

## Appendix 2 – Full comments from the consultation (anonymous)

### Focus Group Responses

#### 1.1 The Future of Day Services Focus group - St Edmunds Day Centre 20/01/10

##### *General suggestions*

Like what we have here  
How can these new services be funded (47 places)  
Understand for younger people it would be good but these people are mostly over 80  
Transport is important - most of us are housebound  
Ask people here and in other places if they are happy. Why close somewhere where people are happy and enjoying the service  
People here are too old to change  
Concerned if people go to other places, they may sit around doing nothing.  
Here people do things  
Very mixed provision out there  
Some places undersubscribed - why?  
Lots of people want to come to St Edmunds more  
Concern raised re: access to care homes for day care  
Can we move together?  
Are places big enough to take big group like this?  
Activities - very important  
would new system be cost effective?  
Need to make the other places like St Edmunds? Why pay money to create this in new places when we have got it here?  
Social Aspect - not just the activities.  
Will there be someone there to keep eye on general health  
We contact others if people are ill  
Check on clients during the day  
Why are you thinking of closing St Edmunds?  
Answer - 47 providers - too many, underused places, need to increase choice for all people aged 50+  
Companionship - our friends  
Hot meal  
Service here  
Social Aspect of meal times  
Fund more places here.....  
A - Individuals will be able to choose, we offer services - we listen to your needs if we can prove St Edmunds is best will you keep it open? Need to demonstrate what people in Torbay want,  
Gives our carers a break  
Keep this and have people come in for a meal (manor house for example)  
1 lady would stop going to day care if St Edmunds closed

Want a commitment in writing that the services would be provide elsewhere and that they will have relevant transport (with lift)

Name 'Day Care' a problem

Is day care the right name for this?

Suggestion: make it flexible

Option 3: important people realise this will mean St Eds closes. - Answer -

Option 3 doesn't mean it will close it means that we need to looks at the services that are available to clients. One or both of the centres could close. There should be a 4th Option - Stay the same.

### ***Option 3***

Likes

50+ on their own

70+ on their own

People who have had a stroke etc need somewhere

Different services - separate is better

Smaller Providers could give more flexible services i.e. smallest group - can take them out.

### ***Dislikes***

Needs are different

These people can only access this

Lots out there for over 50's already (another member disagreed)

St Edmunds will change and pay for people to be able to access luncheon clubs etc.

### ***Impartial comments***

Ask what people want

People aged 50+ will have more money

More 1-2-1 services i.e.: dementia

### ***Option 2***

Likes

Good for 50's and 60's

Flexible hours

Possible solution

### ***Dislikes***

50's and 60's busy with grandchildren - We need this

Transport - would it pick us up?

Not an opportunity for disabled people

The cost - Money might be taken from this service.

Community centres are providing this now.

### **Option 1**

#### **Likes**

No comments

#### **Dislikes**

Not 4 us

We want our day care - all of us.

## **1.2 The Future of Day Services 'Open to all' Focus group - English Riviera Centre 21/01/10**

### **Option 1**

Earlier dementia

Fernham - OT's and Physio's - similar to option 1, exercises- OT etc devise programme and it is used both for individual and for the group

Past Model existing at Paignton Hospital involved service run by OT in a day service. Are we going full circle?

### **Option 2**

Carer views: Mother loves walking and active pursuits (has dementia) but hates bingo/board games. Need wider variety of options.

Has a good routine set up to support mum at home (date clock, telephone calls) had home care but person kept changing so now private cleaner. Range of options very limited for looking after mum in same routine at home to give carer a break)

Opportunity for taking a dog for a walk?

animals- companionship

Walks

Respite/break is biggest issue

### **Option 3**

Independent sector day care providers - do they really provide a good service? Activities etc

Service should be much more than being sat in a corner watching TV or just vegetating.

Independent sector does not provide the same quality day care as Care Trust (many existing clients say this to Fernham Staff having tried both)

Can be a good idea for day care to be provided in a residential setting as change to residential care, when necessary, can be difficult.

Over 80's often have needs which are different to younger 'older people'

What happened to Darby and Joan clubs? Good when people went as couples - when one died, they were still able to join in

Many people are very sceptical about this consultation and are reluctant to get involved because every consultation ends with a closure of services that

people value - hard to get staff and clients to believe that their views will be heard and it is not just automatic closure and loss of services. Past services (small Dom care etc) offer more personal approach

### **1.3 The Future of Day Services - Open to All' Focus group Oldway Mansion 26/01/10**

#### ***Discussion - Option 1***

no comments recorded

#### ***Discussion - Option 2***

Community Hubs

Q. - All ages have access? Where appropriate

Q. - Assess individual abilities?

Day care unregulated at the moment

Quality assurance - services of future on a par with future provision

Individuals have choice on spend £ therefore can pick appropriate services

e.g. younger people with mental health - internal activities (centres) combined with external activities

Q. - Fernham meeting the needs?

15 years ago used to provide rehab services (residential and day care) - full circle

100% occupation/waiting list

Increase choice

Carers need option of day care, as do clients variety of activities are important

- increase stimulation

#### ***Fernham***

Preventative care via monitoring and signposting on to correct people/services (prevent bed blocking)

Need progression/embrace change

Service that Fernham provides fundamental is to Paignton community

Individuals benefit from interaction at centres

Support needed for clients to prevent home-based accidents and provide relief for carers

hubs excellent idea for e.g. younger clients, but specific care needed for specific needs - tailored to clients needs

Volunteers - trained?

Opportunities - tailored to individual needs (not necessarily age dependant)

Too many providers - reshape - provide appropriate opportunities (good practice examples)

Q. - Interest in younger/more active people for hubs?

Provision of both 'active' care/opportunities could be provided by centres then lead to day care etc.... If appropriate

Reflection of society/community

### **Improvements**

Visits to seaside for example, but need staff to do it. (TVS volunteers approached but issues around what they were allowed to do)  
Age concern 'not our remit' to e.g. walk with people to get to centres  
Barriers need breaking down with voluntary services - risk factors hamper the relationship working  
Community engagement required  
e.g. - league of friends insurance (collectively organised nationally)  
Need to ensure these barriers decrease by June  
Volunteers - young and older need red tape sorting e.g. CRB's  
need consistency with volunteers  
Incontinence means places don't accept clients  
Similar with transport issues (e.g.: church services) - people asked not to attend with e.g. dementia

Ageing population, living longer, quality of life decreased - we need stimulation to prevent people going into residential care and 'drain' system crucial to keep 'stimulus' - middle section, joined up and more efficient residential needed for some clients  
day care - increasing independence

Q. - In June if want services to continue as is.....  
Fernham Building predicted to close - concerns about what might happen at this point?  
Partnership arrangements may come into play

Q. - Where do clients go at this point?  
Support for carers needs to continue  
Stimulation for clients/links for them needs to be considered/serviced

Q. - Can't Fernham 'limp on' until Clennon is ready? (or new structure is ready)  
need a creative ways of carrying on services for clients/carers - impacts on clients who are familiar with staff and friends  
Fernham - 60 families (and extended families)  
self - regulation being explored  
regulated by TCT

**Option 3** - covered in Community hubs discussion

### **General Comments**

Empowering clients/staff to believe they have a voice and it will be heard  
GP links  
Herald Express - bad publicity re: Fernham and St Edmunds  
Staff turnout e.g. Torquay event Low  
Balance needed between providers (current) and Providers (future) if changes happen  
Need to address current needs and also be proactive for the future pressures/opportunities  
Keep what is already in place e.g. - Fernham's links

Look at how e.g.; Fernham can move into new areas  
Danger - double bed- blocking if both clients and carers end up in ill health.

#### **1.4 The Future of Day Services Focus group - Fernham Day Centre** **27/01/10**

##### ***Option 1***

Don't want to stay at home  
Need/want company  
Recognition of need for rehab  
Addition to rather than instead of  
When leaving hospital - ongoing care?  
Needs not being met - where do you go?  
Broken hip - came out of hospital worse off - went straight to nursing home  
Non weight bearing don't necessarily need hospital bed - step into rehabilitation programme  
Ready to go home with help

##### ***Option 2***

?walking distance - very local to peoples homes  
Would need provision of transport  
Importance of structure such as formal day care - enables you to see the same people - importance of discussion and contact with others  
Opportunity for young/older people to volunteer  
Few friends in the area - but would not be tempted by 'social services' type day services  
Would prefer to volunteer  
Stigma if 'social services' is attached to name - others did not agree  
Needs to be a mixture of flexible services element of structure the banding is important  
Why do I need a choice as a tax payer I think we should focus on what is needed  
Most important concern is that 'Fernham should stay as it stands until it can be replaced by Clennon Valley'

##### ***Option 3***

Are the people downstairs guaranteed to stay together?  
Some clients help other staff - interdependency which enables 'you' to feel valued  
Importance of generations being together and understanding each other  
Need to know what is going to happen to my mother  
Importance of valuing staff who provide an important service  
Service will not close without full consultation  
My mothers 90 has been coming for 4 years - poor mobility but the company is very important as she is still mentally alert  
Two different thoughts - Now and consideration for the future  
Provision of handicrafts and excellent support services of staff including emotional support

Importance of outreach assessment and understanding of needs,  
encouraging gentlemen to come  
Mother 98years comes 2 days a week - who cares?  
Importance of sharing my skills knitting /painting sewing - happy to volunteer  
to help others and that will provide stimulation for me  
Discussed bus versus taxi service  
Services that are provided at present in private sector don't provide the  
necessary activities  
Importance of bathing, chiropody, hairdresser  
Mixture of services provided by day care  
How do you capture what we have at Fernham and take it elsewhere?  
Want to be together \*\*\***Key comment**  
Want the ethos to be continued  
Early dementia problems of transferring day service from Fernham -  
alternative place and then to Clennon  
Volunteers as per Tues 26th Jan PM discussion

**1.5 Staff Seminar Paignton - Paignton hospital social hall 1.30pm**  
**28/01/10**

**1. Rehabilitation**

Within a day care environment  
up to 6 months  
Should not be just following hospital  
What would staffing be?  
Importance of a name  
Could be part of the hub (combine the 2 options)

**2. Hub and Spoke Model**

Very Local services - smaller hubs  
? GP based  
Importance of keeping active models/voluntary sector involvement

**3. Re-shape the existing services**

Increase choice/quality services  
How was quality been looked at in respect of over provision?  
Most difficult and complex placed in LA day services and staff go that much  
further in LA  
Responses depend on experience  
Consultation until 18th Feb.  
Commissioner to attend seminar on 3rd March to discuss further

## 1.6 The Future of Day Services - Focus group - St Edmunds Day Centre 29/01/10

18 attendees

Questions from Presentation

- 1) How can we contact the reablement team if the hospital discharge team didn't?
- 2) What is going to happen to the day centre services that we have now?
- 3) Will I still have transport where I will be going?
- 4) Will St Edmunds as a Day centre stay or go?
- 5) If enough people want to continue at St Edmunds will it still continue here?
- 6) Is cost an important part of the decision/if we paid more would it help?
- 7) Why Change if services are so good?

At St Edmunds Now - What we like

- Getting out
- hair
- feet
- tablets
- Friendship of age group
- hot meals
- warmth
- safety
- bath
- transport
- good standard
- same carers

Group work - comments

### **Group 1**

- Crafts - mixed age group
- Walking - if support was available
- Depression - a huge issue - isolation
- Really frustrated - I could cry now - about not being able to do what I want because I can't see.
- Would like to go out more - to a cream tea/bus etc
- hearing' book club
- evening walks

### **Group 2**

- Facilities e.g. - hair / chiropody



- as well as companionship
- Worried about separation from friends
- Continuity of care
- When it works why change?
- Likes to help - be active
- Likes quizzes
- local transport
- Meal sent in by platters week days
- Lives alone in detached house
- Ability to talk to friends
- Would miss social - looks forward
- would like a bit more variety
- more information
- willing to help
- supported bathing, close to home and with transport
- isolation when not at day centre
- trips out much enjoyed - don't happen now
- help with shopping - not everybody
- enjoy relaxation
- once or twice a week something to look forward to
- found out about day care from doctor
- not knowing about services
- likes activities
- transport
- food
- likes the people here
- gives wife/carer a break
- gardening
- day trips - driver is a problem
- Enjoy the grounds in the summer

### **Group 3**

Transport - taxis/care/bus

We'd like days out/ walks

We like our routine now e.g. Tuesday and Friday

We do get help from age concern on days we are not here.

Different ages? Young people ok if they played the same games etc.

Ok with young people if ok with them?

### **1.7 Young at Heart – Palace avenue Methodist church, Paignton 020210**

2 TCT commissioners attended a young at heart meeting where 45 people aged 50 + were taking part in circle dancing.

Young at heart have 75 people on their books and a waiting list

This was not a formal focus group but the commissioners spoke with individuals about day services.

comments are as follows:

- Young at heart is like a community hub
- I love coming here
- it's a chance to see my friends and keep fit
- I attend St Edmunds day centre and I also attend activities run by Young at Heart - they both offer different things and I enjoy going to them
- A group like this needs dedicated individuals
- Can we have something like this in Brixham and Torquay?
- it keeps me young

### **1.8 Macular Degeneration Disease Group St Matthias Church – 4th February 2010**

#### ***Option 1***

U3A are a very popular group. There are almost 400 members; they meet once a month at Central Church in Torquay. They have a number of different speakers and you make instant friends.

The most important thing for rehab is a hydrotherapy pool. You only get 12 sessions at the Hospital and that's it.

One lady commented that she goes to water aerobics, but it's not the same as a hydrotherapy pool.

Another lady said that she goes to Winners gym 3 times a week.

#### ***Option 2***

Kundalini Yoga (<http://www.kundaliniyoga.org.uk/whatis.html>) is very good and beneficial, would be good to have in the Hub.

It will be difficult to find volunteers to run the Hub unless there is something in it for them.

#### ***Option 3***

A man commented that he was not offered proper rehabilitation after he was diagnosed with Angina.

One lady told a short story about her husband who had a severe stroke and was in hospital for 3 months. He was discharged and came home on a

stretcher. The hospital recommended rehabilitation for 6 weeks, he actually went for 9 months and at the end of it, he started walking with a stick.

There should be organised times for swims at the ERC and Clennon Valley using the over 60's free swim membership.

There was a general consensus that the Community Hubs would be a good idea with rehabilitation services inbuilt.

A lady passed the commissioners a business card about an acupuncturist in St Marychurch who was a lot cheaper than the ones in Torquay town centre.

It is important to know when times of services are held.

One man commented that "you help people help themselves".

Several members of the group commented on the need to modernise services and reorganise what is currently available.

Do we have a general telephone number to deal with all enquiries? Scarlett gave out the customer services number

Some services are too early in the morning i.e. 7.30am

Transport is terribly important, and ensuring there is transport to take people to and from services.

Some suggested there should be an information drop-in shop like Healthwize in Torquay town centre.

The trust should be setting the standards  
Training in care homes should be mandatory

### **1.9 Focus Group - Fernham Day Centre 05/02/10**

Putting ages too far apart – some people are too old to attend Community Hubs. Everything is aimed at ages 50-70, nothing for the 70+.

Must distinguish between 50 and 80.

We are likely to lose a lot.

Due to the staff at Fernham, my health has improved.

Fernham has the facilities for rehab, why can't it be done here?

Combine the options as long as you don't cut them.

Would be good for older people to see younger people receiving a service so they don't think it's just them who needs a bit of help.

Fernham has been a wonderful help. If it wasn't for my carers, I wouldn't see anyone. Fernham helps to keep me "with it".

Medics say people are living longer lives, but people over 75 are just being chucked to the side.

Older people have limitations.

It's a great help that our mother is at Fernham.

People can have chiropody, podiatry and their hair done at Fernham.

Rehab is vital.

They used to be Saturday and Sunday day care, but this was reduced due to funding.

Rehab needs to be alongside traditional day care.

Rehab is excellent.

Would be more cost effective to train staff at Fernham to undertake rehab.

It looks like you are taking away day services on paper.

My worry with the hub is that there will be a lot of people rushing around doing nothing.

Rehab facilities can't go in to a hub, if you are talking about a hub like the one being built in Paignton town centre.

A lot of clients need assistance with going to the toilet etc.

If 7 clients were attending a lunch club for example and all clients needed to take a carer with them, there would need to be 14 places available, not just 7.

Why change something that works? Why can't the hub be for 50-70 year olds and keep traditional day care?

Some providers which you've listed on the leaflet don't advertise they do day care.

Will the report you produce be debated or final?

What happens with the report?

What are the anticipated physical things for rehab?

How are you going to help day care if Fernham closes?

If they close Fernham and St Eds, people won't have anywhere to go.

Looks like decisions have already been made.

Building is wasted and could be much better developed.

They want to close Fernham and St Eds and put everyone in care homes.

If my husband goes in to a care home he will deteriorate rapidly.

Fear that everyone who attends Fernham will be shipped to other providers.

Do you not think we (Fernham) are already like a Community Hub?

People look forward to coming to Fernham.

Our clients spent their younger years making choices about what they want to do; now all they want is day care.

Shouldn't we do things side by side?

Will Fernham close?

No plans drawn up for Oldway yet, and won't be until 2012.

Why can't Fernham move straight in to a new building that Oldway builds?

Fernham works well.

It said in the Herald that Fernham and St Eds will close, and this was printed before anyone knew anything about it.

We need something that Fernham provides now but in a new building. If people knew we needed a new building, the money would come forward.

If Fernham goes, there will only be private day care available.

If private day care was good, they would be full and have waiting lists like Fernham has.

Who will make the final decision?

Torbay Care Trust Board members should turn up unannounced to Fernham, St Eds and private providers to see how they run.

We are really pleased with the service we are getting.

There was a scheme to put all GPs together at Clennon Valley but because of money, it's no longer talked about.

People are confused, where are we going, what's happening?

Need new or purpose built building and for Fernham to be included in it.

Should be examining poor providers of day care.

Can council not be asked to build a new Community Centre on this piece of land (Fernham) in its new plans?

One centre is not big enough for the whole of Torbay. Would transport be able to support everyone?

Transport insurance has to be specialist and can't be done through own car insurance.

Still need a facility to provide services.

Fear that Torbay is going to lose Fernham and St Eds.

If building closes, where will Fernham go? Can we not fix the roof at Fernham then move to Clennon Valley when that opens?

We believe the decision has already been made and our relatives will have to go in to an old people's home.

Only way to stop Fernham closing is by getting the press involved.

Have to get other people on board, housing trusts etc.

If there was more public awareness of this, there would be more funding.

Work done at Fernham is very different to anywhere else.

It enables frail people.

There is evidence that the service is second to none.

Other parts of the country have services the same as Fernham but in modern buildings due to forward thinking.

We need to advertise where younger people in industry can pass on the message.

Why can it not be advertised on the News?

**1.10 The Future of Day Services Focus group - Brixham Does Care**  
**café 6.15pm-8pm 09/02/10**

Started to look at introducing Personal budgets at the day centre for dementia clients, experiencing lots of problems.

Have concerns over capacity, cost (£13/14 per hour +)

Difficult to get funding - not a cheap option

Personalisation - higher needs (LD/Physical/Mentally)

Shift in resource allocation - different needs

1 to 1 - carer and client - difficult

Look Further - Personal Budgets  
How will it be provided? Funding?

Piloting groups - personalisation - need to feed concerns to Nicola B

***Option 1:***

What do you mean by rehabilitation?

St Kilda already do this - Swimming strengthens legs

What about elderly people not coming out of hospital?

General Older people

FACS - fair access to care focuses on higher category because there are not enough funds - Why over 50?

Universal services, personalisation, preventative agenda and government classing over 50 and older person

***Option 2:***

Carers needs - doesn't take their needs into account

Carry on caring

didn't feel it took needs into consideration

***Option 3:***

Preferred Option

Need for a wider choice

St Kilda use Access to Community Education (20 week course)

Swimming

Enable people to go out and do other things

Short breaks for Children – any linkages?

All should be offered choice and range of services

**1.11 Day services focus group - Paignton Day Centre – 18th February 2010**

No of people Present - 51

Q. What other day centres like Paignton are there in Torbay?

A. Currently none like Paignton Day Centre.

Q. With all the choice and flexibility in what the proposals are (offering services in the evenings etc, people being collected and taken home. Will this be provided by paid workers or volunteers?

A. Still to be decided, Council will provide the money to set these schemes up so they will be run by volunteers and the support of the Council.

Q. The flexi opening hours wouldn't work. Paignton day centre runs on volunteers, there are only so many hours in the day. If someone was to ask for skittles in the evening and they have the right to choose this it would make running with volunteers impossible. How much can the Council expect of volunteers. Volunteers are not obliged to come in so it could be left to 1 paid member of staff. It would be a wonderful plan if people were paid but running with volunteers flexibility is difficult.

A. each centre would run differently but the needs need to be met of the people.

Q. Where's all the finance and funding coming from? Without the money there will be nothing?

A. Not too sure at the moment

Q. Are we rivalling St Edmunds?

A. No

Q. If you're going to close Fernham, this is the highlight of people's day to go there, where will these people go. If they can't attend places like Fernham they will just stay at home and then slowly deteriorate.

A. Hopefully we will find somewhere else for them to go; we will be looking at all options and gathering everyone's thoughts. A proposal will be put forward once comments come in.

Q. They must be worried sick at Fernham, something they enjoy will be taken away.

A. We're not saying that the service won't continue just that they may have to move.

Q. Why if Fernham is going by Xmas why is the Council so late in day deciding where the Council are going to put them. Only 8 months to decide.



A. Fernham was going to Clennon Valley development but this was put on hold and will now not be ready until 2012.

Q. What everyone wants is Zones. Fernham is nowhere near the Clennon Valley; it's not being kept in the area.

A. Our main concern is to keep the service.

Q. You need to put some info into the Herald and in Signpost (carer's magazine). I am a carer and didn't know about these changes.

Q. Before I was a member here I set up a Luncheon club. I was given £20.00 from Social services to set this up. We now run this from our homes and have outings etc. We raise money for the group ourselves from selling things and everyone has the right to go out and set such things up. Older people are capable of running out own lives. If we have people keep asking us what we would like to do, it can be patronising.

A. We don't mean it to be patronising we just want to have people's comment and feed these into our decisions.

Q. Personal budgets – who knows about it?

A. We will be starting to talk to a lot more people about it.

Q. Most people will be concerned about what will be happening to their day centre. The Council and Care Trust have let her down badly. If people stay at home they deteriorate, which leads to people entering Care Homes. Paignton Day Centre is very important to Older People. Whatever is provided needs to be affordable?

Q. If options you have bring nothing new to us (absolutely nothing); we do advice, training etc so why is Paignton Day Centre discussing contracts in order to have stability when this day centre offers all the services already. Why aren't we being told we are doing a good job and why are we not being allowed to carry on with renovation work?

Q. Who decided the proposals? Council and Care Trust are a waste of time.

Q. Paignton Day Centre does more than run a day centre. Other community groups run evening for social gatherings. Where will they go if the building closes? We have a sewing club etc who use this building, what will they do if it closes.

It's not just for the elderly people during the day, it has a multi use. The blind Club also use this building.

Q. We need the building to keep these activities going, WE DO NOT WANT TO RELOCATE. The Council still haven't paid to fix the roof. There us no responsibility to people here, it has been badly neglected.

Q. Paignton Day Centre provides a free Christmas dinner to people who are lonely/who live on their own.

Q. Council should find the money; there are so few facilities for people who are older.

Q. Last year the Council did give us £2,500 for refurbishment plan but have not been able to use it until the roof has been fixed. Once the roof has been fixed we would be able to go into the refurbishment plan. £25000 still in the bank. Council have given us some money but have stopped us using it since.

Q. I live in Babbacombe and the Council need to give Stagecoach enough money to Stagecoach to keep the buses running.

Q. When the Council asks us to consider relocating, is there a plan to do something with this building?

Q. Surely relocation is more expensive than refurbishing this building, this building is already suitable.

Need to feedback

Q. To relocate it will take time. If this building is not suitable there may be time when there will be nothing until an alternative building. Uncertainty/not knowing people need to be told what is going on.

Q. Some people would die if they didn't come here, they would live on their own, probably wouldn't eat etc. Council should be doing so much more. If we have to be removed from this building we will sleep here and not be moved.

Q. We have the right solution here.

Q. About 6 years ago A council officer came here and was saying the same thing, paint the picture as to what we do here but this is all in the service contract which was done last year. Consultation was done before. We need stability.

Q. Hopefully the meeting this time will be constructive.

Q. Why is so much money being spent on teenagers and not the elderly. What about 50 years from now, what will they all doing when they're older and if everything has been taken away.

Q. We have having this meeting today and you will go away and analyse everything, when will you come back and communicate what we are doing – just don't leave it 2 years.

A. In June report will be done, proposals and potential solutions after June will be able to have updates.

Q. What about group's people rely on who use the day centre

A. Questionnaires will be sent out to all those groups to get their feedback

Q. Don't want anyone to get worried about Paignton Day Centre being at risk. The centre's not at risk. The centre is under discussion but is not as risk. The

Council are aware of our reaction. Talks of relocation will make people feel uncertain.

Q. How many people in the bay are eligible for day services? They are not advertised enough.

A. 573 people in day centre from Care Trust

### **1.12 Paignton Seminar, Paignton Hospital Social Hall – 04/03/10**

#### ***Fernham Day Centre***

Food is not good - could the clients cook the food as part of the activities/rehabilitation?

Tweenaway are offering £10 per session - could this be a possible solution to Fernham's Building

Residential homes are for people who cannot live at home

not value for money, clients are often put in the lounge with residents

Could South Devon college host Fernham Day centre?

#### ***Community hub Option***

The community hub option is great

Link - up club at South Devon college offer intergenerational opportunities

WII

Computers

Aged over 70

need to be independent and able to ensure personal care

Students care for the Older people.

Work Experience

Change of culture

#### ***Reablement***

Individual OT input - disability

Skills for reablement - best done in own home

Advantage of reablement group

Would be around lifestyles

learning and managing long term conditions

use of day service (reablement) to prepare individual for working at home -

falls with importance of motivation

How many clients live at home alone? - Where is the motivation for this? -

building on confidence

Want to maintain the very valuable services that Fernham offer in the Paignton community,

Fernham staff will provide personalised service for people, reablement etc.

Importance of building up and developing the Paignton community

needing a hub of information for Paignton - icare

Looking at ways we can market the groups that are in the community already - preventative work

Walking groups wither from hub or library to link in all groups for more able bodied

Use of palm FM to advertise voluntary groups and day services that are available.

Use of gateway/graduate programme to develop web site for local services  
Train the independent homes and agencies and set the standard - mandatory training for all homes that we contract with.

Association of safety and reduced risk if patient/client attends statutory services

Consider the value of Fernham type services re: stimulation, carers' provision simple reablement and importance of keeping people at home.

### **1.13 Day services focus group - Fernham Day Centre – 09/03/10**

#### ***Option 1***

An extension of hospital treatment

Shouldn't be all lumped together

It's a good idea to have rehab for people who need strengthening up

Day Care Services are important for individuals who live on their own

Help and care received at St Edmunds helped a patient improve, more than they did at Newton Abbot Hospital (done in day care).

Socialising at Fernham strengthens everybody

#### ***Option 2***

Is there something comparable for 80+?

Would this not be a physical presence but using village halls?

A smaller group is more inclusive of everybody

Ordinary chairs can be very painful for some individuals, so unable to go to some groups such as Age Concern

Fernham have got foam armchairs and get given blankets

People at Fernham who have disabilities count do the options you are showing

#### ***Option 3***

Fernham always full. 5 days a week and have a waiting list

Some of the other 45 providers only running at 50%

There is a big social element

Plenty of activities - hairdresser, feet done

reduces isolation

Not the same interaction in private day care

Individuals contribute to extra activities - Fernham is means tested

Would like an independent survey on the building of Fernham

Why Can't repair roof and keep at Fernham until we find somewhere else

There has never been any money invested in to Fernham

Get Personal Attention at Fernham and would not get that anywhere else

Would be a different consultation if Fernham wasn't under threat

Could influence the final decision

Fernham as a team are also looking at other possibilities (building wise)

You can't mix the 2 age groups, 70's and 80's

Everyone at Fernham has restrictions not difficulties

Need help and support daily

People who go to Fernham meet up with their friends, if they don't they will deteriorate rapidly

Why are St Ed's under threat - they are in an up to date building

Pity the Board members haven't been along to the consultation  
Some residents consider Fernham Day care as their home  
lots of different groups of friends through Fernham  
Important to keep people informed about developments  
Some Negativity and thoughts that Fernham is closing - had phone calls from independent provider asking if they can send over vacancy list  
There is a fear of anxiety due to consultation and what has happened in the past  
Want Fernham to stay together as a whole to have the opportunity to progress  
a feeling the bottom line is that it's all about money  
Notify Fernham of a date when report is available to them  
Come up with alternative options and ideas which we can propose to the care trust

### **1.14 Day services Focus Group – St Edmunds day centre 11/03/10**

#### ***Option 1***

We mix socially at St Edmunds so why change?  
Would like a little bit more activity  
It's up to the individuals what they do  
Learn new skills- computer skills, painting  
Used to do activities such as painting but the person who used to run it is now a manager  
Everyone likes it here and gets on

#### ***Option 2***

Physically impossible as I can't walk  
Came to St Eds for the company we like it here  
Everyone is happy why change?  
They do exercises at St Eds  
St Eds have offered a form of rehab/enabling people to recover  
Physio is important

#### ***Option 3***

Come to St Ed's for peace and quiet  
More Physio  
Outings would be nice - even if we have to pay  
Out in the country  
For a cream tea  
We have entertainment  
We value: Company, staff, nice place and nice people at St Ed's  
More people so there would be no question of closing  
Company very important  
it gives our partners a break  
Bingo, Scrabble are good  
Singing  
Food is good - coffee to die for  
Never refused anything  
Transport is excellent

Social side is very important  
Mixing groups are a good idea - we can help each other  
Carers see St Ed's as very good  
Only day some people get out in the week  
Helped to enable one lady to walk again  
Worried that they will take the building and away from this location.  
It will be terrible  
Swimming would help - its getting there  
Don't feel 50+ is appropriate for older persons services  
Decisions should be made on needs and wishes of the individual  
Need to make sure people aren't left in the dark  
Need to be reassured of alternative provision  
Current provision isn't always good  
Day care needs to be interactive between client and provider  
Need to create a service that meets people's needs  
Would need 100's of hubs to be within walking distance for everyone  
Danger of designing services for people who don't need them (over 50's)  
Used to do creative activities and now do nothing because of staffing  
Now we just sit here  
We can do anything we want  
Don't want to be organised  
Activities are offered by staff but sometimes people refuse or are short staffed

## 2. Findings from the Questionnaire

### Q1a –comments

- Change needed, but something put in place before cuts
- I have peace of mind when mum is at Fernham.
- I have power of attorney for my mother.
- Needless change would be bad, improvements can always be made.
- Change is good but we still need to include our older people who have slight dementia, Parkinson's, 'just age' 80+ and Alzheimer's.
- My 1 day a week at St Edmunds is the highlight of my week, like most others I am a widow, living alone and housebound. At St Edmunds I am encouraged to keep mobile as possible, also to join in many activities
- No preference to who delivers really, as long as it offers same end standards of care.
- St Edmunds currently run a successful, thriving day care service, unlike many of the other "so called" day care providers in residential/nursing homes. So why close
- More care in the community
- if it is changed will the cost be absorbed into other things and no funds left for the new services i.e. poor value for money
- All services need to change with the demand and development and new ideas

### Q1b If yes, what do you particularly like and why?

- Have a permanent day centre as a hub open daily 10-6pm with opportunity for service users to access other community services and return during the day others more vulnerable would be able to stay all day in a safe & stimulating environment. Would give carers a full day respite not just 3-4 hours

### Q1c If No, What would you change and why?

- The ability to socialise and get away from 4 walls. I have no family or neighbour I can depend upon.
- More card games and better food
- Expand the choice, move with times. But must be a service that meets need of the people.
- A change occasionally for dinners. Instead of stupid crosswords a sensible thing and not so many childish games.
- Higher standard of care i.e. assistance with getting on and off the bus. When having to leave early due to illness - being escorted home and not left to cope with just a taxi. 2. Better food! £3 dinner! Poached egg & jelly!
- We still need the services of Fernham and St Edmunds to enable families the certainty of Day Care.
- Use the NHS bus more for trips out.

- More chance of elderly to socialise in a quiet environment and (are not very long time span 1 - 4 hours). Possibly to improve mental/physical abilities). E.g. keep fit, board games.
- To let the elderly know about the services, make day trips away available, particularly for wheelchair dependant elderly.
- Needs to be more proactive. Provide activities to start enjoying mental and physical health
- Some of the Option 3 theories looks good
- I think the money could be spent better with specialist centres for dementia and other day care services
- New ideas should always be considered. The needs of service users should be ascertained from time to time. I'm a baby boomer. We are used to being independent and being able to select services which suit us rather than being told what we should want or need
- Change will be necessary to care for dementia sufferers more appropriately. More training more respite services for carers to enable keeping them with their families/at home
- Hate the idea of older people being "taken out" of their community - they need more nurturing and support with their area
- Greater care & opportunities should be offered to the elderly
- Make current services and facilities accessible i.e. pedestrianisation of High Streets has made it impossible for many people in the "service" category to get to the bank so reducing independence. In other words make sure all the normal facilities that would be used by able people are still accessible when slightly less able
- A service should change with the needs of the people it serves, but a successful service should not be underestimated and undervalued. New ideas should be developed inside an already established service, one that has proved it can and does serve the needs of its users
- Like the idea of "hub" as so many older people live alone and do not meet/talk to other people

**Q2b please give details below**

- Only that St Edmunds might close
- The role of these centres is vital to promoting independence and reducing the need for more residential placements those with episodes of dementia etc need the consistency
- There should be more available as these 2 are always full and have waiting lists.
- The staff are so very good, we are well looked after, we are very happy there.
- It should stay open. Fernham has been the lady's lifeline.
- It should stay open.
- The provision of care that I am receiving from the Care Trust is adequate to my needs, which is better than any private sector that I have used which is three.
- I much preferred the days at St Edmunds to Fernham. We had occasional outings and BBQs and stalls and selling.



- I find it essential as it provides a well organised day, tailored to the needs of my mother's age group (over 90).
- Very concerned at the possibility of closures of existing centres. They provide an excellent service.
- Very satisfied
- The facility at Fernham is excellent for people like my mother who would otherwise have little interaction with other people. She enjoys the activities and is treated as an individual.
- Obviously the 100% uptake speaks for itself!
- These day services provide an invaluable service to the more vulnerable elderly clients.
- Fear of losing the day centre at St Edmunds and some days not seeing another human being.
- I think they do a good job with the care home looking after old people. The staff are marvellous, looking after us.
- I think they do a good job with the care home looking after old people. The staff are marvellous, looking after us.
- They play a very important role, give me a better quality of life something to live for.
- I don't know anything about them.
- I was not aware of these services. How could I join them?
- On my one and only visit, St Edmunds Day Centre appeared to be a very depressive place
- I am afraid that the new proposals may be to the detriment of services such as Fernham and St Edmunds and exactly who are the other 45 providers? I don't know any other providers in Torbay.
- They do such a variety of activities with their clients and treat them like family. They are not left to sit around staring into space like they do in residential homes. I have visited many of these.
- \*Don't feel able to comment as know nothing about them.
- Fernham has given my mother a lifetime without which her life would have been intolerably miserable unless I could have afforded to become unproductive. (This would probably have entailed me being unemployed permanently).
- They seem to be good at what they provide.
- I think 47 providers is a lot
- I don't know much about them. At present I don't need day centre care. If I did I
- would want a range of activities and to have some choice of when I could attend
- Don't know them
- St Edmunds Day Centre seemed noisy and chaotic
- I have never used but know about St Edmunds Day Centre, which has a good reputation
- Fernham provides an excellent service and should not be underestimated in what it provides, it is always running full and with waiting lists, It has an ability to change with the demands if it is given an opportunity
- I have always found the services excellent, both for my husband and since he died I am receiving all I need.

- St Edmunds - Transport is provided for disabled clients, many other day care providers can't provide this. Activities/Stimulation-Many of the residential homes providing day care at present have very few clients attending from the community. These clients would not get the stimulation from liaising with elderly residents of these homes who may already be institutionalised or suffering from dementia. Why was option not in a larger box, I find this biased.
- \*It is hard to comment without having first hand experience of the services already provided
- Fernham Day Centre is fantastic to my husband. All the staff are so caring and do many activities with my husband which helps with his brain disease, dementia and his mobility.
- I am unable to give an opinion on these services as I know nothing about them
- Like the staff and other; patients, good entertainment.
- Asocial, friendly, better than being home. Meet different people what I would otherwise not meet.
- I like what we do at the care home. The carers are very helpful and look after you.
- I like the idea the younger/ more active elderly will have more choice.
- It is a chance for my Mother in law to meet people.
- The people who are running the Day Centre - (helpfulness) and the range of services there, i.e. chiropodist, hairdresser.
- I have made friends, all help to avoid becoming depressed. We have exercises, quiz games, card games, scrabble, bingo, art & can try out the computer. Problems can be discussed and often solved. I doubt if any residential home would be able to offer this sort of care & as a self funding patient I would pay even more than now. My husband served his county in the war and paid taxes from age 14yrs to 65. I hope & pray you will listen to the needs of the many 80 & 90yr olds. Thank you.
- My mother attends Fernham one day each week and really enjoys it and benefits from it.
- My Mum enjoys the social interaction of meeting peer-age residents. The social aspects here helped her to improve.
- Social interaction, care to individuals, excellent meals. Good social activities.
- Offers opportunity to make longstanding friends. Good recreational activities.
- My mother currently uses Fernham one day a week. She is very happy with the staff and the socialisation it offers as she can sit back and watch others and is happy not to participate.
- I would like to continue receiving the care and interaction that already have had for the last 2 years, enables me to socialize with my peers
- Everything
- It gives me a break
- I am able to be with my age group and go out.
- I like being with other people, to get out talking to others when you live alone its important to mix.
- Very helpful

- However am interested in learning new skills. I like the suggestion of art & craft and if possible computer training.
- Need to address all age groups for older people. The needs of 65 year olds are different to needs of 85 year olds. Who may need a permanent day centre
- The help and care encouraged to walk and socialise by getting people together
- A day out with company; stimulating activities needs are met there e.g. chiropody staff help with other problems a good meal

**Q3a Do you think one, all or a combination of the options outlined in this leaflet would be of most benefit? (Questionnaire responses)**

Option 1	Option 2	Option 3
St Edmunds does this	Not everyone can walk to places even, nearby a lot of jargon and rhetoric here!	I do not want St Edmunds to close. Don't know details of and am not confident in alternative provisions
Learn New skills	Providing opportunities for people to come together	Re-shape the existing provisions to include option 1 find a new site for Fernham rather than stop the services all together. People before money.
More investment in staff and facilities would encourage personal goals spaces for people to attend 6-8 weeks to help them get confidence back.	Not ideal for 85 year olds 2-3 hours a day is not enough who looks after them once they go back home too much time alone move pressure back on the carers to cover this time	St Edmunds is the one opportunity each week to get out of the house and meet people.

None of the options give the sort of service that we think is needed for persons of my age group	Unable to walk any distance	A combination of the options would be a benefit.
The opportunity to learn new skills and socialise	More day services needed focusing on care and support for people with disabilities, opportunities for people to come together.	My mother loves Fernham, its important at 90 to have friends of similar age, they can have the same interests etc
Helps to maintain independence	Don't agree	We want to be with our own age group those who are handicapped like me.
Socialising, becoming more active	Don't agree	Don't agree
Don't agree	Not suitable le as my mother is not able to walk even to very local destinations.	Don't agree
Don't agree	If people are fit enough for community hubs they are probably fit enough to find activities for themselves anyway.	The existing day care is perfect for my mother's present situation and should be expanded along similar lines to allow more people to attend.

Should be more facilities for older people, varied activities.	Seems to cater for all levels of mobility	Closure of existing day centres would be very bad for existing users. E.g. if St Edmunds was closed I could not travel to Paignton as the journey would be too long.
If we had a small afternoon outing or morning we could help with the cost.	More personal and would prefer smaller groups.	Not convinced this would cater for all needs and provide good recreational activities.
Not suitable as my mother is too frail to be any more independent	Would prefer smaller groups.	Quite happy with what is provided by St Edmunds
In favour of helping people to do, but support for people who 'can't' is essential and should be maintained.	Care & support for the elderly & social opportunities which is what we need.	St Edmunds day centre is a good idea which could improve with new & revised management.
Seems more for the active elderly not so much for the passive.	A 'hub' within walking distance would be a contradiction. How far do you think elderly people can walk especially in a hilly area?	The in house day service at Fernham is well used and good. Why close it?

Excellent service. Caring staff, each person known by name.	Mix across the generations wouldn't work. Older people are very set in their ways. Would need an indefatigable person/team to set it up!	In favour of looking at the wider picture.
Excellent and competent staff	This option will work for socially active older people - usually voluntary and self funding groups.	
Excellent service. Caring staff, each person known by name.	Does not meet my needs	Expanding this choice should include Fernham & St Edmunds for elderly with more severe needs - not buy in services from Nursing Homes.
Personal timescales & goals are impossible at 88.	Look at individual needs.	Does not meet my needs. How can you improve what we have now for my age group?
People might be isolated - their motivation is to see other people and share companionship when they go to 'Day Centre'.	Provide activities that promote healthy ageing	Not to close St Edmunds until places second in alternative centres with some transport

<p>It is helping my mother in law to socialise.</p>	<p>Looks good</p>	<p>Possibly helping more elderly to become more involved in what we need</p>
<p>This option will support the newly retired - active.</p>	<p>Hub is a good idea for accessing information on services but no good for disabled who cannot walk any distance and would need to pay for taxi to access this building</p>	<p>It is a lousy idea to close anything before satisfactory alternatives have been put in place</p>
<p>Does not meet my needs</p>	<p>Like it all - but particularly like the idea of things being within walking distance as have no car.</p>	<p>Not happy about losing services which are well supported and providing a good service such as Fernham unless the same service can be provided at a different location.</p>
<p>The carers are very helpful looking after you.</p>	<p>This seems to be the best fit option for my mother although within walking distance is inappropriate for her and the many like her. She does however, need to be taken out to socialize and her mental health benefit greatly from attending Fernham.</p>	<p>Unsure about this one.</p>

<p>Agree but individual care must be considered to suit person.</p>	<p>That all ages get to mix</p>	<p>My mother attends Fernham on Tuesdays, Wednesdays and Thursdays. During the four consecutive days when she is not there she deteriorates and by Monday is phoning me several times during the day to discuss financial matters which are fictional but obviously distressing to her</p>
<p>It would possibly bring local people together and more could possibly attend as they would be able to go without travelling to far</p>	<p>Second choice good</p>	<p>Don't close St Edmunds</p>
<p>Encourage people to become more active, learn new skills</p>	<p>Good - will you help voluntary groups to use your hub too?</p>	<p>Closure usually = cost saving so is never attractive</p>
<p>Is this an extension of occupational therapy? Good idea for rehabilitation and helping confidence.</p>	<p>Socialisation. Walking, use village halls etc</p>	<p>Open. Flexible whole community approach</p>
<p>Helping people 'to do' rather than doing to or for people. I like this - encourages independence.</p>	<p>Sounds more "community " based</p>	<p>Needs new ideas - standing still</p>



I do not support any of these options as they give no option/choice for elderly/disabled/vulnerable people.	This sounds a very exciting project	I think closing some centres upsets the older person who get great comfort from these centres
My mother has dementia and osteoporosis. Both of these conditions make it impossible for her to be independent outside her own.	I do much like option 2	Do not close existing centre but add more centres
That people are encouraged to do rather than everything being done for them.	Walking distance services	We already have Fernham and St Edmunds providing a good quality service. It makes sense to build on what already works and has a proven history
I think people, where possible should be encouraged to participate in their own care & social life with help and encouragement	This option is offering good opportunities to a more able older person; it does not meet the needs of the more disabled and meets a narrow group of people.	
When people have limitations whether temporary or permanent after hospital care they need rehabilitation as soon as possible in a way that works for them		
Personalisation, development of skills		
Like the idea - but will it bring neighbours together		
All options are very interesting		

To do rather than being done for		
This is only for short term; at this time there is nothing to follow on from the help provided in the early days.		

**4a. when do you think day services should be available?**

- Approx 80% of respondents felt that day services should be available all day.
- Approx 60% of respondents felt that day services should be available on weekdays.

**Comments**

- Many Clients avoid evening activities at 80 years old they want to settle early. Go to bed early Not much demand for evening activities
- 7 days a week
- Part day, because a whole days if too much
- Again to suit needs considering all
- 8 hours for one or two days a week, preferably one on a Saturday
- It should be available when the person needs it.
- There must be a variety of options to cover all
- Services should be flexible and be available at as many options as possible. The needs of people do not slot into one time zone.

## 5. Do you have any suggestions that will help to inform the future of day services for older people?

- Transport is fine now good quality meals are important
- To offer more variety and perhaps to enjoy the occasional outing out in good weather
- Would love to go on the occasional day trip with St Edmunds. Would like to learn to use the internet - currently not available at St Edmunds
- There needs to be a variety of activities offered community transport.
- Fernham is very good, we are all very happy with all they do for us there. The way we all are, it cannot be bettered.
- Fernham work very well with older people it gives them something to focus on.
- I live for my days at Fernham; they are very good to me. If it wasn't for Fernham I don't think I would be here now.
- More facilities for the older generation.
- We love entertainment but I know it cost money
- What I receive is just what is required to help me.
- Absolutely ideal place for my Mum
- It is the only opportunity I have in the week of socialising. It has become an important day for me and I appreciate the change to my other lonely days. Please don't take it away.
- Involve younger family members, encourage them to visit 'Grandma' or 'Grandpa' on the way home from school, or whatever, or Sons/Daughters to visit and see what they are doing.
- Offer better accommodation to Fernham. We have a valuable service here that has a waiting list and is needed.
- Could everyone using day care perhaps contribute to the cost of it. During the winter it saves on fuel to be there & feel sure everyone would do that rather than close down to us.
- I think we should get involved with other things like meeting more people, for we spend a lot of time on our own.
- Taking patients comments realising how change affects them.
- Continue day centres like St Edmunds.
- Not all services for old people are quantifiable e.g. Washing/dressing, so it is difficult keeping positive and & feeling they can contribute matters
- Information/questionnaires in local paper, doctors surgeries and hospital waiting rooms
- We of the older groups would like to keep together as much as possible with persons we have made friends with in our groups at Fernham. Also concerned of bath facilities chiropody and library
- Older people do not like change as they are more confident with people and staff that they meet on a regular basis and form a relationship built on trust and helpfulness
- Put in the local paper
- Do not close St Edmunds Day care
- People in their later years, especially after losing a partner need encouragement to get on & live a life to the best of their abilities.

- Posters in memory cafés, Doctors surgeries. Leaflets sent out with council tax.
- As available cash dwindles government departments need to encourage volunteers to take roles in elderly care. There are a large no of fit over 60 s as well as less able ones
- Much more will need to be put in place for dementia/Alzheimer's
- Please support carers more - organise transport etc
- Cafes, restaurants and cinemas, library, museums. All these exist. Encourage a plaque (Say Blue) systems so 50+ people, single or couples will know from list where there are likely to be other members say Monday 11.30 - 1.3- Flagship. Friendly faces help with tax return etc library - Tuesday etc
- The care Trust provides a good quality day care service, it should not be underestimated it is sad to see the trust making Fernham and St Edmunds justify their existence when its performance and occupancy prove their worth and that what they do they do to a very high standard. the care trust should recognise that,

## 6. Do you have any further comments?

- Staff at St Edmunds are always helpful. No separate section for carers to complete as well as I individual older person
- St Eds stays the same upstairs + downstairs with activities opening hours to be discussed to suit clients. Develop hubs in independent sector/care home
- Individual day care centres are essential in the community where all services can be provided under one roof by professional caring people. If Fernham should close as a result of the Oldway development, an equipment facility should be provided within the new development.
- I would like to see normal living with pets & dogs and cats allowed to give support to the elderly. In 74 years I have not seen anyone trip over a domestic pet. Let this health & safety idea b e kept in sane limits. The doormats I also have not seen tripped over & if feet are not wiped they will carry more germs into houses, let's have our doormats again please.
- I know this is all about money! Again it's the elderly who suffer. If my mother cannot go to the day centre 2 days a week, where she knows so many people who are now friends, she would just be at home watching TV 7 days a week. She can talk to me but needs outside stimulation to feel she is as important for her needs as much as the other end of life scale.
- We know Fernham is to close so we want another place where we can all be together. If it is closed I and many more will be unable to go out and mix with other people and we shall miss the love and attentions we are getting.
- I would like to see people to come in to teach us handicrafts but again I know it costs money.
- I understand that Fernham is running at 100% capacity with a waiting list and, therefore, is a much wanted service and should be expanded.

- The all day facility at Fernham attended by my mother gives her a welcome change of scenery, and gives respite to my 90 year old father who is her carer. This enables them both to have a break, and enables my father to visit the barbers, doctors, opticians without worrying about my mum.
- This is an essential service and must be maintained.
- A fixed time to pick people up and taking them home.
- Fernham provides - Support for clients & families, monitor clients health, link with other services, social support, dexterity based activities, place of safety, 'happy place to be'. Clients can talk, confide and socialise. Friendships begin bathing and personal care. No isolation. Boost self esteem, self-worth. We offer Hub services: Hairdresser, .G.P's chiropodist, district nurse, manicures.
- I find it hard to believe it is underused, there seems to be a waiting list for people to get a place. Most people in their 50's & 60's still have a partner's company & help in the times of illness & would prefer help later on in life. Although only the really lonely would understand the desperation.
- How about a bring and buy stall for you to buy and make money for the home. It would be very helpful.
- If St Edmunds closes and no other place found the welfare of those attending may then be affected, its part of their life that you have cheated to benefit them, it's a shock at their age to take part of their life away.
- Having a certain control and say about their lives.
- The way Somerset County Council approach and provide this service by setting up "Active Living Centres" is worth considering.
- Fernham staff arrange daily activities to occupy mental stimulation and handicraft for those able to use hands for this encourages therapy
- You must consider the carers. In this decision at the moment I know my husband is well cared for and is encouraged to do all kinds of things to keep his brain active and keep him in touch with normality. He also meets up with friends he has made at the centre and would be devastated if this was taken away from him. He would deteriorate rapidly and would finish up in a residential home sooner rather than later.
- Do not close St Edmunds Day care
- As a carer I am very aware that, as a result of my mother's illnesses, my health (both mental & physical) is suffering as well as hers. I could take the easy option of placing her in a home but know that she would not be able to accept this and would loose her remaining quality of life and desire to live. Since I am prepared to risk my health and career for my mother I would be grateful if my and many other carers' sacrifices were recognised and the financial advantage of reducing services, in the short term, were put into perspective and abandoned.
- I think anything that gets people mixing, helping and listening to older people is good as they have a lot to offer each other.
- Build more communities, sheltered house to buy or rent. Shared facilities much easier then. Larger properties then free for family use.

- There will be growing numbers - 1 in 3 of us will die with dementia. Alzheimer's Society co-projects
- Glad these issues are being considered - staying still is not an option
- Make sure 50+ people do not lose their identity when they become a service user. Part of Day services should be pass on skills and knowledge to the younger generation
- They are doing a great job and they should start to support and help this excellent service develop and grow into what the future views are for the population of Torbay, the presentation of this consultation has been stacked against its own services quoting facts that are misrepresentation of the services provided at Fernham and St Edmunds. I don't understand an organisation that deliberately tries to sabotage its own well run high quality service

**2. Responses from key providers and groups.**

**2.1 Age Concern Response**



**The Future of Day Services for Older People**

**Age Concern Torbay Response  
February 2010**

## Introduction

### The case for change

The transformation of social care has major implications for day service provision and day service providers.

The extension of personal budgets to all people eligible for social care support will mean that older people will have choice and control over how the money available for activity outside the home is used.

Some have suggested that this will lead to demise of day services, presenting them as an archaic service model ready to be consigned to the dustbin of history. But there is absolutely no evidence to support this view. Older people who use day services value them highly – for many it's their only opportunity to get out of the house, meet friends and join in enjoyable activities. Some older people will undoubtedly choose to spend their personal budgets in different ways. But for many frail and disabled older people the options are limited and they will continue to view day services as a 'life-line', a key factor in enabling them to lead a fulfilling life while remaining happily in their own homes.

On the other hand, day services for older people undoubtedly need to change and adapt, as they have continuously over the years.

In particular, they will need to offer a more personalized and flexible service, adopting a more menu-based approach, a clearer focus on re-ablement, more integrated with local communities and offering better access to mainstream services.

Day services of a more informal kind – lunch clubs, drop-ins, community hubs/networks and activities will have a key role to play in achieving the 'strategic shift to prevention and earlier intervention', with its focus on alleviating isolation and loneliness, that is central to the transformation agenda. Such services are less likely to be purchased from personal budgets. They need to continue to be bulk-purchased or grant aided by Torbay Care Trust or enabled to become, to a greater or lesser extent, self-financing as social enterprises.

Whatever forms day services of the future take in Torbay, and whether they are paid for by individuals or through block purchase, some factors will remain constant: it will be essential to ensure the quality of provision and to demonstrate that services are effective in achieving the outcomes that older people want. Arguably, with the growth of individual purchase, this becomes more important: older people and their carers are less well placed than commissioners to make judgments about quality and effectiveness. There is a need for a shared approach to quality and effectiveness amongst providers and

commissioners in order to safeguard the interests of older people.



## Options

The consultation paper is right to look at the three options together – and to the list of benefits outlined we would add the need for day services to:

- provide social contact and stimulation
- maintain and/or resolve independence.
- provide a break for carers
- offer low-level support for older people at risk
- enable older people to remain living independently at home
- offer activities which provide mental and physical stimulation
- provide care services such as bathing and nail-cutting

Increasingly day services will need to be seen not as a single service category but as a broad and diverse range of services and activities designed to fulfil very different purposes. High dependency day care, delivering personal care will need to be continued to be provided in purpose-built or adapted premises, working in close association with the NHS.

But we agree that other forms of day service, which don't provide personal care and are primarily social in purpose, no longer should be focused exclusively on a building – a day centre – instead offering a range of opportunities and activities in a variety of settings. Building-based services tend to be expensive and have relatively few beneficiaries compared to outreach services. We agree that money can be better spent on more targeted responses to isolation and lack of opportunity amongst older people. However, existing users of the more traditional day services, for whom the service is a lifeline, cannot simply be abandoned. As services change and develop to meet the changing needs of Torbay's ageing population, it is important that the needs of existing users continue to be met.

### Where does TCT's Vision lead day services?

## Prevention

Age Concern Torbay's day services have always been intended to be preventative: reducing isolation and loneliness, promoting health and nutrition, offering interest and activity, providing opportunities for older people to contribute as well as receive.

Our aim is to continue to prioritise the continuation and development of such services and in order to secure funding, from whatever source, provide evidence that these services achieve the above aims effectively and efficiently, and to adapt and develop them where they fall short.

### Providing Independence

Day centres with a fixed-routine and a stable group of long-term users may cater for dependency more than the promote independence. Most will need to become change-oriented: users will need to be offered a rehabilitative programme over a limited period of time, with a focus on enabling older people to lead active, integrated and rewarding lives without ongoing specialist help.

### Choice and Control

The proposals of day services mean there will be no room for a 'one-size' fits all approach. Older people should be able to choose from a menu of opportunities, opting into particular sessions and activities which are offered as a regular programme, within a 'community hub' or elsewhere. Older people will need to have their own personal plan, designed to meet their own goals. Those on receipt of Direct Payments or individual budgets will decide where and how to spend their money, and they will demand value for money.

### Access to Mainstream Facilities.

Though a building or centre may be needed as a 'hub', there will need to be far more emphasis on the use of mainstream facilities – from the local pub to adult education classes. Day services in Torbay will need to facilitate access to the mainstream, identifying and overcoming obstacles that stand in the way.

For many users, there will be a progressive transition from segregated specialist services to integrated generalist services as they rebuild their confidence. Provision of appropriate and affordable transport will remain crucial in ensuring access, whether to 'hub' buildings or to mainstream services and facilities.

### Inclusion

Users, who are transported to a building, spend the day there with a small stable group of other users and are transported home, appreciate the contact with other people and the change of scene but are unlikely to feel socially included. Day services will need to become much more engaged with and part of their local communities and the 'community hub' model has the potential to enable this to happen. There should be a focus on developing relationships beyond the user group and between sessions.

Day services that offer something between the Day Centre and Community hub models such as our own Days Out service, whereby small groups of older people are supported in the homes of 'Host Carers' and receive care personalised to their particular needs offer a viable and effective alternative.

## Diversity

Older white women predominate amongst the users of day services, as they do in the general older population. Day services have been less successful in attracting men in general, lesbians and gay men and people from ethnic minorities.

Partnership with appropriate community organisations representing these groups, will be needed and consideration given to activities for specific groups

- i.e. a men's group

Person-centred planning and individual programmes of activity should help attract those who are deterred from using current day services.

## Risk-taking

A focus on care and protection will remain important, particularly for the most frail and vulnerable. But if older people prioritise independence and excitement over safety and security in the activities they choose, every effort should be made to facilitate informed choice.

## Navigation

If older people are to gain access to the services, activities and opportunities they want, within the social care system and beyond, their primary need is often for help in finding their way round the systems and putting together the 'package' they want. Staff and volunteers involved in day services will need to develop skills, through appropriate training, as brokers and facilitators, assisting older people to secure what they need or want – or a specific independent service will need to be commissioned to provide this

Changes to the way day services are provided as outlined in the consultation document will necessitate new ways of delivering services to older people. As already mentioned in our responses the proposals will need to:

- reach a greater number of older people
- be accessible to people from a wider range of social, economic and cultural backgrounds.
- not generate dependence on one service.
- have a positive impact on physical and mental health, reducing admissions to residential care.
- be at the cutting edge of developing innovative approaches to meeting the agenda set out in the Government's future proposals for Adult Social Care.

- be cost effective
- improve the quality of life of its customers.

### Possible Service Model

- In order to deliver the community-hub aspect of day service provision a service could be devised which provides an individually tailored, short-term intervention, enabling the customer to access activities and facilities in their community and to regain their independence. Trained volunteers – Age Concern Enablers – would work with customers to identify their interests and the best ways of meeting them, taking into account any physical or financial limitations.

A paid 'Hub' Coordinator would manage the provision of the day services, marketing the approach to potential referrers, carrying out initial assessments of customers support needs and providing training and support to staff and volunteers.

All customers would be assigned an Enabler. This might be for anything from a few weeks whilst someone adapts, for example, to return home after a stay in hospital, to a few months, perhaps after bereavement, or longer. When necessary the service will offer long-term support. The goal, however, would be to identify social networks and opportunities for customers which enable them to live independent social lives and the service to be withdrawn. The length of service support would be agreed with customers at the initial meeting with the Hub Coordinator.

As Enablers' key tasks would be to:

- visit customers regularly on one or more occasions each week, helping them to go out and access social contact, facilities or services.
- develop a relationship of trust with the customer, taking the time to talk, and most importantly listen to them
- identify local services, facilities and activities which match the interests of the customer and facilitate their joining in. This will include facilitating access to transport arrangements
- help customers to develop a social life that suits them – anything from a trip to the local pub or supermarket, to a lifelong learning class, to facilitating social events with other customers, to transport to enable meetings with friends, and to hub activities such as lunch clubs. Some customers may wish to get involved in voluntary work, and in fact after a brief period as customer wish to become an Enabler themselves – this would be encouraged and appropriate support provided.
- identify the issues which might prevent the customers from accessing these services on their own e.g. lack of confidence, fear of crime, nervousness about taking a taxi or physical restrictiveness, and then work with the customers to address these with the aim of the customer regaining their independence. Enablers would ensure that they always act within the physical and financial limits of the customer so that customers can continue to access facilities, activities and services once the support ends.

- For this reason, volunteer support would be provided free and customers required to pay the cost of any activities, services or transport they use.

### Summary

Day services are extremely important to older people in Torbay and meet a range of clearly identified needs.

- Day services undoubtedly need to change and adapt
- Day services need to offer a more personalised and flexible service adopting a menu-brand approach, focus on reablement, be more integrated with local communities and offer better access to mainstream services
- Informal day services – lunch clubs, drop-ins, community hubs, etc. will have a key role to play in achieving a strategic shift to prevention and earlier intervention.
- Such services need to continue to be block-purchased or grant aided.
- Essential to assure quality of provision and demonstrate that services are achieving outcomes that older people want.
- Need for shared approach to quality and effectiveness amongst providers and commissioners in order to safeguard interests of older people.
  
- In addition to outcomes outlined in consultation paper Day services should provide:
  - social contact and stimulation
  - maintain or restore independence
  - provide a break for carers
  - offer low level support for older people at risk
  - provide bathing and nail-cutting services etc.
  
- Day services need to offer a broad and diverse range of services and activities
- High-dependency day care will need to be continued to be provided in purpose built or adapted premises.
- Day services should be provided from a variety of settings
- More targeted responses to isolation and lack of opportunity amongst older people are required
- Existing users of traditional day services must have their needs met
- Age Concern Torbay will adapt and develop our services in order to provide effective preventative support and activities
- Existing Day Centres need change
- Users need to be offered a rehabilitative programme which enables them to lead active, rewarding lives without specialist help
- No room for a 'one-sized fits all' approach
- Older people will need to have own personal plans designed to meet their goals
- Older people will demand value for money when receiving individual budgets or Direct Payments

- Needs to be far more emphasis on use of mainstream facilities
- Provision of appropriate and affordable transport crucial
- Day services will need to become more engaged with and part of local communities
- Community Hub model has potential to achieve this
  
- Needs of diverse older population must be addressed
- Degree of risk should be allowed for individual older people in order to facilitate informed choice
- Older people will need help in 'navigating' access to services, activities and opportunities within social care system and beyond
- Independent Brokerage service will need to be commissioned to support development and delivering of effective Day service provision.

## **2.2 Feedback from Torbay Quality Care Forum (TQCF) members**

### **The Future of Older People's Day Services – Public Consultation.**

TQCF members all agreed that Option 3, to expand the choice in the market by reshaping existing provision, was their preferred option.

No members felt strongly against the closure of TCT Day Services, but it was recognised that they are probably least able to be flexible in their provision.

TQCF feel very strongly that choice must be maintained, particularly for people accessing care services for the first time. It is our opinion that by limiting people's choice as to which service they can use will not be a positive change for the service user, and therefore a diverse and wide market should be encouraged.

Day care is often used by families as a gradual introduction to a service – reducing the amount of providers will reduce the choice of home for people wanting to follow this pathway.

The following comments were made:

- Why create new services when there existing placements providing a good service?
- Many homes already provide flexible day care, (morning, afternoon, whole days, reverse day care, respite stays, individual care planning and helping people top achieve goals) but the Trust do not currently commission effectively to take advantage of this in the way private clients do.
- Hub – most care homes are already a 'hub', providing support and information to families as well as care to residents.
- There are limits to how much flexibility and one to one time can be provided on £35 per day.
- Questions were raised surrounding safeguarding of residents using 'hubs' or unregistered voluntary day care providers, including training of staff.

We held a discussion around what could be done to improve and remodel the way we provide day care services and the group made the following suggestion:

- For homes to commit to offering a flexible service, and for funding to be made more suitable to this model – e.g. Voucher's that the client can choose when to use, and the provider then charges to the Trust.
- For all homes to work together and possibly publish a programme of events, activities and outings that clients can then choose from, using their vouchers or whatever it may be to pay with, or top up themselves.
- To use a standard care plan summary that all homes can accept to allow the person to use different locations whilst still meeting regulations.

### **3. Individual Responses**

#### **3.1 Individual Response**

Fernham is a life line - cousin goes there. Need day centres, important for people

*(phone conversation 22/01/10)*

#### **3.2 Individual Response**

I am an only child and my mother has no other living relatives apart from me. I am unable to get anyone from social services to telephone my mother on evenings and weekends. I have been unable to go away and leave my mother without support until recently when I have employed someone myself that I know and trust. There is no support for my kind of respite which I do not consider particularly hard. I have also had to employ a private cleaner as home care services I tried sent different people and came at different times every week. My mother was getting very confused with all the changes and it wasn't any help at all. Day care has been the only good help I have found.

My mother is 87 and has Alzheimer's. She is reasonably fit at present. I have had her in a very good routine which I support her with telephone calls and daily visits; I ring her every morning to remind her what she should be doing that day. I go around every afternoon to help her cook her dinner, Every Evening I ring her again at 6.45pm to remind her to take her Aricept tablet and make sure she is ok. 2 days a week she goes to a day centre for the full day where she has a dinner. I don't go around those days unless something is wrong with her. I pop in at other times and my husband sometimes calls in.

Attendee at the focus group on 21<sup>st</sup> January at the ERC.

#### **3.3 Individual Response**

I have worked at Fernham Day Centre, Paignton as the Unit Administrator, since June 2005. So I can only speak for Fernham and the service users at Fernham.

I think that the proposal has wrongly identified the needs of all older people at 60+ as being the same. The needs of those at 80+ are very different. It says that the number of people over 85 in the UK is predicted to double in the next 20 years. Without the traditional day care service such as Fernham there will be an increase in the level of care home admissions. The need for more permanent placements and the cost relating to this will be hard to meet.

I have read the full draft proposal and the press release in the Herald Express on 02/01/10 and wish to dispute some of the information reported.

The article in the Herald says that just 56% of the spaces at the Bay's 47 day centres are full. Fernham Day Centre offers 18 day care places per day, Monday to Friday (we actually take 20 people per day). We have run at 100%



capacity for the last 8+ years, with a constant waiting list. This has been reported to us by the operational finance dept. of TCT. (copy attached). Therefore, if you look at the other 45 independent day care providers, I would ask why they are not able to fill their vacancies. Perhaps they do not provide the same standard of service.

If the service users and carers choice is to keep the day care service as it is then they should be allowed to do so. They have told us they do not want to attend the day services at the other 45 day centres as they feel this service is inferior to what they receive now. I am sure this is not the case for all other day centres. I know that during this consultation a representative from Torbay Care Trust has visited some of these sites. A pre-arranged appointment for 3 hours, and a written list of activities etc. on the surface is good but the carers and service users have spent a lot more time experiencing the services and they know first hand the reality.

The feedback from our clients that have attended day care at the independent establishments is that the services they receive there are poor and they return to Fernham grateful for the interaction and activities we provide. They often have to sit with permanent residents, who are often in poorer health than themselves, with very little one to one activity or stimulation. Carers of Fernham clients are reassured knowing their family member is safe and taking part in activities/socialising with others. They have said that without Fernham the client would have to go into residential care as they would not be able to cope. Carers say they have tried the independent day care sector and have found it unsuitable. Their words not mine. The review findings imply that those that accessed the independent sector day care were just as satisfied as the clients who accessed in house day care centres. Only 2 carers were interviewed, we have 40+ carers relying on us, many would be happy to be interviewed as they dispute your findings.

Fernham clients are all frail older people, all with mobility issues, several in wheelchairs. Their average age is 85+. Some of our service users attend 5 days a week, others 3 to 4 days a week, as they are very vulnerable and may be at risk at home. A number of them have onset of dementia and are known to the Mental Health Team. They want to be able to retain their independence and live at home, with support of Fernham and other services rather than go into permanent care.

I have heard that some of the care homes and voluntary organisations that provide day care have restrictions on who they will take for day care e.g. I am told Age Concern Days out will not accept people with incontinence problems, dementia, those that are not weight-bearing etc.

These people have joined us at Fernham instead. Luncheon clubs are great but who looks after them when they wet themselves, who looks after them for the rest of the day when the lunch is over. With more staff we would be able to take smaller groups of people out to local venues if they wish and still care for them before and after the activity. In the past, 4 or 5 of them have asked to go to the seafront and have an ice-cream, or to go to a garden centre for a

browse and lunch or go to Oldway tea rooms for a cream tea, and we have done this, funded by them from their client's voluntary fund account.

Given the opportunity, Fernham are willing to develop existing services and activities in line with Personalisation and the client's likes and needs. We would be happy to expand on the rehabilitation and re-ablement day service(s) we already provide. Their family and carers are happy that their loved one is in a safe and stimulating environment. It then gives the Carer some well needed respite. Fernham is more than just a traditional day centre. Several of our service users do not have any relatives close by and we monitor their well-being. We have been the ones that have identified changes in their health and liaised with Carers, GP's, District Nurses, Care Managers, the Mental Health Team and Therapists etc. Following a hospital stay, Physiotherapists and OT's often visit clients at Fernham rather than at home to show them exercises etc. and the care staff encourage them to carry on with their rehabilitation. They would not necessarily do the exercises at home or the Physio/OT would have to visit them at home more often. We help with rebuilding client's confidence and doing more for themselves. Personal health and personal care is also part of client's well-being and we encourage and support clients in this, providing a bath with a hoist for those who do not have the dexterity to do it themselves. Also, clients trust and confide in staff and we have identified some major safeguarding issues that have been escalated, that may have been overlooked.

The draft proposal implies that the Fernham building is beyond repair – this is not the case. It has recently been re-wired, and re-painted inside. All equipment and facilities are in good working order.

Activity equipment and crafts are purchased from the clients voluntary fund account There is a slight leak in one of the flat roofs which requires replacing at a cost of c£5000, (I know the person that replaced all the roofs and he says they have at least 10 years life left in them – the one that is leaking was not replaced). It does not need £100,000 investment over the next 1-2 years as suggested in the report.

I know that the Fernham building is on the Oldway re-development site and Torbay Council want it back. That is why they TCT are saying the building is not fit for use. We were due to move to the new Clennon Valley Centre and expand on the existing service but with the delays in this project we are potentially a casualty of this delay, as Torbay Council do not want to renew our lease.

My recommendation - find a new temporary or permanent site. Keep the existing day care services; expand on the rehabilitation and re-ablement provisions, listen to the needs of the service users and carers. Put people before budgets!

You say each year the Care Trust spends £2,035 per client per year on in-house provision. Obviously that is less than c£20,800 per client per year in permanent care homes. (c£400per week).

For Fernham, that equates to 60 clients x £2,035pa = £122,100pa

That is the equivalent of 6 clients having to go into permanent care instead. Surely Putting People First is all about increasing the choice and not cancelling services that work. Use the money to help 60 people not 6. I can assure you it will be more than 6 of our clients in need of permanent care, within a relatively short period of time, as they will not be able to cope and nor will their carers.

### **3.4 Individual response**

After the meeting last Thursday I thought it may be helpful to clarify who qualifies for our services as you were a little confused why we don't use Paignton Day Centre. Sorry if I telling you stuff you already know!

Torbay Care Trust will offer services to people who have substantial or critical needs under the Fair Access to Care Criteria. Generally to qualify for day care services a client would need to be social isolated and be unable to get out on their own, due to a disability or medical condition, or suffering with depression and getting help for this through their GP.

You may find that there are people who are currently attending Paignton Day Centre who may meet these criteria, but because they have been able to arrange for them to go to this activity, we would not normally get involved. If they referred themselves for an assessment, they then may based on their assessment qualify for our services.

Torbay Care Trust or Social Services is normally the last option for most people, this is generalising but people would normal try to arrange activities for themselves first. If they were struggling they would probably be more likely to seek help from Age Concern first before they contact social services. Often it is a client's family, neighbours or GP who would end up referring clients to social services.

This is why it is very important to have available and market a variety of activities and clubs for older people. If the Trust are proactive and target people before they need to access are services, this should help reduce the increasing demand on our services due to an ageing population.

#### **TRAC - Torbay Retirement Activity Club**

You may already be aware of this group?

I have recently visited some clients who mentioned they belong to this club which I had not heard of before. It is a voluntary club run by its members and cost £10 a year to join. It is primary aimed at people over 70. They have about 90 members meet at St Pauls Church in Paignton once a month. The run various activities such as walking, theatre trips, skittles at Dartington and Sunday lunches. They produce activity leaflet, which I have requested that Mr Long sends me when they produce their next one (he had no current copies) so that I could give them to some of my clients who may suitable.

Regards

Staff member - Torbay Care Trust

### **3.5 Individual response**

lady called on 1<sup>st</sup> Feb. 2010 at 12.49.

She is interested in option 1 and would like to start a service on a 1 to 1 basis to help them with rehabilitation. TCT advised her that no new services could be taken on until the consultation closes and a decision is made on the future of day services.

3.6

CHILDREN • SCHOOLS • PARKS • SOCIAL CARE

# TORBAY CONNECT

Query Ref No: (Connections use only)

Date of event:  /  /

Event Location:

Query logged by (officer / councillor):

Nature of enquiry - Please give as much detail as you can below:

Penrhyn Day Centre - will it be closed down? Sit old resident concerned!

referred to  on caravan building not for purpose. where will it move to?

leaflet given re Clewton Valley Healthy Living Centre (will be built by 2012) & also leaflet on Future of Order Peoples Day Services.

Pls forward any info re future of Penrhyn Day Centre and known plans reports etc.

Would the customer like a response to this enquiry? Yes  No

How would you prefer to be contacted? (please cross) By Post  By Phone  By E-mail

Full Name:

Address:

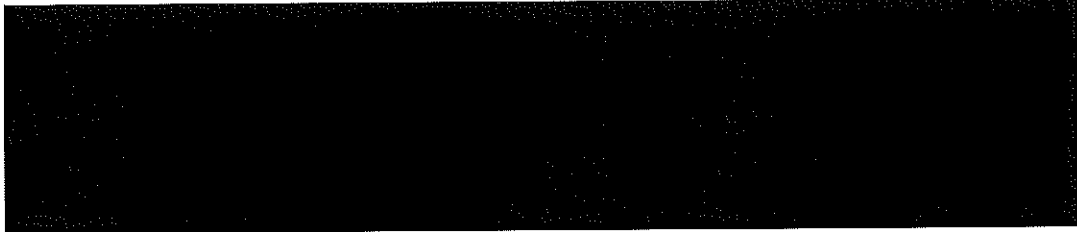
Contact No:

E-mail:

Data Protection: The information you provide on this questionnaire will be processed in accordance with the Data Protection Act 1998. It will not be retained for longer than necessary. It may be disclosed to other departments within the Council to help answer your query. By giving us your personal data you acknowledge that you have read and understand this Data Privacy statement and that you agree that Torbay Council may process personal data relating to you for the purposes detailed above, and in accordance with all applicable legislation. If you wish to access your personal information at any time please contact the Information Governance Team on 01803 207486; 01803 207487.

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21<sup>st</sup> December 2009



We are writing to you in respect of the paper presented to the Trust Board on the 16<sup>th</sup> December entitled "Review of Older People's Day Services in Torbay"

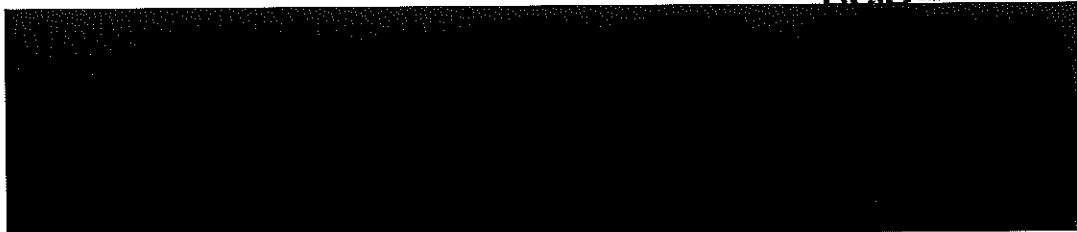
It is clear that the report has had considerable time and thought spent on it and we are not at odds with the general thrust of what it is attempting to achieve, but we do however have some reservations in respect of certain aspects of what is proposed.

We also noted that the paper evoked considerable comment from the Board in relation to the questions that are proposed for the questionnaire, which were thought to be heavy with jargon and of a closed nature and it was agreed to take a further look at them with a view to taking into account the concerns raised.

It was further stated that options 1 and 2 were no longer to be consulted on as the whole basis of the consultation was to put in place a better system than we have at present so the s. In relation to the scope of the consultation in respect of those that will receive the questionnaire, and the methodology that will deliver the questionnaire to those chosen to receive it, we feel that there is insufficient detail within the proposals for us to come to any meaningful conclusion. This is especially true as the client group that you propose to engage with, the over 50's, numbers some 50,000 or so, most of whom are independent and not in need of any services at all. Many more, for a variety of reasons, will not avail themselves of the service. The majority of the target group has no connection with the current services, in which case they will not easily receive information in respect of the proposed changes unless it is distributed beyond the current client groups such as Age Concern or Torbay Voluntary Services.

We would like to mention option two which relates to Community Hubs.

Torbay LINK is funded by



As far as we know, currently, there are two of these establishments consulting in respect of becoming a Community Hub, even if it possible to increase this number it is highly unlikely that sufficient will come into existence to fit the physical description contained within the questionnaire in respect of there being sufficient of them to be accessed within walking distance of the prospective users home.

We also believe that the proposals do not broach the fundamental question surrounding the whole exercise, which is, how many people will actually benefit from these changes. It is implicit within the desire to make these changes that they will be taken up by those at which it is aimed, however there has, as far as we can see, been no attempt to establish what the take up might be and we believe that this question must be asked in a sensible way, for example the questions should not raise the expectations of those answering the questionnaire only to later find, due to a change in circumstances, they are not delivered.

We feel that the report relates to generic changes and does not take into account the needs of those groups that require specialist care or those groups that at present receive a good service, so conceivably do not require any change, or only limited change. The report also indicates that there is an overprovision of Day Care places within the Bay but it fails to qualify at what level this care can be delivered by the homes offering the service. In addition, given that clients suffering from dementia form a large percentage of those that are being helped, and that number is set to increase, there seems to be no reference to the possibility that existing good homes supplying dementia care are to be asked to supply additional day services. This to us seems a common sense approach as such homes already provide an environment that is receptive to the needs of this client group and some homes have expressed a wish to expand the scope of what they already offer. The implication within the report is that any change of service will be shared out amongst those that have unused capacity to give day care for dementia sufferers. This approach to our way of thinking does not reward those that currently supply the best services for dementia sufferers. It is an irony that those that supply good services are funded at a minimal additional level despite their much elevated costs. This brings about the perverse situation that such homes may well fail as their staffing levels are the highest, whereas a home not being so punctilious would survive as their costs are less. Supplying day patients to good homes would be a financial fillip that may mean the difference between



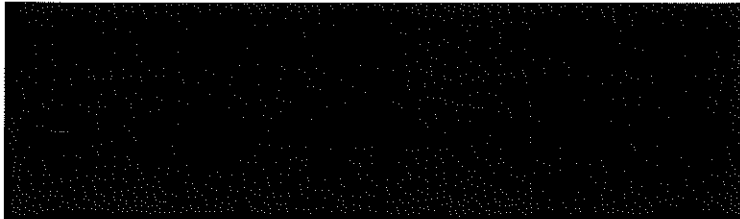
a successful home continuing to provide a good service and it closing. We believe that this should be taken into account when reconfiguring the service.

In view of our comments we would like to make the following suggestions:

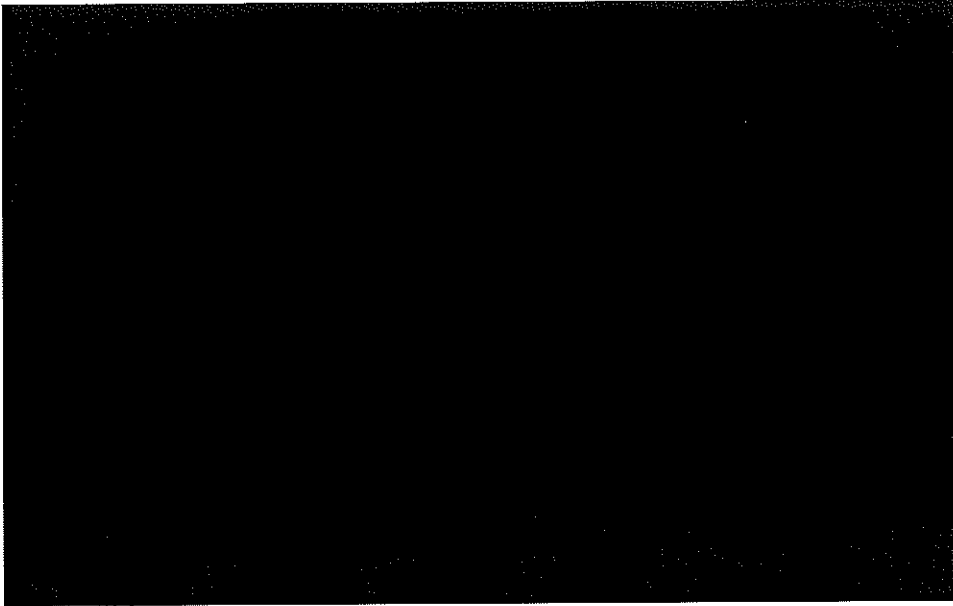
- That the original option two which was removed from the consultation should be reinserted at least in respect of EMI registered Care Homes. This we believe would help that vulnerable section of society that suffers from dementia and their carers, as well as the Care Homes that cater for them.
- When commissioning the new day care service special consideration be given to those care homes already supplying an excellent residential and day care service. This we believe will have a two fold beneficial effect in that it will raise the standards within Torbay and help the better homes to remain viable.
- We believe that specialist groups need to be looked at separately with recognition within the strategy, that people with specialized conditions require the appropriate specialised care.
- That the fundamental question of how many people will actually benefit from these changes be answered, before the matter proceeds any further.
- That the cost benefits to the changes be laid out in a simple evidence based format.
- The format of the questions is already to be looked at but we would hope that the final version does not raise expectations above that which can realistically be provided.
- More information regarding how the questionnaire is to be distributed and to whom should be available. This information we believe should ensure that the consultation strives to reach all those who fit into the target group.



Yours Sincerely



3.8



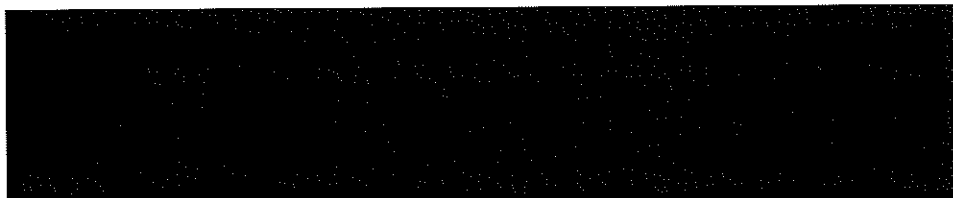
I have been contacted by the above constituent, who is concerned about the impending closure of the Fernham Day Centre in Paignton.

[redacted] regards the day centre as a valuable community asset, giving elderly and frail individuals an opportunity to socialize with each other, and is concerned that if it is closed then she and others in her situation will have no such opportunities. I would welcome your comments on this matter.

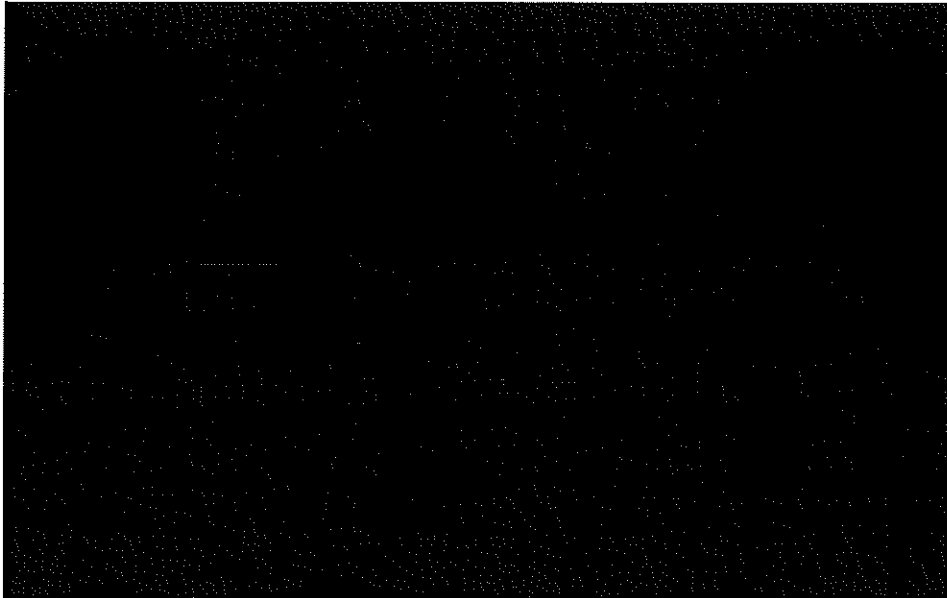
In addition, I would like to know whether it would be possible for me to arrange a visit to the Fernham Day Centre. Please let me know if this is feasible.

I look forward to hearing from you.

Yours sincerely



3.9

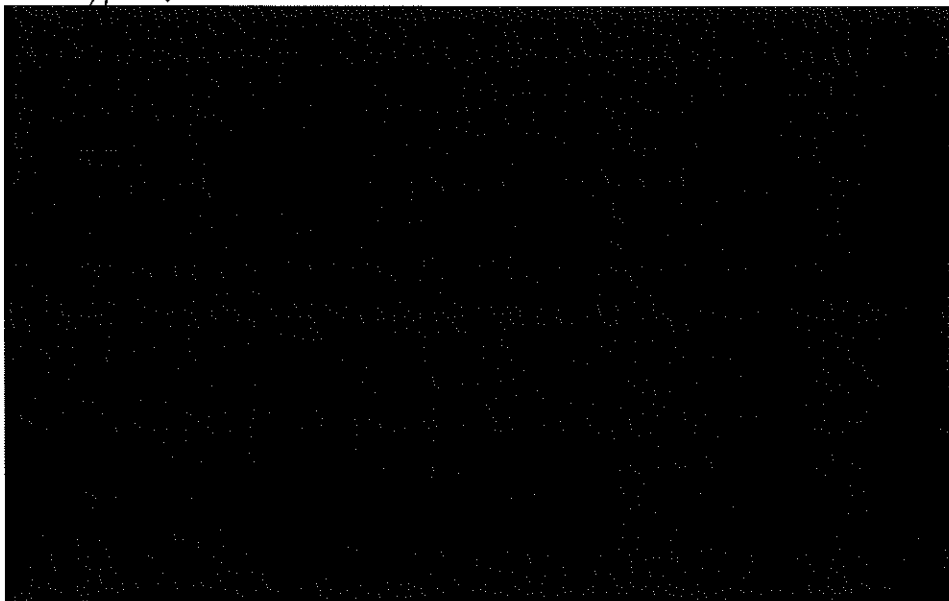


The above constituents have organized a petition against the proposed closure of the St Edmund's day centre, which I have enclosed. Please find also enclosed an explanatory letter from [REDACTED] detailing the reasons why so many individuals are opposed to this proposal.

I hope that you will take into consideration the concerns of those who have organized and signed this petition when making your final decision. It would be a great shame if elderly and disabled people in Torbay were left deprived of the valuable services that St Edmund's day centre provides.

I look forward to hearing from you.

Yours Sincerely





18<sup>th</sup> March 2010

REF: ST EDMUNDS COMMUNITY DAY CENTRE

This centre for the use of lonely, disabled senior citizens is the only one left in Torquay, as other clubs eg: blind, deaf, disabled and luncheon clubs, have all been closed.

St Edmunds is the only place they can be assured of a hot meal, congenial

company, hairdressers, chiropody, group exercises and even a bath if necessary, all attended by qualified carers.

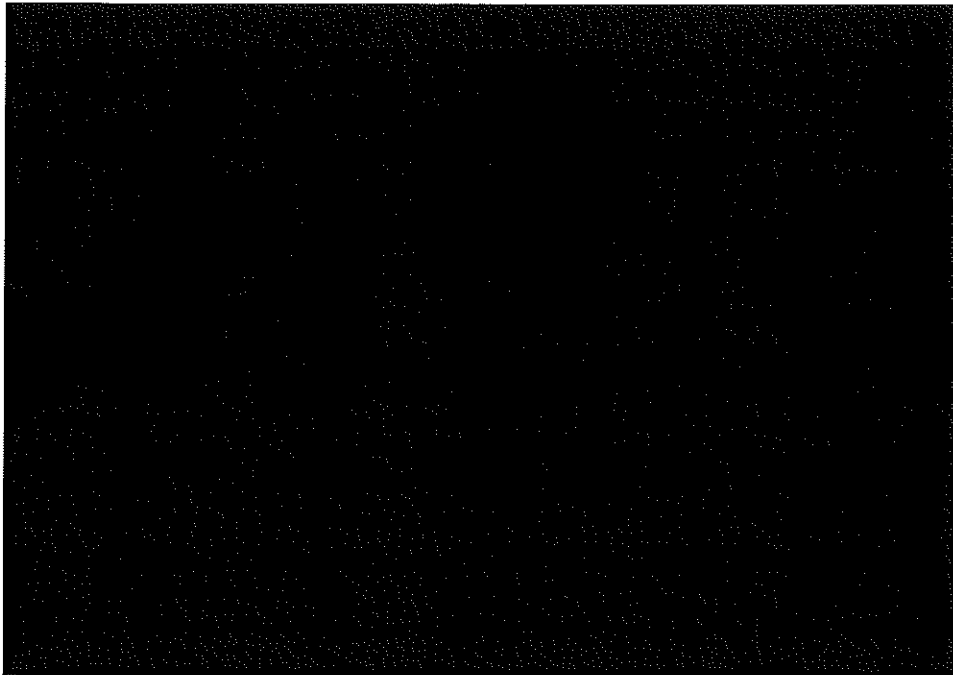
Entertainment arranged in groups for scrabble, dominos, cards and quizzes all so very important, as most of these people live alone and in these days of respite can be their only means of avoiding becoming completely housebound.

The stimulus offered is so very important for their physical and mental well being.


Thank you for your help in signing my petition.

199 signatures in total.

3.11



I have been contacted by the above constituents with regards to the charges from Adult Social Services.

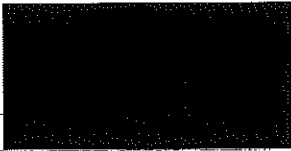
 e has explained that she has been informed that there are significant increases in Day Centre charges, which have risen to £26 per day, and Home Care Charges are being put up to £15 per hour.

She has also expressed her concern over the possible closure of St Edmunds and when coupled with the increased charges, she fears she may lose this vital lifeline and will be largely housebound because of the changes being implemented.

I would be grateful for your comment on this matter and look forward to your response.



RECEIVED  
17 FEB 2010



Dear Sir/Dad

I am rather concerned at the closure of Benham Day Centre. I understand that it has to close due the house being run down and also on the Oldway Estate. However I understand the old library is up for sale so would it not be possible for you to perhaps lease it? You could run several activities there.

I understand about hubs and I think they are a very good idea but they do not cater for the frail elderly. These people are not interested in leaving home where they feel safe and cared for, can have a bath and a meal and have a good chat with others in the same boat.

Yours

Francis



P.S. I am elderly myself and have also cared for the elderly most of my life so I know a bit about the problem!

