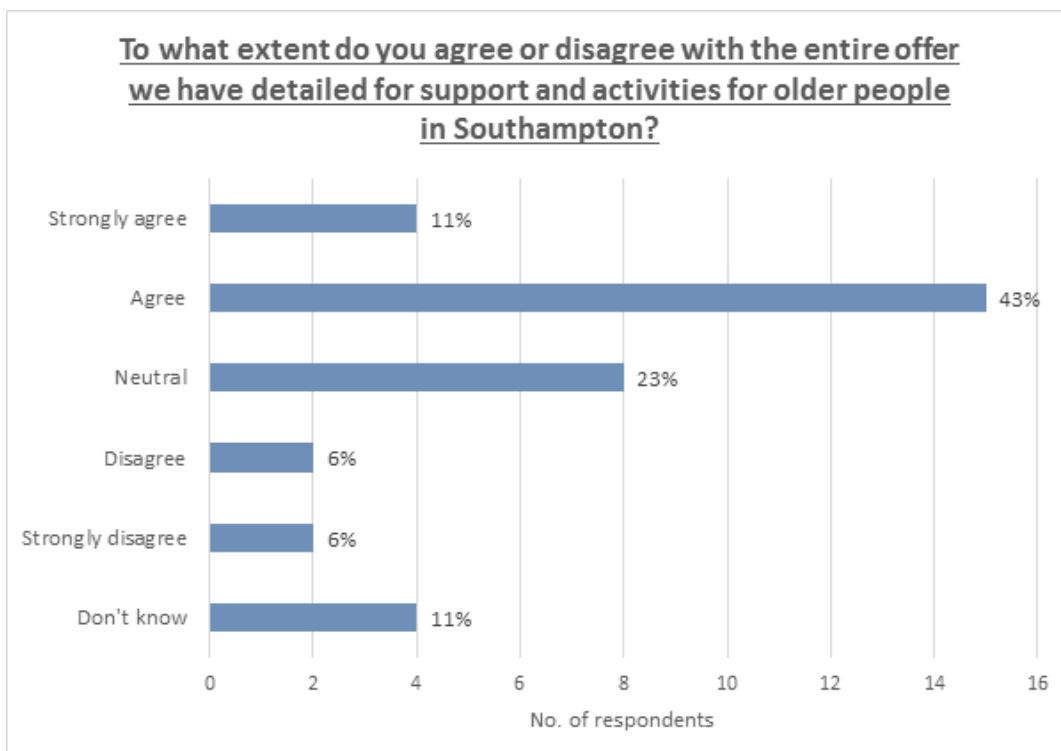


Redesign of Older Person's Day Care Services

(as part of the development of a new offer of support and activities for older people in Southampton City)

Report summarising the feedback from service user and provider engagement

1. There has been considerable service user, carer and provider engagement in the development of the model and a more formal engagement exercise was undertaken on the final proposals. This engagement process was conducted over August 2017 through a series of workshops and focus sessions with providers, service users, their carers and other members of the public as well as an online questionnaire, 500 copies of which were also circulated in a paper version. Over 80 service users and their carers attended the workshops. In addition a range of community organisations and stakeholders attended engagement sessions reaching a further 80 plus people and organisations supporting people in Southampton.
2. Service user sessions were held in each of the day centres; other members of the public were targeted through the CCG Patients' Forum; council staff delivering services to older people were engaged through the Housing Related Support and Adult Social Care staff meetings; presentations were given to the Southampton Voluntary Services Friday Forum, Community Solutions Group (which is made up of various voluntary and community sector providers), the Better Care cluster meetings (which are attended by frontline staff from primary care, community care and social care and housing); and two stakeholder workshops were held with representation from local voluntary sector groups and providers.
3. The chart below shows the overall response to the proposals:

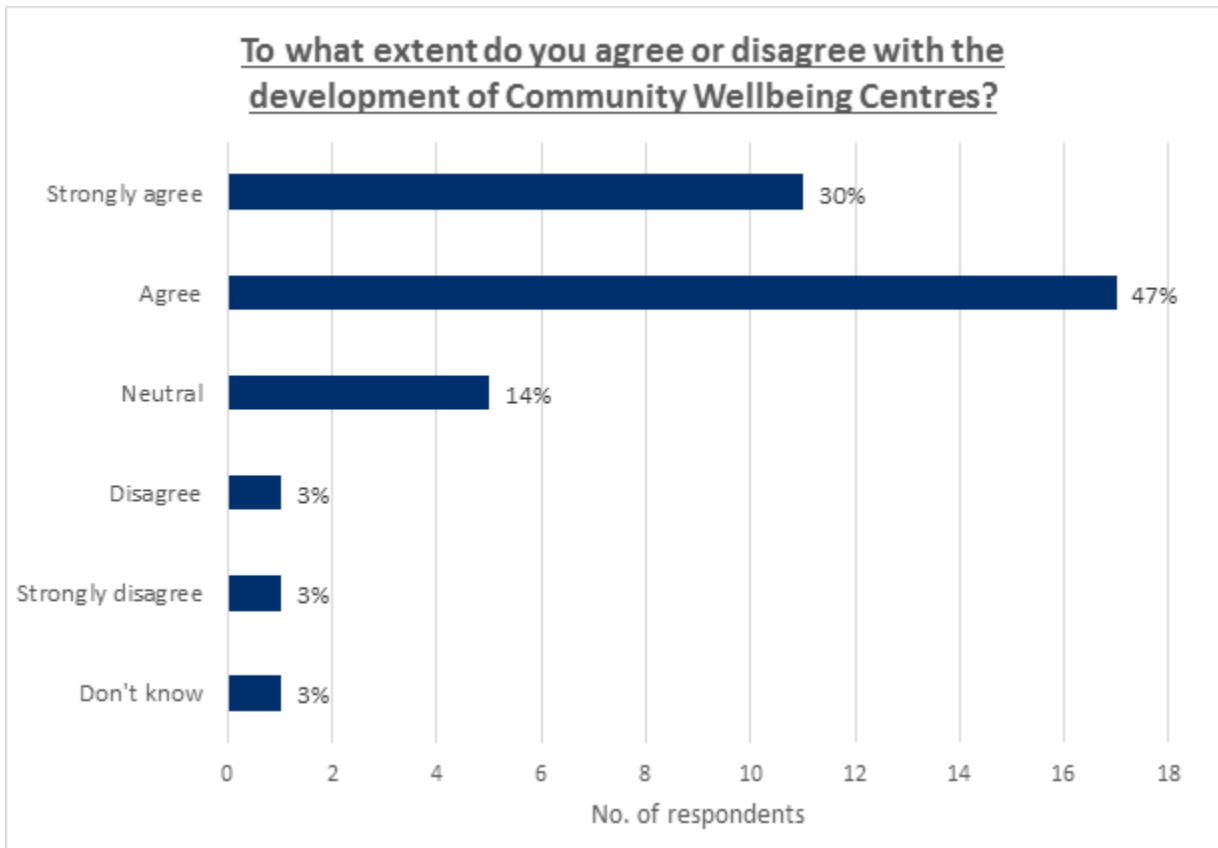


4. The engagement asked for feedback on 3 key elements of the proposals, including suggestions on what the new services should be called:
 - a) The development of community wellbeing centres across the city
 - b) The development of a greater range of activities in the local community

c) A change in the way an individual can manage their personal budget to increase flexibility and choice.

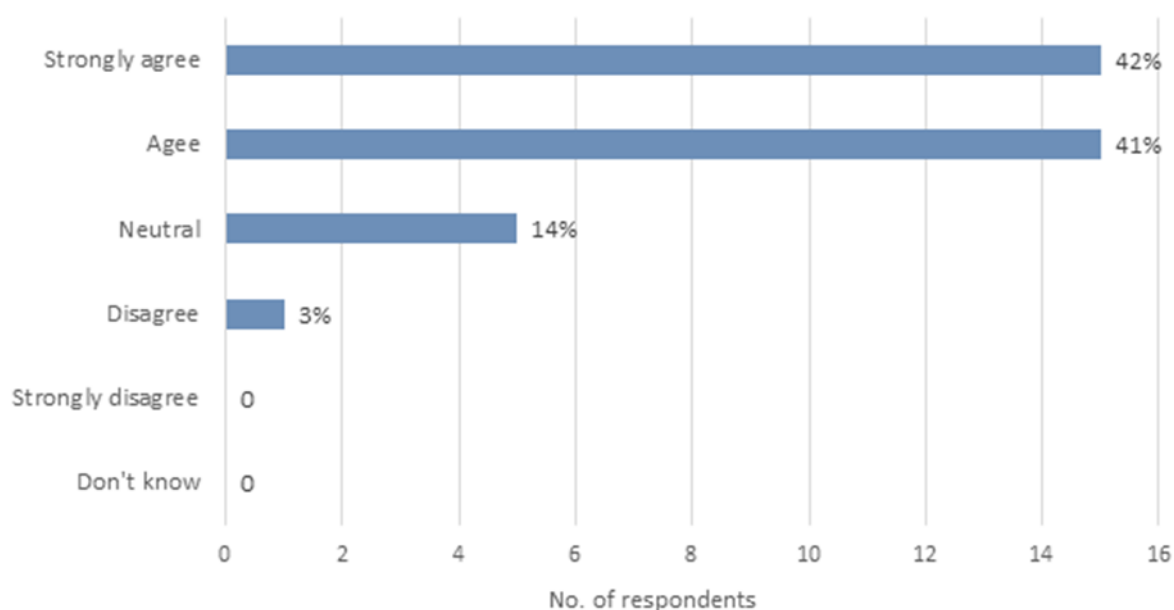
Feedback on Community Wellbeing Centres

5. The majority of respondents supported the concept of Community Wellbeing Centres.



6. When asked about what they most value and therefore want to keep about current day care provision, respondents focussed on the following themes:
- The social aspect (*"I like meeting people and having the chance to socialise. I like the activities and sitting down for a meal with everyone. It's a chance for me to get out once a week and see lovely, familiar faces"; "I enjoy always coming to the centre, to socialise, activities and the service"; "Meeting the friends I see every week. I like quizzes, bingo and the entertainment"; "Gets me out of the house without it I would be stuck in my house all day"*)
 - Having a hot meal (*"I like the meals I get at the centre"*).
 - Accessibility and transport (*"Being collected and taken home by bus."*)
 - Support for carers (*"Going to my day care centre gives my wife a chance to do things that she likes to do without having to look after me"; "day centres offer essential respite to carers of people with dementia, without this many carers could struggle to cope with the overwhelming responsibility 24/7".*)
 - Stimulation (*"Activities to stimulate the brain for those with Alzheimers / dementia"; "My mum suffers from dementia and the fact that she gets picked up and dropped off is of great benefit. She gets two additional days out of her normal routine and this I feel keeps her mind and spirit active"*)
 - Staff (*"Friendly caring staff"*)
 - Familiarity (*"meeting up with same people on a regular basis"; "I like the fact that the day centre I attend is specifically for people like me."*)
7. Whilst people liked the familiarity of the day centre they attended, there was general support for opening up the centres to older people across all levels of need, as shown in the chart below:

To what extent do you agree or disagree with Community Wellbeing Centres being available to older people across all levels of need?



8. Additional comments about the future development of community wellbeing centres included:
- Suggestions around consortia approaches to community wellbeing centre development and management
 - The need to include a focus on evenings/ weekends provision when people are often most lonely
 - The extent of the cultural change involved in moving from a model of dependency to one that promotes independence. There were suggestions about using local media to influence general social perceptions.
9. Specific concerns highlighted were related to:
- Accessibility/Transport : (*"The only suggestion I have would be planning the facilities in every area in the city so that the elderly do not have to travel too far and bus routes and times are compatible with the times of the centre meetings." ; "I need to socialize for my mental health and I need transport to get me there." ; "I need transport cannot use local bus services, wheelchair user and cannot push myself"*)
 - Specialist support for people with dementia (particularly the more active people with dementia): (*"Traditional day care setting do not cater for more active people with dementia whose carers can often be both physically and mentally exhausted by such challenges"*)
 - Risk of diluting provision: (*"What I wouldn't like to see is a dumbing down of quality of the present service in favour of a one size fits all. As people become older their needs vary, these can be specific in their requirements. My concern would be that all needs are not met."*)
 - Change (*"I am happy with the way the day centres are run at present"; "A well-resourced transition is needed between the current model and the new offer. The new proposals will entail a complete change in culture."*)

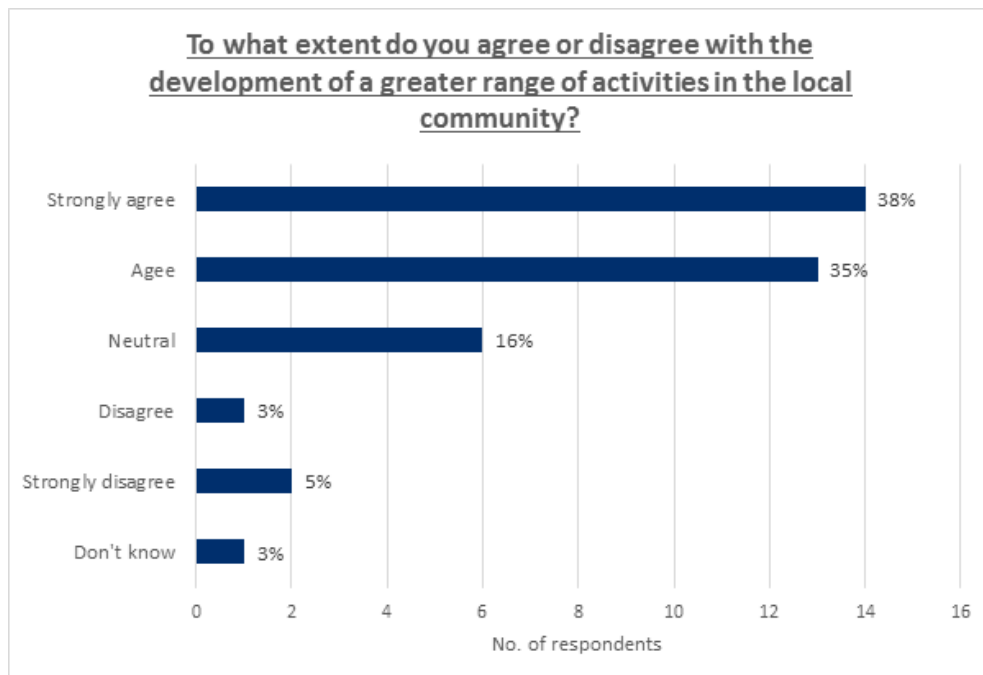
Consideration of the feedback

10. The proposals take account of the issues raised and ensure that:

- Transport will continue to be commissioned as part of the new model although the expectation will be that the Provider will explore more innovative ways of providing transport which reduce transport costs (freeing up more funding to be invested in service provision).
- Over time, the intention is to increase the number of Community Wellbeing Centres and local activities, embedding them within local communities, so that people have less distance to travel.
- Further work will continue to refine the needs assessment to better understand the number of people with dementia currently using the day centres and their specific needs. This will inform the final Service Specification but it is envisaged that there will be a specific service requirement to improve outcomes for people with dementia and their carers.
- The transformation to the community wellbeing centre model will take place over a period of time and to begin with the Centres will be delivered out of the current day care settings. The Provider will be required to work with service users and their carers to develop the model and undertake formal consultation as required.

Feedback on the development of a greater range of Community Activities

11. Again the majority of respondents supported the development of a broader range of activities.



12. Around 40% of the respondents stated that they would prefer not to pay for an activity session; however just over 43% said that they would be willing to pay up to £5 per session and a further 16% up to £10 per session.

13. Specific ideas for activities included:

- outings and walks
- singing
- practical activities such as gardening, cooking, shopping, hairdressing, learning how to use a mobile phone
- swimming
- art
- sports such as snooker, table tennis, walking football, skittles and card games
- chair based exercises

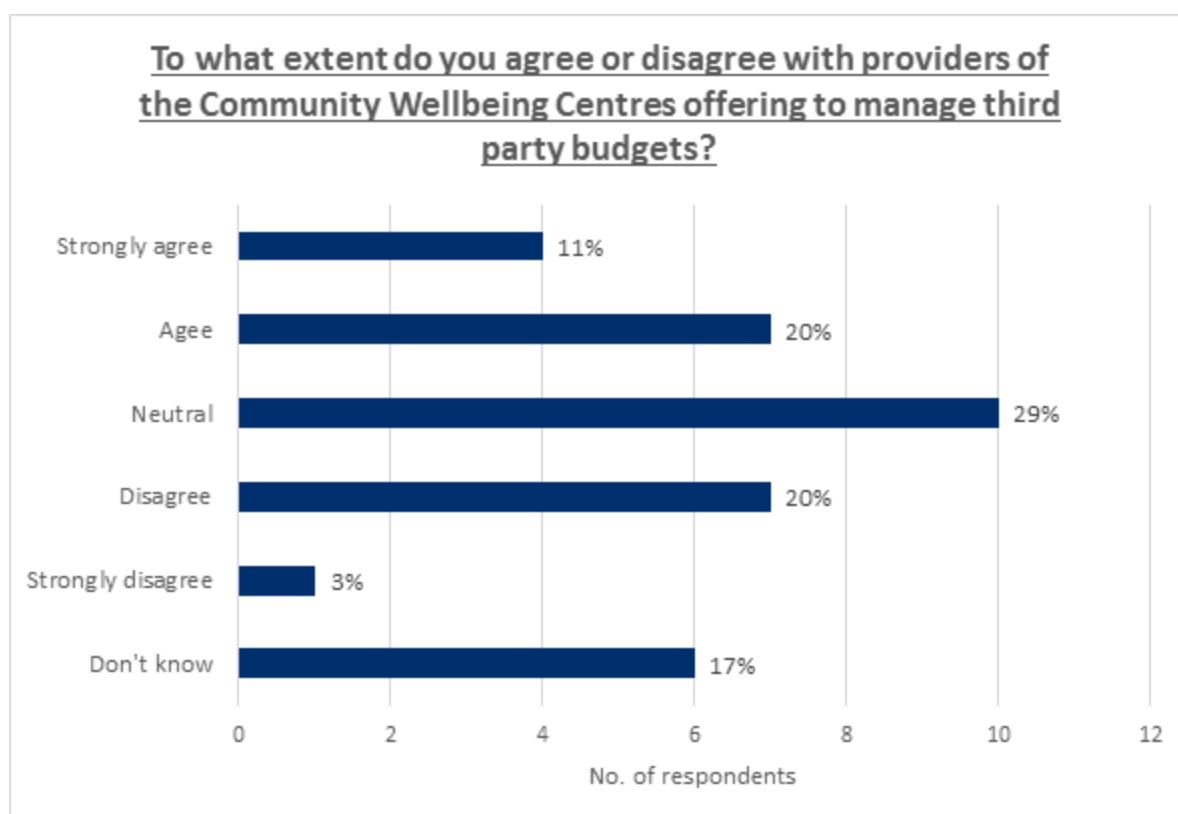
Additional comments included:

- the importance of marketing the offer
- creative ideas about establishing partnerships with local business
- current local provisions were mentioned that were a success and growing; these included: coffee get together including crafts at a venue in Portswood; Good Neighbour schemes; Men in Sheds.

14. There were no specific concerns relating to this part of the proposal, other than the issues already highlighted for community wellbeing centres above.

Feedback on personal budgets and third party budget management

15. There was less consistency in the responses to this question as shown in the chart below.



There were a number of comments that related more to the concept of personal budgets, particularly in relation to confusion about how these can be taken along with the associated benefits and concerns about creating additional stress.

The main comments related to the introduction of a third party budget management function within the proposals included:

- the need for the provider managing the personal budgets to be independent
- advantages recognised of individuals pooling resources to share care support focused on activities.

16. Further work will need to be undertaken around the concept of personal budgets and the different options for taking them. It is proposed that this is a wider piece of work linked to the Council's overall agenda for Direct Payments. It is proposed that the third party budget management is identified as a distinct function in the service specification to be delivered by a provider who is not directly delivering services.

Feedback on name of service

17. People were also asked to feedback on what they would prefer to call the new Services. A number of options were proposed and respondents indicated their preference as follows

Older Person Offer	0
Offer for older people	10%
Senior Citizen Choice	19%
Senior Citizen Offer	6%
Living well in older life	23%
Living well in later life	32%
Other	10%

Other suggestions were:

- Opportunities Centres (for older people)
- Choices in later life
- Life choice