

Report No: **01/2010** Public Agenda Item: **Yes**

Title: **Public Consultation
Review of Older Person's Day Services
January 2010 – April 2010**

Wards Affected: **All**

To: **Health Scrutiny Board** On: **7th January 2010**

Key Decision: **No** **Decision to consult is required in January. Final Decision on options required in April/May 2010.**

Change to Budget: **No** Change to Policy Framework: **No**

Contact Officer: **Hannah Hurrell**
 Telephone: **01803 217385**
 E.mail: **Hannah.Hurrell@nhs.net**

1. What we are trying to achieve and the impact on our customers

- 1.1 Torbay Care Trust initiated a review of day care services for older people in early 2009 as part of its continued commitment to modernise services and increase choice for this client group.
- 1.2 In September 2009 a paper was presented to Torbay Care Trust Board, outlining the key findings of the review (**attached as an Appendix to this Report**). This paper outlined a need to reshape day services for older people in Torbay. The review findings suggested that there is an overprovision of traditional style day care in Torbay and that older people were not receiving enough choice about the range and nature of day services.
- 1.3 Five options have been explored as part of this review. Three of these options are reflected in this consultation document. Please refer to section 8 of the consultation document for a full explanation as to why only three of the five options are being consulted upon.

1.4 ***The Options To Consult On are:***

Option	Brief Description
3	Introduce a day service which will enable and support people to socialise, learn new skills, become more active and live healthier, more independent lives, following treatment in hospital.
4	Introduce local community hubs/networks that offer a wide range of services including activities and day services for Older People
5	To expand the choice in the market by reshaping the existing provision

The options discussed in this consultation document will have an impact on the people in Torbay. If all three options are implemented the following benefits would be visible:

- § The services would be more personalised
- § Clients and carers would be able to have more choice and control through the use of individual budget and the increase choice in the day care market.
- § Services could become universal, self-funders and those who receive financial help would benefit from the same services.
- § There would be an increased 'community spirit' through social capital opportunities
- § Torbay could serve more clients for less cost
- § There would be an increase in Intergenerational opportunities
- § Focus on early intervention and a reduction in the need for acute services
- § Services could increase falls prevention

1.5 ***Services Included In This Consultation***

This consultation is only about older people's day services in Torbay. The following services are **included** in this consultation and include:

- Fernham Day Centre, Paignton (**provided** by Torbay Care Trust)
- St Edmunds Day Centre, Torquay (**provided** by Torbay Care Trust)
- Independent old people's day services (**purchased** by Torbay Care Trust, usually from nursing or residential homes)

The following day service areas are **excluded** from this consultation:

- Learning disability services
- Mental health services
- Physical and sensory disability services

2. **Recommendation(s) for decision**

2.1 The Trust recommends that the O&S Health board approve this consultation, and commit to a final decision being made in April/May 2010 following the analysis of the findings.

For more detailed information on this proposal please refer to the supporting information attached.

Name of Head of Business Unit: John Bryant

Title of Head of Business Unit: Head of Commissioning: Community Services, Torbay Care Trust.

DRAFT

Public Consultation

Draft

Review of Older People's Day Services in Torbay

**This Consultation runs from
January 2010 to April 2010**

This consultation paper sets out to obtain your views on the future of older people's day services in Torbay and explains how you can get make your views known.

This is a Torbay Care Trust consultation on the review of older people's day services.

CONTENTS

	PAGE NO.
1. Summary	7
2. Background	10
3. Current Older People's Day Services	12
4. Review of Services	14
5. Case for Change	17
6. Generating Options	19
7. Day Care Outcomes	21
8. Options Appraisal	23
9. Getting Involved	28
10. Decision Making	29
 APPENDICES	
1. Public Focus Groups and Drop in Sessions	30
2. Response Form	31
3. Care Trust 10 Promises	37

Section 1 – Summary

This consultation paper sets out to obtain your views on the future of older people's day services in Torbay and explains how you can make your views known.

The Care Trust has undertaken a day services review. The day care outcomes outlined in this report have been developed in line with the principles and values of:

- promoting independence
- promoting well-being
- meeting clients' individual needs and;
- promoting choice

The development of the options has been focused around how they can best meet the day care outcomes. Other key factors in this document include:

- strategic direction
- personalisation
- magnitude of benefit to the clients
- robustness
- value for money
- Torbay Care Trust's 10 promises (appendix 3)

A brief summary of the possible options for reshaping day services in Torbay are summarised below. The Trust has made no decision in regard to these and the options are provided for discussion, in no particular order, to obtain your views on how you consider services for older people can be best provided.

Whilst some options require the Care Trust to withdraw from direct provision of a service, the Trust would, of course always ensure that Care procured by the Trust is of high quality and meets the needs of each individual.

Day Care Options

Option	Brief Description
1	The current model is retained
2	The independent sector is encouraged to develop flexible day services alongside traditional day care services.
3	Introduce a day service which will enable and support people to socialise, learn new skills, become more active and live healthier, more independent lives, following treatment in hospital.
4	Introduce local community hubs/networks that offer a wide range of services including activities and day services for Older People
5	To expand the choice in the market by reshaping the existing provision

During this consultation Torbay Care Trust is seeking the views of service users and their families, carers and all other internal and external stakeholders on three of the above potential options. We want to hear any other suggestions or ideas you may have about the future of older people's day services in Torbay.

Please refer to Section 8 of this report for the rationale behind consulting on 3 options instead of 5.

The Options To Consult On

Option	Brief Description
3	Introduce a day service which will enable and support people to socialise, learn new skills, become more active and live healthier, more independent lives, following treatment in hospital.
4	Introduce local community hubs/networks that offer a wide range of services including activities and day services for Older People
5	To expand the choice in the market by reshaping the existing provision

The Consultation runs from January 2010 – April 2010. For details of meetings and events in your local area please see the Torbay Care Trust and Torbay Council websites:

www.torbay.gov.uk/opdayservicesconsultation
www.torbaycaretrust.com/opdayservicesconsultation

Alternatively phone Hannah Hurrell, Torbay Care Trust on 01803 217385

Key Questions to Be Answered

Page 31 contains a response form where you can record your views on the following questions. You can also provide any other comments and views you may have in regard to older people's day services. The response form will also be available on the website if you prefer to respond via e-mail. Details of how to do so can be found on the form.

You are encouraged to comment on any aspect of the proposals outlined in this report. We would also be grateful if you could take the time to respond to the specific questions listed below.

Should the services remain as they are with no change to either design or who delivers the services?

The Care Trust's directly provided services are only two of the forty seven service providers in Torbay. Do you have any comments or concerns about their particular role?

Do you think one, all or a combination of these options would be of most benefit to older people in Torbay?

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

Do you have any further comments?

Services Included In This Consultation

This consultation is only about older people's day services in Torbay. The following services are **included** in this consultation:

- Fernham Day Centre, Paignton (**provided** by Torbay Care Trust)
- St Edmunds Day Centre, Torquay (**provided** by Torbay Care Trust)
- Independent older people's day services (**purchased** by Torbay Care Trust, usually from nursing or residential homes)

The following day service areas are **excluded** from this consultation:

- Learning disability services
- Mental health services
- Physical and sensory disability services

Section 2 – Background

The National Service Framework for Older People (DoH 2000)

The National Service Framework focuses on rooting out age discrimination, providing person-centred care, promoting older people's health and independence and fitting services around people's needs.

It states that:

“Older people are not a uniform group and they have a wide range of needs: They may be broadly seen as three groups:

Entering old age: These are people who have completed their career in paid employment and/or child rearing. This is a socially-constructed definition of old age, which, according to different interpretations, includes people as young as 50, or from the official retirement ages of 60 for women and 65 for men. These people are active and independent and many remain so into late old age.

Transitional phase: This group of older people are in transition between healthy, active life and frailty. This transition often occurs in the seventh or eighth decades but can occur at any stage of older age. The goals of health and social care policy are to identify emerging problems ahead of crisis, and ensure effective responses which will prevent crisis and reduce long-term dependency.

Frail Older People: These people are vulnerable as a result of health problems both physical and mental such as stroke or dementia, social care needs or a combination of both. Frailty is often experienced only in late old age, so services for older people should be designed with their needs in mind. The goals of health and social care policy are to anticipate and respond to problems, recognising the complex interaction of physical, mental and social care factors, which can compromise independence and quality of life.”

Independence, Well-being and Choice (DoH, 2005)

The publication of the Green Paper on Social Care for adults, ‘Independence, Well-being and Choice’ (DoH, March 2005), identified that services should be person centred, community focused, and delivered in partnership with voluntary agencies. This was then followed in a White Paper “Our Health, Our Care, Our Say”, (DoH, 2006), which states “Wherever possible, [people] should be enabled to use the wide range of service available to the whole community.”

The National Picture

The majority of people who use traditional day care are frail older people. With a growing population of people aged 50+, there is a growing need to consider the next generation of people who will need or want to access day care. Future services will

require individual needs to be met though the introduction of innovative day care solutions offering more individual choice.

Day care is valued by carers, not only in that they receive a necessary and important break from looking after their family member/friend, they receive a great deal of reassurance knowing their family member/friend are taking part in activities and socialising with others

The number of people over 85 in the UK is predicted to double in the next 20 years and treble in the next 30.

The Local Picture

The proportion of Torbay's population aged 50 and over is currently 43.5%; this is projected to increase to 45% in 5 years time (Joint Strategic Needs Assessment, 2009).

The Care Trust has made a strategic commitment to reduce the level of care home admissions. To achieve this we need to recognise the importance of modernising preventative services to meet the needs of the community. Day care services have a significant role in prevention.

Over time, people who use social care services and their families will increasingly shape and commission their own services through the move to personal budgets. Personal Budgets will ensure people receiving public funding use available resources to choose their own support services.

The Modernisation of Older People's Services

The modernisation of older people's services in Torbay began in 2006 as part of the Care Trust's ambition to provide and purchase the best possible services for older people. The modernisation has included a review of the Adult Social Care Services provided by the Care Trust for older people. The development of quality and value for money were key elements of the drive to ensure choice for clients, this continues to be the ethos behind the modernisation programme.

The modernisation programme of older people's services has resulted in significant changes in domiciliary care, residential care and community meals. Determining the appropriate day services for today and the future is a natural progression in the modernisation of older people's services.

The Review of Day Services for Older People

Torbay Care Trust initiated a review of day care services for older people in early 2009 as part of its continued commitment to modernise services and increase choice for this client group.

The review has demonstrated a need to modernise day services for older people in Torbay. Continuing to provide and commission day care to the current configuration results in the needs of individuals will not being met. The review found that there is an

overprovision of traditional style day care in Torbay and that older people are not receiving enough choice about the range and nature of day services.

DRAFT

Section 3 – Current Services

Fernham Day Centre

Fernham Day Centre is based in the grounds of Oldway Mansion, Paignton

It offers a traditional day care service to approximately 20 clients per day (maximum capacity is 26)

The age of clients at Fernham ranges from 58 to 100; the average age is 90 years old.

The needs of the clients vary; many are generally healthy and well but require some social interaction and stimulation and others have mobility problems and emerging signs of dementia.

Torbay Care Trust employ approximately 10 members of staff to run the centre.

The current state of the building is poor. It is anticipated that it will no longer be fit for purpose from December 2010.

The roof is in poor condition and will require at least £100,000 investment to keep the centre running for 2/3 years.

Also, Torbay Council's development plans for the Oldway Estate will greatly affect the service at Fernham Day Centre; either the centre will need to move somewhere else or it will need to close.

St Edmunds Day Centre

St Edmunds Day centre is based at St Edmunds Community Support Centre in Torquay

St Edmunds day centre provides a day care service for older people for up to 26 clients six days a week

St Edmunds Traditional Day Centre is based at the front of the community care support centre building. It offers traditional day care for approximately 20 people per day and currently employs approximately 10 members of staff

The needs of the clients vary; many are generally healthy and well but require some social interaction and stimulation and others have mobility problems, and emerging signs of dementia.

St Edmunds Community Care Support Centre offers intermediate care for a period of 6-8 weeks to those that need it. Occupational Therapists, Physiotherapists and Nurses work to enable people to live in own home independently.

Independent Day Services

There are approximately 45 independent providers of day care in Torbay.

These services can be broadly split into two categories:

- traditional day care provided by care homes in Torbay and
- day services provided in the main by the voluntary sector e.g. Days Out and Bute Court hotel luncheon club run by Age Concern, Torbay.

DRAFT

Section 4 – Review of Services

Methodology

In early 2009 Torbay Care Trust initiated a review of day care services for older people as part of its continued commitment to modernise services and increase choice for this client group.

An informal, fact finding approach was used to understand the current provision of all day care for older people in Torbay, and interviews were held with staff, clients and carers from 9 different providers.

In total:

- 10 clients, 14 members of staff (including managers) and 2 carers were interviewed.
- Views were also sought from 2 older people who were going through the process of choosing day care and the services available to them.

The questions asked focused on:

- the number of people accessing day care with each provider
- the total capacity
- the type of activities people took part in
- how safe people they felt,
- were their needs met fully
- what would people change about the service if they could

The vacancy levels, key developments in services and ideas on how day care could be improved were collated via e-mail and where possible face to face with managers. 13 care homes in total contributed their views and their ideas on modernising their own services.

Other information was collated from within the Trust i.e. financial information, number of units.

Other local authorities were contacted (including Plymouth City Council, Cornwall County Council, Devon County Council and Somerset County Council) and a number of visits undertaken to determine the regional trend in terms of day care provision.

Somerset

Somerset County Council have set up 98 Active Living Centres throughout the county, offering a variety of services including exercise classes, arts and craft groups, outdoor activities and social groups, information and advice services and community transport schemes. These centres are run by voluntary organisations and community groups in local community centres, church halls and other community based venues. This project offers a new innovative approach to day care.

Cornwall

In Cornwall, the venture is called At My Age and focuses on using venues in the local communities to create opportunities for people to access events and classes. These can be anything from healthy eating courses, dance classes, memory clinics and even Tai Chi. This is an exciting project and the plan is to help develop new schemes in different areas of the county.

Age Concern Provide Traditional Day centres for older people in Cornwall

Information is continuing to be collated in various ways through collaboration with other projects.

Review Findings

The review findings outlined the need for change as there is currently an over-provision of traditional day care in Torbay and not enough choice for individuals who are assessed as needing day care.

All of the clients interviewed as part of this review were generally satisfied with the services they receive. However, many of the clients felt that they had not been offered enough choice in the types of services they could access.

Although there were varying levels in service, most providers organised fun activities for the clients. The interviews identified that the clients who accessed independent sector day care were generally just as satisfied as the clients who accessed in house day care centres in the bay.

The interviews with carers and older people who were looking for day care identified that 'traditional day care' did not always meet the needs of individuals who require socialisation and companionship.

Torbay Care Trust currently commission day services such as luncheon clubs (various providers). These were felt to meet the needs of some individuals who believed that traditional day care was not for them. However the interviews identified a need for more awareness of these choices, better value for money and an expansion in the range of services available to people.

The number of activities offered and the amount of interaction with clients varied significantly from one provider to another.

Torbay Care Trust and independent care homes staff expressed a need for some kind of rehabilitation and re-ablement day service(s) in Torbay to complement facilities such as St Edmunds Community Care Support Centre in Torquay and to help people live independently at home for longer offering flexible rehabilitation support following treatment/respite

Traditional day care involves clients being picked up by the staff and taken to a day centre, where they can socialise with other older people and take part in activities and groups. They are provided with tea/coffee and a lunch. Services typically run from 9am - 4.30pm, 6 days a week.

The review findings suggest there is an over provision of traditional style day care in Torbay. Just over half of all placements are currently occupied in Torbay (55.9%). There are 47 providers of traditional day care in Torbay; nearly half of these are in Torquay.

Each year the Care Trust spends £1,220 per client in the independent sector and £2,035 per client in our In-house provision. The net cost is the cost of contracted units less the client income, and a contracted unit represents the placement cost per client.

Section 5 – Case for Change

The Modernisation of Older People's Services

The modernisation programme of Older People's services has resulted in significant changes in domiciliary care, residential care and community meals. Determining the appropriate day services for today and the future is a natural progression in the modernisation of older People's services.

Overprovision of Traditional Day Care

The review findings outlined the need for change as there is currently an overprovision of traditional day care in Torbay and not enough choice for individuals who are assessed as needing day care.

Putting People First

Putting People First is a shared vision and commitment to the transformation of adult social care across government. The framework was published in December 2007 via a cross Ministerial concordat. It lays out the need for a radical reform of public services, enabling people to live their own lives as they wish, confident that services are of high quality, are safe and promote their own individual needs for independence, well-being and dignity.

Putting People First identifies four key and interconnected areas of focus for councils and their partners in delivering the vision - these are universal services, prevention, choice and control, and social capital.



Source: 'Putting People First, the whole story', DH 2008

Personalisation

Personalisation, including a strategic shift towards early intervention and prevention, will be the cornerstone of public services in the future. This means that every person who receives support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings.

Partnerships for Older People Projects (POPPs)

Evidence from the POPPs projects have shown reductions in other health services. For example in Somerset a community networking model has contributed to a £765k saving in fractured necks of femur (NOF) and a reduction in the number of falls.

All of the successful POPP projects have the following factors in common:

- a) They bring together a range of interventions, which have been chosen because of their combined potential to provide a sustainable shift of resources and culture towards 'prevention' across the whole health and care system. It is this overarching strategic approach and the large scale of the projects that makes POPP an innovative programme both locally and nationally.
- b) Partnership arrangements are innovative locally as they are either extending existing partnerships or creating completely new partnerships. The partnerships are underpinned by a range of delivery mechanisms including as pooled budgets, joint commissioning, Local Area Agreement etc.
- c) They represent different circumstances and challenges such as differing levels of deprivation, rural and urban environments
- d) They have involved and have made a commitment to continue to involve older people, carers and staff in the delivery and evaluation of services.
- e) The service delivery models represented in the projects contribute to the delivery of some or all of the following four priority areas, which are key themes within the White Paper 'Our Health, Our Care, Our Say':
 - addressing the needs of carers
 - earlier targeted interventions including case management approaches for older people with long term progressive conditions
 - broader quality of life interventions
 - greater involvement of the third sector to extend the market and to provide greater choice.

Section 6 – Generating Options

A series of options have been generated using evidence from the Partnerships for Older People Projects (POPPs) and through engagement with over 313 local residents, including carers, day care clients and people who may require day care in the near future.

Consultation Programme:

**‘Shaping the Future of Health and Social Care Together’ and
‘How Can We Improve Health And Social Care In Torbay?’**

Between July and October 2009 the Care Trust facilitated a short term consultation programme, which included four focus groups, two consultation caravan events where staff talked to residents in on the streets of Torbay in a mobile unit and two questionnaires ‘the Green Paper questions’ and questions about how to improve health and social care in Torbay.

The most common solutions to remaining healthy and staying independent were very simple things like maintaining the free bus passes so they can get ‘out and about’ in the community and support with daily tasks such as shopping,

When asked what they would spend their money on if they had the choice, the majority of respondents felt that home help, emotional support and day activities and clubs were important.

Information and advice features heavily in the Shaping the Future of Care Together Green Paper and also in the minds of Torbay Residents, The results from all of these consultations have shown this as a very important area for improvement.

As part of the consultation programme a local Consultation was undertaken, the questions asked broadly focused on how can we improve health and social care services in Torbay. Day care was outlined as an important preventative service for people in Torbay.

Older Persons Conference 1st October 2009

A conference was held as part of international older person’s day. Feedback was received from over 100 people aged 50+ on what they value most about the services they receive and the types of services they want in the future.

- a) At the conference a presentation was made by Somerset County Council on the success of their Active Living Centres POPPs Project: a community based approach to day services, incorporating intergenerational activities and volunteering opportunities. Feedback from the participants suggests that they would support the development of something similar in Torbay.
- b) Social interaction, security and maintaining independence were outline as the top 3 things that people value when receiving a service.

- c) The free bus passes in Torbay were seen as the most valued service by the participants at the conference, followed by Community Alarms and wardens in sheltered schemes.
- d) Information and Advice First shop was outlined as the main service that people sought after in Torbay.
- e) Transport was highlighted as an area for improvement
- f) Social interaction and activity groups were identified as the third highest priority when the participants were asked what services they would like to access that don't currently exist in Torbay.
- g) A full report detailing the results of the 'Shaping the Future of Care Together' Green Paper consultation, the older person's conference and the local consultation on how can we improve health and social care will be available shortly.
- h) Feedback from residents who are aged 50+ and living in the community suggest that traditional day care will not meet their needs now or in the future, They want day services to enable them to stay active and independent.
- i) Exercise classes, clubs and activities were seen by many as important preventative services.

Consulting the Market

All care homes that provided day care were given the opportunity to contribute their ideas on the modernisation of day services in Torbay. 34 of the 47 independent and in-house providers provided details of their current day care vacancies. 13 of the 47 expressed a clear enthusiasm to develop their services. Here are just a few examples of the willingness to change.

- a) A number of care homes have expressed an interest in using their minibus more effectively. Most homes have a minibus which is stationary from approx 11am -3pm each day, which could be used for outings, luncheon clubs and activity groups organised by the voluntary sector.
- b) One care home in particular is keen to develop day care which supports intermediate care and rehab services.
- c) Many of the care homes value the training that is offered by the care trust and are keen to develop their services to ensure they can offer dementia clients a day care placement.
- d) Approximately 70% of the care homes that responded are looking at ways to develop their services in terms of offering weekend day care, and sit-in services in the evening to relieve and assist carers in a more flexible way.

- e) A few care homes in Torbay are keen to develop a menu of choice for clients accessing day care; i.e. older people could choose to come in for lunch only or for particular activities on particular days and pay a small price for the things they take part in.

DRAFT

Section 7 – Day Care Outcomes

The day care outcomes outlined in this report have been developed in line with the principles and values that promote independence, well-being and clients individual needs. These outcomes will go on to form part of any future service level agreements and contracts that we set with our providers

The day services review and the development of the options have been focused around how best they can meet the day care outcomes and other key factors including;

- its fit with personalisation
- magnitude of benefit to the clients
- robustness
- value for money
- Torbay Care Trust 10 promises

The options for reshaping the market should deliver the following outcomes.

Independent Living

- § Service Users will be able to remain in their chosen environment;
- § Service Users will be enabled to move on to more independent settings;
- § Service Users living in institutional forms of care will be enabled to return to the community;
- § Premature admission of Service Users to more institutional forms of care will be reduced;
- § The risk of Service Users needing to access more intensive housing, health or social care will be reduced;
- § Service Users will maintain or increase their:
 - Communication skills;
 - Concentration;
 - Participation in activities;
 - Contact with non-service users;
 - Sense of self-determination, confidence and well-being.

Quality of Life

- § The quality of life for Service Users will be maintained or improved;
- § Service Users will be enabled to participate in and contribute to other community activities otherwise unavailable to them;
- § Service Users will be able to exercise greater self-determination;
- § Service Users will feel less isolated;
- § The risk of Service Users being socially excluded will be reduced.

Maintaining and Developing Living Skills

- § Service Users will be enabled to perform some tasks for themselves which they would otherwise be unable to do.
- § Service Users will acquire skills and confidence to manage their own affairs;
- § Service Users' potential for employment will be increased where appropriate.

Health and Well-being

- § Service Users' health and well-being will be monitored and maintained;
- § Service Users' access to general medical services will be improved;
- § Service Users' access to treatment interventions will be improved.

DRAFT

Section 8 – Options Appraisal

This section outlines the options explored within the review. This consultation document focuses on three options, however five options have been explored as part of this review process.

Option	Brief Description
1	The current model is retained
2	The independent sector is encouraged to develop flexible day services alongside traditional day care services.
3	Introduce a day service which will enable and support people to socialise, learn new skills, become more active and live healthier, more independent lives, following treatment in hospital.
4	Introduce local community hubs/networks that offer a wide range of services including activities and day services for Older People
5	To expand the choice in the market by reshaping the existing provision

Rationale for consulting on three options

The following two options have been explored and for the following reasons are **not** being proposed as part of this consultation.

Option 1: The Current Model is retained

This option has been explored and for the following reasons is not being proposed as part of this consultation.

The findings of the review suggest that:

- Traditional day care does not suit everyone's needs
- There is a need to modernise the services
- There is an overprovision of traditional day care in Torbay.
- Activities and social groups are important to people in Torbay
- Traditional day care is valued by people in Torbay and should be a part of any choice, but there is a need to expand the choice in the market in line with Personalisation.
- There is a gap in the market for day services that focus on rehabilitation and reablement.
- Evidence from the POPPS projects suggests that by bringing together a range of interventions. The combined potential will enable a sustainable culture shift towards 'prevention'.
- Many of the POPPS pilots have involved older people carers and staff in the delivery and evaluation of services, and have explored the potential of voluntary and community sector.
- The introduction of innovative approaches to day service in other areas have resulted in reductions in other health services.

Option 2: The independent sector is encouraged to develop flexible day services alongside traditional day care services.

This option has been explored and is not being proposed as part of this consultation for the following reasons:

- a) It would benefit the customer by increasing the choice available, however it is only a small step towards modernisation, more significant changes would increase the magnitude of benefits to the client.
- b) Many care homes in Torbay are keen to develop their services, however it would be more inclusive if all the sectors were offered this opportunity e.g Registered Social Landlords, voluntary and community sector.
- c) There is an overprovision of traditional day care in Torbay.
- d) There is a gap in the market for day services that focus on rehabilitation and reablement. This option could enable more of a focus on rehabilitation, however it is limited in what it can offer. The other options explore this in more depth.

DRAFT

The Options We Want To Consult On

Torbay Care Trust have decided to consult on three options as follows:

Option 3: Introduce a day service which will enable and support people to socialise, learn new skills, become more active and live healthier, more independent lives, following treatment in hospital.

Once back at home after being treated in hospital, clients need continued input to maximise their ability to function in their environment. Depending on the goals for that patient, this may require visits back to hospital to use specialist facilities there or may be more appropriately undertaken in the clients own familiar surroundings by an outreach team or domiciliary therapy.

A rehabilitation and reablement day service would provide follow-up rehabilitation and support to clients with particular complex needs.

A timetable of activities and a variable price list would need to be established.

One advantage of a day service is the opportunity to convene groups of clients with a common problem. Group sessions allow clients to gain not only from therapy but from the experience of engaging with others who have similar problems. Group programmes may include: social interaction, activities, awareness of current affairs, communication skills, work skills etc.

Common principles and features:

- a) helping people 'to do' rather than 'doing to or for' people
- b) clients achieving personal goals within an agreed timescale.
- c) assessment for ongoing care packages cannot be defined by a one-off assessment but requires observation over a defined period

Equipment and facilities:

Complex specialist rehabilitation services may offer a range of equipment and facilities not available in traditional day care services and therefore may act as demonstration centres for assessment of suitability for prescription – e.g. of special seating systems, specialist orthotics, etc.

Option 4: Introduce local community hubs/networks that offer a wide range of services including activities and day services for Older People

A Community Hub is a vibrant one stop shop providing activities and services that promote healthy ageing and support community connections. Offering a walking distance service for the whole community focusing on care and support for older people.

- a) Social interaction groups and activities would be run in existing facilities such as Church Halls, community centres, communal lounges with sheltered accommodation schemes and care homes
- b) A central signposting telephone line would enable people to call up and find out what is going on in their local area. The development of a signposting line forms a strand of the local Information, Advice and Advocacy project.
- c) Community hubs could be run by local groups and voluntary organisations, Care homes and Housing Associations or any other provider.
- d) Pump prime funding would allow key organisations such as Age Concern (Age concern run many of the Active Living Centres in Somerset), to run the hubs. It is envisaged that they would not provide any new services, only an add-on to what they currently do.
- e) Each hub will be unique in what it offers. A diverse programme of activities for people aged 50+ would be produced based upon the communities need, identified through engagement with local community partnerships, friends of groups and with residents in general.
- f) Networks serve as a gateway (first stop shop) to a wide range of preventive and well-being services provided by statutory and voluntary sector organisations, offering information and advice on a wide range of services.
- g) Clients' own individual budgets could be used to pay for the activities and services at the centre/network, or for care workers/personal assistants to assist those who have a greater need.
- h) Those people who have recently retired could be encouraged to volunteer, helping those who have been referred to the hub, and those who are accessing the services as a self funder.
- i) Older people would be encouraged to support other older people. Opportunities for intergenerational work would also arise.
- j) Services such as, chiropody, health professional talks, flu jab, handyman's services and information & advice are just a few of the services that could be accessed via this flexible model.

Option 5: To expand the choice in the market by reshaping the existing provision

The following information relates to this option:

- a) St Edmunds day centre is based at St Edmunds Community Support Centre in Torquay
- b) St Edmunds day centre provides a day care service for older people for up to 26 clients six days a week
- c) St Edmunds Traditional Day Centre is based at the front of the community care support centre building, it offers traditional day care for approximately 20 people per day, and currently employs approximately 10 members of staff
- d) The needs of the clients vary; many are generally healthy and well but require some social interaction and stimulation and others have mobility problems, and emerging signs of dementia.
- e) St Edmunds Community Care Support Centre offers intermediate care for a period of 6-8 weeks to those that need it. Occupational Therapists, Physiotherapists and Nurses work to enable people to live in own home independently.
- f) Fernham Day Centre is based on the grounds of Oldway Mansion, it offers a traditional day care service to approximately 20 clients per day, and currently employs approximately 10 members of staff.
- g) The current state of the building is poor, it is anticipated that it will no longer be fit for purpose from December 2010.
- h) The roof is in poor condition and will require at least £100,000 investment to keep the centre running for 2/3 years.
- i) Also, the Council's development plans for the Oldway estate will greatly affect the service at Fernham day centre; either the centre will need to move somewhere else or it will need to close.
- j) The age of clients at Fernham ranges from 58 to 100; the average age is 90 years old.

Section 9 – Getting Involved

You can get involved in this consultation in various ways.

For the full list of dates please refer to Appendix 1

Focus Groups

We have organised a number of focus groups to allow you to express your views on the options.

To book your place, please call: 01803 217385.

Up to 20 people can attend each group session.

Drop in sessions

You can talk to a member of staff about the options at the Torbay connect events in February and March.

Please just pop in to the consultation caravan between 10.30am and 4pm.

Day services response form

You can answer the key questions on the response form at the back of this document and send it back to:

FREEPOST– DAY SERVICES CONSULTATION (OLDER PEOPLE)
RRLE-KHTU-ZGEU
TORBAY CARE TRUST
BAY HOUSE, NICHOLSON ROAD
TORQUAY
TQ2 7TD.

Or hand it in at your Connections office, local library, Age Concern Office, or doctors surgery.

General feedback

If you are using the online facility please email your comments to
Consultation.TCT@nhs.net

Or post them to the freepost address above

Section 10 – Decision Making

What Will Happen After the Consultation?

Following the consultation period, responses will be summarised and collated into a full consultation report. It will be presented to a range of public NHS and Local Authority meetings. Eventually the report will be presented to the Torbay Care Trust Board. The Board will consider the consultation conclusions and the options appraisal results as a whole and will make a final decision on the options.

Timetable to Decision Making:

Meetings/Developments	Date
Overview and Scrutiny Health board	7th January 2010
Staff and Public Consultation	January 2010 – April 2010
Final Consultation Report	April/May 2010
TCT Board	May 2010
Overview & Scrutiny	May 2010
Council decision making body	May 2010
Implementation	May/June 2010

Section 11 – Appendices

Appendix 1 - Public Focus Groups and Drop in sessions

A number of drop in sessions have been arranged in localities across Torbay. The details are as follows:

Locality	Venue	Type of Event	Date	Time	Contact
Torquay	St Edmunds Community Care Centre (Clients, staff and carers only)	Focus Group	20 th January 2010	2pm-4pm	Hannah Hurrell
	English Riviera Centre - Grace Murrell A Suite	Focus Group	21 st January 2010	6.30pm – 8.30pm	Hannah Hurrell
	Torbay Connect Caravan	Drop in session	23 rd March 2010 (depending on the general elections)	10.30am - 4pm	Please just turn up anytime and talk to someone.
Paignton	Fernham Day Centre (Clients, staff and carers only)	Focus Group	27 th January 2010	2pm-4pm	Hannah Hurrell
	Torbay Connect Caravan	Drop in session	23 rd February 2010	10.30am - 4pm	Please just turn up anytime and talk to someone
	Oldway Mansion – Cecil Room	Focus Group	26 th January 2010	6.30pm – 8.30pm	Hannah Hurrell
Brixham	Brixham Does Care Community Cafe	Focus Group	9 th February 2010	6pm – 8.30pm	Hannah Hurrell

If you are using the online facility please email your comments to Consultation.TCT@nhs.net

Or post them to the freepost address:

FREEPOST– DAY SERVICES CONSULTATION (OLDER PEOPLE)
RRLE-KHTU-ZGEU
TORBAY CARE TRUST
BAY HOUSE, NICHOLSON ROAD
TORQUAY
TQ2 7TD.

**Public Consultation Response Form:
Review of Older Person day services in Torbay**

During this consultation Torbay Care Trust is seeking your views to shape the future of Older People's day services. We would welcome your comments about the type of care that you think would best suit you or your family or you may have other ideas that have not been covered in this consultation.

You are encouraged to comment on any aspect of the proposals but we would be very grateful if you could take the time to respond to the specific key questions listed below. In order to assist in the analysis of the responses, it would also be very helpful if you could take some time to complete the 'About You' section at the end.

Day Care

1. Should the services remain as they are with no change to either design or who delivers the services?

Yes ☐ No ☐

Please comment below

2. The Care Trust's directly provided services are only two of the forty seven service providers in Torbay. Do you have any comments or concerns about their particular role?

Yes ☐ No ☐

If yes, please give details below

3. Do you think one, all or a combination of these options would be of most benefit?

Option 1: Introduce a day service which will enable and support people to socialise, learn new skills, become more active and live healthier, more independent lives, following treatment in hospital.

Option 2: Introduce local community hubs/networks that offer a wide range of services including activities and day services for Older People

‘A Community Hub is a vibrant one stop shop providing activities and services that promote healthy ageing and support community connections. Offering a walking distance service for the whole community focusing on care and support for older people.’

Option 3: To expand the choice in the market by reshaping the existing provision.

Please tick one or more of the options that you support.

- ☐ Option 1
☐ Option 2:
☐ Option 3:

Please give details below:

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

5. Do you have any further comments?

About You:

To assist in the analysis of all feedback, it would be helpful if you would tick all the boxes that apply to you:

Q6. Are You? Male ☐ Female ☐

Q7. To which of the following options do you belong?

0-15 ☐ 16-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65-74 ☐ 75-84 ☐ 85+ ☐

Q8. Where do you live?

Torquay ☐ Paignton ☐ Brixham ☐ Outside of Torbay ☐

Postcode:

Q9. Do you have a Disability? Yes ☐ No ☐

If yes, how does it affect you?

It affects my Mobility
It affects my Hearing
It affects my Sight

☐

☐

☐

It affects me in another way

☐

Please give details below:

Q10. Do you currently access Day Services in Torbay?

Yes ☐ No ☐ If Yes, Which day services do you use?

Q11. Are you a carer of someone who accesses day services in Torbay? Yes ☐ No ☐

Q12. Do you work for the NHS?

Yes ☐ No ☐

If so, where do you work?

What is your Job?

Q13. Do you work for Torbay Council?

Yes ☐ No ☐

If so, where do you work?

What is your Job?

Q14. How did you hear about this consultation?

- ☐ Local Newspaper
- ☐ Local Radio
- ☐ Poster – Where did you see this poster?
- ☐ Received a copy in the post/via e-mail
- ☐ Friend/family member
- ☐ Other (please specify)

Respondent details (if you wish to remain anonymous please leave this section blank. Please note if you remain anonymous we will not be able to respond to any queries you raise)

Name:

Name of group (if applicable)

Address

E-mail

Date Completed:

Are you responding as?

An individual ☐

On behalf of a group ☐

Individual:

Do you agree to all or part of your response being published?

- ☐ I agree to my response and my name being published
- ☐ I agree to my response being published, but not my name
- ☐ I wish my response to remain confidential

Group:

Your response and the name of your group or organisation will be published.

Please complete and return the response form to:

FREEPOST– DAY SERVICES CONSULTATION (OLDER PEOPLE)
RRLE-KHTU-ZGEU
TORBAY CARE TRUST
BAY HOUSE, NICHOLSON ROAD
TORQUAY
TQ2 7TD.

or

If you are using the online facility please email your comments to
Consultation.TCT@nhs.net

DRAFT

Appendix 3 - Torbay Care Trust 10 Promises

Torbay Care Trust has produced a list of “10 Promises” that underpin its World Class Commissioning strategy. These are relevant and important to any change process, as they help to set the context for change. This strategy focuses particularly on promises 1,2,4,6,7,8,9,

- 1. We will commission services and target funding to reduce health inequalities**
- 2. We will commission services and target funding to increase life expectancy**
3. We will provide you with firm foundations for enjoying good health
- 4. We will commission services that promote ongoing well-being**
5. We will remove unnecessary delays for services and treatment
- 6. You will always have the right to choose**
- 7. We will commission high quality and safe services**
- 8. We will improve care and services for older people**
- 9. We will commission a wide range of care services**
10. We will improve services for people who need mental health and learning disability services