

Older person's day centres closure consultation

Introduction

In Luton, we have set ourselves, the ambitious target of ensuring that no one lives in poverty by 2040. Living in poverty means not having enough money to live well. This vision is at the heart of everything we do as poverty is at the root of some of the biggest challenges the town faces.

We are taking steps towards this through transforming public health and wellbeing, focusing on intervention and prevention built on a strength-based approach. This means we will identify an individual's 'strengths' such as their abilities, skills, knowledge and potential as well as their social and community networks, that will help or enable the individual to deal with challenges in life and meet their needs to achieve their desired outcomes. We believe that all adults should have a good quality of life.

Our values are at the centre of how we support adults in Luton. We believe that by listening, understanding, designing services together and working without judgement, we will ensure the best possible outcomes for those that need our support.

Background

Over the last two years the take up of day care provision has been steadily reducing. Before the Covid-19 crisis, 53 per cent of all available day care places were allocated to residents with only 48 per cent of all places being used.

In one of our day centre locations, only 6 per cent of the full capacity was used weekly prior to the crisis.

Luton Council has to make £22 million worth of savings across the council to ensure a balanced budget for 2020-2021. Adult Social Care services have to contribute £4.5 million of savings to support this emergency budget. To ensure we minimise the impact on services we must provide by law (statutory services); we are proposing to re-assess the services that have been underused and are quite costly to maintain. Our older person's day care centre provision falls into this category. We are proposing to significantly change the way day care centres are accessed and used and to review the criteria for day care placements to ensure they meet the needs of people with advanced dementia and complex needs as well as permanently close two day care centres - St Monica's and Betty Dodd.

In addition, we are proposing to meet the needs of older people attending these centres with the council's Side-by-Side programme. This is a personalised approach to social care looking at the outcomes that are important to an individual and support them in using all available resources as appropriate. It takes into account a person's unique circumstances and their capacity, strengths and existing networks that would help the individual to achieve their goals.

The Care Act 2014 underpins this approach by requiring Adult Social Care (ASC) to consider the person's own capabilities and support available from their wider network or within the community that would help the person, alongside the provision of care and support, to meet the outcomes they want to achieve.

What is an older person's day-care centre?

Older people day service provides and offers social activities as part of assessed needs.

Luton Council currently manages four day centres for older people, these are St Monica's, Betty Dodd, Farley, and Colwell Court day centres.

Day care provision is not a statutory service however; it has been part of our provision to help people meet their assessed needs. We are proposing to rely less on day centres to meet the assessed needs of an older person but rather explore other ways such as accessing activities or services being run by local community groups and charities, as well as using, personal assistants, direct payments and other support networks.

St Monica's Day Centre

This council owned centre for people over 65 years is in need of significant modernisation and redecoration for which there are limited funds. This is an older facility with a number of maintenance issues. Flooding in October 2019, resulted in service users relocating to other centres. During the six months prior to closure in 2019 (prior to Covid-19), the centre had 39 people registered for day care activities.

The centre has experienced a number of issues with vandalism and attempted break-ins. As the centre is located at the end of a narrow cul-de-sac there are also significant access difficulties due to resident parking and the very limited on-site parking. Overall, the annual cost of maintaining the building is in excess of £68,000 including planned maintenance. To keep this site operational over the next five years, the council will be required to spend in excess of £632,000.

Betty Dodd Day Care Centre

Bedfordshire Pilgrim Housing Association owns this site; and the centre caters for people over 65 years old with the majority of people using the centre having low levels of need and mainly attending one to two days weekly.

Bedfordshire Pilgrim Housing Association has proposed a rent increase from £6,500 annually to £20,400. Adult social care does not have the funds to meet this rent increase.

Farley Hill /Jill Jenkins

This location was developed to accommodate people with advanced dementia and operates seven days a week. Over the last three years, the numbers attending the centre have decreased year on year. At weekends the centre can support 30 places but there are only two people registered to attend the weekend service; suggesting a lack of demand for this service.

During weekdays the centre has a capacity of 25 places but before the Covid-19 crisis on average 12 places were being used per day.

Colwell Day Centre

This site supports people who are frail and/or with dementia. This location has capacity of 25 places and before Covid-19 there were on average eight people per day using the venue and service.

Why are we consulting?

To ensure financial sustainability we have made significant savings over the last four years. The already challenging situation has worsened by the Covid-19 crisis, which has had an impact on the funding available for services across the council. As with all local authorities, we have a legal obligation to balance the council's budget. We have some very difficult decisions to make. We need to ensure that the money we spend and the resources available are used in the most effective way to meet the needs of the most vulnerable within our community.

Our proposal

1. To review the needs of all people who use the service and identify other models of support such as voluntary sector and personal assistance through direct payments.
2. To implement and review the criteria for older people day care placements so that it meets the needs of people with advanced dementia and complex needs and their carers who require more than three days of support or more.
3. Deliver flexible and more personalised support and rely less on providing activities or services that are based at the day centres.
4. To promote individual choice and independence through accessing services that are being delivered by charities, community groups and other organisations in the voluntary and independent sector.
5. Achieve savings of £354,000 through the closing of St. Monica's and Betty Dodd Day Centres.
6. Use the extra care sheltered housing site at Abigail Court to provide additional opportunity for day activities.
7. To stop the Farley Day Centre weekend service due to the severe decline in the number of people using the service which has been the case before the Covid-19 crisis.
8. Build on the current model of care offered by the Side-by-Side programme that will help older people to develop the skills and abilities to achieve their goals.

Side-by-Side Case study showing change of demand:

Mrs A had attended a day care centre for one day a week for five years. She was admitted to hospital and was reviewed on discharge. Instead of attending the day care centre, staff worked with Mrs A using the strength based approach. They identified what her true talents and aspirations were and found a singing group that she could attend one day a week. This has been a great success for her and she no longer needs to attend the day care centre.

Mr A had attended a day care centre three days a week for many years. He had a mobility car and a personal assistant (PA) for eight hours. At his review a strength-based approach was applied and instead of day care, it was recommended to increase his personal assistant to 12 hours a week. The PA now takes him to bowling and other activities and he no longer uses a day care centre. Feedback from him suggests he is experiencing much higher levels of satisfaction with his day activities and is much happier.

The benefits of the Side-by-Side programme

Some outcomes for people who use the service have been:

- increased individual choice and independence through access to services and activities delivered by charities, community groups and organisations in the voluntary and independent sector
- prevention of social isolation (little or no contact with others)
- better access to information as well as more choice and control of activities
- more opportunity to take control of health and wellbeing
- helped prevent/reduce crises
- increased opportunity to contribute to society

We want to hear your views on our proposals and how it would affect you accessing the support you need before a decision is made. We welcome your comments and suggestions.

Glossary

Adult social care - is the support provided to adults with physical or learning disabilities, or physical or mental illnesses.

Day care provision – these are places where elderly people can attend during the daytime. Some attend once a week or several days a week. They all offer older people the opportunity to socialise and take part in activities to support their independence and respite for carers' during the day.

Extra care – specialist housing designed for older people. It is similar to sheltered housing but also offers help with personal care and household chores, so it may be suitable if you have higher or changeable care needs.

The Care Act 2014 –aims to make care and support clearer and fairer for everybody. It aims to help prevent people's care needs getting more serious by providing more services and more information to help people stay healthy and independent for longer.

Side-by-Side –a personalised approach to social care taking into account a person's unique circumstances and their capacity, strengths and existing networks that would help the individual to achieve outcomes that are important to them.

Social isolation - having little or no contact with other people

Strengths based approach – identifying an individual's 'strengths' such as their abilities, skills, knowledge, and potential their social and community networks that will help or enable the individual to deal with challenges in life and meet their needs to achieve their desired outcomes

Voluntary/Independent sector – Not for profit organisation that exists to support the vulnerable in society e.g. charities

Luton Adult Social Care Services Questionnaire 2020

Please be assured that all responses will be kept confidential. If you have any queries regarding this consultation, you can email opdconsultation@luton.gov.uk or call 01582 548553 or 01582 548554 and leave a voicemail message including your contact details and we will get back to you.

We aim to give you as much opportunity as possible to provide your views. With this mind, you may do so in the following ways:

- by completing a questionnaire online at engage.luton.gov.uk
- if you do not have online access, a paper copy of the consultation survey can be requested by calling 01582 548553 or 01582 548554, or email opdconsultation@luton.gov.uk and this can be returned using the freepost addressed envelope – no stamp is required.
- if you require the consultation document and survey in another language or format eg easy read or large print, please request this by phone on 01582 548553 or 01582 548554 or email opdconsultation@luton.gov.uk
- online meetings will take place on two days during the consultation period so that people can hear about the proposals and ask questions, these are scheduled to take place via Zoom on:
 - Thursday 22 October 6pm to 7pm
 - Wednesday 28 October 7pm to 8pm

please register your interest for joining the online meeting by phone on 01582 548553 or 01582 548554, or email opdconsultation@luton.gov.uk

- we will also make available dedicated telephone lines (01582 548553 or 01582 548554) over six days during the consultation period so that you can ask questions about the proposals, these are scheduled to take place on:
 - Monday 19 October 1pm to 4pm
 - Wednesday 21 October 10am to 2pm
 - Monday 26 October 10am to 12pm
 - Tuesday 27 October 3pm to 5.30pm
 - Thursday 29 October 11am to 12,30pm
 - Friday 30 October 1pm to 3pm

This consultation is open from the 12 October to 18 November 2020.

We aim to complete analysis of consultation responses and report on the outcome by the 1 December 2020 and this will be published on the council's website.

1. Are you responding to this consultation mainly as a...? Please tick one box only

- Older person A carer Member of the public
Health representative / GP School representative
Trade union representative Day centre employee
Voluntary/ community sector organisation Private sector organisation
Local ward councillor/ Member of Parliament (MP) Other

If other, please specify

If applicable, please provide the name of your organisation:

2. Do you or the person you look after have any special needs, long-term medical conditions or disabilities? Please tick one box only

Yes

No

3. Have you used any of the centres stated below in the last two years? If so please tick relevant centres

Farley Hill/Jill Jenkins Day Centre

St Monica's Day Centre

Betty Dodds Day Centre

Cowell Day Centre

4. How often in normal circumstances (e.g. before the Covid-19 crisis) would you use day centre services in Luton? Please tick one box only

More than 5 times a week

3-5 times a week

1-2 times a week

A few times a month

Once a month

Less than once a month

I do not use any day care centres

5. Do you think the proposed changes will have a positive, negative or no impact on you, your family and/or others? Please tick one box only

A positive impact

A negative impact

No impact

Don't know / not sure

Please explain:

- 6. The council believes that with the right support in place while taking a person's own strengths and capabilities into consideration we would achieve a better outcome for the older person and their families. Do you agree or disagree that the proposed changes will achieve this?**

Agree

Disagree

Don't know / not sure (please explain your answer)

- 7. Do you have any suggestions for alternative ways that the council can deliver the required savings in Adult Social Care or other council services?**
- 8. Do you have any suggestions about the proposed changes to Luton day centres for example alternative options, why the council should keep or consider closing a particular day centre or anything else you would like to add? Please write in the box below**
- 9. Do you have any further comments that the council should consider? Please write in the box below**

About you

The information you provide in the 'about you' section gives the council additional information about who has responded to the consultation and will help in the analysis of the feedback. Your feedback is always treated confidentially and will not be shared with any third party. We will ensure that it will not be possible to identify individuals when reporting results.

- 10. What is your home postcode? This question will be used for analysis purposes only**

Are you...?

Male

Female

Prefer not to say

- 11. Which age group do you belong? Please one box only**

Under 18

18 – 24

25 – 34

35 - 44

45 – 54

55 – 64

65 and over

Prefer not to say

12. Which of the following group's best describes you? Please one box only

White -

English/Welsh/Scottish/Northern Irish

Irish/British

White - Irish

White - East European

White - Gypsy or Irish Traveller

Other White

Mixed - White and Black Caribbean

Mixed - White and Black African

Mixed - White and Asian

Other Mixed

Asian/Asian British - Indian

Asian/Asian British - Kashmiri

Asian/Asian British - Pakistani

Asian/Asian British - Bangladeshi

Asian/Asian British - Chinese

Other Asian

Black/Black British - Caribbean

Black/Black British - African

Black Other

Other ethnic group - Arab

Any other ethnic group (please specify below)

13. Do you consider yourself to have a disability? Please tick one box only

Yes

No

Prefer not to say

Please return your completed questionnaire in the envelope provided or by writing 'Freepost LUTON BOROUGH COUNCIL, Older Person's Day Centres consultation' on your own envelope, (no stamp is needed).

The closing date for the survey is Wednesday 18 November 2020.

Thank you for your feedback