

APPENDIX
CONSULTATION ON THE FUTURE OF LEICESTER CITY
COUNCIL'S Older Persons Mental Health Day Services
11th March 2011 – 9th June 2013

EXECUTIVE SUMMARY

Introduction

Statutory consultation was carried out between 11th March and 9th June 2013 on the future of our day services for older people with mental health.

The proposal – **The council is proposing to stop running Services for Older People with Mental Health (OPMH) at Martin House and Visamo Day Centre.**

The consultation was led by ASC Strategic Commissioning and supported by a small staff group in the Transformation Team at Leicester City Council.

A **full report**, detailing all the comments gathered during the consultation, is available at:

www.leicester.gov.uk/OPMHdaycareservices

This summary document is designed to give an overview of the main opinions that have been aired during the consultation.

Methodology

The following methods were used to consult on the proposal:

a. Letters

A letter was sent to all service users attending OPMH and their carers or families, to let them know that a phase of consultation on the future of the two day centres was being carried out.

The following information was sent with the letter:-

- An information booklet explaining the reason for change, the proposal being consulted on, answers to frequently asked questions, case studies, examples of how people are using their personal budgets and how people could tell us what they thought about the proposal;
- Details of the three consultation meetings that people could attend to

talk through the proposal and make their views known:

- Martin House on 25th March
 - Visamo on 26th March
 - Visamo on 27th March
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- The web address for the council's website giving more information about the consultation and an opportunity for the general public to respond to the consultation.
 - A generic email address and a telephone helpline number for people to contact the Transformation Team.

The letter, booklet and questionnaire were made available in Gujarati and Urdu. Information was sent by post to the people in their preferred language identified through the day care staff.

Letters and information were also sent to organisations representing the interests of older people with mental health needs. The letter asked the organisations to inform their networks of the consultation and the opportunity to share their views. Emails and letters were also sent to elected members, local MPs, Trade Unions and staff at the day centres.

A further letter informing people of the provider event followed by a phone call was undertaken. After the event which was held on the 22nd May all service users and carers were sent a letter with a list of those organisations that attended on the day.

b. One-to-one interviews

Individual one-to-one interviews were offered to all 34 service users in the day centres and their carers/relatives, however, only 8 people took up this offer. This involved an engagement officer listening to people and helping them to fill in the questionnaire in order to capture their views.

The Transformation team made further contact with service users by visiting them at each day centre with the same offer which increased the total number of completed questionnaires to 28.

The Alzheimer's Society provided support for service users who needed it due to a lack of capacity and because they were without a family member or friend to represent them. Staff members from the day center were also available to provide support to service users.

The draft record of each meeting was read out at the end of each interview, signed and a final record was subsequently sent to the service user.

An overview of people's views and comments from all of the one-to-one meetings conducted can be found in the full report.

c. Service user (and carers/families) consultation meetings

Meetings were set up at each of the day centres. The meetings included an explanation of why the council needs to change the way it delivers services to older people with mental health needs in the city and the proposal being consulted on.

At the third meeting carers asked for a further meeting where they could meet alternative providers of day care services. A drop-in event was organised on the 22nd May and was attended by 17 organisations and 7 carers/service users.

Comments from service users, carers and family's consultation meetings can be found in the full report.

d. Written comments and meetings

Two emails and notes were received. One from a carer and one from a service user from another day centre. These are detailed in the full report.

A meeting with the 50+ Group was attended by the Lead Commissioner to inform people of the consultation, share the proposal and ascertain people's views. Minutes of the meeting can be found in the full report.

Approximately 15 people from the BME Elders Group were also sent information and the questionnaire.

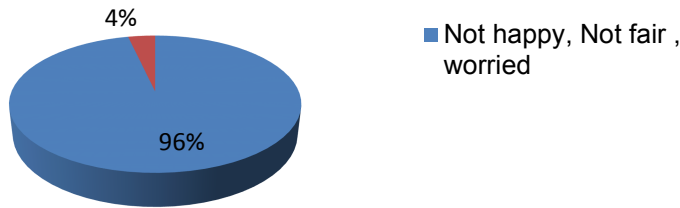
e. Webpage questionnaire

Information and the questionnaire were made available for people to comment on the Councils proposal. The questionnaire was modified to ask only people's views on the Councils proposal. 1 person responded with comments on the unit cost charge

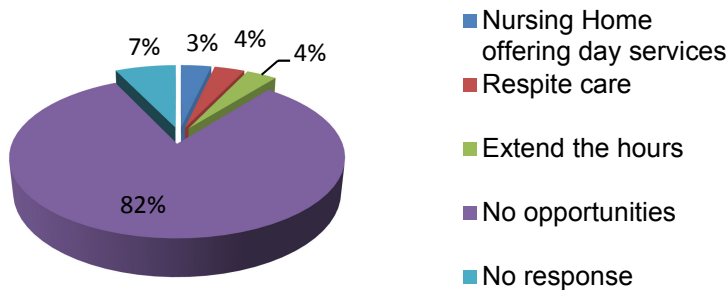
Analysis

An overall analysis of views on proposal is provided below.

Q3. What do you think about the council's proposal for Martin House and Visamo?



Q5. Do you see any opportunities or improvements that might come about for you as a result of the proposal for change?



Summary of results

The overriding message from this consultation is that **service users and their carers/families do not want the day centres to close. However they were keen to find out what other services they could access as an alternative.** Friendships with other service users/staff and having a secure and safe environment were key factors in the feedback.

Typical comments from service users and carers/families

For a more complete picture of the views offered by service users and carers/families at both day centres, please see the full report. The comments below are listed as a snapshot:

- The vast majority of service users/carers/families at both day centres said they didn't want to move, wanted to keep things as they are, or wanted to continue attending the day centre.

- Several people praised the local authority provision as providing a high standard of care.
- Some of the reasons people gave for liking the day centres were:
 - Attending the current day centre for a very long time
 - staff are accommodating and caring
 - staff are familiar with the care needs of the service users
 - people are treated with respect
 - food is good
 - standards are good
 - social aspects
 - it has a nice atmosphere
 - they are treated as individuals by staff
 - staff understand service users with dementia
 - carers feel confident with the current service
- There was concern about moving older people with dementia and the impact on their health and well-being.
- Carers and families said they would rather nothing changed, but if it has to, then could the Council consider retaining one of the day centres and at the same time encourage more people to use the service to make it financially viable.
- Some people felt that the local authority was in fact aiming for low occupancy, and that this situation had been created for quite some time. They felt that the council is deliberately running down the numbers attending and not offering people extra days at the day centre.
- There were concerns raised about the unit cost quoted by the Council as opposed to the Voluntary and Independent Sector. People felt the cost in the Voluntary and Independent Sector appeared too low in comparison to the council.
- Didn't feel that personalisation worked for the majority of asian service users. They had never visited places like the theatre or cinema when they were young so didn't want to try new things at their age.
- There were worries about private providers in relation to care, environment, training, skills and knowledge.
- There were worries about the lack of alternative services for people with dementia.

Alternative options suggested by relatives/residents included:

- Expanding the services offered and attracting people into the service.
- Combing the service to run from one building.

Equalities Impact Assessment

A full equalities impact assessment has been undertaken on the consultation proposals and endorsed by the corporate equalities lead.

Further information

A detailed record of people's comments and views on the consultation can be found in the full report, which will be published at:

www.leicester.gov.uk/opmhdayservices

The Equalities Impact Assessment is also available at the same web address.

Contact details for further queries:

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