



:

Briefing Report No: **100/2010**

Public Agenda Item: **Yes**

Title: **The Future of Older People's Day Services Consultation – The methodology**

Wards Affected: **All Wards in Torbay**

To: **Health Scrutiny Board** On: **8 April 2010**

Contact Officer: **Hannah Hurrell**

Telephone: **01803 217385**

E.mail: **Hannah.Hurrell@nhs.net**

1. Key points and Summary

- 1.1 Torbay Care Trust's consultation on the future of older people's day services began on January 18th 2010
- 1.2 A total of 408 people have been engaged so far, ranging from clients, carers and staff to people who do not access day services but might to like in the future.
- 1.3 A variety of communication channels and methods of engagement have been used to obtain a cross section of views.
- 1.4 Questionnaires have been distributed to a large number of providers and other key stakeholders.
- 1.5 The consultation will close on 18th April 2010.
- 1.6 In May a report will be produced outlining the results of the consultation and the proposals for the future of older people's day services.
- 1.7 The proposals will be presented to Torbay Care Trust Board in June 2010 for a decision on the future of older people's day services.
- 1.8 Torbay Care Trust would also like to present the findings of the consultation and the proposals for the future of day services at the Health Scrutiny Board meeting in June 2010.

2. Introduction

2.1 Torbay Care Trust's consultation on the future of older people's day services began on January 18th 2010.

2.2 At present the Trust funds approximately 573 day care placements.

2.3 The Trust has so far engaged with 408 people, this includes:

- § approximately 169 clients, carers, and staff members at day centres in Torbay,
- § approximately 77 People who access voluntary sector day services
- § approximately 93 people attended the 'open to all events' and meetings with various groups in the community, many of these respondents were people who do not access day services at present.
- § approximately 69 responses to the questionnaire and general comments via e-mail and post.

2.4 This paper sets out the methodology of the consultation, the distribution of the survey and the groups and organisations who have been involved in the consultation.

3 Methodology

3.1 The following focus groups, meetings and drop in sessions have been organised and facilitated by Torbay Care Trust as follows:

Target Audience	No of Focus groups/Meetings/Drop in sessions	No of attendees / respondents
Clients, Carers and Staff at St Edmunds Day Centre	3	66
Open to <u>ALL</u> (whether they are linked in some way to a day centre or not)	3 Evening focus groups (1 in each town)	13
	3 Drop in Sessions	14
Clients, Carers and Staff at Fernham Day Centre	3	52
Clients, Carers and Staff at Paignton Day Centre	1	51
Clients, Carers and Staff at Bute Court Lunch Club – Age Concern	1	32

Young at heart	1	45
Macular Disease Society	1	26
Preston Community Partnership Meeting	1	10
Torbay Care Trust Staff	2	24
Older Persons Partnership Board	1	6
Future Planned Meetings		
TORCOM (The Torbay voluntary Sector Consortium)	1	
Torbay Quality Care Forum (Care Homes)	1	
St Kilda's Carers Group	1	
Clients, Carers and Staff at Link-up club. (Day service offered by South Devon College)	1	
Questionnaires returned		
Total No of Questionnaires returned & comments received		69
Total	22 completed meetings/focus groups, 26 in total	408

3.2 Points of Placement.

In order to ensure the best possible coverage in this consultation and to reach out to those people who are not directly linked to day services at present, over 2000 copies of the questionnaire have been printed and distributed the following locations.

- § all libraries,
- § all connections offices,
- § in the consultation caravan,
- § at Bay House reception
- § in the podiatry service.

All GP surgeries have received the questionnaire electronically to print and distribute to clients, carers and staff.

3.3 Website

Questionnaires have been made available on the Torbay Council and Torbay Care Trust Websites.

All staff at Torbay Care Trust and Torbay Council have been sent details of the consultation and a copy of the questionnaire via the Torbay Care Trust staff bulletin and a Torbay council all staff e-mail.

3.4 Distribution List

The following providers and stakeholders were asked to distribute the questionnaire to all of their clients, carers and staff as listed below.

<u>Organisation / Provider/Service</u>	
<u>All</u> Care Homes in Torbay	Brixham Does Care
Torbay Quality Care Forum	Folks@home
Fernham Day Centre	Older Persons Partnership Board
St Edmunds Day Centre	Local Involvement Networks (LINKs)
St Kilda Day Centre	All Carer Support Workers for distribution and discussion in their Carer Support Groups
St Kilda Carers Group	Podiatry Service
<u>All</u> GP Surgeries	Young at Heart

Paignton Day Centre	Macular Disease Society
Age Concern Torbay	Torbay Voluntary Service
Sanctuary Housing Association (for distribution in all sheltered housing schemes)	Torbay Voice – Supporting People service users group
Westcountry Housing Association (for distribution in all sheltered housing schemes)	Supporting People
Raglan Housing Association (for distribution in all sheltered housing schemes)	TORCOM (The Torbay voluntary Sector Consortium)
Teachers Housing Association (for distribution in all sheltered housing schemes)	South Devon College – Link Up Club
Guinness Care and Support (for distribution in all sheltered housing schemes)	University of the Third Age
Raglan Housing Association (for distribution in all sheltered housing schemes)	Torbay Advice Network
Somerset Care at Home	Community Partnerships
Disability Information Service	South West Adult Placement Scheme (SWAPS)
Podiatry Service	Over 50's forum
Bute Court Lunch Club – Age Concern Service	Over 100 people aged 50+ (Attendees of the older persons conference on 1 st October 2009)

3.5 The consultation will close on 18th April 2010.

3.6 In May 2010 a report will be produced outlining the results of the consultation and the proposals for the future of older people's day services.

3.7 The proposals will be presented to Torbay Care Trust Board in June 2010 for a decision on the future of older people's day services.

3.8 Torbay Care Trust would like to present the findings of the consultation and the proposals for the future of day services at the Health Scrutiny Board meeting in June 2010.

Name of Head of Business Unit: John Bryant

Title of Head of Business Unit: Head of Commissioning: Community Services