

The Future of Older People's Day Services

Public Consultation



January 2010 – April 2010

'Let's make late life a second summer'

Professor George Giarchi, Plymouth University

Torbay Care Trust is your local NHS organisation responsible for health and adult social care. We are committed to developing services to ensure they meet the needs of local people and are currently looking at how we can improve day services in the Bay.

At present we run two day care centres ourselves and buy a range of day services from residential homes and voluntary organisations. All of these provide essential opportunities for people to socialise and give family carers a much needed break from their demanding role.

We have recently undertaken work with those who currently benefit from these services and different social care organisations to identify how effective the existing support is in meeting the needs of for local people and to look at how day care is provided in other parts of the country.

We found there is room for improvement, particularly when it comes to helping older people enjoy more independence. We believe that more people would benefit from day services if they were provided in different ways, offering more personal choice, while still ensuring that there is enough traditional day care for those that want it.

We now need you to help us plan for future day services in Torbay by telling us:

- the types of service you would want to access in your later life, and who you think should provide them
- what services (if any) you or a family member are currently receiving

Day care is already provided in more exciting ways elsewhere in the South West. Here are examples of what older people in Somerset and Cornwall can enjoy:



Somerset

Somerset County Council has helped organisations to 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.

www.somersetactiveliving.org.uk

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.

www.ageconcerncornwall.org.uk/fit_as_a_fiddle

We have been looking at a number of options regarding the future of day services for older people. We would welcome your comments on these and on the future of day services in general.

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.

What it means:

- Helping people 'to do' rather than 'doing to or for' people
- Helping people achieve personal goals within agreed timescales.

Option 2

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

What is a Community Hub?

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

Option 3

To expand the choice in the market by reshaping the existing provision.

What it means:

- We want to develop day services that meet the needs of the whole community, but to do this, we need to reorganise what we currently provide to help more people access the types of day care they want/need.
- This could mean that we may need to close one or both in house day centres to enable new approaches to day services for older people.

All of these options can be set up together and if they were they would bring the following benefits.

- More people could access day services; these could include those who receive support from the trust or those who are self-funders.
- Day services could be more personalised, focusing on the needs of individuals.
- Individuals could receive more choice and control over the care and support they receive. This could include providing more people with individual budgets which they can use to pay for the services they want, when they want them.
- Services could be more community focused.
- Older people could run services for older people, and younger people could teach older people skills i.e. text messaging, computer skills.
- We could offer day services much sooner to individuals, enabling them to start enjoying a healthy, sociable and active lifestyle early on — this is sometimes referred to as 'early intervention'.
- Services could increase falls prevention and reduce the need for other health services.
- We could continue to buy services for people with more severe needs in the traditional way. Working in partnership with providers, we could improve the way day care services are run.



Consultation questions

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.

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

Yes No

b. If Yes, What do you particularly like and why?

c. If No, What would you change and why?

2. The Care Trust's directly provided services, Fernham day centre and St Edmunds Day centre are only two of the 47 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 the options outlined in this leaflet would be of most benefit?

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

Option 1:

Option 2:

Option 3:

b. What do you particularly like or dislike about each of these options?

Option 1:

Option 2:

Option 3:

4. When do you think day services should be available?

Please tick only 1 box in column a) and one box in column b).

a) Duration

- All Day
- Morning Activities
- Afternoon Activities
- Other

b) Days

- Weekdays
- Evenings
- Weekends

If other please specify

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

6. 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 age groups do you belong?
(Please tick on box only)

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

Q8. Where do you live? (Please tick on box only)

Torquay Paignton Brixham Outside of Torbay

Your postcode:

Q9a. Do you have a Disability? Yes No

b. If yes, how does it affect you? (Please tick all that apply)

It affects my Mobility
It affects my Hearing
It affects my Sight
It affects me in another way

c. Please give details below:

Q10a. Do you currently access day Services in Torbay?

Yes No

b. If Yes, Which day services do you use?

c. If No, are you likely to use day services within the next 5 years?

Yes No Don't know

Q11. Are you a carer of someone who accesses day services in Torbay?

Yes No

Q12a. Do you work for the NHS? Yes No

b. If yes, where do you work?

c. What is your Job?

Q13a. Do you work for Torbay Council? Yes No

b. If yes, where do you work?

c. 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 below)

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:

16. Are you responding as?

A) An individual

B) 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.

Questions you may have

What Happens next?

The consultation period ends on April 18th 2010 at which point the Care Trust will consider the responses. We will then discuss the findings with Torbay Council and publish the final decision.

How else can I get involved with this project?

The Care Trust have organised a number of focus groups and drop in sessions for clients, carers, staff and those who might want to access day care in the future.

For full details please visit: www.torbaycaretrust.nhs.uk
Or call us on 01803 217385

Thank you for your time

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.

Other Formats and languages

If you would like more information or know someone who requires this leaflet in another format or language, please contact us on 01803 217385.