

P-04-366 Closure of Aberystwyth Day Centre – Correspondence from Ceredigion County Council

FAO Mr William Powell AM

Chair – NAFW Petitions Committee

Re: Review of the first year of service at Aberystwyth Day Centre

Your ref: P - 04 - 366

I would advise that the Council's Cabinet at its meeting held on 21st May decided to accept the Report and its recommendations, and will now be taking all necessary action to address those recommendations. The Cabinet decision was endorsed by the Council at its meeting held on 23rd May.

A copy of the Report is attached for your information.

ABERYSTWYTH DAY CENTRE REVIEW

1) Purpose of the Report

To inform Members of a Review into the first year of service provided at the relocated Day Centre for Older People.

The Report will provide brief background information into legislative and statutory requirements, identify relevant Council policies, outline the rationale for and approach to the Review, provide feedback from service users, their carers, Day Centre staff and other stakeholders.

Reference will also be made to current research and thinking in respect of support to Older People.

The concluding section will summarise the findings and make recommendations for Members to consider

2) Legislation and statutory responsibilities

Services for Older People are provided within the purview of the National Assistance Act, Chronically Sick and Disabled Act, and Community Care legislation

All Local Authorities, since 2002, have been required to comply with Welsh Assembly Government S7 Guidance-“ Unified Assessment and Fair Access to Care Services.”.

This Guidance was established to ensure a consistent person centred approach to assessment of need and clarity in respect of eligibility for services to meet identified need

Ceredigion County Council’s document “Eligibility Criteria—taking care to make a difference”, clearly sets out the responsibilities of the Council to meet the social care needs of its population and the level of eligibility it is able to meet.

Legislation in respect of Carers is contained within the Carer’s Act and the recent Carer Strategies (Wales) Measure

It should be noted that whilst Local Authorities have a duty to meet the eligible needs and identified outcomes of service users and their carers, in respect of the need for day support, the manner in which service and solutions are provided is not prescribed. The forthcoming Social Services and Well Being (Wales) Bill, provides a legal framework to give effect to ‘Sustainable Social Services: A Framework for Action’, the Welsh Government’s overarching agenda for social services and within which the need for service users to have greater choice and control is a key priority.

3) Ceredigion County Council Policy

Within the Council’s Improvement Objectives for 2012/13, Objectives A and D :-
“**Transform our services to be more efficient and effective for the citizens.**” and
“**Improve the ways we safeguard and promote the independence of vulnerable**

people”. emphasise commitment to delivering the best outcomes for people who need care and support, most cost-effectively and efficiently.

Reference is also made to the need to “develop early intervention and preventative services with a view to removing or reducing the need for a more intensive, intrusive response later on”

Ceredigion Social Services’ Business Plan 2012/13 expands these Objectives further into Aims and Expected Outcomes

4) Background and Approach to the Review--

In March 2011, Ceredigion County Council received proposals for an Integrated Library, Archives and Day Centre Facility in the Town Hall. The Day Centre to be re-provided from Park Avenue.

Criticism was later made, that there had been insufficient consultation in respect of these plans, with the decision being opposed by the Save Park Avenue Day Centre Action Group, established in November 2011 and who continue to voice their protest. The move took place in April 2012 with the County Council committing to undertake a Review of the service after its first year in operation

The outline for the Review is attached as Appendix 1, with the focus agreed as being the provision of services at the Day Centre as experienced by those most directly involved

The Review commenced with an initial visit in December, followed by a further day in January and 3 days in February. During this period I was present in the new Day Centre on 4 occasions, where I was able to speak individually to service users and also to them at their monthly Service Users’ Committee meeting. I visited Park Ave , met with the Archivist and Librarian and also with the Carers’ Development Officer, Older Person’s Strategy Co-ordinator, representatives of the Adults social work team and the Cabinet Member for Social Services.

A Questionnaire was sent to all Day Centre service users and another to their carers I invited any Day Centre service user or carer who wished to discuss issues confidentially, to meet with me privately. Only 3 service users requested this and their comments have been incorporated into the Questionnaire responses.

5) Service User and Carer Questionnaires

As it would not be possible for me to meet with all service users prior to the dissemination of the Questionnaire, I felt it would be helpful to provide them with a brief outline about myself --this is attached as Appendix 2

The Questionnaires are attached as Appendices 3+4

40 responses were received from service users, which is an excellent response rate from a potential 64 people.

The Carer's questionnaire elicited only 15 responses.

The Summaries of responses are attached as Appendices 5+6.

Service User Questionnaire (40 responses—I on behalf of 2 people)

- 19 people responded anonymously, so it is not possible to identify accurately the number who were previous attendees at Park Ave, nor the gender of respondents.

However where it was possible to be specific, it should be noted that 29 respondents had previously attended Park Ave and 5 were new to the service. 23 respondents were female and 16 male. The gender mix in the Centre being of particular note to the Reviewer, as frequently men are not significant Day Centre attendees.

- The majority of responses (39) in respect of reason for attendance were Companionship (31) and Meals (19), with 31 people considering that the new Day Centre fully met their needs. 8 people did not respond directly to this latter question or felt their reasons not fully met, with most of these making comments adversely comparing the new provision with Park Ave

"I like the company and see friends. Also the food is good"

"The new day centre meets my criteria and it is a lovely modern building, I am quite happy there"

"More room in the old centre, food cooked on the premises"

- With regard to "What do you like best about the new day centre?" there were 35 responses, with Staff (12) Building/environment (9) and Meals (8) being the most prominent. 6 people said there was nothing they liked about the new centre or made reference to preferring Park Ave

"Good service, well looked after"

"Modern, cosy building"

"Convenient for shops. Warm caring environment"

- There were 38 responses to "Are there things you do not like about the new Day Centre?", with 25 responding Yes and 13 responding No. The main issues for the former group were the size of building/low ceiling (14) and access/ramp (10)

"I do not like the walk from the coach. I'm a bit nervous of the ramp on wet days, there's no shelter from the rain"

"It is in the cellar, too small, too cramped"

"Location, lack of bus routes that stop outside the Centre---"

- When asked "What would make the Day Centre better?" , there were 29 responses, with 9 saying "Nothing" (and from their overall responses, for 8 people this was a positive comment) and 8 people wanted a return to Park Ave or a change of location

"Nothing—it's marvellous"

"Improve entrance"

"I would love to go back—please try and make this happen"

- "Can you tell staff if you are not happy?" led to 39 responses, 38 affirmative and even the person responding No, added "but staff are always friendly and helpful"
- A question concerning problems with travel led to 40 responses, 34 people saying No and 6 saying Yes
- 36 people responded to the query re the benefit of being linked to the library, with 28 considering it positive (2 of these also valuing proximity to the Archives) and 5 people not seeing any benefit
- The final question invited any further comments re the new Day Centre. 35 people responded, with 8 wishing to voice their appreciation of the staff, 7 wishing to return to Park Ave and 5 making positive comments re the new Centre

"The staff are lovely, very friendly and caring. The service users are the same and I've made new friends, I love the way it is decorated"

"We should never have left the old centre, ----miss some of the facilities"

Carer Questionnaire (15 responses)

3 people responded anonymously, so again it is not possible to gauge exactly whether the service user was a previous Park Ave attendee. It would appear that 9 were, with 3 being new service users and 3 unknown; this numerical breakdown being similar re the gender of the service user ie 9 female, 3 male and 3 unknown In respect to the relationship of the service user to the carer, 8 = parent, 4 = partner, 2 = niece/nephew, 1 = unknown.

It should be noted that from comments made in the questionnaires, not all the Carers who responded had visited the Day Centre.

- Initially Carers were asked whether attendance at the Day Centre helped them in their caring role. There were 11 responses, 8 acknowledging this support, with reassurance that the cared for person was being well looked after and having a structure to their day being the prominent comment.

"for x days a week I know that my mother is with other people and so taking part in some activity----"

"----the day centre provides her with the stimulus that I cannot provide"

- "Are there any positive changes from the move to the new Day Centre?" elicited 9 responses, 6 saying No and 3 saying Yes. 4 Carers felt unable to comment, although noting that their parent was happy to attend

"I think that because the new day centre is smaller, it is easier to socialise"

- 11 Carers identified aspects of the new Day Centre that they did not like. The key issues being reduced space/light (5) no bathing facility (5)

"the obvious withdrawal of previously essential services mainly because of the lack of available space"

"No bathing or showering"

- 13 responses were made in respect of whether improvements could be made to the Day Centre. 6 made suggestions, 4 said No (but with a positive connotation) and 3 people felt that nothing could be done to make it fit for purpose/ be a replacement for a purpose built day centre

- All 15 Carers considered that they could talk to staff if they had any concerns

- With regard to there being any problems with travel for the service user to the Day Centre, there were 15 responses, 12 not identifying any. The main comment related to access and the ramp

- The final section requesting any further comments re day services for Older People, elicited 11 responses. There were 7 comments praising the staff.

"The staff are so good, the success of the Centre is down to them. The transition was painless"

6) **Other feedback from service users**

In addition to the questionnaires and individual meetings, I was also able to talk with service users informally during the day and at their Service Users Committee meeting.

Their appreciation of and affection for the staff was evident, but for some this brings challenges as the staff are all female. One male user commented that he would feel embarrassed at having to receive intimate personal care from someone he has a close (albeit professional) relationship with.

Similarly to the responses to the questionnaires, the views of the people attending the Day Centre range considerably. I met with some people who had attended Park Ave for over 15years (*"I retired and went straight to the Day Centre"*) and for whom the loss of a *"purpose built facility"* which was *"close to the shops"* and where the food was cooked on the premises, was keenly felt. These service users hoped that they could return to Park Ave .

Other people who had attended Park Ave, whilst expressing a preference for some aspects of Park Ave were happy with the new facility; finding the atmosphere homely, the town close at hand and the food to be well made and of good value. Some of these expressed frustration at the pressure they felt from the above group to be negative about the new Centre.

For those who had not attended Park Avenue, the comments were positive *"we are very lucky to be here"*

The issue which gave rise to most adverse comment from all service users was the access to the building, with many finding the uncovered ramp unsatisfactory. The lack of a direct bus route was raised by several people, but this was challenged by others, with details of bus numbers and routes being advised. This conversation gave rise to a perceived need for a pedestrian crossing outside the Centre.

Some people considered that having only one disabled toilet, which also accommodated the shower, was inadequate.

Several people commented on the change to the arrangements for the Wednesday Drop-In, expressing that this was a loss to them and also to the people who attended.

7) Workforce

Day Centre staff learnt of proposals to move from Park Ave via the media; with this lack of initial engagement and limited involvement in the planning for the building leading to them feeling devalued. It is to their credit that transition to the new Centre was managed well with only 2 service users who attended Park Ave choosing not to visit or attend the new Centre.

Whilst staff were initially apprehensive about the move, they are now very positive about the new building and consider that it is a facility which can meet the needs of the service users to remain physically and emotionally healthy, enabling them to continue living independently in the community.

Whilst they acknowledge that the new Centre is smaller than Park Ave, they consider that its size promotes more interaction between the service users. The staffing complement is now commensurate with that at Park Ave, and the removal of the

bathing service has freed up staff to engage in more activities. Recruitment to a part time post is underway and this will enable extension of afternoon activities.

When asked what their key positives were from the move their response was *“Enhanced socialisation, service users seem happier and are more vocal, they participate in activities more, they have more voice in decision making”*

Integration with the Library and Archive service is seen as providing a positive opportunity for increased community involvement, intergenerational activity and the development of new learning for service users, although they acknowledge that engagement is limited thus far.

Staff recognise that the Day Centre is a valuable resource and consider that it should be utilised to its optimum, providing services to those with highest needs. Whilst annual service reviews are held at the Centre, care management reviews have not been as frequent and sometimes where they have been held, the Day Centre staff have not been directly involved. Staff consider they have the skills to enable the Centre to provide support to reablement and outreach services

8) Intelligence from other stakeholders

Gareth Griffiths and Helen Palmer (Library and Archive Services respectively) spoke positively about their co-location with the Day Centre, one comment being made that the *“friendly and cheerful atmosphere experienced in the building is in great part attributable to the culture of the Day Centre”*

Only 2 adverse comments, in respect of the smell of food from the Day Centre, has been received since the integrated facility came into operation

Regular meetings are held between the 3 managers and a shared staffroom would have been welcomed to further improve staff interaction, but space has precluded this

A Reminiscence session is held by the Archivists on a monthly basis and Day Centre users do come up to the Archivist section of the building to bring documents for retention. People who wish to explore their genealogy also access the service.

In respect of the library service, again some service users take the opportunity to visit when attending the Day Centre and there is a Book Club held monthly in the Day Centre. Co-working with the Carer's Development Officer has led to the production of focused information and the extension of facilities to meet their needs.

The opportunities afforded by an integrated facility were also acknowledged by Mr Griffiths not to have been maximised as yet

Meetings with the Carers Development Officer and the Older Person's Strategy Co-ordinator again provided positive feedback in respect of the new Centre, albeit that

some carers had expressed a lack of understanding as to the reason for the closure of Park Ave.

In respect of Carers, there have been no adverse comments received from the Carers Alliance or the Carers Support Workers and at the Coffee Morning held in December comment was made to the effect that the Protest Group was not representing the views of the service users.

Debate concerning the Carers Measures Strategy again did not lead to any criticism of the new Centre, but there was acknowledgement that future generations would expect a different and wider range of services

Support groups for Carers previously held at Park Ave had been found alternative premises without difficulty and these have proved to be more inclusive within the community whilst also offering greater flexibility eg re timings for meetings

The Older People's Strategy Co-ordinator advised that a new lunch club was set up at the Football Club to accommodate the needs of the people who had previously attended the Drop In at Park Ave. These people who did not have needs which met Social Services Eligibility Criteria were found to have been attending primarily for the midday meal

Further opportunities for community development with voluntary organisations are being explored with the Football Club and the forthcoming Single Plan for the Council should further enhance the engagement of all Departments in meeting the needs of Older People to remain living independently in the community.

The North Adult social work team have recently undertaken 33 Reviews of Day Centre attendees and during these have asked for comment re the new Day Centre. Their findings, 86 positive comments and 27 negative, echo those of the Review Questionnaires. Overall 22 people were satisfied with the new facility with 4 being dissatisfied and again issues with access and the ramp being identified as a concern.(5 comments)

There were 5 adverse comments re the space, 2 noting that this affects socialisation. However 4 people commented on the positive experience of socialisation

The social work staff consider that facilities previously provided at Park Ave eg bathing, Drop In have been replaced satisfactorily and where less traditional solutions have been identified to meet need, Direct Payments have been utilised. There has been no reduction in the number of requests to attend the Day Centre. Where these have been found to be outside Eligibility Criteria, they have been signposted to the wide range of voluntary support available or if only requiring support with ensuring adequate nutrition, again there are sufficient luncheon clubs to meet this need.

9) Outcomes for Older People

In meeting the overarching Outcome of living independently in the community, the provision of day support is a key component. Such support providing

- *Company and social interaction*
- *Mental stimulation and continued learning*
- *Physical exercise*
- *Adequate nutrition*
- *Assistance with health and personal care*
- *Confidence boosting and support to re/build skills*
- *Respite from/for main carer*

Two recent reports “Preventing loneliness and social isolation among older people “ (Social Care Institute for Excellence May 2012) and “Widening Choices For Older People with High Support Needs” (Joseph Rowntree Foundation January 2013) highlight the crucial importance of providing such support to ensure that health and wellbeing are maximised. Their reports also provide examples of the options for meeting needs other than through traditional buildings based services.

Within the SCIE report, recognition is given to the spectrum of need identified by Older People, which requires a commensurate spread of service provision ie from intensive and frequent to low level preventative..

The Joseph Rowntree Foundation study, which included a fieldwork site in South Wales, highlights the desire of Older People to have greater choice and control and to have a wider range of options.

The report emphasises the benefits and potential of options based on mutuality, where people support each other and/or reciprocity, people contributing to individual and group well being.

10) Conclusions and Recommendations

In undertaking the Review I have been mindful of the criticisms and concerns expressed about the new Day Centre, so that in all the work with the people directly engaged I have sought to explore these aspects.

My conclusions will focus on the needs of people who are eligible for support from Social Services. (*see Recommendation 6*)

Direct feedback from service users and carers have evidenced a wide range of comments, but overall the view from those involved in the Review is that the new Day Centre can and does meet the needs for day support for Older People

I would concur with this view, considering that the new Day Centre is fit for purpose and well placed to enable people to live independently in the community.

a) Whilst it is smaller in size than Park Ave, the building is bright, cheerful and has a lively atmosphere, with staff working to ensure there is no air of the “institutionalism” which often stereotypes such provision.

The main room has tables which can be dismantled to provide for more space, should this be necessary for activities.

Health and Safety issues are paramount and the Fire Officer has visited twice in the last year. An evacuation exercise in October was undertaken successfully.

b) Despite the hot food not being made on the premises, the midday meal is nutritious and of good value. The Council’s catering manager has met with service users to address complaints and ongoing comments are sought.

c) Provision of a shower enables a swift response to any personal mishap. Only 4 people receive a shower as part of their care plan, with previous users of the bathing service being provided with this service either in their own home or in one of the residential homes. I fully support this change as being a more dignified and respectful response to need. By not providing this as a service, the disabled toilet will be more available.

(See Recommendation 4)

d) A range of creative and therapeutic activities is provided, including regular exercise sessions, which are crucial in retaining mobility and balance; quizzes; art and craft sessions, the former being supported by the external tutor who previously visited Park Ave and monthly Holy Communion, which meets the spiritual needs of those who are unable to access their local church or chapel.

e) A room has been set aside for visiting health staff, the hairdresser and any personal care support which the staff are trained to provide

f) Transport to the Centre does not cause a problem, with bus routes having been adjusted to accommodate the needs of the integrated services.

g) Banks and shops in town are accessible

h) Co-location with the Library and Archive Department facilitates access to mainstream services and provides opportunities for enhanced learning, reminiscence and intergenerational activity. *(see Recommendation 3)*

There are however aspects which need further exploration and debate in the short and longer term

a) Access to the building causes significant concern *(See Recommendation 2)*

b) My visits were undertaken in the winter months and I am therefore unable to comment on use of the exterior of the building. I am advised that service users enjoyed sitting outside the front of the building last summer and that the back area will be a “garden area” with tables, chairs and sunshades. *(see Recommendation 2)*

- c) Within the provision of day support to a growing and ageing population, the position of the Day Centre needs to be clarified and its resources fully maximised
(see Recommendation 6)

11) Recommendations

- 1) Following discussion of this report, senior officers and politicians to meet as soon as possible with service users, their carers and staff to clarify the position of the Day Centre and give feedback on their response to the Review
The messages from this meeting to be put in writing for those unable to attend, and for future reference.
- 2) Further consideration to be given to access arrangements to the building and the outcome of this to again be delivered personally and in writing, by the relevant officer.
This exercise to consider ease of access to the garden in the summer and also include the possibility of a pedestrian crossing
- 3) The Business Plans for the Day Centre, Library and Archive Department to contain specific actions in respect of integrated working
- 4) Unless there is an extenuating need for a shower to be provided at the Day Centre, this service is not provided to any new service user.
- 5) Annual care plans be undertaken to ensure that people attending the Day Centre meet eligibility for the service, to specify the outcomes to be achieved and to ascertain whether some of these needs can be now be met through services within their local communities
- 6) Within the change agenda required by Sustainable Social Services and the Social Services and Well-being Bill, strategic debate be undertaken as to the needs of the future generation of Older People for day support, together with the services and solutions to meet these. This debate should build on recent research, maximising the contribution of the voluntary sector and faith communities and utilising mainstream locality based community facilities.
The new requirement to meet the “well –being” needs of the population will ensure that the voice of all Older People, whether or not eligible for social services support, will be part of the debate.

Sheila Wentworth
Independent Reviewer
7/3/13

ABERYSTWYTH DAY CENTRE

OUTLINE FOR REVIEW

Outcome to be achieved

A report to be completed by the end of the first week in March, in readiness for consideration by Cabinet in April.

This report to present a review into the first year of the service provided at the newly relocated Day Centre.

The report will review whether the outcomes for the Day Centre are being met from the perspective of service users and their carers, staff, care managers, senior managers and council members.

The report will be framed within the context of the model of services for Older People in Ceredigion

Process and timescales

- 1) Meeting with Assistant Director, Adult Services and Mental Health to finalise the scope of the Review, gather relevant documentation, plan the meetings schedule and visit the Day Centre (1 day)**
- 2) Reading and preparation for meetings (1day)**
- 3) Meetings with stakeholders, (3 days plus 1 day for write up)**
- 4) Final meeting with Assistant Director (half day)**
- 5) Report writing (2days)**

ABERYSTWYTH DAY CENTRE REVIEW

Independent Reviewer

Sheila Wentworth is a registered social worker, who has worked for both the voluntary and the public sector during her career.

Sheila worked mainly with children and families when she was first a social worker, but since 1993 has been a senior manager for Adult Services

Initially working in England, Sheila (who was born in Colwyn Bay) moved back to North Wales in 2001 to take up post as Assistant Chief Social Care Officer in Wrexham. In this post she had the full range of operational and strategic responsibilities for care management and local authority services (day, respite and residential) for Older People, people with a Learning Disability, with Mental Health needs or with a Physical Disability.

Sheila retired from full time work in the summer of 2009 and has worked independently since that time. Her most recent work has been for North Wales Chief Executives and Social Services Directors to improve partnership working with the Local Health Board.

Sheila is also a professional adviser for the Social Services Improvement Agency, currently providing support to their programme of improvement for Older People's services

Ceredigion County Council have commissioned Sheila to provide an Independent Review of the Day Centre, for a Council meeting in April.

In undertaking this Review Sheila will meet with the users of the Day Centre and their family carers, with staff at the Day Centre and with other key officers from the Council.

ABERYSTWYTH DAY CENTRE REVIEW

Questionnaire for service users

Ceredigion County Council agreed that it would discuss the move of the Aberystwyth Day Centre from Park Avenue a year after the new service began

I have been asked prepare an independent report for discussion at a Council meeting in April and in order for me to write this report, it is essential that I include the views of the people attending the Day Centre and also those of their family carers.

I plan to collect the views of service users through questionnaires, through individual meetings (on February 21st and 22nd) and also by attending the Service User's Committee (on February 22nd)

If you would be willing to complete a questionnaire, please can you answer the questions below and return in the envelope provided, to the Day Centre office by February 22nd

If you would prefer to talk with me individually, then please let Shirley Steen, or your key worker know and they will arrange a time for us to meet on Thursday February 21st or Friday February 22nd

I look forward to talking with you and with the questionnaire I also include a brief summary of my career so that you know a little about me

Thank you

Questionnaire for service users

1)Name (you do not have to include this if you prefer to respond anonymously)

2)Female or Male---(please circle)

3)Do you attend the Day Centre every week?

If Yes--please tick here

If No—please write below how often you attend eg every fortnight/every month

4)On which day/s do you attend the Day Centre ?(please tick below)

Monday

Tuesday

Wednesday

Thursday

Friday

5) Why do you come to the Day Centre? (please use your own words below)

6) Do you think that the new Day Centre can meet the reasons for attending that you have noted in Question 5?

If the reasons are met fully—please tick here

If only some reasons are met—please explain in your own words what is met and what is not met and what would make it better

If the reasons are not met at all, please explain in your own words why this is the situation and what would make things better

7) What do you like best about the new Day Centre ?(please write as many things as you want)

8) Are there any things that you do not like about the Day Centre? (again, write as many things as you want)

9) Are there any things you think would make the Day Centre better? (write as many things as you want)

10) Are you able to tell the staff at the Day Centre if you are not happy with things?

If Yes—tick here

If no—please explain why not and what would make this possible

11) Does it cause you any problems travelling to the new Day Centre ?

If No—tick here

If yes, please explain what problems you have

11) Is it a good thing for the new day centre to be linked to the library ?

(please write Yes or No or Neither and give any reasons you have for your answer)

12) Is there anything else you would want to say about the Day Centre

Many thanks for the time you have taken to fill this questionnaire

ABERYSTWYTH DAY CENTRE REVIEW

Questionnaire for Family Carers

Ceredigion County Council agreed that it would discuss the move of the Aberystwyth Day Centre from Park Avenue a year after the new service began

I have been asked prepare an independent report for discussion at a Council meeting in April and in order for me to write this report, it is essential that I include the views of the people attending the Day Centre and also those of their family carers.

I plan to collect the views of family carers through questionnaires, and through individual meetings (on February 21st)

If you would be willing to complete a questionnaire, please can you answer the questions below and return in the envelope provided, to the Day Centre office by February 22nd

If you would prefer to talk with me individually, then please let Shirley Steen, or the service user's key worker know and they will arrange a time for us to meet on Thursday February 21st in the afternoon or early evening

I look forward to talking with you and with the questionnaire I also include a brief summary of my career so that you know a little about me

Thank you

Questionnaire for Family Carers

1) Name (you do not have to include this if you prefer to respond anonymously)

2) Name of Day Centre Service User (again this can be anonymous, if you prefer)

3) Relationship to Service User (please tick below)

Wife

Husband

Partner

Daughter

Son

Granddaughter

Grandson

Other—please specify

4) Does the Service User attending the Day Centre help you in your caring role

Please add comments to explain your response

5) Are there any positive changes from the move to the new Day Centre?(please write as many things as you want)

6)Are there any things that you do not like about the new Day Centre?
(again, write as many things as you want)

7) Are there any things you think would make the Day Centre better?
(write as many things as you want)

8) Are you able to talk with the staff at the Day Centre if you have any concerns

If Yes—tick here

If no—please explain why not and what would make this possible

11) Do you experience any problems for the service user re travel to the new Day Centre ?

If No—tick here

If yes, please explain what problems there are

12) Please add any further comments about Day Services for Older People

Many thanks for the time you have taken to complete this questionnaire

SERVICE USER QUESTIONNAIRE SUMMARY

40 responses (1 jointly by 2 people) --- 19 anonymous

23 female, 16 male, 1 unknown

Park Ave = 29, New = 5, Unknown = 7

Q5 Why Do You Come to the Day Centre?

39 responses

Companionship = 31

Meals = 19

Avoid isolation = 11

Activities = 7

Medical reasons = 3

Shower = 1

Help and Advise = 1

Break for carer = 1

Hairdresser = 1

Q6 Can the new Day Centre meet these needs?

39 responses

31 = Yes, fully

0 = No, but there were 11 negative comments, which are summarised in Q8

Q7 What do you like best about the new Day Centre?

35 responses

Staff = 12

Building/Environment = 9

Meals = 8

Other users = 6

Nothing/Not a lot/ Prefer old Centre = 6

Activities = 4

Proximity to town = 3

Exercise = 1

Health support = 1
Linked to Library =1
Toilets =1

Q8 Are there things you do not like about the new Day Centre

38 responses

25=Yes, 13 = No

Size of building/low ceiling = 14 (1 person said this had been an issue initially, but not so now)

Access/Ramp = 10

Food /not cooked on premises = 5

Less convenient for shops = 5

No bathing = 5

Insufficient toilets = 2

No room for coats = 1

Miss Drop-In users = 1

No privacy = 1

No garden = 1

Difficulty using lift =1

Collected earlier = 1

Transport—see Q 11

Q9-- What would make the Day Centre better?

29 responses

9 = Nothing (positive) 1 =Nothing (neutral)

Return to Park Ave/change location = 8

Improve food = 5

Improve access/cover ramp =3

Increase toilets = 3

Flexibility re hairdresser = 2

Improve bus service = 2

Provide a view = 1

Provide bath, not shower = 1

Fan for hot weather = 1

Improved seating = 1
Increased activities/day trips =2

Q10 Can you tell staff if you are not happy?

39 responses

38 = Yes, 1 = No, “but staff are always friendly and helpful”

Q11 Are there problems with travel?

40 responses

34= No, 6 =Yes

Further to walk = 4

Problems with finding parking space = 1

Problems with bus travel = 1

Q12 Is it a good thing to be linked to the library?

36 responses

28 =Yes (2 also responding that access to archives also helpful) 5 = No

Not a lot of people use it = 2

Not sure = 1

Uses the library as this is an “airier environment” = 1

The lift is difficult to use = 1

The lift is helpful = 1

The library not easy to use due to medical needs = 1

Q13 Are there any other comments you would like to make about the Day Centre

35 responses

Appreciation of the staff = 8

Wishing to return to Park Ave = 7

Nothing further to add = 6

Positive comments about the new Centre = 5

Positive comments re food = 3

Problems with location = 4

Problems with access = 2

Problems with toilets =1

Should use Park Ave as a community facility due to its central location = 1

Health needs are met = 1

As below street level, not much to see = 1

Likes the decor = 1

Cloakroom very small =1

Inconvenient to go upstairs for meetings = 1

Would like a volunteer singer = 1

Carer Questionnaire Response Summary

15 responses—3 = anonymous
12=Female, 3=Male, 3=Unknown
Park Ave =9, New = 3, Uncertain = 3

Q4 Does the service user attending help you in your caring role?

11 Responses

8=Yes, 1=question not clear, 1=Not applicable, 1=No
(a) Reassurance that person cared for/ has structure to day =7
(b) Gives carer a break = 4
(c) Feeling of shared responsibility = 2
(d) Service user gaining independence = 1
(e) Time to do other caring tasks = 1

Q5 Are there any positive changes from the move to the new Day Centre?

9 Responses

6=No, 3=Yes,
(a) Sharing a building with the Library = 1
(b) Smaller, so able to socialise better=1
(c) Better food =1
1 negative response but saw the continuity of the staff as a positive aspect

Q6 Are there things that you do not like about the new Day Centre?

15 Responses

11=Yes, 4=No
(a) Reduced space/light = 5
(b) No bathing facility = 5
(c) Difficulties with Access/Ramp =4
(d) Insufficient toilets = 4
(e) Difficulties with parking =4
(f) Meals /not made on site = 3

- (g) Day too short= 1
- (h) No privacy for confidential discussion= 1
- (i) No Drop In =1
- (j) No garden = 1

Q7 Are there things that would make the Day Centre better?

13 responses

6 =Yes, 4=No, 5=No with negative comment re premises

- (a) Improve meals/Cook food on the premises =2
- (b) Increase range of activities =1
- (c) Provide bathing =1
- (d) Hold more social events =1
- (e) Improve parking =1
- (f) Provide daily papers =1
- (g) Increase the space available = 1

Q8 Are you able to talk with staff if you have any concerns?

15 responses

15=Yes

Q9 Do you experience problems for the service user re travel to the new Day Centre?

15 responses

12 = No

1=No, but considers the ramp impacts on service user independence ie having to use wheeler rather than walking stick

2=Yes,

1 has concern re uncovered access and 1 considers day too short

Q10 Please add any further comments re day services for Older People

11 responses

7 praised the staff

Other comments:-

- Mother finds the Centre claustrophobic, so spends time in the library , so she is not benefitting from company
- Council should arrange a meeting to explain what is actually happening with Park Ave
- Bring back Art Classes
- Older people not likely to complain so the Council should make every effort to optimise facilities
- Where service user is a spouse, consideration should be given to their needs as a couple and not just as separate entities. Joint visits would be beneficial.
- There are limited Day services for a growing population of Older people
- Carer support is also limited

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