



Adults and Community Care Select Committee

12 January 2009

Transformation Programme Proposals for Surrey County Council in-house Learning Disability Day Care Services

Annex A – Consultation Feedback

Consultation feedback

The project team has recorded feedback received during the consultation. Findings from various groups is summarised below. We have provided more detail in an accessible format in the consultation summary at Annex C.

- **Carers' feedback:** Carers were very active in providing feedback and we received a range of responses. Views differed between carers of people currently using services and of carers of people not currently using dayservices, for example of young people. Some of the views expressed are listed below:

About people coping with change

- Changing the daily routine will make people unhappy.
- Friendship networks are very important to people
- Change needs to be handled with care and consideration
- Concept of change is too much for people to understand
- Changes should be staggered over a period of time so people can adjust
- People need routine that they are familiar with

Worries about the future service

- Service in future will only be for people with complex needs
- What about the people with moderate abilities, where are they going to go?
- People in community not interested in people with disabilities
- Fear that already limited services will be reduced
- Services should be handed over to other organisations
- Proposals seem to leave some people adrift

Positive comments

- This sounds promising but its been a long time coming

- Pleased about plans for a Centre of Excellence
- Local provision in smaller settings is better
- Happy with the proposals as long as people are supported to do this
- Plans sound sensible, need to maintain social contact, focus should be on work/health/life skills, need qualified staff
- OK with plans but don't think they will happen

About the current service

- Day services provide valuable respite
- People should be allowed to continue to attend day services
- Large daycentres are scary
- Current service is excellent, why change it
- Daycentres provides a meeting place and access to good facilities
- Current community activities are no good, they go to shops and buy pens
- Sick of same old adult education classes

Finance

- Have you got the money to provide these services?
- Proposed changes indicate greater need for resources but no increase in budget therefore unlikely to work
- This is a cost cutting exercise
- You are going to wind services down
- Funding will be withdrawn once new model of service is up and running
- Money made from selling buildings should be used for new services
- If its not going to save money, why change?

Centres of Excellence

- Are four centres of excellence enough?
- Centres of Excellence – can you live up to the title?
- Centres of Excellence are about good staff not buildings

Staff

- Have you got the staff to provide these services?
- Need consistency in staff
- Employing agency staff instead of permanent staff is not always ideal

Employment

- People can do manual jobs or work in supermarkets
- In the current economic climate, employment for people with learning disabilities will be difficult
- Opportunities in communities don't exist, people will be left with gaps in their week
- Employability have insufficient resources to help people find work
- Employing more Employability staff will not make jobs materialise
- Employment may be realistic for a few but not many
- Will SCC be employing more people?

Change generally

- Change will happen anyway, it's a done deal
- Closing day centres is a disgrace
- It's about time, daycentres are impersonal

Community activities

- Need set rooms for activities
- Where are the community bases going to be?
- People need a base to return to for lunch and personal care
- People of the same abilities should be together
- Community groups every day would be boring

Location specific comments

- Lockwood is better than college as it has more to offer
- Worried about lack of identifiable service base in the Spelthorne area
- Where are the safe places in Camberley?
- Town the size of Guildford needs to retain a day centre
- Location of Lockwood has no bearing on service users
- Why look for new premises when Fairways already exists
- Why has Banstead been chosen, Redhill has a bus and train station?

Travel

- Travel from Spelthorne to Walton via Walton Bridge is an issue
- Transport is a major concern – will it continue, will long journeys be required, people cant access

People with learning disabilities who use the day services were also active in providing feedback. Some of the comments received are listed below:

- **People with learning disabilities feedback (individually expressed):**
 - I want a day centre that I can walk to and not have to travel to by bus.
 - It is important to listen to people's views. It [the roadshow] was very upsetting. It would be nice if it was made clearer for us what is going on.
 - If daycentre is going to be knocked down, I would like another centre where I can attend classes and activities, not just a meeting place.
 - I need a clearer understanding of future of dayservice, if dayservice closes, I would like a new building to replace it.
 - The roadshow was nice and informative and I enjoyed it.
 - I don't like day centres, I like direct payments, I am a person first, I need support, not care, not training.
 - Want to come to Bentley, don't want to meet up in the community, make Bentley bigger. What will happen if everyone says no?

Staff and independent advocacy organisations worked with people with learning disabilities in group-sessions to find out their views in focussed discussions. A selection of comments are reproduced below:

- **People with learning disabilities feedback (via advocates and groups at day services):**
 - People like dayservice as they can be with friends, nothing to worry about, have a good time, feel settled, like cooking, like all the people, want to see staff and friends

- People like to do the established activities at dayservice but would like to try new things also
- Come to dayservice to be helped
- Don't know what to do if I'm at home all the time
- Nothing in my area to do
- If no dayservice, I'd feel lost and bored
- In the community, I don't see staff and friends
- I would go to the gym or join a drama group
- Don't want to work, I had a bad experience
- People don't understand me in the community
- I think the idea of being in the community is rubbish
- I'd like to be in the community
- Don't want anything to change
- Would like to shop, look after animals, swim, learn to play drums, cinema, keep my job, go out on my own, sport activities, out to pub or restaurant
- Buildings need fixing, more people should be working, people can move on to different places, people in wheelchairs need help, make Colebrook smaller like Mulberry

'Come and Try it' activities were a key part of the consultation process, enabling people who use day services to try something different and to meet new people and for staff to meet colleagues from other day services. Feedback from selected activities is reproduced below:

- **People with learning disabilities feedback to the Come and Try it activities**
 - Employability work awareness: I liked watching the video of people in their jobs...I enjoyed talking about work experiences...I would like to work in Tesco...I liked talking about a career and enjoyed the visit to M&S.
 - Firestone Rock Band music awareness: I'd like them to come back soon...I loved the music and took a video of them on my phone
- **Day services staff feedback re 'come and try it' activities:**
 - Community Cooking Woking: people enjoyed the session's practicality and social aspect. They met new people and old friends...makes people more independent and one of the people I took said she would cook the food at home....people benefited from trying a new venue and meeting people from other centres.
 - Employability work awareness: people enjoyed talking about work experiences.
 - Fairholme Farm: I think it should be run in our area. I could run an activity like this if there was a small piece of land to do gardening and growing fruits.
 - Firestone Rock band music awareness: All 16 people who attended the session wanted to do it again...the band was good and involved everybody...everyone was encouraged to join in and everyone was singing, dancing and clapping...I would definitely like the activity run again in this area.

Feedback from local groups: There are a number of local groups who represent the interests of people with learning disabilities and their carers in Surrey. A

summary of responses is detailed by theme below. We have published the full responses from these groups (subject to permission received) and these are able to view at the feedback pages on the website www.aboutus.org.uk.

About the proposals generally

- Welcomed the development of more services in the community and the greater focus on people with profound and multiple complex needs
- Welcomed the review to improve the quality of the day services and the commitment not to close services until appropriate services are in place.
- Generally in favour of reviewing day services
- Disappointment about the lack of financial information
- Changes need to be based on high quality person centred plans, individual assessments and carers' assessments
- Planning should be coordinated with Surrey and Borders NHS Trust day services review
- Surrey and Borders Partnership Trust services should be integrated into SCC services so that facilities such as the hydrotherapy pool could be used.

About funding for services

- How changes could be made within existing resources, noting that more staff would be required to run a more diverse programme of community activities.
- People are concerned what will happen if the funding for services runs out
- People are concerned that this is all about cutting costs
- Funding for new projects should not be short term
- It is worrying that there is a reliance on projected savings

About services now

- People spending much longer periods at home alone or with aging parents

About services in the future

- It is inevitable that there will be cuts or closures
- Some people thought the changes would create more choice and opportunity
- Some carers do not want the person they care for to attend a day service.
- Will there be further funding for learning disabled specific groups; there are not enough providers at the moment
- Other services need to be involved to help people such as dieticians and colleges
- Young people do not want to go to large day centres, but little exists in the way of alternatives so capacity building needs to happen.
- As good alternative services are developed, more people will want to use them
- Facilities should be developed for the whole community to share; the community can come to people with a learning disability as well as the other way around.
- The Council to ensure that person centred plans are developed with each individual to determine more accurately what people want to do with their lives
- Self Directed Support to be rolled out for people with learning disabilities so that their support plans inform the shape of future services
- Not to reshape or close existing services until individual needs and choices have been identified

- Look at the location of other resource centres for disabled people to inform the location of community facilities
- Look to services provided by the voluntary sector and other providers
- Identify where other facilities such as hydrotherapy and sensory stimulation are provided to inform future plans.
- How are the needs of people who do not access day services are being met or will be met?
- That day services will not have the capacity to meet need is a major concern for local parents
- We welcome the suggestion that 'out of hours' services might be offered
- Where are all these support workers going to be found?

About services for carers

- How will carers cope if the current full 5-day programme of daytime activities is threatened?
- Carers rely on the current service for short breaks and therefore need a full five-day all day service.
- Carers worried that people will only receive a service for part of the week
- People were concerned that changes meant they would not get a break.
- Responsibility of care will end up being the full responsibility of carers
- Adequate consideration has not been given to the lives of carers.

About people who use services

- The importance of social networks must be recognised
- Questioned the ability of people with learning disabilities to make decisions about how to spend their days.

About services for a specific area

- Concern about the loss of a focal point in the Reigate/Redhill/Horley area and called for smaller community buildings for people to use as a base when needed.
- Raised the issue of travel times to Banstead from the Redhill area, and that Redhill has better transport connections.
- Questioned what community opportunities there were in Banstead, and argued that there was more on offer in Reigate/Redhill/Horley.
- It is unacceptable for people to travel from Caterham, Lingfield, Oxted and Horley to the proposed centre of excellence in Banstead.

About Surrey wide services

- Momentum must be kept up to roll out the changes across Surrey

About community activities

- Issues regarding community activities, such as travel, support, holiday coverage, staff coverage
- Whether there would be sufficient community activities for people to attend.
- There are concerns about whether busy community facilities such as leisure centres would be suitable for some people with autism

About Centres of Excellence

- Called for Centres of Excellence to be staffed by suitable professionals
- There are far too few proposed centres of excellence
- A rethink of the use of the term 'centres of excellence'
- The need to address the distances to be travelled to proposed centres of excellence

- There should be an even spread of comparable services across the county
- People should not have to travel further than they do at the present
- Develop the new centres of excellence as a community resource

About the need for local bases

- People stressed how essential it was to have a base as a safety net
- People who find the community too challenging or who have high health needs need a fairly local base.

About employment

- Concern about the role of Employability in providing employment support
- It is unrealistic to expect many present day centre users to get jobs
- How many people would be able to find work?
- Activities such as volunteering and work placements would be particularly worthwhile
- With the right support, people with autism could be meaningfully employed

About transport

- People with autism face significant barriers in accessing transport
- It will not be appropriate for some people with autism to use public transport to get to and from services
- The Surrey Student Transport Partnership has developed a good training model
- In many areas of Surrey bus travel is extremely difficult...local trains are often a better solution

About services for people with complex needs

- People with complex needs must not become isolated.

About the consultation

- The consultation had been conducted predominately with people with learning disabilities rather than their carers or support workers
- People were concerned about the consultation process and thought that everything has already been decided

Other groups: A small amount of feedback was also collected from other groups. The project team will look to work with these organisations over the coming months as future services are developed.

- Health professionals
- Partnership Board
- Education establishments
- Care Managers

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