**Review of Adult Day Care Services 2020**

**Stage 1 – Gathering feedback**

**Carer’s Questionnaire**

# Introduction

## What are Day Care Services?

* Day care services are different activities for adults with learning disabilities who need support during the day.

## Why are we reviewing these services?

* During the Covid-19 outbreak many day services were force to close
* People are now beginning to return to these services BUT due to social distancing they are unable to open with full numbers
* There are also growing financial pressures that are beginning to restrict the levels of support for some service users with lower level needs
* We have to be pragmatic and creative about how we respond – the building based offer must be prioritised for those people with the more complex needs and profound and multiple learning disabilities
* We need to develop more alternatives for those who can access community-based services

## Which services does this include?

* Day care services in Rochdale support around 170 service users per year through five providers
* 95% of these services are from three main providers – PossAbilities, Gateway and Pure Innovation working from a number of different sites around the Borough

## Why does the Council think this needs to change?

* This review has being driven by Covid-19, but the development of personalisation and increased uptake of personal cash budgets gives us an opportunity to create a wider range of day time opportunities for people.
* Compared to many other areas Rochdale has relied heavily on a building-based support model rather than moving towards more community-based activities
* We want to move away from one-size-fits-all solutions. Instead we need more flexible, community-based options

## What are the financial challenges?

* Budgets are limited – especially after Covid
* New financial banding and the move towards payment on attendance (it’s been agreed to delay these changes)
* We are about to start re-assessing day service users according to the new banding to understand their needs and how best to address these through person centred planning. For some this will result in reductions in support;

## What are the other challenges?

* Capacity of buildings limited by social distancing;
* Wide range of needs being catered for;
* Growing a market of ‘micro’ providers offering different opportunities

## What are the opportunities?

* **There are some excellent examples from other areas of** meaningful day services with links into employment or volunteering including:
	+ Parks or grounds maintenance;
	+ Highways;
	+ Community Cafes;
	+ Volunteering in libraries, leisure centres, or community centres
* **Develop closer links between Shared Lives carers and Day services**
	+ Supporting service users living at home with elderly or vulnerable parents
	+ Creating links between Shared Lives carers and potential future placements and support
	+ This provides a more effective alternative to crisis support
* **Creating space for more projects like these:**
* <https://www.smallgoodstuff.co.uk/the-buzz/>
* <https://www.funkyfitnessandfun.co.uk/>
* <https://www.communitycatalysts.co.uk/story/shabby-sleek/>

## Timetable for the Review

* We need to have your feedback by the end of October 2020
* We will be carrying out research and dialogue for the rest of 2020 and will publish a first draft of our report early in 2021 for wider consultation.
* The project will be complete by the end of March 2021.

# Tell us who you are?

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| What is your postcode? |  |
| Which Integrated Neighbourhood Team supports your family? | page3image19597568 | * Rochdale Central
 |
| page3image19597568 | * Rochdale West
 |
| page3image19597568 | * Heywood
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| page3image19597568 | * Rochdale East
 |
| page3image19597568 | * Pennines
 |
| page3image19597568 | * Middleton
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| Which Day Centre does your loved one attend? |
| **Provider** | **Centre** | **Please tick** |
| **Gateway Leisure** | ALPS | page6image19409024 |
| **Gateway Leisure** | EDI | page6image19409024 |
| **Gateway Leisure** | Libra | page6image19409024 |
| **Gateway Leisure** | Muskaan | page6image19409024 |
| **Gateway Leisure** | New Visions | page6image19409024 |
| **Gateway Leisure** | Other Gateway Service | page6image19409024 |
|  |  |  |
| **Possabilities**  | Cherwell Annexe | page6image19409024 |
| **Possabilities**  | Pine Street | page6image19409024 |
| **Possabilities**  | Victoria House | page6image19409024 |
| **Possabilities**  | Witley Road | page6image19409024 |
| **Possabilities**  | Other PossAbilities Service | page6image19409024 |
|  |  |  |
| **Pure Innovations** | Jonathan Burns Centre | page6image19409024 |
| **Pure Innovations** | Other Pure Innovations Service | page6image19409024 |
|  |  |  |
| **OTHER DAY CENTRE** |  | page6image19409024 |

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| What is working well? |
| Can you tell us what you like about your loved one attending day care services? |
| They enjoy attending  |  | page3image19597568 |
| They are well looked after  |  | page3image19597568 |
| Day centre makes them happy |  |  |
| Make friends/ develop relationships/ socialises  |  | page3image19597568 |
| Respite for me and my family  |  | page3image19597568 |
| Being safe  |  | page3image19597568 |
| Peace of mind  |  | page3image19597568 |
| Great service/centre  |  | page3image19597568 |
| Learns new skills (e.g. reading, communication, life skills)  |  | page3image19597568 |
| Supportive/caring staff  |  | page3image19597568 |
| Safe environment  |  | page3image19597568 |
| Sense of community  |  | page3image19597568 |
| Specialist/knowledgeable staff  |  | page3image19597568 |
| Centre is accessible (e.g. close to home, wheelchair friendly)  |  | page3image19597568 |
| Specialist & appropriate care/equipment/facilities  |  | page3image19597568 |
| Other (please let us know below): |  |  |
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| What is not working well? |
| Can you tell us anything you don’t like about how things are now? |
| Negative impact on carers if centre closes during another lockdown or faces restricted numbers |  | page3image19597568 |
| Poor communication with Social Worker or Neighbourhood Teams  |  | page3image19597568 |
| Social Work assessment (e.g. stuck in the duty/review system)  |  | page3image19597568 |
| Limited communications around advice/guidance (carers hub)  |  | page3image19597568 |
| Disillusionment with Social Worker or Neighbourhood Teams re. timescales/ review decisions  |  | page3image19597568 |
| Concern about the new banded funding system  |  | page3image19597568 |
| Limited access to external activities/facilities (e.g. leisure)  |  | page3image19597568 |
| My loved one is not happy using the day centre |  | page3image19597568 |
| Limited collaboration to use facilities from other sites/organisations  |  | page3image19597568 |
| Limited trips or access to community activities |  | page3image19597568 |
| Ring & ride unreliable  |  | page3image19597568 |
| Level of knowledge of Social Work staff  |  | page3image19597568 |
| Other centres or activities are not suitable  |  | page3image19597568 |
| Frequent staff changes means reduced continuity  |  | page3image19597568 |
| Changes to routine causes anxiety  |  | page3image19597568 |
| Centre transport old  |  | page3image19597568 |
| Demand exceeds supply for centre transport  |  | page3image19597568 |
| Other (please let us know below): |  |  |
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| What is most important for the future? |
| Can you tell us what you see as most important for the future? |
| Centre to remain accessible even during any future lockdowns  |  | page3image19597568 |
| Regular respite needs to be provided  |  | page3image19597568 |
| Service User's deserve to be happy  |  | page3image19597568 |
| Safe environment  |  | page3image19597568 |
| Better & regular communication for Service User's & carers from the Council (e.g. not just online)  |  | page3image19597568 |
| Prioritise the safety of my loved one  |  | page3image19597568 |
| More resources/funding  |  | page3image19597568 |
| Better understanding of social work assessment process  |  | page3image19597568 |
| For it to be easier to find out about other organisations & support that is available  |  | page3image19597568 |
| For there to be more access to volunteering or work opportunities so my loved one can be supported to make a contribution |  | page3image19597568 |
| For there to be more access to social opportunities so my loved one can be supported to make friends |  | page3image19597568 |
| More flexible opening times  |  | page3image19597568 |
| Easier access to an advocate  |  | page3image19597568 |
| Support & commitment from the Council (e.g. reassessment, fairer charging, benefits)  |  | page3image19597568 |
| More consistency with Social Workers  |  | page3image19597568 |
| Provision of transport that empowers Service User's to feel more independent and a member of society |  | page3image19597568 |
| It would be helpful to start planning for my loved one’s future living arrangements  |  | page3image19597568 |
| Other (please let us know below): |  |  |
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| What do you want your loved one to get from Day Services? |
| Can you tell us what you see as most important for your loved one? |
| Centre to remain open and accessible |  | page3image19597568 |
| Sense of community and belonging |  | page3image19597568 |
| Safe environment  |  | page3image19597568 |
| Feeling Safe  |  | page3image19597568 |
| Stimulating activities and opportunities |  | page3image19597568 |
| Make friends/develop relationships/socialise  |  | page3image19597568 |
| For there to be more suitable online activities that can be accessed during a lockdown |  | page3image19597568 |
| Service User's have their needs met  |  | page3image19597568 |
| Better transport  |  | page3image19597568 |
| Service User's are well cared for  |  | page3image19597568 |
| Less socially isolated  |  | page3image19597568 |
| Service User's can feel fulfilment  |  | page3image19597568 |
| Service User's can learn new skills (e.g. reading, communication, life skills) |  | page3image19597568 |
| Other (please let us know below): |  |  |
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|  |

**ADD EQUALITIES QUESTIONS**