
Report to:	Cabinet	Date of Meeting:	Thursday 4 June 2015
Subject:	Adult Social Care Change Programme - Remodelling of Day Opportunities Chase Heys	Wards Affected:	All
Report of:	Director of Older People		
Is this a Key Decision? Exempt/Confidential	Yes/No No	Is it included in the Forward Plan?	Yes

Purpose/Summary

This report updates Cabinet on the outcome of the targeted consultation with users, carers and all interested parties of Chase Heys day centre (not the intermediate care and respite unit) and seeks approval for associated planned activity.

Recommendation(s)

Cabinet is asked to

- i. note the previous decisions on remodelling day centres (closures and modernisation) made at cabinet on 26th February 2015 and the intention to engage further with the users and all interested parties of the Chase Heys day centre.
- ii. consider and take account of the detail within the consultation feedback in respect of the proposed closure of Chase Heys day centre together with the Public Sector Equality Duty analysis.
- iii. approve the closure of Chase Heys day centre, excluding the intermediate care and respite unit and authorise officers to complete the closure immediately
- iv. note the mitigating and phasing factors as set out in paragraph 2.2 of the report.

How does the decision contribute to the Council's Corporate Objectives?

	<u>Corporate Objective</u>	<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		✓	
2	Jobs and Prosperity		✓	
3	Environmental Sustainability	✓		
4	Health and Well-Being	✓		

5	Children and Young People	✓		
6	Creating Safe Communities		✓	
7	Creating Inclusive Communities	✓		
8	Improving the Quality of Council Services and Strengthening Local Democracy	✓		

Reasons for the Recommendation:

In February 2013 Council approved a proposal to remodel day opportunities so that in the future opportunities will be shaped by how best to meet assessed eligible needs and made more appropriate to people who use them. A report and recommendation for a programme of closures and modernisation to the current New Direction's (ND) Day Centres was submitted for Cabinet 26th February 2015 and approval given to the recommendations. Further consideration and consultation was to be made to the closure of Chase Heys, as this centre wasn't on the original recommendations for closure.

The proposed recommendation in this report to close Chase Heys has been developed by taking account of the current understanding of assessed needs, forecast demographic changes, current and forecast usage rates and the usability and sustainability of all of the New Directions day centres in Sefton.

In addition, the Council has significant existing responsibilities for Adult Social Care and invests considerable resources (£92 million per annum) into services to support a wide range of needs for adults. The Adult Social Care Change (ASC) Programme's overall aim is to develop a model for Sefton Council's Adult Social Care that is sustainable, modern and flexible, delivering the four strategic priorities as set out in the ASC Strategic plan 2013-20 as approved in November 2013, and the delivery of the changes associated with the Care Act 2014.

In developing future plans against a background of reducing resources the core purpose of the Council is assumed to be

- **Protect the most vulnerable** i.e. those people who have complex care needs with no capacity to care for themselves and no other networks to support them.
- **Commission and provide core services** which meet the defined needs of communities and which are not and cannot be duplicated elsewhere.
- **Enable/facilitate economic prosperity** i.e. maximise the potential for people within Sefton to be financially sustainable through employment/benefit entitlement.
- **Facilitate confident and resilient communities** which are less reliant on public sector support and which have well developed and effective social support networks.

When considering the recommendation to close Chase Heys day centre Cabinet are reminded of these principles

- **Efficiency before cuts** – Protect the impact on communities
- Focus on our **core purpose**.

- Keep the needs of our **citizens at the heart** of what we do rather than think and act organisationally.
- Proactively **manage demand** not just supply.
- Ensure we provide services strictly in line with **eligibility criteria**.
- **Pursue growth/investment** as well as savings.
- Communicate and engage with **people to expect and need less**

Alternative Options Considered and Rejected:

An original option consulted on and considered was that Chase Heys day centre remains open and is modernised. The Planning Department have been consulted to establish whether the alternative proposal to modernise Chase Heys was likely to contravene planning rules or meet significant public objection. The technical issues likely to be encountered in accessing the restricted site and due to the proximity to existing properties, together with the planning constraints restricting development to specific areas of the site, mean that development at Chase Heys would be costly, costing up to £1.6M, and be unlikely to provide an optimised design solution that all of the necessary operational requirements to be met. It is believed that the investment in other sites, for example West Park (support to be gained by landlord), Mornington Road and Brookdale will provide a greater opportunity to ensure that the operational requirements are met, effectively and efficiently, and will provide better value

The ND day centre buildings require in the region of £2.7m capital expenditure to maintain them and incur significant general operating costs. Maintaining the status quo is not an option due to demographic and budgetary pressures and new legislation

What will it cost and how will it be financed?

(A) Revenue Costs

Any impact on the revenue budget, following the recommended closure of Chase Heys Day Centre, will be monitored as part of the overall remodelling of Day Opportunities project which will be contained within the existing revenue budget.

(B) Capital Costs

None

Implications:

The following implications of this proposal have been considered and where there are specific implications, these are set out below:

Financial
Legal
Human Resources
Equality 1. No Equality Implication <input type="checkbox"/>

2.	Equality Implications identified and mitigated	<input checked="" type="checkbox"/>
3.	Equality Implication identified and risk remains	<input type="checkbox"/>

Impact of the Proposals on Service Delivery:

The recommendation to close Chase Heys day centre will enable the delivery of the vision and the model using the approach previously agreed by Cabinet July 2014 and following the approved remodelling programme by Cabinet February 2015. Service users, their carers, the Council's preferred provider and estate will be impacted should the recommendation be approved.

Demographics indicate a growth in demand for Care and Support services. The Council's strategic commissioning intentions will support market development to meet the range of needs for the individuals of Sefton, offering choice as to how their needs are met. Market shaping activities will encourage the care market to expand, where possible supporting economic growth and access to jobs.

What consultations have taken place on the proposals and when?

Remodelling Day Opportunities, consultation over closure of Chase Heys day centre – a consultation report can be found in this report and the Council used its best endeavours to ensure all service users and carers were consulted.

The voluntary sector has been consulted as part of the consultation on the remodelling of day opportunities. The Council's strategic partner and first choice provider New Directions have been involved in this consultation process and are supportive of the recommendations in this report.

The Head of Corporate Finance and ICT have been consulted and any comments have been incorporated into the report (FD 3547/15.)

And Head of Corporate Legal Services (LD.2839/15.) has been consulted and any comments have been incorporated into the report.

Implementation Date for the Decision

Following the expiry of the "call-in" period for the Minutes of the Cabinet Meeting

Contact Officer: Director of Older People

Tel: Tel: 0151 934 4900

Email: dwayne.johnson@sefton.gov.uk

Background Papers:

None

Remodelling of Day Opportunities – Chase Heys Day Centre

1.1 In February 2013 Council approved the remodelling of day opportunities so that in the future opportunities will be shaped by how best to meet assessed needs and made more appropriate to people who use them. When considering the remodelling of day opportunities the Council was made aware that this may result in

- the closure of a number of day centres
- use of existing and developing community offers and universal services
- changes in transport
- and that property will be reviewed regarding future use.

1.2 On 26th February 2015, Cabinet agreed to further targeted consultation regarding the proposed closure of Chase Heys day centre. For clarity Cabinet in February approved the closure of the following ND day centres:

- Bootle Resource Centre
- Brook Enterprises (Bootle area)
- Sandbrook (Southport area)
- Orchards (Southport area)

Those New Direction day centres proposed to remain open are:

- Dunningsbridge Road modernising existing site or new build (Bootle area)
- Waterloo Park
- Brookdale (Southport area)
- Poplars (Southport area)
- West Park (Southport area)
- Mornington Road modernising existing site (Southport area)

1.3 Numbers of people attending the traditional day centres are falling and have been for some time this includes Chase Heys day centre with an average occupancy of fewer than 40%. The table below provides average occupancy relating to Chase Heys day centre and also shown is the proposed day centres West Park (mainly for older people) and Brookdale (for those with differing levels of dementia) that can be attended by those service users using centres to meet their assessed need.

Day Centre	Places Available per day	Places Available per week	Average Occupancy
Chase Heys	18	90	39.3%
West Park	24	120	30.4%
Brookdale	24	120	45.4%

1.4 The Planning Department have been consulted to establish whether the alternative proposal to modernise Chase Heys was likely to contravene planning rules or meet significant public objection. The technical issues likely to be encountered in accessing the restricted site and due to the proximity to existing

properties, together with the planning constraints restricting development to specific areas of the site, mean that development at Chase Heys would be costly, costing up to £1.6M, and be unlikely to provide an optimised design solution that all of the necessary operational requirements to be met. It is believed that the investment in other sites, for example West Park (support to be gained by landlord), Mornington Road and Brookdale will provide a greater opportunity to ensure that the operational requirements are met, effectively and efficiently, and will provide better value.

This change takes into account of need across the borough, allowing for further assessment of the potential for service delivery on some sites e.g. Mornington Road, West Park, which is in a central location, has potential to support more people with disabilities because of the internal structure, is larger and transport/parking is better. Brookdale takes account of consultation feedback voicing the value of the location and services delivered at Brookdale Resource Centre and the information in the equality analysis report (as an annex in provided background paper link) is recognising Brookdale Resource Centre as a specialist centre for those with Dementia.

A questionnaire was issued, targeting service users of Chase Heys and their carers. Furthermore, two meetings with service users and carers were held to present the proposal and answer questions. The consultation responses are below. It is clear from the responses that the reasons for enjoying attendance and having their needs met at Chase Heys focussed on the friendships, the activities and giving the carer a break. It is not, in particular the building. The needs can be met in alternative centres such as West Park and Brookdale, both of which remain with low occupancy rates of less than 40%. In addition there are a range of other options for people to consider, including the use of personal budgets.

- 1.5 The consultation with users and carers was mainly through two face to face events at West Park day centre (transport was offered) and with one-to-one meetings with service users and carers. These events were successful with the Director of Older People giving a presentation and answering questions from the audience. One outcome from the meeting being held at West Park is that already a number of service users/their carers have asked to move straightaway to West Park as they were impressed with the facilities', the activities and what the building has to offer. This will be looked at as part of a needs assessment. From the one-to-one interviews assurances were given and accepted that the potential closure of Chase Heys and moving to another centre will provide a professional service that continues to meet the assessed need of the service user. There were no strong objections. On the whole the consultation and the engagement were positively received. Feedback from the presentations and subsequent question and answer sessions at West Park day centre with service users and carers proved informative and stimulated a number of questions. This gave the key stakeholders an opportunity to understand more and be able to express their views.
- 1.6 The equalities analysis produced for the remodelling report (including Chase Heys) submitted to Cabinet 26th February 2015 is still relevant. They are the same service users and the report concluded that this change meets the Public Sector Equality Duty. The original proposals for closures and modernisation were, at the time, the Councils most up to date position using the information it had.

Having considered all of the information in the equalities report and described above Cabinet is asked to consider this change to the original programme of modernisation.

To summarise the report concluded that:

- The assessment process is consistent across service users and of a high quality
- Individual circumstances and role and resilience of carer are taken into primary consideration when being assessed for support.
- The consultation went the 'extra mile' to ensure users and carers had the opportunity to air their views.

1.7 This programme of work would include

- Resources to inform those impacted by the changes recommended and engagement with service users, their carers and staff to explain the change.
- Reassessments – a person centred reassessment of service user needs is an ongoing statutory process underpinned by the Care Act 2014. Consideration of the people's needs have remained at the heart of all implementation plans. If it is agreed that a persons assessed eligible needs are best met by attendance at a day centre they will be able to attend a day centre that is suitable to meet those needs. This will include assessment of transport provision.

1.8 Cabinet is asked to

- i. note the previous decisions on remodelling day centres (closures and modernisation) made at cabinet on 26th February 2015 and the intention to engage further with the users and all interested parties of the Chase Heys day centre.
- ii. consider and take account of the detail within the consultation feedback in respect of the proposed closure of Chase Heys day centre together with the Public Sector Equality Duty analysis.
- iii. approve the closure of Chase Heys day centre, excluding the intermediate care and respite unit and authorise officers to complete the closure immediately.
- iv. note the mitigating and phasing factors as set out in paragraph 2.2 of the report.

2 Conclusion

2.1 The proposed programme of modernisation of day opportunities will deliver a model that is sustainable, modern and flexible. The recommended change to close Chase Heys Day Centre will form part of the overall modernisation programme agreed by Cabinet on 26th February 2015. There is a risk that if we leave the centre open it makes the service inefficient, due to under occupancy and cost of buildings.

2.2 It is anticipated that all the remodelling will be delivered over a 2 year timetable, although it is likely that Chase Heys day centre would close within a very short

period of time. The Council has already delivered significant change and understands that change can be difficult, challenging and sometimes uncomfortable for service users, families, carers and the workforce but the Council is at a point where doing more of the same or trying to do more of the same with less is going to fail people. Managing expectation will be key in delivering this programme of change.

- 2.3 Should Cabinet decide to close the day centre at Chase Heys all service users will receive an assessment, where appropriate this will be done in conjunction with carers and advocates. Options will be considered and service users will decide on their preferences within the context of the Councils eligibility criteria for ASC services.

Consultation Report

Introduction

On 26th February 2015, Cabinet agreed to further targeted consultation to take place regarding the proposed closure of Chase Heys day centre.

This report details the results from the further consultation with Chase Heys day centre as part of the remodelling of day opportunities modernisation programme. The consultation commenced on 20th March 2015 and finished on 1st May 2015.

What were the aims of the consultation and engagement process?

The main aims and purpose of the consultation and engagement process was to:

- To provide information to the people who currently utilise Chase Heys day centre, their carers (as appropriate), service providers, and staff on the proposal to Close Chase Heys day centre. Also linking in the challenges facing the Council in seeking to modernise Adult Social Care services against the issues faced by the Council with a reducing budget.
- To assist the people who currently utilise Chase Heys Day Centre, their carers (as appropriate), service providers, and staff to give us their views as described within the questionnaires and engagement events.

What we did and why

There was a wide range of methods utilised as part of this consultation to ensure that all interested parties could exercise their views. The range of methods used included:

- Engagement events at West Park day centre with independent advocates available to provide advice and support to service users and carers.
- Responding to individuals requests for 1 to 1 meetings and discussions
- Questionnaires issued to service users and carers and placed at Chase Heys day centre
- Responding to written correspondence and emails
- Making available a helpline and responding to all enquiries.
- Web based communications such as the website
- Attendance at Older Persons Forum

Specific measures were taken with the functionality of the questionnaire and presentation to ensure that people who have additional needs could exercise their voice and influence the outcomes of the consultation process.

The methods were supported by a number of approaches/tools, which included the following:

- Telephone discussions
- Question and answer made available on the website and at day centres following the engagement events

- Adapted version of questionnaire for Older People
- Adapted Presentation at venue
- Link to Chase Heys Consultation on the internet

The targeted audience were:

- Service users and carers
- Providers of services (Sefton New Directions)
- Sefton VCF groups
- Potential Service users via SPOC

To ensure that the consultation was robust, fair and unbiased and to provide as much independent support and advice for the service user and carer as possible, the VCF sector were involved in the consultation and also played a role at the engagement events – assisting service users in understanding and completing questionnaires or giving views, if required.

The organisations that were involved and collaborated were:

- Sefton Community Voluntary Service
- Sefton New Directions
- Sefton Partnership for Older Citizens
- Sefton Pensioners Advocacy Centre
- Sefton Advocacy
- Carers Centre

How did we engage?

As the changes only affected those currently using Chase Heys Day centre, their carers, the day care service providers, these were subject to the targeted consultation and engagement and considered a priority.

Engagement with service users and carers was as follows:

- An introductory letter and adapted questionnaire was sent to all Chase Heys day centre users, and their carers and made available in Chase Heys day centre
- Held engagement events at West Park day centres on 15th and 17th April 2015.
- Director of Adult Social Care gave an appropriate presentation at each event, some carers also attended, with support from Council officers and independent advocates.
- Question and answer sessions at each event
- Independent advocates attended the events and supported with understanding and if required completion of questionnaire.
- Group or 1 to 1 support sessions
- Both Carers and Service Users were invited to either event.
- Telephone calls received from carers.
- Emails received and answered

Engagement with advocacy group Southport Older Persons Day Centre

Attended a meeting with SPOC to discuss issues and respond to challenges and respond within a Q&A session.

Consultation responses

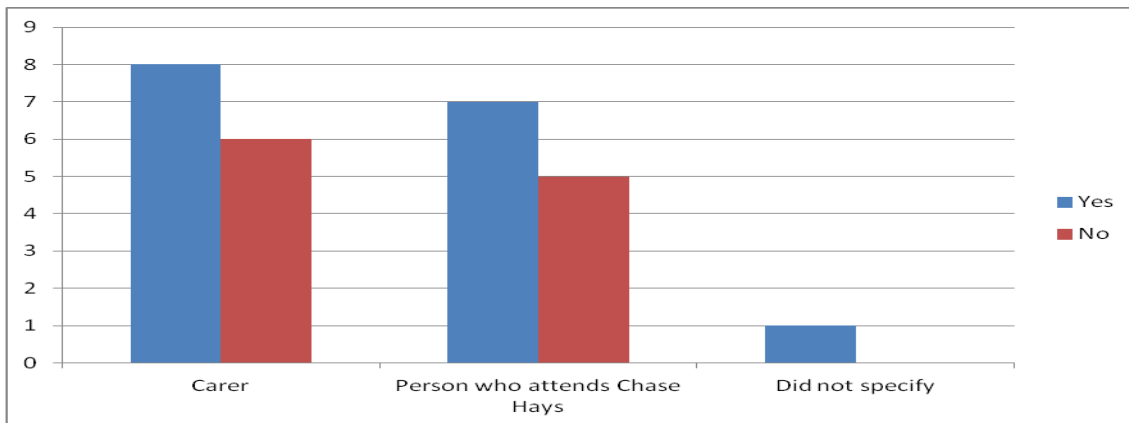
There were 27 questionnaires completed (as at 1st May 2015). This comprised of 12 service users, 14 carers and 1 other interested party.

Answers to the specific questions on the questionnaire were as follows:

What are the main benefits of attending a Day Centre?

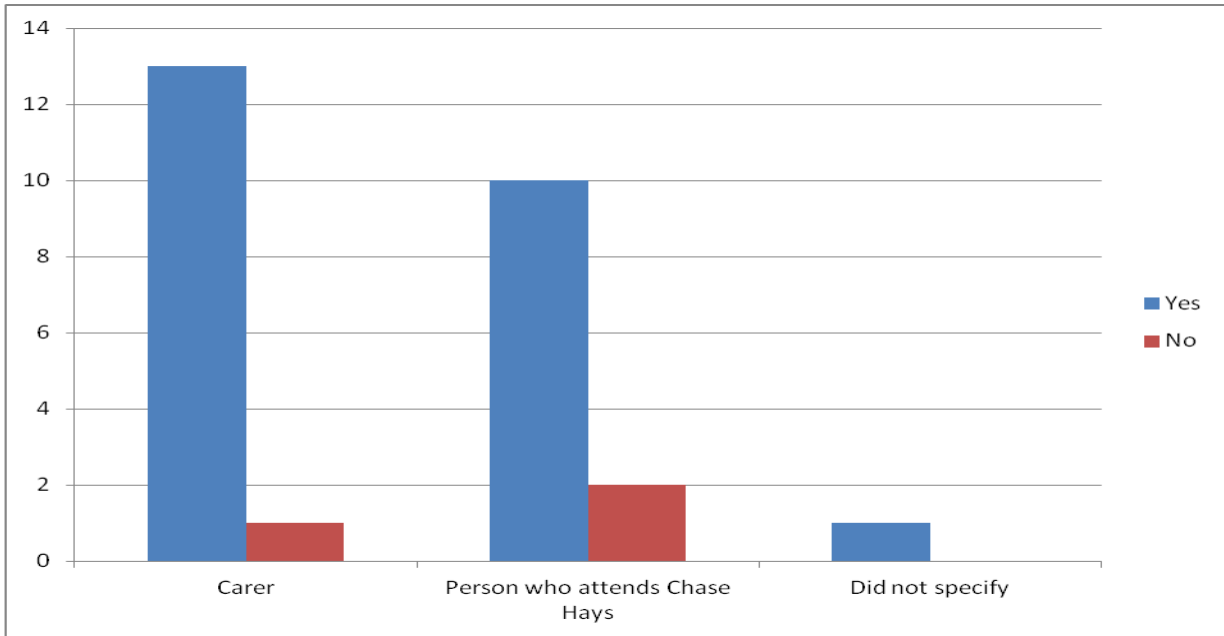
Developing skills to maintain independence

	<u>Yes</u>	<u>No</u>
Carer	8	6
Person who attends Chase Heys	7	5
Did not specify	1	0



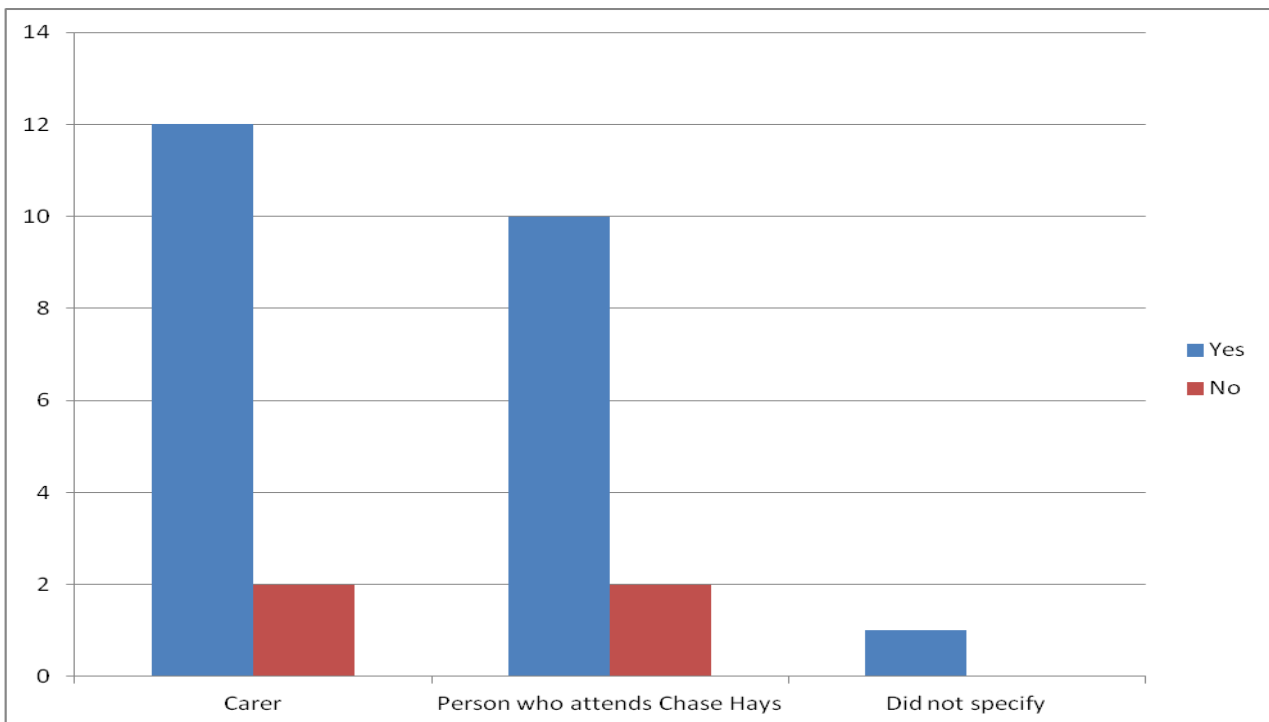
Meeting Friends

	<u>Yes</u>	<u>No</u>
Carer	13	1
Person who attends Chase Heys	10	2
Did not specify	1	0



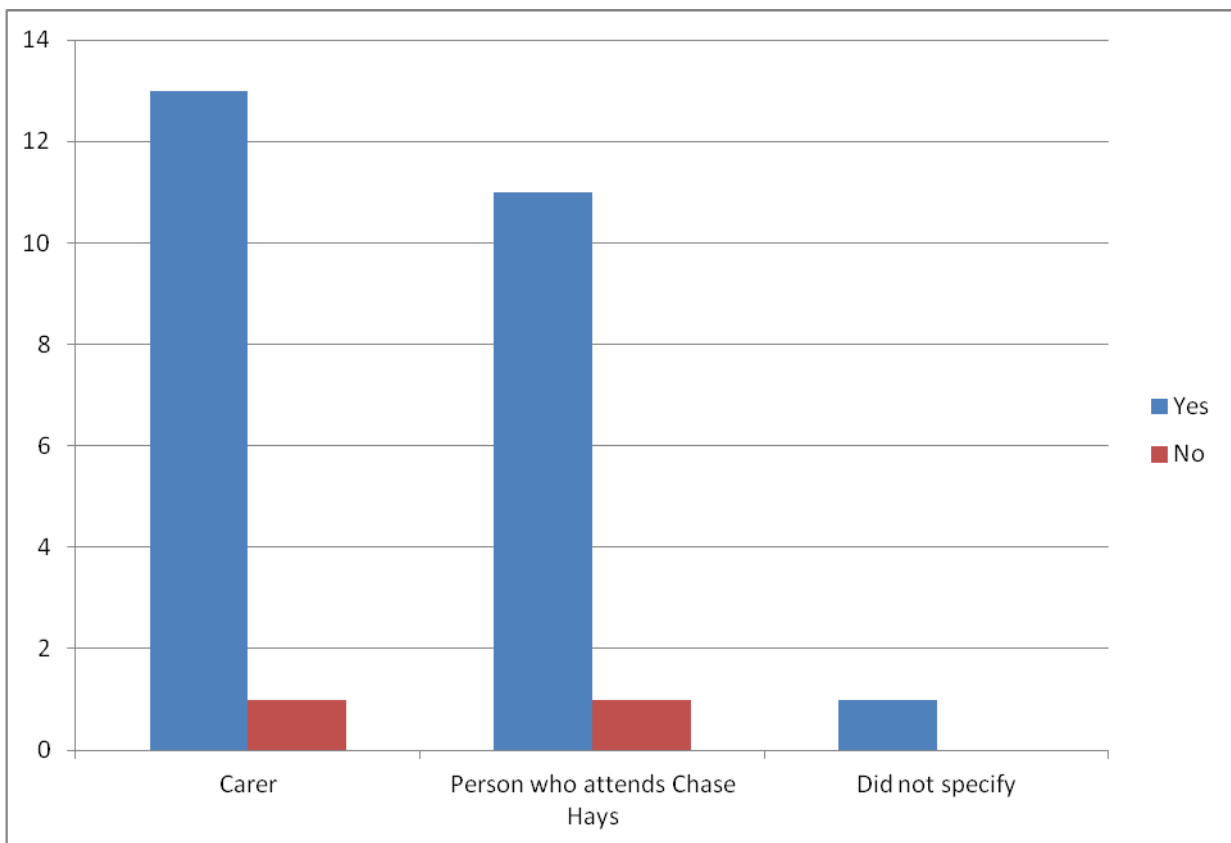
Taking Part in Activities

	<u>Yes</u>	<u>No</u>
Carer	12	2
Person who attends Chase Hays	10	2
Did not specify	1	0



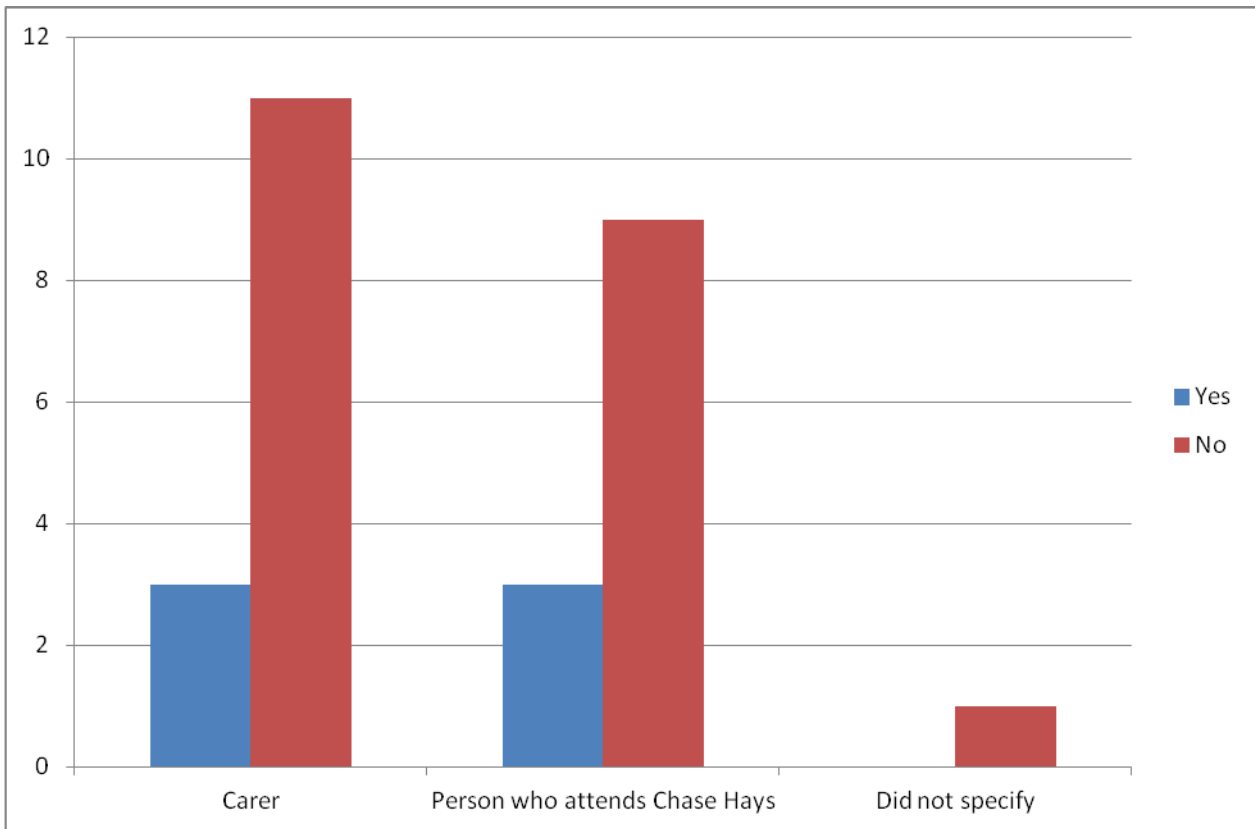
To give the carer a break

	<u>Yes</u>	<u>No</u>
Carer	13	1
Person who attends Chase Heys	11	1
Did not specify	1	0



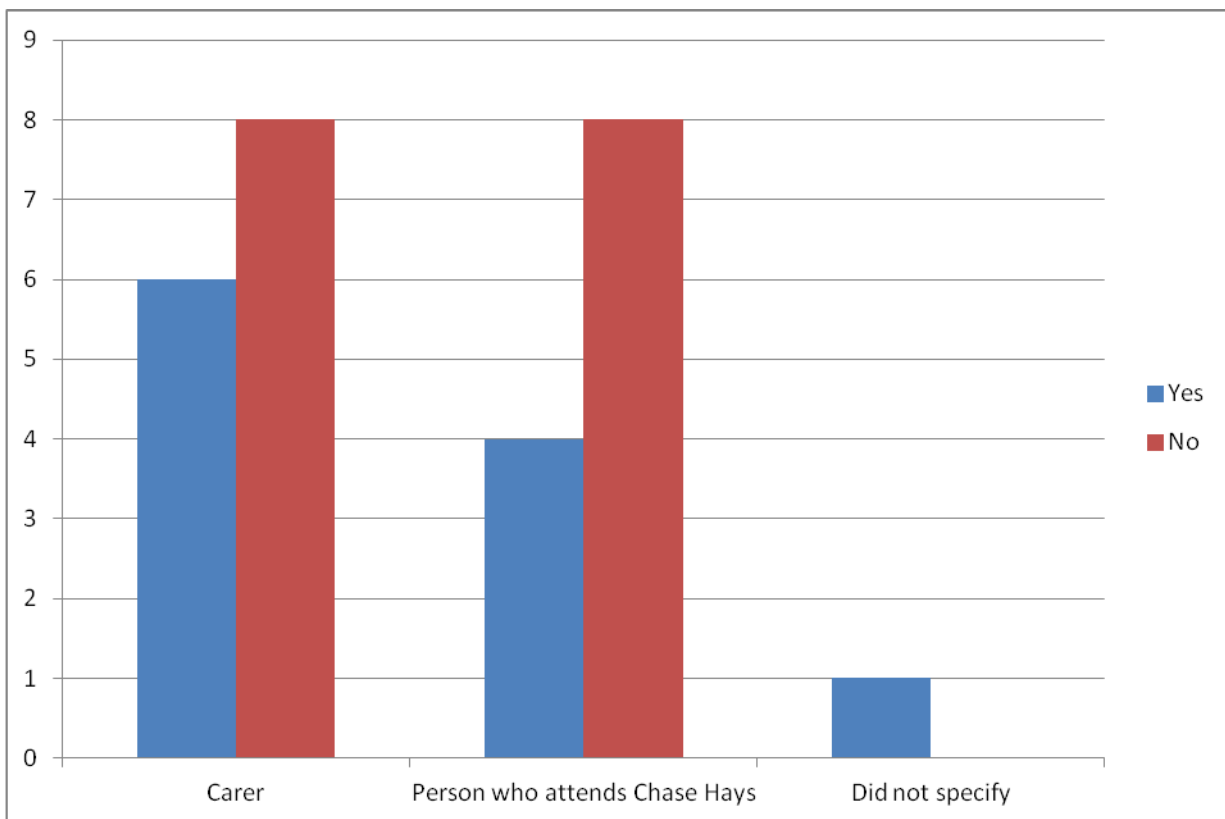
To enable the carer to remain in employment, training or education

	<u>Yes</u>	<u>No</u>
Carer	3	11
Person who attends Chase Heys	3	9
Did not specify	0	1



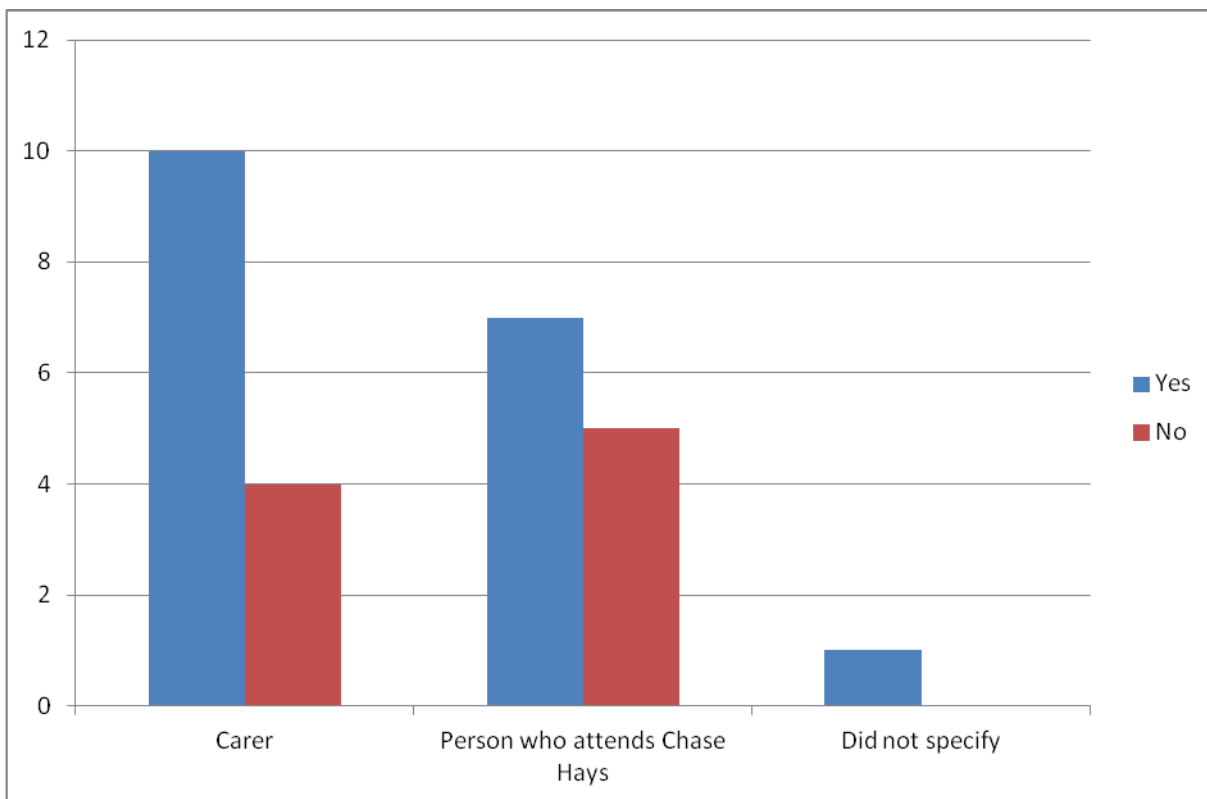
Hobbies

	<u>Yes</u>	<u>No</u>
Carer	6	8
Person who attends Chase Heys	4	8
Did not specify	1	0



Social Activities

	<u>Yes</u>	<u>No</u>
Carer	10	4
Person who attends Chase Heys	7	5
Did not specify	1	0



A comment box was provided for people to say why else they attended, as follows:

Carers

- She enjoys the interaction with the staff. "They are always so kind and patient"
- In my case the main benefit of my wife attending a Day Care Centre is just to give the Carer a break. No more no less. I am 75 years of age in poor health myself. I have a job to look after myself without any of this to think about as well

- She doesn't get out of the house and meet anybody. Apart from people of her own age at the centre and it gives her a set routine
- As said previously this is what has kept my Mum going for so long. Contact and meeting other people in a small environment

Currently attending Chase Heys

- Maintain Mental Health

Did not specify

- Change of environment to get out of the house for a day or two

A 'free text' comment box was provided for the question – 'What impact would closure of Chase Heys have on people who go there and their carers?'

A summary of qualitative comments are as follows:

- Brookdale is too far away and transport will be an issue.
- Will there be transport to Brookdale? The cost of a taxi there will be too expensive for some people.
- For some people with dementia Brookdale has been considered as not suitable. What alternative arrangements will be put in place for them?
- Impact of change on people who attend and who have dementia – changes to routine causes upset and can result in changes to behaviour, etc.
- Are there alternatives closer to Chase Heys? Could they join the respite centre for the day?
- Impact of changes on carer's lives – longer transport time will affect their work, etc.
- People like and trust the staff at Chase Heys.

Also, a free text on the question – 'Anything else?'

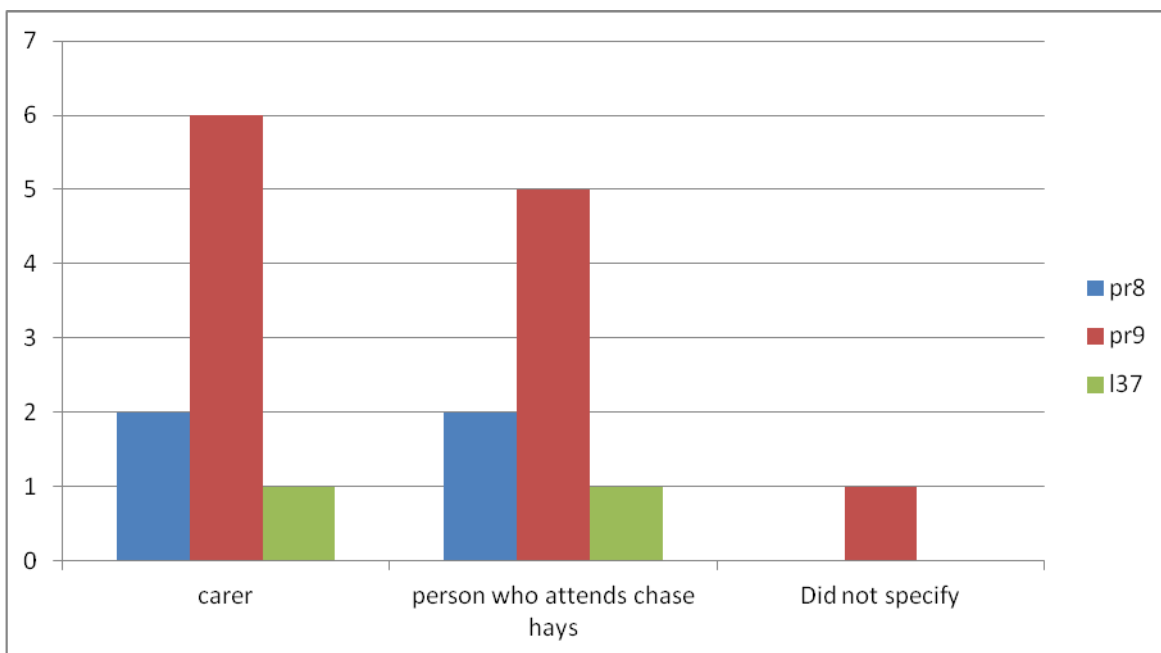
- People value the facilities at Chase Heys
- People like the fact that they are able to use the outside area at Chase Heys when the weather is good
- Routine is essential for mental wellbeing

- It's an opportunity to meet other people and reminisce , share problems, and learn new things
- Why can't day places be made available in the Respite Centre?
- Why are you asking the same questions again? You did say last year that Chase Heys wouldn't close and now it is.
- The closure of Chase Heys will create great difficulties for many of those attending. It will mean there will be no provision for Dementia patients in Southport.

Equality Breakdown of people who responded and completed this part of the questionnaire:

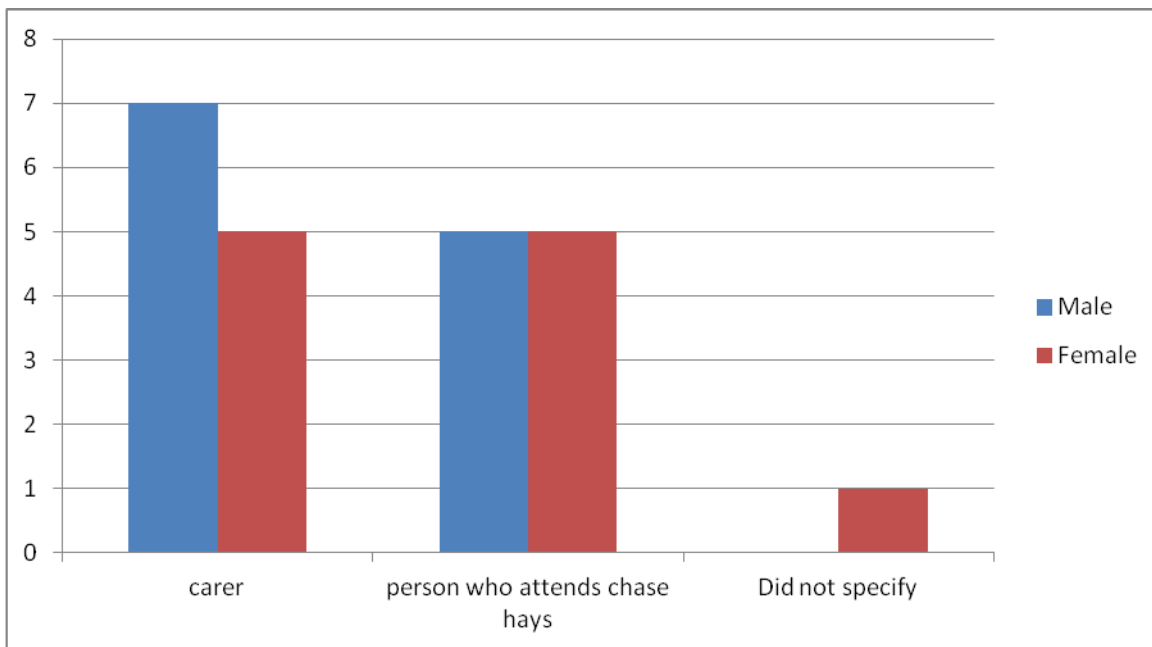
Postcodes of respondents (first three letters/numbers)

Carer	PR8	2
	PR9	6
	L37	1
Person who attends Chase Heys	PR8	2
	PR9	5
	L37	1
Did not specify	PR9	1



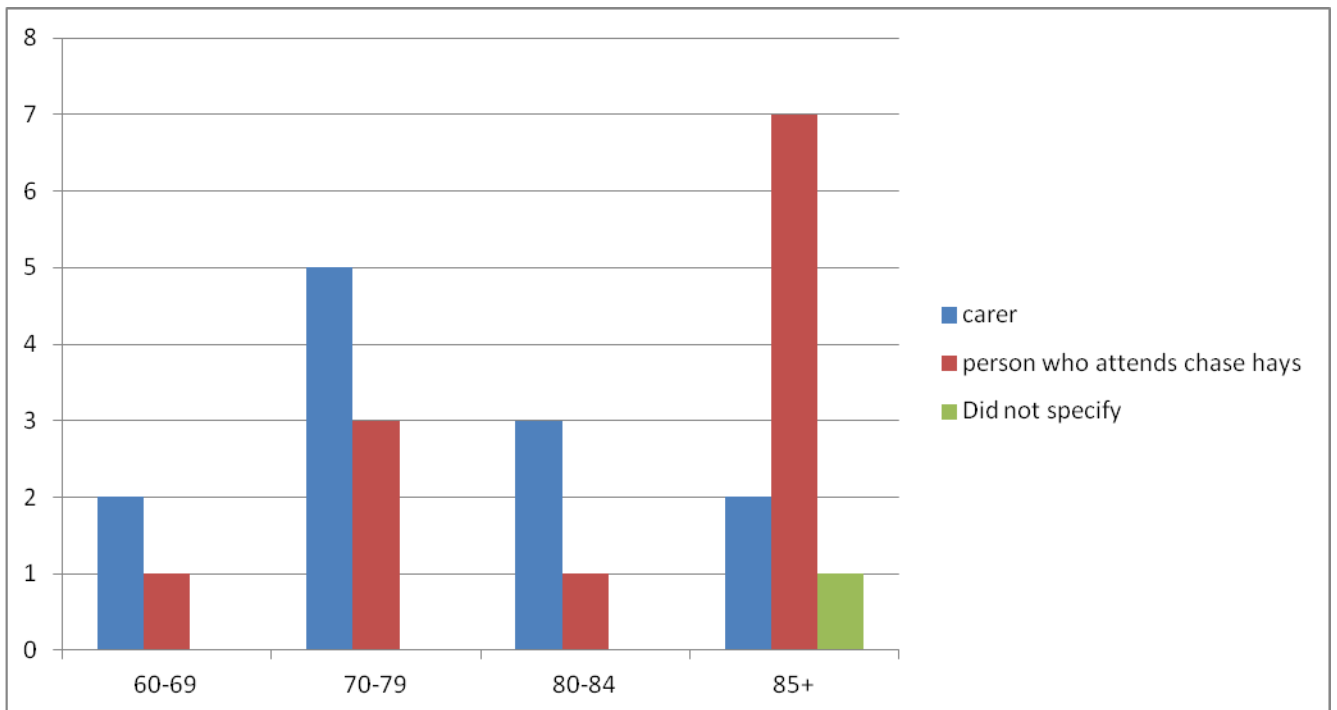
Gender

Carer	Female	7
	Male	5
Person who attends Chase Heys	Female	5
	Male	5
Did not specify	Male	



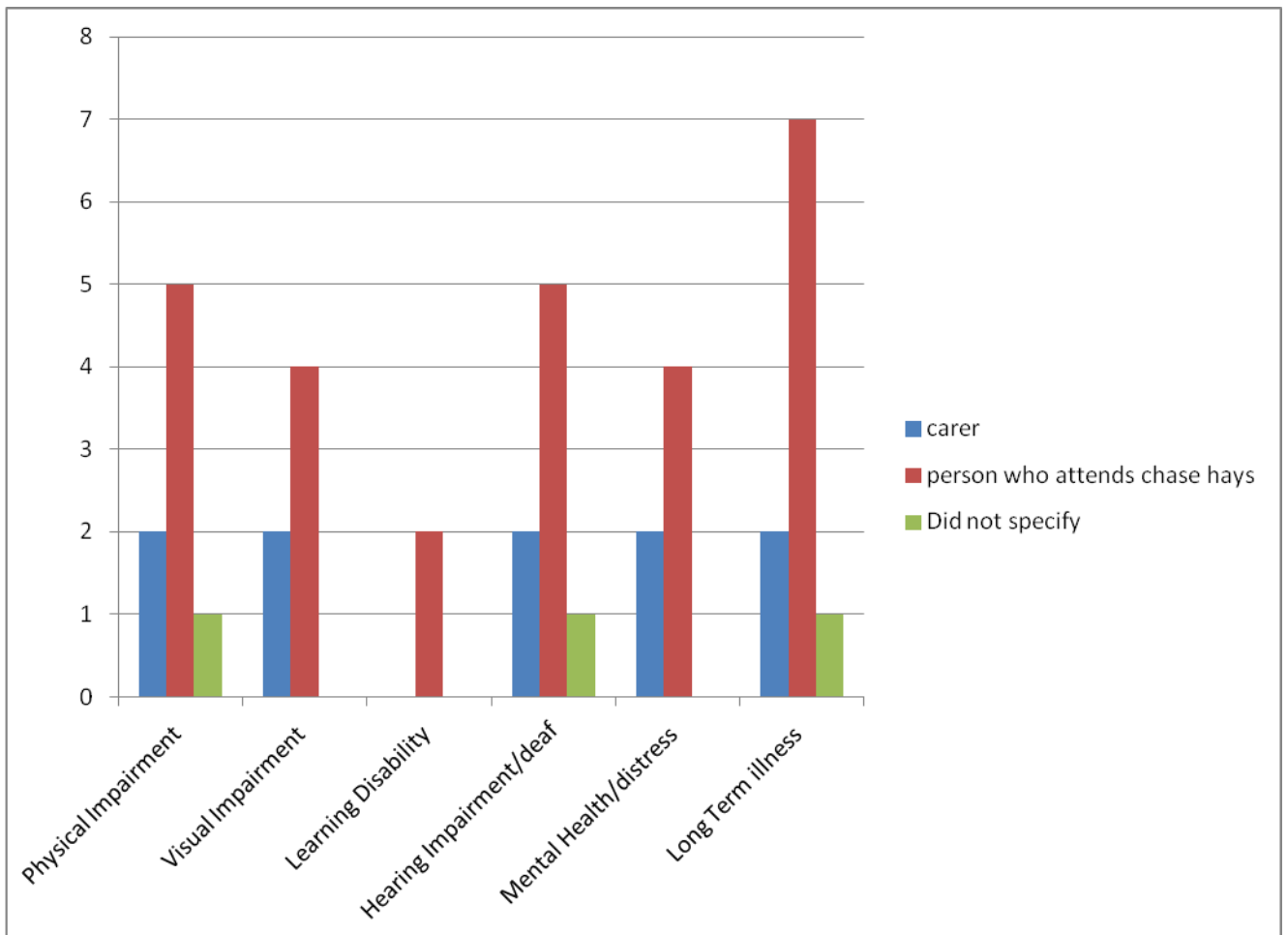
Age

Carer	60-69	2
	70 – 79	5
	80-84	3
	85+	2
Person who attends Chase Heys	60-69	1
	70 – 79	3
	80-84	1
	85+	
Did not specify	85+	



Disability

Carer	Physical Impairment	2
	Visual Impairment	2
	Learning Disability	0
	Hearing Impairment/deaf	2
	Mental Health/distress	2
	Long Term illness	3
Person who attends Chase Heys	Physical Impairment	5
	Visual Impairment	4
	Learning Disability	2
	Hearing Impairment/deaf	5
	Mental Health/distress	4
	Long Term illness	7
Did not specify	Physical Impairment	
	Hearing Impairment/deaf	
	Long Term illness	



Disability – Other as specified in responses:

Carers

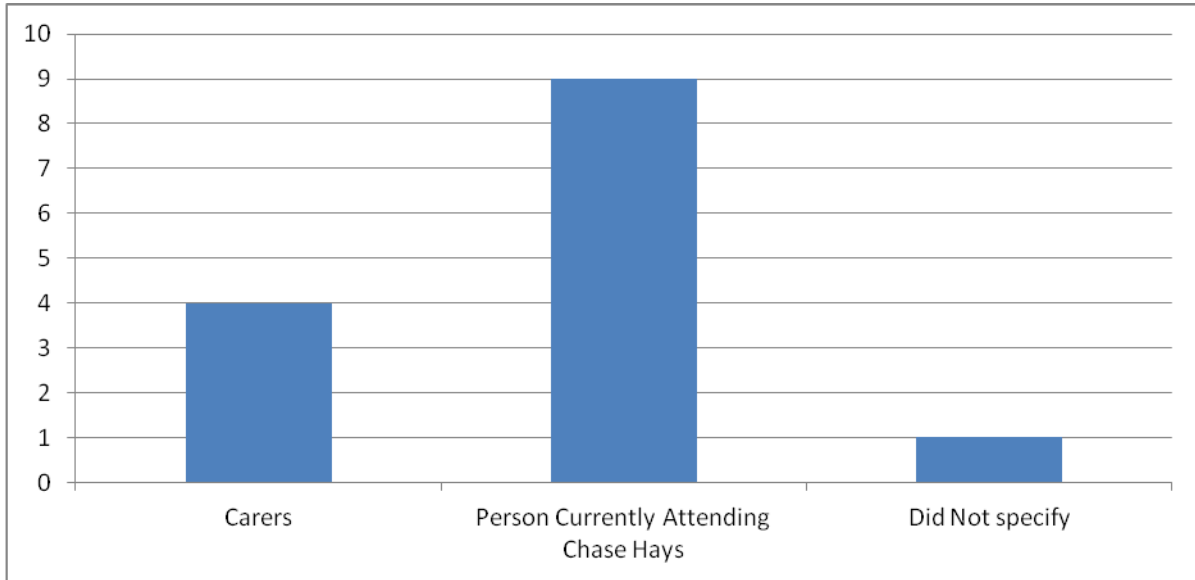
- I am my Husbands Carer
- I am my wife's carer and have been for many years. Ten years ago when I became 65 the DWP stopped our Care Allowance, I asked why!. I was told that I was not entitled to it anymore but my job as a carer didn't stop. Now you are stopping Chase Heys day centre. Sorry but one day you will all have to face this yourselves and see what you think about it then. To answer the question I am waiting for a Total Hip replacement , also the other to be done at a later date, I also suffer from arthritis to all my joints
- Dementia. Not as mobile as she used to be. Can still walk with the aid of somebody's arm, does not use a stick

Users of Chase Heys

- M.S
- Unable to walk without my walking frame (or stick if using public transport which is seldom as I have to be accompanied
- Alzheimer's , Diabetes, Angina

Do you consider yourself to be disabled? (answered yes)

Carers	4
Person Currently Attending Chase Heys	9
Did Not specify	1



Carers by Gender, Age and Disability

<u>Gender</u>	<u>Age</u>	<u>Disability</u>	<u>Disabled?</u>	
Female	60-69	1	Vis Impairment 1	0
	70-79	2	Hearing Impairment 1	
	80-84	3	Mental Health 2	
	85+	1	Long Term condition 1	
Male	60-69	1	Physical Impairment 2	4
	70-79	3	Visual Impairment 1	
	85+	1	Hearing Impairment 1	
		1	Long Term Conditions 2	

Service Users, Gender, Age & Disability

<u>Gender</u>	<u>Age</u>		<u>Disability</u>		<u>Disabled?</u>
Female	60-69	1	Physical Impairment	3	4
	70-79	1	Vis Impairment	2	
	80-84	1	Hearing Impairment	2	
	85+	2	Mental Health	3	
			Long Term condition	3	
Male	70-79	1	Physical Impairment	1	3
	85+	4	Visual Impairment	1	
			Hearing Impairment	3	
			Mental Health	1	
			Long Term Conditions	2	