member for Adult Services Cllr Shields, he will be more than happy to visit. I can arrange that for you.</p>	HW to arrange meeting
Q15	<p>I guess if we did write direct to the MP's all they would do is write back to us and say, "Sorry see your Council".</p> <p>Local government is very confusing and hierarchical. I feel that you would do better talking to the Cabinet Member in charge of Health rather than your MPs, but feel free to write to them if you want to.</p>	
Q16.	<p>Is there one person? And you can fix that?</p> <p>I will be completely honest with you. I am happy to listen to your views, and I am happy to arrange for Cllr Shields to come and talk to you. But I go back to the point that I have to service more people's needs with less money. At the end of this process, what I am hoping for is that we can all come to an agreement, but it's unlikely that everyone will get what they want. I simply don't have the resources to increase or keep things the way they are at present.</p>	
Q17	<p>What does that mean? Could we lose our service?</p> <p>If you are eligible for our service you will continue to receive the service. It may not be exactly the same service that you receive now.</p>	

Q18	<p>What do you mean by that?</p> <p>This is really hard to answer. This is the real challenge, because I can't say, this is what you have now, and this is what you will have in the future. What we do know is that this is what we have now, and I need you to tell us how we might change it. So I can't tell you in concrete terms what the changes might be.</p>	
Q19	<p>In the last round of cost cutting exercises, do you know what kind of savings you made?</p> <p>I was not here then but I can speak to colleagues and find out what the savings were. Today we are talking about the day service, but there is no part of my services that we are not looking at. There will be changes to our provider services, we are talking about changes to everything that we do. A lot of you will know that in April we changed the structure of our Social Work Teams and I lost a number of social workers. There is nothing that we are not looking at.</p>	
Q20	<p>Is it possible that services might be provided for people in their homes, like daily care services?</p> <p>One of things that my commissioning colleagues are doing at the moment is re-tendering of domiciliary care contracts. I hope this process will lead to better value for money and better quality.</p> <p>I don't know whether it's a comfort or not but there is nothing that is protected and we are looking at everything we provide, and how we structure ourselves, and how we staff ourselves. Nothing is off limits.</p>	
Q21	<p>I lost a lot of money in the last cut back about £1,000 a month. If my care was to be cut back any more, my husband who works full time would have to give up his job to support me. You would be putting someone who is in a full time paid job, where we are financing ourselves apart from my care, into the benefit system.</p> <p>One of the things that we are not doing is looking at top slicing individual packages of care. I need to be careful when I say that to you. I know that we have some people who use our services who are not actually eligible to. If you are eligible for care you will continue to receive that care. There may be some people who are not eligible for care.</p>	

	<p>I will be coming back to speak to you again and I will arrange for Cllr Shields to come and talk to you. I will hand out the forms for you to complete. I would also encourage you to go to the next co-production event which is on 19 August 2014.</p> <p>To summarise the various consultation meetings:</p> <ul style="list-style-type: none"> • There are co-production events that my commissioning colleagues are leading. • There meetings like this one today where you get a chance to question, listen to answers and give your feedback. • There will be two big public meetings where we will talk about all of the changes in adult social care. <p>You can come to any, or all, or none of the meetings as you see fit.</p>	
	<p>Date of next meeting: 15 September 2014</p>	