



Briefing Report No: **189/2010**

Public Agenda Item: **Yes**

Title: **Day Services for Older People  
Consultation Findings January 2010 – April 2010**

Wards Affected: **All Wards in Torbay**

To: **Health Scrutiny Board** On: **15 July 2010**

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## **1. Key points and Summary**

The purpose of this report is to outline the key findings from the consultation on the future of older people's day services in Torbay. The Consultation took place between January 2010 and April 2010.

Throughout the consultation process an emphasis was placed on the ambition of the Care Trust to increase the choice available for individuals aged 50+ and to ensure the most appropriate mix of services for the next 3-5 years.

Clients and staff at the two in-house day centres were made aware of the possibility that their day centre may close depending upon the outcome of the review. Clients were reassured that services would be made available to them although they might take place in another location or be provided by another organisation

A variety of methods were used to engage with clients, carers, staff, stakeholders and the general public, these included Focus groups, meetings, drop in session, questionnaires and general comments received via post/email.

A series of options were identified using the findings of the initial day service review and the success of the Partnerships for Older Peoples Projects (POPPS) elsewhere in the country. These options were designed to initiate wider discussions at the planned focus groups, drop in sessions and meetings throughout the consultation and were outlined in the questionnaire

These options are set out in table 1.

## The Consultation Options

Table 1: The three options for consultation

<b>Option 1</b> 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.
<b>Option 2</b> Introduce local community hubs/networks that offer a wide range of services including activities and day services for Older People
<b>Option 3</b> To expand the choice in the market by reshaping the existing provision

In using a variety of methods the Trust was able to reach different audiences and increase the number of responses to the consultation. A total of 539 people responded to the consultation. The tables below show the breakdown of responses by method and by group

**Table 2 – consultation responses by method**

<i>Method of engagement</i>	<i>Total no of events</i>	<i>Number of responses</i>	<i>Responses %</i>
Focus Groups	13	238	44.2%
Drop in sessions	3	14	2.6%
Meetings	7	162	30.1%
Questionnaire	n/a	111	20.6%
Other responses	n/a	14	2.6%
Total	23	539	100%

The Consultation has been successful in engaging a representative proportion of stakeholders for older people's services, as outlined in table 3.

**Table 3 – consultation responses by group**

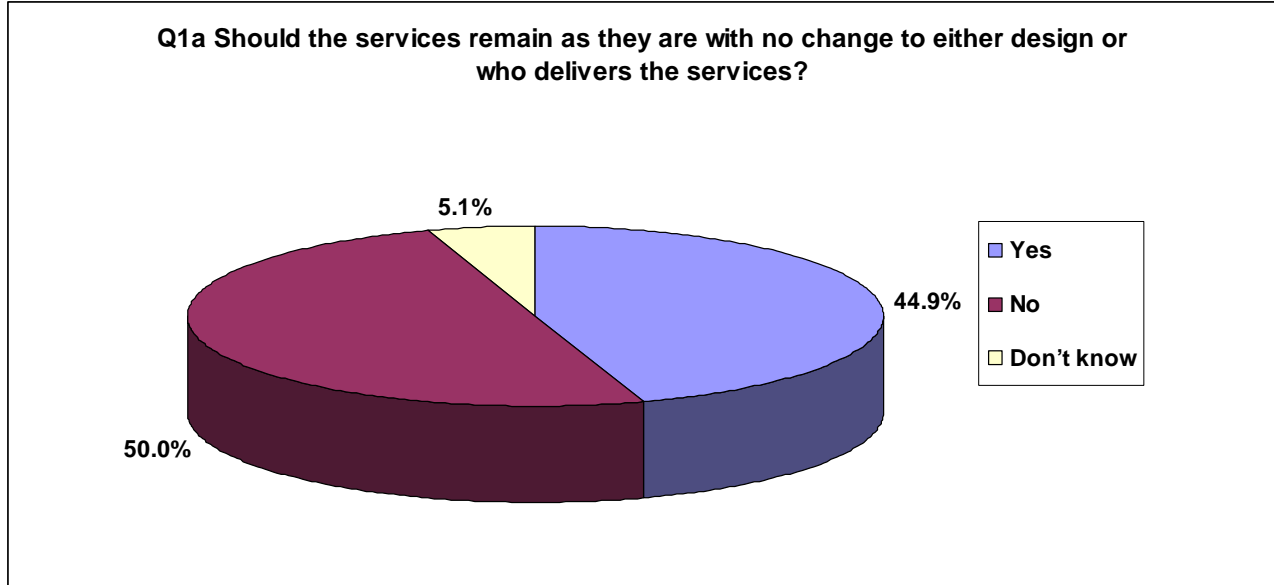
<b>Breakdown of responses by group</b>		
Group	Count	%
No of clients involved	232	43.0%
No of carers involved	68	12.6%
No of community members involved	111	20.6%
No of staff members involved	80	14.8%
No of other stakeholders involved	48	8.9%
Total	539	100%

**Key findings from the consultation**

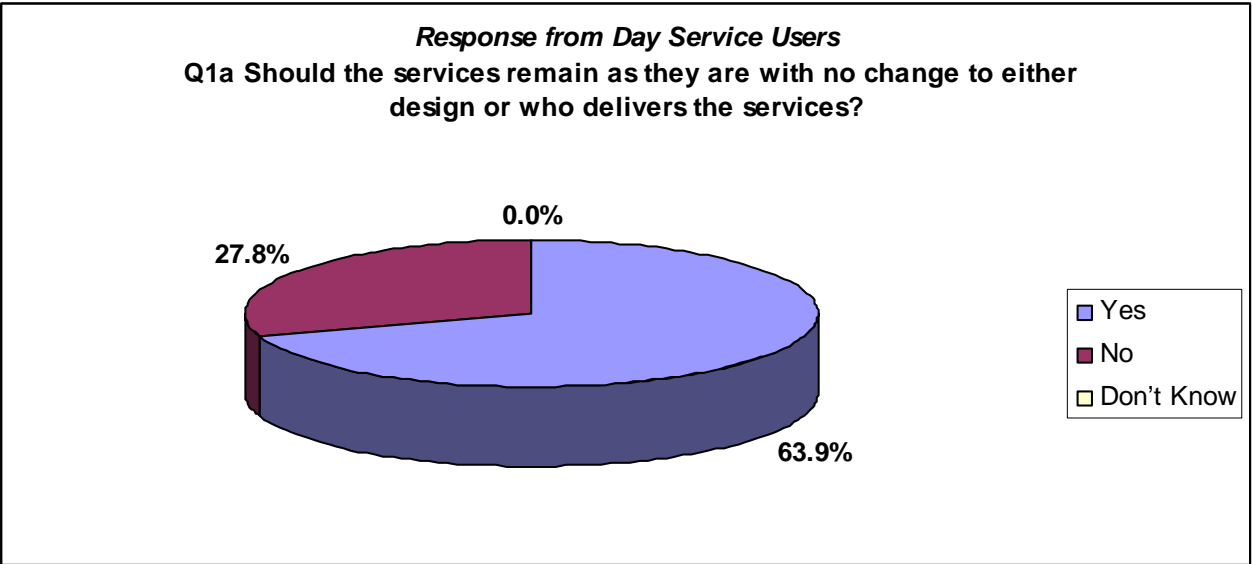
The consultation findings recognised some key messages from clients, carers, staff, providers and community members;

- a) Overall the findings from the consultation were not significantly conclusive:
  - i) The majority of attendees at the focus groups were clients, carers and staff within existing day services. 64% of respondents to the questionnaire do not access day services at present, but many will be looking for day services in the near future.
  - ii) Clients within the existing services felt very differently to those who do not currently attend day services, further evidencing the need for choice in the day care market.
  - iii) When asked if services should remain as they are with no change to either design or who delivers the services? 44.9% of respondents to the questionnaire stated 'yes' and 50% stated 'no'.

*Graph 1 shows the questionnaire responses to Q1 Should the services remain as they are with no change to either design or who delivers the services.*



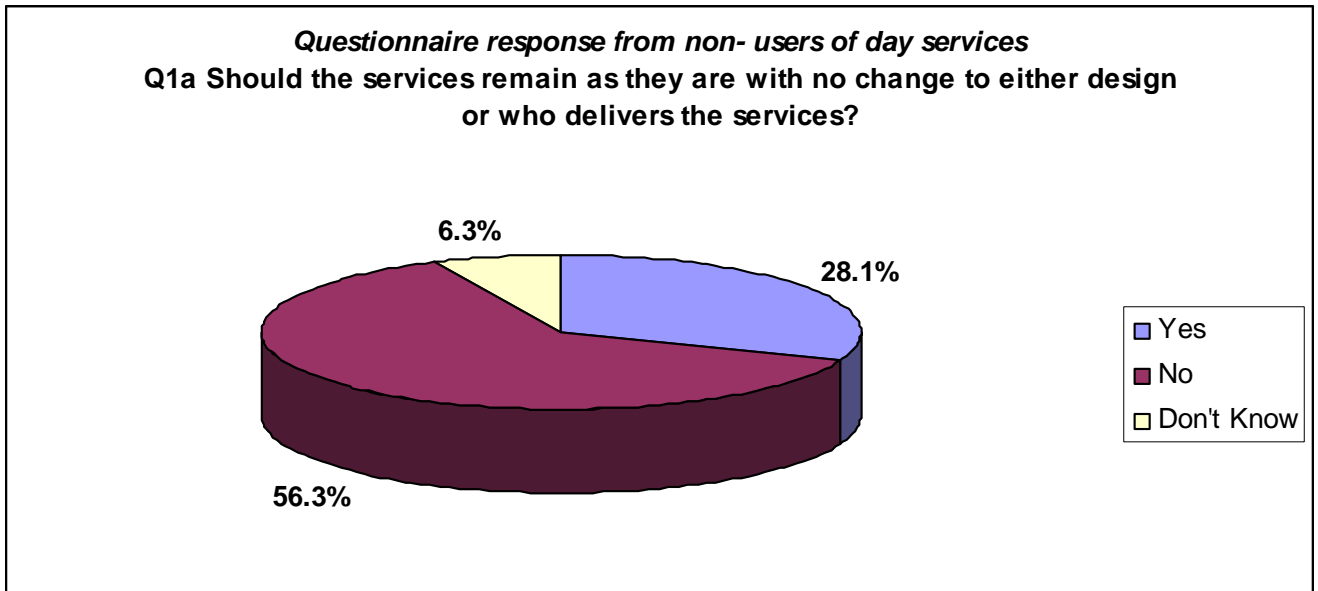
*Graph 2 shows the questionnaire responses to Q1 from **respondents who currently access day services in Torbay.***



63.9% of respondent who currently access day services in Torbay felt that services should remain as they are with no change to either design or who delivers the services.

27.8% of day service users stated 'no' to Q1a should the services remain as they are with no change to either design or who delivers the services.

Graph 3 shows the questionnaire responses to Q1 from **respondents who do not currently access day services in Torbay**.

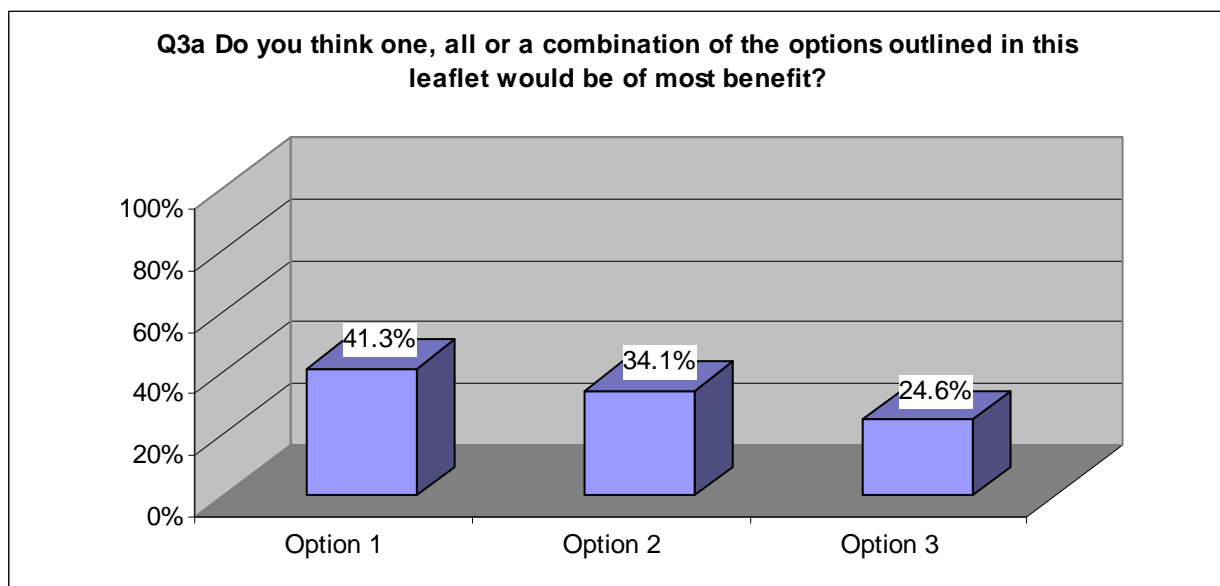


28.1% of people who do not currently access day services in Torbay felt that services should remain as they are with no change to either design or who delivers the services.

56.3% of non-users stated no to Q1a should the services remain as they are with no change to either design or who delivers the services.

6.3% didn't know.

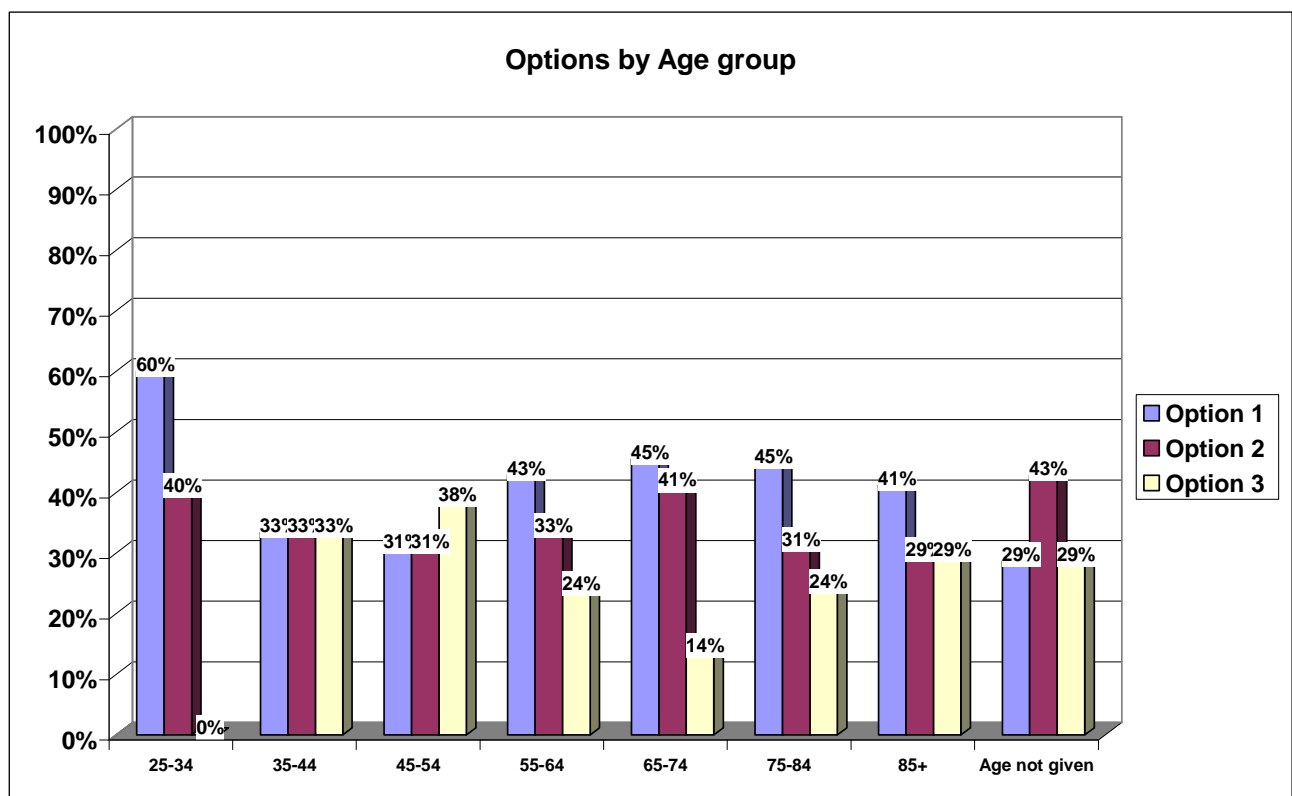
Graph 4 outlines the responses from the questionnaire on the three options.



**NB: this graph shows % of responses from a multiple choice question.**

- iv) The three options that were consulted on were considered by many who attended each of the focus groups to be appropriate for different client groups. However option 1 was seen as the most favourable from respondents to the questionnaire. There was no significant bias in support of any option.

Graph 5 outlines the responses to Q3 Do you think, one, all or a combination of the options outlined in this leaflet would be of most benefit? by age group.



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- v) 38% of responses from 45-54 years olds who responded to the questionnaire supported option 3 more favourably than the other options. This age group represents the view of next generation of day care clients, therefore inferring that the current mix of services will not be the right mix for the future.
- b) 71.6% of responses recorded for Q14a “When do you think day services should be available?” supported the option for day services being provided on weekdays.
- c) The majority of respondents (79.8%) favoured ‘all day’ services. However within the focus group discussions and discussions at each of the meetings, flexibility was seen as an important factor for any day service, provided that transport is made available to clients where necessary.
- d) 24.8% felt that services should be available on weekends
- e) Clients, carers and staff from in-house services asked if all clients could be kept together in groups where possible, should they have to move to other providers.
- f) The term ‘day care’ or ‘day services’ was seen by many to be out dated and unappealing. This was particularly the case for those who do not currently attend day care, or who are themselves a carer.
- g) Personal timescales and goals are important to those who responded. In general respondents felt that Key Workers should be mindful to set realistic and achievable goals given the varying needs of individual clients accessing services.
- h) Transport was a key concern for individuals, particularly with option 2. Most respondents like the flexibility of having a programme of activities but emphasised the importance of access to transportation where necessary.
- i) A view was expressed in the focus groups that in-house services were perceived to be working efficiently and effectively.
- j) At all of the meetings and focus groups and in the comments received via through questionnaire, respondents requested assurance of the quality of alternatives that may be provided if in-house services were to be closed.
- k) Change was acknowledged positively at all of the meetings/focus groups and within the questionnaire “as long as it reflected the needs of current and future users of the service”. Clients are not adverse to change, as long as it is the right change
- l) One of the issues identified from the consultation is the reliance clients have on the services once they are referred and the need to promote independent living as part of these services. Possibly by reducing the length of stay within day services, dependent on need.
- m) Many carers stressed how important day services are to them providing regular respite to enable carers to go about their own daily lives and care effectively as a result.

# **The Future of Older Peoples Day Services**

## **Consultation Findings report** **January 2010 – April 2010.**

### **1. Introduction**

- a) Torbay Care Trust's consultation on the future of older people's day services began on January 18<sup>th</sup> 2010.
- b) A series of options were identified using the findings of the initial day services review and the success of the Partnerships for Older Peoples Projects (POPPS) elsewhere in the country. These options were designed to initiate wider discussions at the planned focus groups, drop in sessions and meetings throughout the consultation and were outlined the questionnaire

These options are set out in table 1.

### **The Consultation Options**

***Table 1: The three option for consultation***

<b>Option 1</b> 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.
<b>Option 2</b> Introduce local community hubs/networks that offer a wide range of services including activities and day services for Older People
<b>Option 3</b> To expand the choice in the market by reshaping the existing provision

### **2. Methodology**

- i) Throughout the consultation process an emphasis was placed on the ambition of the Care Trust to increase the choice available for individuals aged 50+ and to ensure the most appropriate mix of services for the next 3-5 years.
- ii) Clients and staff at the two in – house day centres were made aware of the possibility that their day centre may close depending upon the outcome of the review. Clients were reassured that services would be made available to them although they might take place in another location or be provided by another organisation
- iii) A variety of methods were used to engage with clients, carers, staff, stakeholders and the general public, these included Focus groups, meetings, drop in session, questionnaires and general comments received via post/email.

## Points of Placement.

- a) 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 were printed and distributed in libraries, all connections offices, in the consultation caravan, at Bay House reception and in the podiatry service.

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

## Website

- a) Questionnaires were made available on the Torbay Council and Torbay Care Trust Websites.
- b) All staff at Torbay Care Trust and Torbay Council were 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. Responses to the consultation

- a) In using a variety of methods the Trust was able to reach different audiences and increase the number of responses to the consultation. A total of 539 people responded to the consultation. The tables below show the breakdown of responses by method and by group

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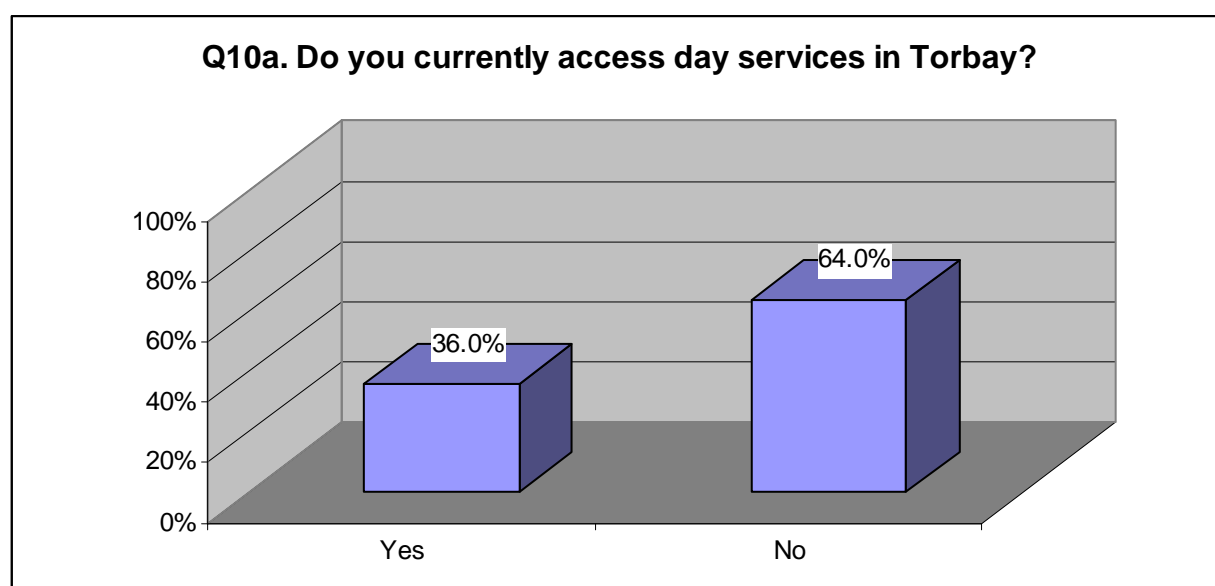
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### The respondents

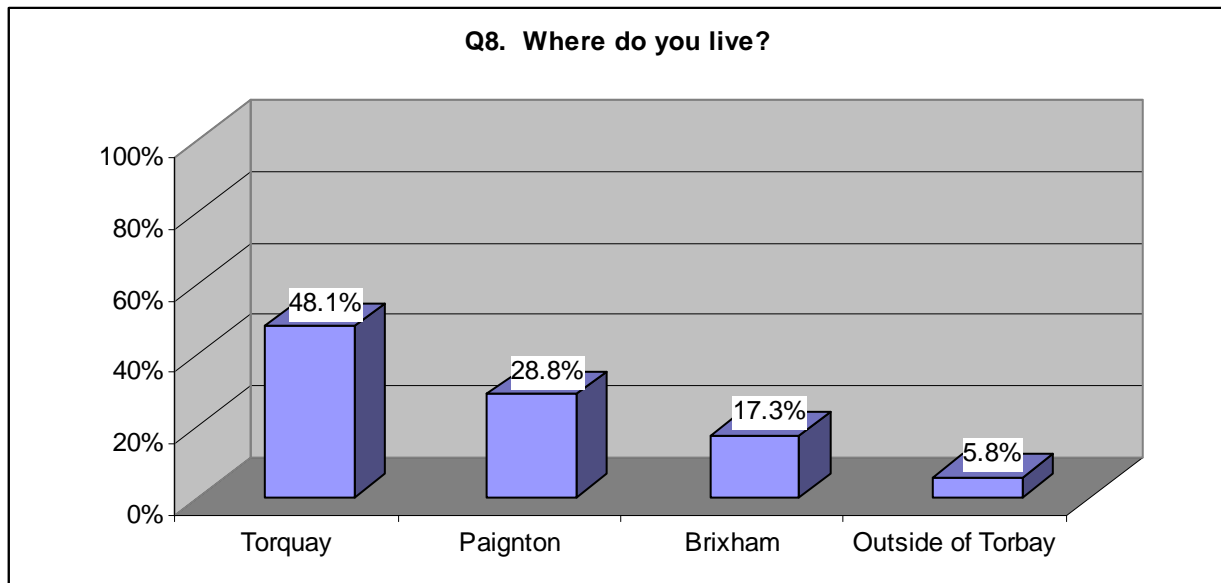
- a) 80% of respondents to the questionnaire were female and only 20% were male, the majority of the respondents at the focus groups were also female,
- a) The majority of attendees at the focus groups and drop in sessions regularly attend one of the two in-house day services in Torbay or is a carer of someone who attends an in-house day service in Torbay.
- b) 17.2% of respondents to the questionnaire were a carer of someone who attends a day service within Torbay.
- c) 64% of respondents to the questionnaire do not currently access a day service in Torbay.

Graph 1 shows the questionnaire response to Q10a. Do you currently access day services in Torbay?



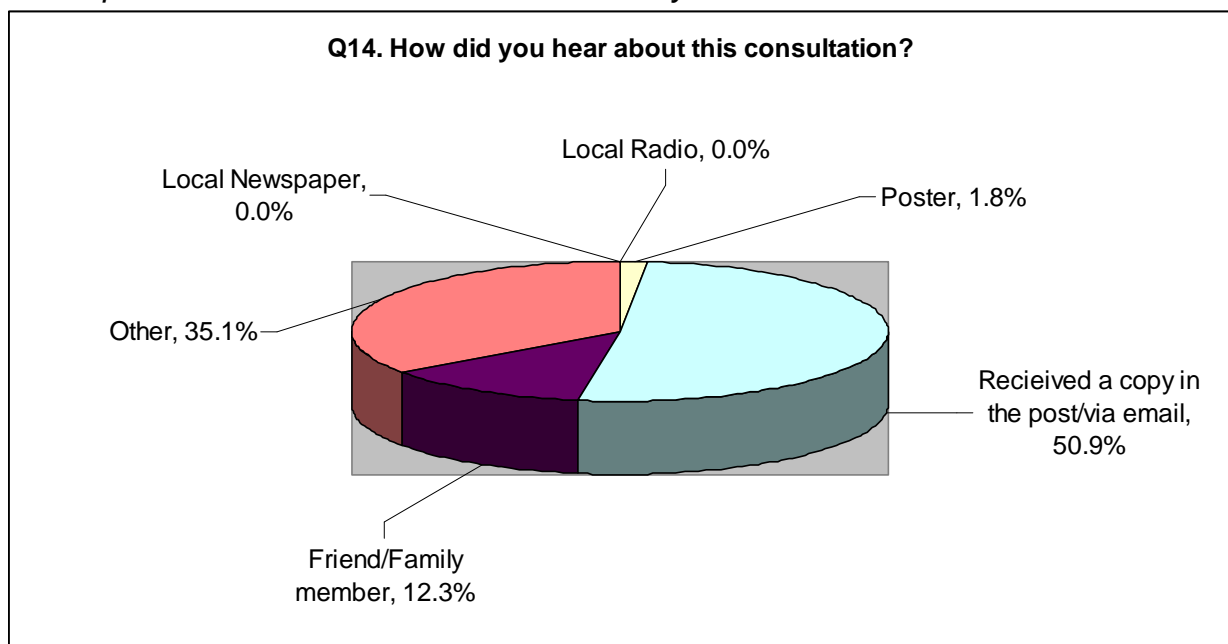
- d) Nearly half of all respondents to the questionnaire lived in Torquay, 28.8% lived in Paignton and 17.3% lived in Brixham. The attendees at the focus groups and meetings generally live in the town where the event was held.

Graph 2 shows the responses to Q8. Where do you live?



- e) Approximately half (48.1%) of all respondents to the questionnaire received a copy of the questionnaire via post /email.
- f) 35.1% of respondents heard about the consultation in other ways, when asked to specify the responses showed that surveys were received day service providers, care managers and GP's.
- g) 12.3% heard about the consultation via a friend/family member.

Graph 3 shows the results to Q14. How did you heard about the consultation?



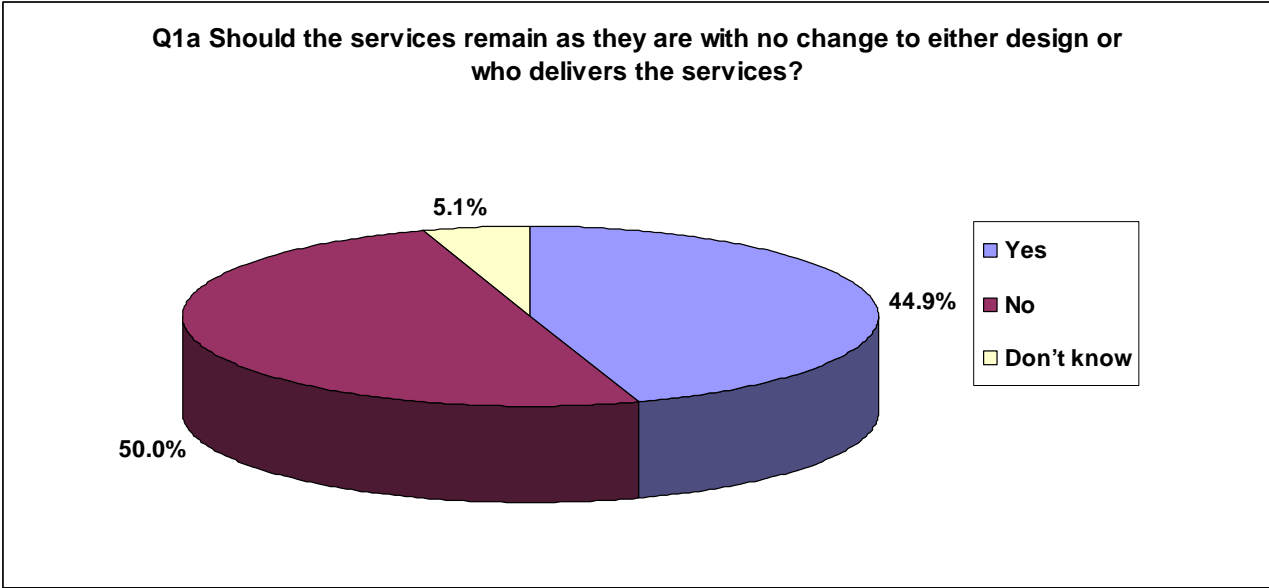
The full list of providers and stakeholders involved in the consultation can be found in Appendix 1.

4. Key findings from the consultation

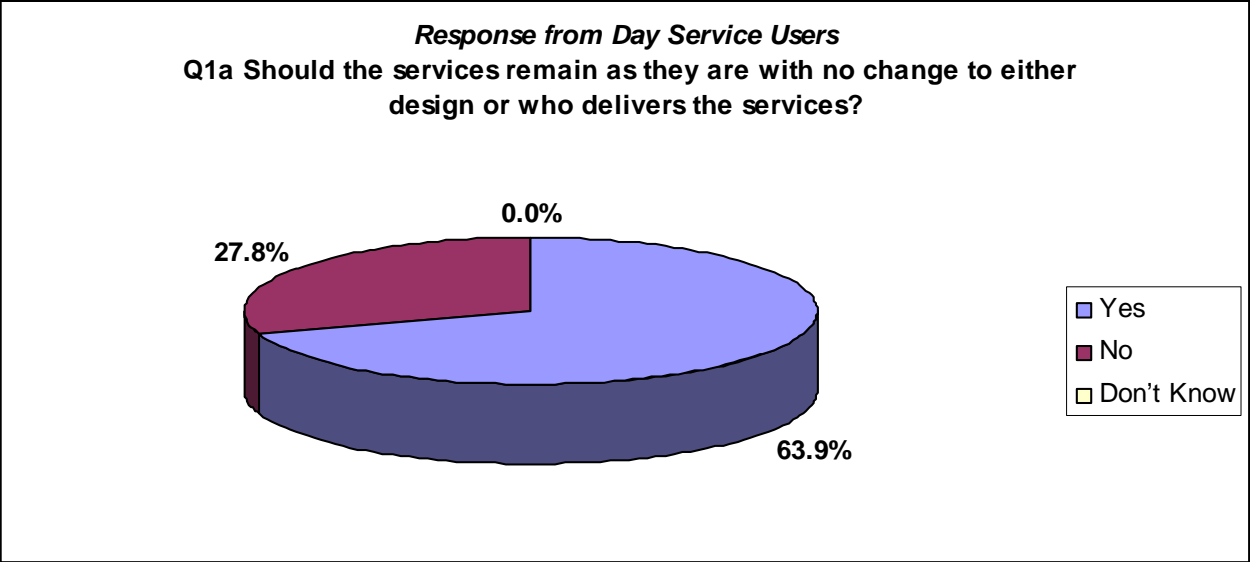
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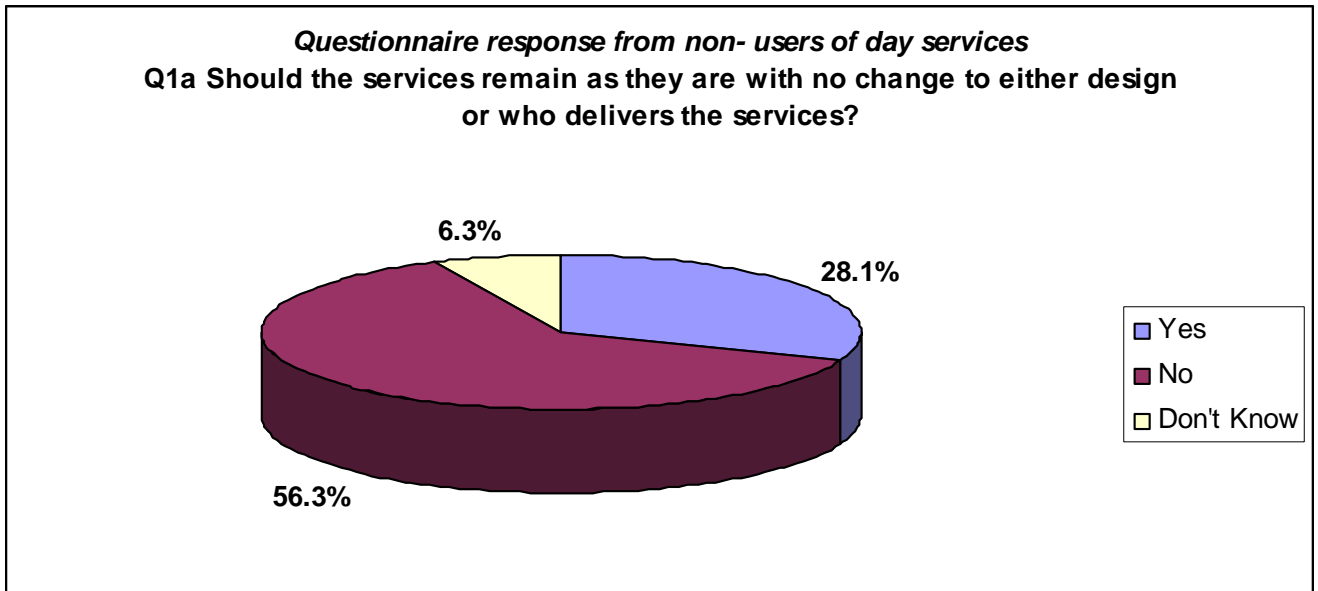
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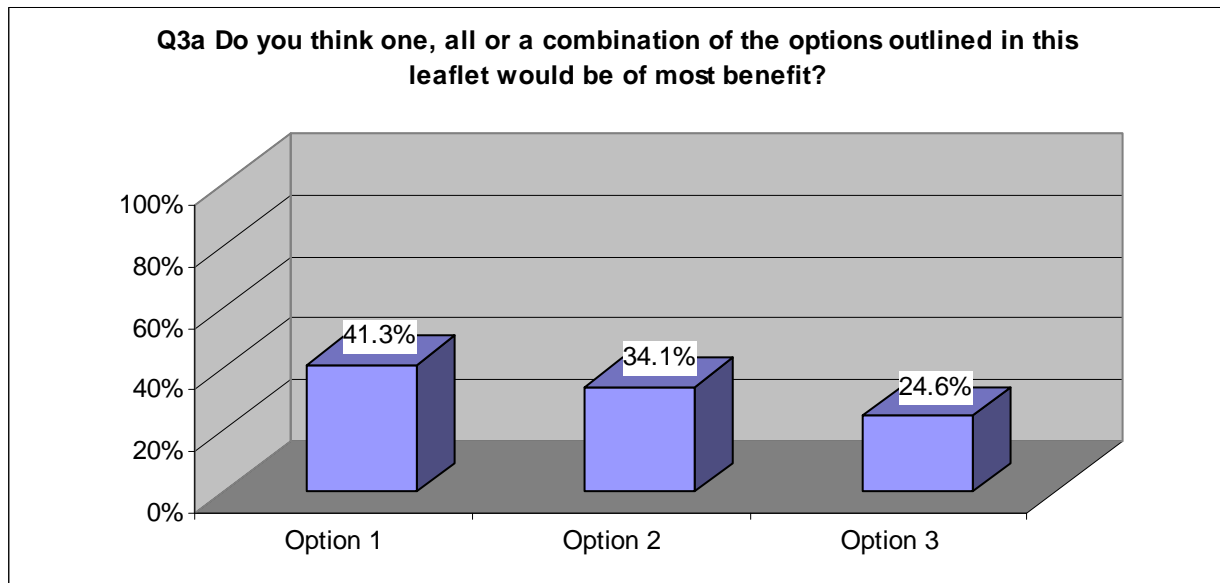


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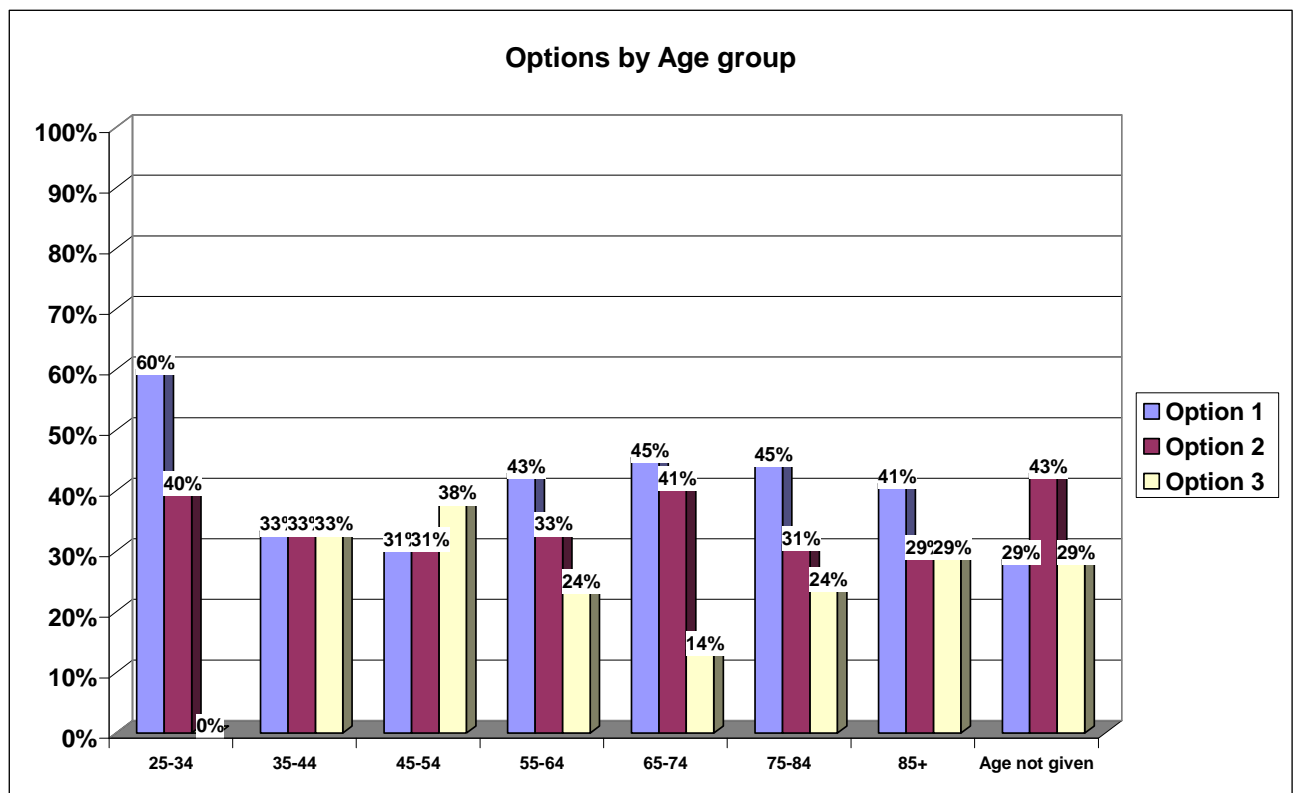
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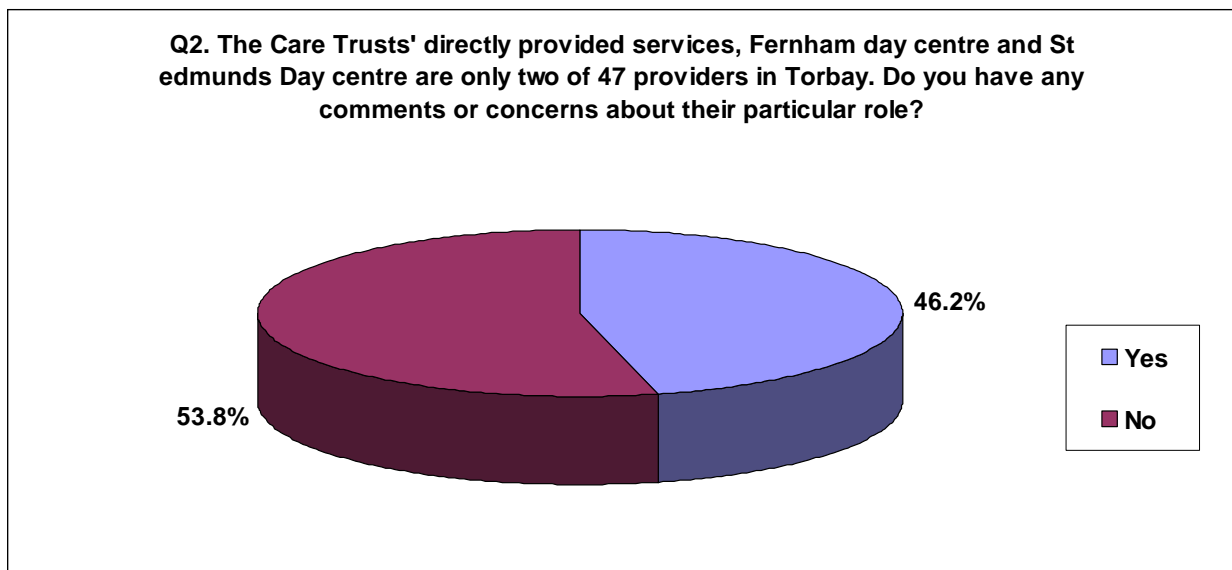
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- l) Many carers stressed how important day services are to them providing regular respite to enable carers to go about their own daily lives and care effectively as a result.

## 5. Other Findings

This section details the responses to the questions not covered in this report so far.

- a) Q2 in the consultation leaflet asked whether respondents had any concerns or comments about the role of the two in house services. The question was broken down into two parts Q1a asked for a 'Yes' or 'No' response and Q2b asked respondents to give further details on the concerns or comments they have.

*Graph 9 shows the questionnaire response to Q2a. The Care Trusts' directly provided services, Fernham day centre and St Edmunds Day centre are only two of 47 providers in Torbay. Do you have any comments or concerns about their particular role?*



- a) Just over half (53.8%) of the respondents to Q1a stated 'yes'. They do have concerns about the role of St Edmunds and Fernham Day Centres in Torbay.
- b) 46.2% stated 'no' they did not have any concerns about the role of the Care Trusts directly provided services.
- c) Comments were received from those who responded 'yes' and 'no' to Q2a.

**The comments below show some of the questionnaire responses received in answer to Q2b please give details of any concerns or comments you have below.**

These day services provide an invaluable service to the more vulnerable elderly clients.

Happy that they continue whilst people are happy to attend & happy what is being offered, but need to introduce more options for other people.

I feel that any services for the elderly are much needed and are a lifeline for many.

I don't know anything about them.

I find St Edmunds excellent but would like more variety in services.

The staff are so very good, we are well looked after, we are very happy there.

It should stay open.

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. If they are most viable to operate alternatives must be considered but current users must be treated with kindness.

Private providers offer better quality at over all greater cost effectiveness.

If these 2 places were closed there would need to be adequate amount of places to provide day care at a standard to meet the needs in its place.

The only concern I have and this could be a big concern for the future? Is spending cuts. If money is tight, services like day centres could suffer.

The two mentioned are very different to the others

private providers offer more flexibility

The two centres do a good job in getting and supporting people to get back and stay in their own homes

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.

Day centres are a lifeline for the elderly. I have heard the 2 Day Centres mentioned above will be closing; I will soon be needing 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).

Fear of losing the day centre at St Edmunds and some days not seeing another human being.

### **Feedback on the consultation options**

When asked what they particularly liked or disliked about each of these options, the respondents expressed the following views:

*These comments were received using all of the methods of engagement; they are designed to present a flavour of the feedback on the options, for the full comments please refer to Appendix 3.*

### **Option 1: Encourage rehabilitation within existing services**

Following treatment in hospital is limiting, this should be in place to keep people out of hospital and there to support them if they have been hospitalised

Learn New skills

More investment in staff and facilities would encourage personal goals spaces for people to attend 6-8 weeks to help them get confidence back.

My husband is picked up each week on a regular basis and taken to Day centre which gives me, a little time for myself.

None of the options give the sort of service that we think is needed for persons of my age group

The opportunity to learn new skills and socialise

Helps to maintain independence

Socialising, becoming more active



Could help with early dementia

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

Could this include an opportunity for taking a dog for a walk?

Don't agree

St Edmunds does this

Should be more facilities for older people, varied activities.

If we had a small afternoon outing or morning we could help with the cost.

Not suitable as my mother is too frail to be any more independent

In favour of helping people to do, but support for people who 'can't' is essential and should be maintained.

Seems more for the active elderly not so much for the passive.

Excellent service. Caring staff, each person known by name.

Personal timescales & goals are impossible at 88

People might be isolated - their motivation is to see other people and share companionship when they go to 'Day Centre'.

This option will support the newly retired - active.

Short term option may be all people want in order to improve their condition.

## **Option 2: Community Hubs**

Providing opportunities for people to come together

This sounds a very exciting project

Good for people in their 50's and 60's

Like the idea of flexible hours

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

Seems to offer more choice for all ages from 55 onwards

More day services needed focusing on care and support for people with disabilities, opportunities for people to come together.

Not suitable as my mother is not able to walk even to very local destinations.

If people are fit enough for community hubs they are probably fit enough to find activities for themselves anyway.

Seems to cater for all levels of mobility

More personal and would prefer smaller groups.

Care & support for the elderly & social opportunities which is what we need.

A 'hub' within walking distance would be a contradiction. How far do you think elderly people can walk especially in a hilly area?

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!

This option will work for socially active older people - usually voluntary and self funding groups.

Good easy access, great for the community - but need to check that people want/use existing resources I e church hall etc.

With such a large elderly population, more services should be available.

Does not meet my needs

Look at individual needs.

Provide activities that promote healthy ageing

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

Like it all - but particularly like the idea of things being within walking distance as have no car.

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.

That all ages get to mix

Good for younger more able people. Not a service to help people with dementia who need very high support level

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

Good - will you help voluntary groups to use your hub too?

Socialisation. Walking, use village halls etc

Sounds more "community " based

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.

Like - Sounds more appealing than 'day care'

This option is fine for fit and well people but I feel many people will be missed as it does not suit all.

Good idea providing transport is good enough

Wider choice for people plus 'all will know where to go for help/advice etc.

Always be a one stop shop too far away for someone, likely to be the one who needs most support

Community hubs good idea but I don't think they will be very successful as they won't be accessed by the very people who need them

Who would man these places? Would they be qualified to meet the needs?

This option is very good. It will get older people out and about. Meet new/old friends instead of staying indoors they can have a better life.

community spirit

A hub would be good place to relax and meet new people in a safe environment

A community Hub , making it more accessible for people on outskirts of towns

Like the idea of services being part of local community so available to the nearby population. Would like them to offer services to all of the community, not just elderly

Excellent idea new and exciting. Like the idea of drop in, people won't have to wait until next week etc

How will this be implemented? A good theoretical idea

Some people (most in my experience) keep themselves to themselves, a One Stop building that covers all 'community Hub' - giving choice could work well

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

A combination of the options would be a benefit.

In favour of looking at the wider picture.

Needs new ideas - standing still

I think closing some centres upsets the older person who gets great comfort from these centres.

Do not close existing centre but add more centres

developing all round services to help all not just the minority

Flexi-hours - night care, weekend support should all be part of the services offered. Sitters during the evenings.

Yes - close current in house providers and allow alternative providers with high levels of expertise to ensure that a wide range and variety of provision is available to suit all needs and personal preferences and choices. More variety of providers = more choice.

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

Need progression/embrace change

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

Need to address current needs and also be proactive for the future pressures/opportunities

As long as there is sufficient funding to increase services not reduce some areas to fund others

I like the choice and control over care and support but budgets will not allow this as with every service in life. The words always com up 'we will have the cut the budget' and a good thing then stops or changes

I do feel a combination of all these would be ideal - but they are not perfect. There will still be a lot of people out there who will be missed

new beginnings

That day services meet the needs of all the community

Expression would seem a good thing but users of in house Day centres might not like them to close

We need a "Fernham type Saturday service"

There is a need for a wide spectrum of service. This should include tradition as well as new services Regarding in-- house closure of Dunboyne was a worry but quality of alternative makes acceptable if St Edmunds/Fernham closed vital that alternative provision is as good/better if this is case as with Dunboyne alternatives will be acceptable to existing users after they have "got over" initial worries/disruption

Choice of provision should be available to everyone and people should be able to try that service before they purchase and see if it does what they require from it

This has been in action for far too long and need major updating

We want to be with our own age group those who are handicapped like me.

This seems a good solution, but again people will be missed, and will take a long time to put into practice efficiently.

Close them if you must but make sure the new system is up and running first

I do not want St Edmunds to close. Don't know details of and am not confident in alternative provisions

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.

St Edmunds is the one opportunity each week to get out of the house and meet people.

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.

Not convinced this would cater for all needs and provide good recreational activities.

Quite happy with what is provided by St Edmunds

I feel these 3 options would reduce services.

Does not meet my needs. How can you improve what we have now for my age group?

Possibly helping more elderly to become more involved in what we need

It is a lousy idea to close anything before satisfactory alternatives have been put in place

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.

Closure usually = cost saving so is never attractive

Open. Flexible whole community approach

### **Other comments received on the future of older people's day services**

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.

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

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 lose 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.

Make available exercise sessions to promote mental and physical health for elderly people who are no longer able to independently access facilities for exercise.

I think anything that gets people mixing, helping and listening to older people is good as they have a lot to offer each other.

People in their later years, especially after losing a partner need encouragement to get on & live a life to the best of their abilities.

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

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 - 1.30- Flagship. Friendly faces help with tax return etc library - Tuesday etc

Most older people I meet do not like to be out after dark so may prefer services during the day. However, they may enjoy help to attend occasional social evening events such as going out for a meal or to the cinema. Family support is often better at the weekend.

In this economic downturn it's all a question of funding and help from unpaid carers and volunteer groups.

I think everyone should have the right to decide which care they want. If this makes them happy and contented.

## **6. Summary and Conclusion**

The Consultation has been successful in engaging a representative proportion of stakeholders for older people's services.

In using a variety of methods the Trust was able to reach different audiences and increase the number of responses to the consultation.

People have told us that each of the three options have their own merits and suit the needs of different client groups aged 50+

Consultation respondents suggest that directly run day services (in-house) are valued and some believe they should remain as they are. However, others have expressed that they do not mind who runs the service so long as quality is guaranteed.

Overall the findings from the consultation were not significantly conclusive:

- i) Clients within the existing services felt very differently to those who do not currently attend day services, further evidencing the need for choice in the day care market.
- ii) When asked if services should remain as they are with no change to either design or who delivers the services? 44.9% respondents to the questionnaire stated 'yes' and 50% stated 'no'.

*63.9% of respondent who currently access day services in Torbay felt that services should remain as they are with no change to either design or who delivers the services.*

*27.8% of day service users stated 'no' to Q1a should the services remain as they are with no change to either design or who delivers the services.*

*28.1% of people who do not currently access day services in Torbay felt that services should remain as they are with no change to either design or who delivers the services.*

*56.3% of non-users stated no to Q1a should the services remain as they are with no change to either design or who delivers the services.*

*6.3% didn't know.*

- iii) The three options that were consulted on were considered by many who attended each of the focus groups to be appropriate for different client groups. However option 1 was seen as the most favourable from respondents to the questionnaire. There was no significant bias in support of any option.

The Care Trust will need to consider other factors alongside these findings to ensure the best possible mix of day services for older people in Torbay.

Moving forwards, this report will be presented to Torbay Care Trust Board and Health scrutiny committee In Torbay. A paper outlining the full proposal for the future of older people's day services will follow. Key deadlines for decision making are as follows:

**Consultation Findings Report**

15<sup>th</sup> July – Health Scrutiny Committee

21<sup>st</sup> July 2010 – Torbay Care Trust Board

*Dates to be confirmed* - Engagement with Staff

**Proposal for the Future of older people's day services report**

15<sup>th</sup> September 2010 - Torbay Care Trust Board

12<sup>th</sup> October 2010 – Cabinet

28<sup>th</sup> October 2010 – Health Scrutiny Committee

**Name of Head of Business Unit:** John Bryant

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

### **Appendices**

- **Appendix 1: List of stakeholders and providers involved in the consultation.**
- **Appendix 2 : Full comments from the consultation.**
- **Appendix 3: Calender of events**
- **Appendix 4: Consultation Leaflet**



## Appendix 1: List of stakeholders and providers involved in the consultation.

Organisation / Provider/Service
<u>All</u> Care Homes in Torbay
Torbay Quality Care Forum
Fernham Day Centre
St Edmunds Day Centre
St Kilda Day Centre
St Kilda Carers Group
<u>All</u> GP Surgeries
Paignton Day Centre
Age Concern Torbay
Sanctuary Housing Association (for distribution in all sheltered housing schemes)
West country Housing Association (for distribution in all sheltered housing schemes)
Raglan Housing Association (for distribution in all sheltered housing schemes)
Teachers Housing Association (for distribution in all sheltered housing schemes)
Guinness Care and Support (for distribution in all sheltered housing schemes)
Raglan Housing Association (for distribution in all sheltered housing schemes)
Somerset Care at Home
Disability Information Service
Podiatry Service
Brixham Does Care
Folks@home
Older Persons Partnership Board
Local Involvement Networks (LINKs)
All Carer Support Workers for distribution and discussion in their Carer Support Groups

Podiatry Service
Young at Heart
Macular Disease Society
Torbay Voluntary Service
Torbay Voice – Supporting People service users group
Supporting People
TORCOM (The Torbay voluntary Sector Consortium)
South Devon College – Link Up Club
University of the Third Age
Torbay Advice Network
Community Partnerships
South West Adult Placement Scheme (SWAPS)
Over 50's forum
Bute Court Lunch Club – Age Concern Service
Over 100 people aged 50+ - Attendees of the older person's conference on 1 <sup>st</sup> October 2009.

## **Documents available in members' rooms**

### **Background Papers:**

The following documents/files were used to compile this report:

- √ Consultation Document- Presented to Healthy Scrutiny Board on January 7<sup>th</sup> 2010.
- √ Review of day services paper (September 2010)