



APPENDIX A

Adult Social Care Direct Services Review

**Consolidated Learning Disability
Consultation Report November 2010**

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Contacts



Senior Responsible Officer

Alison Elliott

Assistant Director Community Care

Alison.Elliott@brent.gov.uk

Special Projects Manager

Nancie Alleyne

Nancie.Alleyne@brent.gov.uk

Head, Learning Disability Service

[Alison Armstrong](#)

Alison.Armstrong@brent.gov.uk

Head, Care Management and Review

Senel Arkut

Senel.Arkut@brent.gov.uk

Executive Summary

- In July 2010 the Executive agreed to consult with service users, carers and stakeholders on the draft Day Opportunities Strategy.
- The consultation was undertaken in three waves and 42 consultation meetings were held at 8 locations.
- The report's key messages addresses the concerns raised at the consultation meetings.
- This report consolidates (for learning disabilities) the previous three consultation reports, which are available on Brent's Website, on the draft Day Opportunities Strategy. It also incorporates the need for the current day services to change to meet national policy objectives and local improvement.

Draft Day Opportunities Strategy

- The Day Opportunities Strategy was drafted on the basis of national policy which is focused on the need to develop more personalised services for adults in order to promote independence and help people to lead fulfilling lives. It also draws on the work that has already been done as part of the Adult Social Care Transformation programme, and the One Council Improvement Strategy, which stresses the need to develop innovative services with local people to deliver improved outcomes, whilst ensuring that this is done in a cost effective way.
- The strategy outlines proposals for the future design of Day Opportunities across all client groups in adult social care

Draft Day Opportunities Strategy

- The principles underpinning the strategy are
 - A move away from services delivered in buildings to large numbers of people at the same time, towards a more personalised approach.
 - To support service users to access services provided within the community e.g. leisure, employment, learning and social activities to enable them to contribute to the local economy.
 - Working with partners to ensure services meet the needs of people with learning disabilities.
 - To change the role of staff to support the delivery of the personalisation agenda.

Background to the Consultation

- The proposed service model was explained through a series of consultations and focused workshops on the draft Day Opportunities Strategy which included the benefits to individuals of personalised services as described within the proposed strategy.
- At each day centre, Brent Council Community Care officers spent approximately 2 hours at each event with service users to hear their view on and concerns about the proposed changes to day centre and service re-designs. After a presentation of the proposed plans (wave 1), all service user groups split into smaller groups for facilitated discussion on the proposed strategy and what impact it would have on individuals and service users groups.

Background to Consultation(2)

- A leaflet with the key messages of the strategy in Plain English and Easy Read was available at each meeting for users and carers as well as a draft copy of the draft Day Opportunities Strategy.
- Service users responses and questions were captured by scribes on flipcharts. In addition to key workers, advocates were present to assist service users expressing their views at the Strathcona and Stonebridge day centres. Projects users were also consulted with advocates present.
- Translators and British Sign Language (BSL) signers were also available when needed.
- ASPPECTS and Albert Road service users sessions had a different format to adjust to the different levels of need and capacity.

Lessons Learnt

SERVICE USERS WAVE 1

- Not to continue to consult with users with very complex needs as it had been difficult to obtain meaningful information with this group.
- To have Projects and Stonebridge service users consultation structured separately and in smaller groups so that everyone's concerns and comments could be heard and captured.
- Where necessary to extend the time given to users at the consultation meeting so that everyone had the opportunity to have their say.

SERVICE USERS WAVE 2

- To answer concerns and questions raised at the Students Council as part of the consultation meetings.
- To have the day centre managers and carers help facilitate the Wave 3 consultation meetings.
- To have pictures available to improve communication and understanding.

SERVICE USERS WAVE 3

- It was important that users could speak to the Assistant Director for H&CC individually and this happened at the end of some of the sessions
- To ensure effective communication is an ongoing process.

Lessons Learnt

CARERS WAVE 1

- To change the venue for Stonebridge & Project Carers to allow for increased attendance.
- To give carers the opportunity to either have a discussion in a large group for the whole session or to break out into smaller facilitated groups for part of the session.
- To consult with Albert Road and ASPECTS carers together as they had additional concerns relating to the plans for the John Bilham Resource Centre.
- To have the Wave 2 meetings during the day so that carers who could not attend the evening events could attend during the day.
- To ensure lead member representation at Wave 2 consultation meetings.

CARERS WAVE 2

- To have case studies for carers to gain a better understanding of how their relative can spend their day.
- To have carers whose relative had been receiving day care and had changed to direct payments available to explain their experience and provide advice and information.
- To talk, call, write, and invite individual carers to come and personally discuss their issues with H&CC officers.

CARERS WAVE 3

- The need to ensure the continuous engagement and effective communication with carers and to be open and transparent throughout the next stages within the project.
- For carers to be involved in the future planning following the decision by the Executive in December.

Lessons Learnt

STAFF WAVE 1

- To ensure HR representation at all future meetings so that questions related to the impact of the strategy could be addressed.
- To meet with the PCT/BCS to address the concerns relating to CASS.

STAFF WAVE 2

- To join some of the staff and management sessions together as staff said that they all worked as a team.

STAFF WAVE 3

- To build on the willingness and enthusiasm of staff to continue to explain the strategy to users and answer their concerns in conjunction with officers from H&CC.

Response to Service Users Concerns

- Most users do not want Stonebridge to close, or to move into Strathcona.
Stonebridge building needs a lot of repair which the council could not afford.
Service users could do the same activities at Strathcona day centre and could take all their personal things to Strathcona..
- Many users feel attached to the day centres as social meeting places.
If the strategy is agreed then all users will move to Strathcona together. You will still be with all your friends. If Strathcona closes we will support you to stay with your friends in the community
- They are concerned about transport arrangements and being a burden on carers when going out into the community.
There will be no changes to your transport if the strategy is agreed. Brent transport will still provide a service but will take you to Strathcona and not Stonebridge. If Strathcona closes we will ensure you can use transport to use community activities.

Response to Service Users Concerns

Many feel vulnerable in the community

It is important to us that you continue to be and feel safe. The plan is that you will be doing community activities together with your friends and key workers and will feel and be safe with people you know and work with.

There was a concern about the cost of community activities

There is also a cost associated with attending the day centre. Many activities are also offered at a reduced cost or are free. i.e. swimming concessions and attending libraries and museums.

By wave 3 consultation meetings users were getting a better understanding that Stonebridge Day Centre may close and were discussing future plans like organising their last Christmas party at Stonebridge and asking what facilities would be available at the new centre.

Many users said that they has already spent time at Strathcona in the past and enjoyed it then although they preferred the meals at Stonebridge.

Some uses expressed some desire to expand their choice in community activities e.g. photography, football and cookery whilst at Strathcona.

Reponses to Carers Concerns

Key themes

- Carers oppose the closure of Stonebridge and the move into Strathcona.

This was noted.

- They are concerned about capacity and safety at the John Billam Centre.

The strategy will only work if people choose to take up their activities in the community.

- They are worried about how the changes would affect the service users, and about getting the same level of respite for carers as currently

A transition plan will be developed to support users and everyone will receive the same level of services providing they meet FACS criteria. This will be the same for carers.

- Concerns about the day centres being run down and not providing the stimulation the service users need.

Younger people are choosing not to attend a day centre but to take up a direct payment or go to college.

Reponses to Carers Concerns (2)

Key themes

The choice of activities and support to users at the day centre does need to improve

- Concern about managing Direct Payments.

There is support for this. Anyone who needs help can get it either through the Direct Payment Support Service or by talking to their Care Manager

- Who will decide who goes to John Bilham.

John Billham is being built for those users attending Albert Road and ASPPECTS day centre anyone who meets the FACs criteria requiring a building base will be supported by Adult Community Care.

- The loss of friends in which service users have made.

Users will move to Strathcona and John Bilham together with their friends. If they choose to do things in the community their support plan will be structured so that they remain with their friends in the community if they want to.

Response to Staff Concerns

Key themes

- Staff are concerned about the impact of the plans on staff structure, new role descriptions, place of work, pay pensions etc.

As the consultation was focused on the draft Day Opportunities Strategy it was difficult to discuss how staff structures will change and the impact it would have on staff terms and condition of service. Once a decision is made at the Executive in December H&CC staff will come back to discuss the implication of the decision.

- Was the community ready for their service users.

Work is being done around brokerage and market stimulation to ensure users can access the types of activities they are requesting to undertake. Further discussions are being held with Employment Support Providers and with local colleges.

Response to Staff Concerns (2)

Key themes

- That some users did not want to move to Strathcona Day Centre.

Nobody will be forced to go anywhere. This is about choice and we will be assessing all users to establish their level of need and how they would like to spend their day and with whom.

CONCLUSION

The consultation responses across all client groups were broadly supportive of the principles underpinning the strategy (personalisation and greater focus on community activities) however, users and carers also wanted to maintain a building base and the services the day centre provides with greater choice of activities.

In the main users, carers and staff did not want the Stonebridge Day Centre to close but some users and carers were beginning to accept the possible change to their lives.

Most people want better quality services with greater choice.

People are concerned about service users being isolated
Service users want to remain with their friends at the day centres