

## Freemantle Consultation Meeting 14 August 2014

### PRESENT

Ricky Rossiter	Unit Manager, 32 Kentish Road
Helen Woodland	Head of Service, Provider Services
Jeremy Longprice	Commissioning
Jane Gleeson	Mencap
Alison Gilroy	Operations Manager Freemantle Day Services
Parents:	Mrs Bartlett, Mrs Curry, Mrs Lodwidge, Mrs Donnelly, Mrs Gill, Mrs White, Mrs Gale

ITEM	
1.	<b><u>Introductions</u></b>
2.	<b><u>Questions, answers and comments</u></b>
2.1	<p><b>Mrs Lodwidge</b> Will SCC build another Day Service?</p> <p><b>Helen Woodland</b> Whilst the city has 37 other Day Services it is unlikely.</p>
2.2	<p><b>Mrs Lodwidge</b> I have concerns over the closure ideas. Can you assure us that Freemantle won't close?</p> <p><b>Helen Woodland</b> No, but we need to make sure there is trust, consistence and the other issues are considered.</p>
2.3	<p><b>Mrs Gale</b> This is a short term saving and due to family stress it will end up in crisis and cost SCC more.</p> <p><b>Helen Woodland</b> If eligible, service users will continue to receive a service but it may be different than the current service.</p>
2.4	<p><b>Mrs Lodwidge</b> Will relationships and the thoughts of service users be taken into account when making the decisions?</p> <p><b>Helen Woodland</b> This can be done in co-production meetings which you should attend.</p>

2.5	<p><b>Mrs Donnelly</b> Are the other 37 providers regulated?</p> <p><b>Helen Woodland</b> Yes, they are part of the commissioned service, they are vetted and they have to go through monitoring. Monitoring and quality will still be monitored by SCC.</p>
2.6	<p><b>Mrs Donnelly</b> Are direct payments being offered?</p> <p><b>Helen Woodland</b> Due to the availability of this, it allows us to be more flexible which will then offer a range of services. Some see this as a positive and others as a negative and some work needs to be done around making others understand where they are.</p> <p><b>Mrs Donnelly</b> What will the transition plan be?</p> <p><b>Helen Woodland</b> There is a Cabinet meeting in December, it will not be a rushed change.</p>
2.7	<p><b>Mrs Gale</b> What safeguarding will be in place?</p> <p><b>Helen Woodland</b> Challenges are as a result of historical problems, and the future is what we need to focus on in the coming months. You can have a one to one or be part of the other groups, whatever works for you. We need to know your views, no matter how you tell us.</p>
2.8	<p><b>Mrs Lodwidge</b> Two different age groups here, will the options still be offered?</p> <p><b>Helen Woodland</b> We know that friendship groups are important and we will try to maintain these. We can't tell you what will happen yet, this is down to the co-production events and that of the Cabinet.</p>
2.9	<p><b>Jane Gleeson - Mencap</b> Carers concerns – what reassurances can you give families that the timings of the day services will stay similar?</p> <p><b>Helen Woodland</b> Carers need to be part of the co-productions and families may not want them to stay the same.</p> <p><b>Jane Gleeson – Mencap</b> Will this be facilitated?</p> <p><b>Helen Woodland</b> We can't guarantee that.</p>

<b>2.10</b>	<p><b>Mrs Lodwidge</b> Why change it? <b>Helen Woodland</b> Because of the financial burdens of an aging population and shrinking budget.</p>
<b>2.11</b>	<p><b>Mrs Bartlett</b> What happened with the Brookside budget? <b>Alison Gilroy</b> – Alison gave a history of Brookside – that money was reinvested to ensure that the service was good enough and partnership working struck with the community association.</p>
<b>2.12</b>	<p><b>Mrs Gill</b> What cut backs are we having? Will people stop coming one day a week? <b>Helen Woodland</b> No, this will be based on the eligibility of individuals. SCC has to save £76 million and we are part of that.</p>
<b>2.13</b>	<p><b>Jane Gleeson – Mencap</b> Explain why it is so expensive. <b>Helen Woodland</b> Adam will explain this and feed it back at a later meeting.</p>
<b>2.14</b>	<p><b>Mrs Lodwidge</b> What is commissioning in layman's terms? <b>Helen Woodland</b> They buy stuff for people to use and they then ensure the quality, which includes quizzing them for safety.</p>
<b>2.15</b>	<p><b>Mrs Donnelly</b> So you won't leave us with the money to manage? <b>Helen Woodland</b> If you don't want to take a personal budget you don't have to, but we need to explain this better.</p>
<b>2.16</b>	<p><b>Jane Gleeson – Mencap</b> Are we looking at the alternatives now? <b>Helen Woodland</b> We are currently building a web based directory which should be available by September.</p>

2.17	<p><b>Mrs Lodwidge</b> What I don't want is this to close and my daughter having nowhere to go.</p> <p><b>Mrs Donnelly</b> I want guidance.</p> <p><b>Helen Woodland</b> History tells us that change is difficult and people will be monitoring this. As carers currently reduce this financial pressure on SCC we must ensure we look at correlation of figures. We can have a look but we need to look at sustainability for the future and whilst it could cost more in the first few years, we need to look at the longer picture.</p>
2.18	<p><b>Alison Gilroy</b> SDS has never stood still and we now look after more complex people. We now need to look at skill sets for people in the future so that they would not need a service so much.</p> <p>Looking at younger generation and build on their abilities.</p>
2.19	<p><b>Mrs Lodwidge</b> We have had our children all our lives and this is scary. People who are older go to residential care projects once the family become old and this used to be 'normal', I don't want that for my daughter.</p> <p><b>Helen Woodland</b> There is a huge range of people using the services and we need to look at how this can be better delivered.</p> <p><b>Mrs Lodwidge</b> If I gave up Lindsay then it would cost you more. We have created a 'cotton wool' kid and what happens when something happens to me?</p> <p><b>Helen Woodland</b> SCC have not looked at the future planning process before effectively.</p> <p><b>Mrs Lodwidge</b> I don't understand this, why does residential care cost so much?</p> <p><b>Helen Woodland</b> Residential Care cost - £1300 per week, Extra Care £300 per week. This is an evolution of the move from institutional care. This allows us to deliver this in a better way.</p>
2.20	<p><b>Mrs Gale</b> Vulnerability over the safety of service user once they move. Where does the money come from to ensure the protection of service users?</p> <p><b>Helen Woodland</b> This is already in place. SCC will always be accountable (Helen offered the Voice to be able to vocalise their concerns) and this needs to be built into the plan.</p>

<b>2.21</b>	<p><b>Mrs Lodwidge</b> We don't want it to change.</p> <p><b>Helen Woodland</b> If we want improvements and independence then we have to change.</p> <p><b>Mrs Lodwidge</b> If LL does not want to leave, will it be left open?</p> <p><b>Helen Woodland</b> Councillor Shields will be invited to Freemantle to understand what is at our service. Unless he sees it he will not understand it.</p>
<b>2.22</b>	<p><b>Mrs Donnelly</b> Next Tuesday there is a co-production event at the civic centre.</p>
<b>2.23</b>	<p><b>Mrs Gill</b> What happens to people at Woodside Lodge?</p> <p><b>Helen Woodland</b> There are places in the city to offer them a different home.</p>
<b>2.24</b>	<p><b>Mrs Gill</b> Planning Team came out to look at other options for my daughter to remain at home longer. In the future she will need downstairs living space.</p> <p><b>Helen Woodland</b> I can't comment on what the Planning Team say, any personal comments can be discussed on an individual level.</p> <p><b>Mrs Gill</b> You want to save money and I want to keep my daughter at home, surely that's a saving? Some joint working with Planning will need to be done.</p> <p><b>Helen Woodland</b> There needs to be work completed with the Disability Adaptation Grant, but it may be what you're entitled to, not what you want.</p> <p><b>Mrs Gill</b> If we could keep our child at home with a carer, then we would have that.</p>
<b>2.25</b>	<p><b>Helen Woodland</b> – discussed the age of population and aging carers.</p>
<b>2.26</b>	<p><b>Mrs Donnelly</b> Will there be more care managers?</p> <p><b>Helen Woodland</b> Today we are interviewing for two Learning Disability Care Managers and then we will be fully staffed.</p>

<b>2.27</b>	<p><b>Mrs Lodwidge</b> Do I have a care manager now?</p> <p><b>Helen Woodland</b> No, until the consultation is final, then they should happen.</p>
<b>2.28</b>	<p><b>Mrs White</b> How long is the waiting list for the Direct Payments?</p> <p><b>Helen Woodland</b> There is a waiting list for assessments but not Direct Payments.</p> <p><b>Mrs White</b> What about respite?</p> <p><b>Helen Woodland</b> Future options include Shared Lives and Bradbury Service, but other options are out there. Activity holidays. Having a range of options for a range of people. In the main it will cost SCC less money but will offer more choice.</p> <p><b>Mrs White</b> How if you don't have the money?</p> <p><b>Helen Woodland</b> By offering other services.</p>
<b>2.29</b>	<p><b>Mrs Lodwidge</b> Some of these people can't make their own decisions.</p> <p><b>Helen Woodland</b> This is why we are having co-productions and also these meetings on a monthly basis.</p>
<b>2.30</b>	<p><b>Mrs Gill</b> What happens if no money is saved?</p> <p><b>Helen Woodland</b> We need to ensure this happens.</p>
<b>2.31</b>	<p><b>Alison Gilroy</b> Staff have been here so long they know the individuals well and that makes the service good and it is important they are involved.</p>
<b>2.32</b>	<p><b>Mrs Lodwidge</b> This is Lyndsey's life and work. She loves coming here and will even pretend she is ok when she is ill.</p>
<b>2.33</b>	<p><b>Jane Gleeson – Mencap</b> Carers want the simple truth – will this change 100%?</p> <p><b>Helen Woodland</b> No, but looking at the financial constraint it is unlikely to stay the same. Change versus closure, there will be change. If you don't like the option of talking at cabinet then attend co-productions, council events or the consultation events.</p>

<b>2.34</b>	<p><b>Jane Gleeson - Mencap</b> Will it make a difference?</p> <p><b>Helen Woodland</b> It is already an agreed format.</p> <p><b>Mrs Gale</b> Strong advocacy from the city residents is needed.</p> <p><b>Helen Woodland</b> All the way through we have said that we want to hear your views via email, one to one and telephone calls.</p>
<b>2.35</b>	<p><b>Mrs Lodwidge</b> The friends she will lose is my biggest worry.</p> <p><b>Helen Woodland</b> Please attend co-production so you can feedback.</p> <p><b>Mrs Lodwidge</b> It is a prison sentence living with a person with a disability.</p>
<b>2.36</b>	<p><b>Helen Woodland</b> Please feel free to attend any of the events so we can help shape future services.</p>
	<p>Administrative Notes Owner Author: Ricky Rossiter - Retention period: 3 years from date of this meeting</p>