

**CONSULTATION ON THE FUTURE OF LEICESTER CITY COUNCIL'S DAY  
CARE FOR OLDER PEOPLE MENTAL HEALTH**

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## PART 1 – INTRODUCTION

Statutory consultation was carried out between 11 March and 9 June 2013 on the future of Older Persons Mental Health day services. The council consulted on;

**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 from the Transformation Team at Leicester City Council.

## Part 2 – 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 giving examples of how people are using their personal budgets and how people could say 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, these were at:
  - Martin House on 25<sup>th</sup> March
  - Visamo on 26<sup>th</sup> March
  - Visamo on 27<sup>th</sup> March
- 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 in order to express their views.

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 by the day care staff.

Day centre staff were briefed as part of the collective consultation exercise. They were also provided with a letter explaining that the council was going into statutory consultation. Staff were briefed on their responsibilities to help service users and their families to understand the letter and information sent to them. They were crucial in ensuring that service users were not unduly stressed or upset by the various documents sent out.

A letter and information about the consultation were also sent to organisations representing the interests of Older People. The organisations were asked to send us their views and to use their networks to ensure that as many people as possible had an opportunity to comment on the proposal. They were also invited to attend all three consultation meetings.

City Councillors and local MP's were sent information about the consultation.

A further letter was sent inviting people to the forth consultation meeting followed with a phone call. After the meeting a letter plus a list of all those providers who attended the event were sent to service users and carers.

### **b. One-to-one interviews for completing questionnaire**

A questionnaire was developed to find out people's views about the proposal affecting both day centres. A paper copy of the questionnaire was made available to service users, family or carers at the day centre, at consultation meetings and through contacting the Transformation team help line.

Individual interviews were offered to all 34 service users, families and cares attending the day centres. The purpose of the interview was to discuss, in a private setting, individual or group concerns and issues about the proposal and obtain their views through completing a questionnaire. 28 people took up this method of completing the questionnaire.

Before carrying out the one-to-one meetings, pen pictures (brief written description of the service users) were completed. This highlighted the best way of involving each service user in the consultation.

This also identified who had the mental capacity to take part in the consultation. The Alzheimer's Society provided support for service users who required it due to lack of capacity and because they were without a family member or carer to represent them. Each pen picture was confidential, and was used only by the staff of the day centre and the Transformation team.

Responses to questionnaires were read out and a draft record of each meeting was read out at the end of each interview, and a final record was sent to the service users.

An overall analysis of views on the proposal is provided below. A more detailed analysis of the one-to-one interviews for each day centre can be seen in parts 4 and 5.

### Breakdown of questionnaire received

Day Centre	Relative/ Carer	Service user	Unknown	Grand Total
Martin House	3	6	0	9
Visamo	7	11	0	18
Webpage	0	0	1	0
Grand Total	10	17	1	1

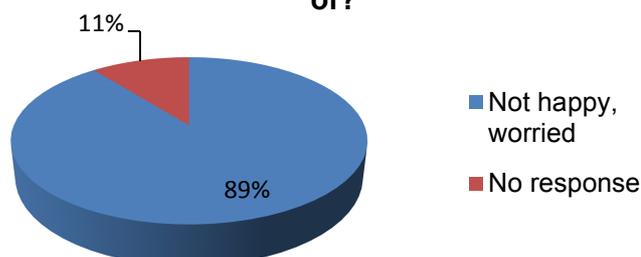
### Breakdown of questionnaires received by ethnic background

Ethnic background	Martin House	Visamo
White British	7	0
Asian Hindu/Jain	0	12
Other	1	2
Prefer not to say	1	5

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



**Q4. Do you have any concerns about the proposal that the council needs to be aware of?**



### **c. Service user (families and carers) consultation meetings**

Three meetings were set up by the Transformation team 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 in the city and the proposal being put forward.

There was also an opportunity for people to ask questions about the proposal. The meetings were attended by small numbers and therefore views were recorded as one group.

We were asked by carers to hold a forth meeting and invite organisations who offer day care services to come along and showcase what they provide. This event was attended by 17 organisations from the Voluntary and Independent Sector with 1 service user and 6 carers attending.

A copy of the documentation from the consultation meetings can be seen in parts 4 and 5 of this document. The names of service users and carers are not included.

### **d. Written comments**

Part 7 of this document details the two emails received. One from a carer and the other from a service user of another day service, alongside the responses they received.

## **PART 3 – SUMMARY**

Statutory consultation was carried out from 11 March to 9 June 2013 on the future of the Councils Older Persons Mental Health.

We consulted on one proposal which is explained in full in Part 1 of this document. We have used different channels and methods of communicating information and have invited wide-ranging comments and views.

**Proposal:** The council is proposing to stop running services for older people with mental health (OPMH) at Martin House and Visamo Day Centre.

The proposal raised concerns because people felt the standard of care provided by the council was better than is provided elsewhere within the Voluntary and Independent Sector. There were also concerns by people at Visamo around Personal Budgets and Direct Payments, as they were struggling to understand the concept. Due to their cultural differences they had not experienced going out for meals, cinema or theatre on their own or with friends. They felt safe in the current day centre setting.

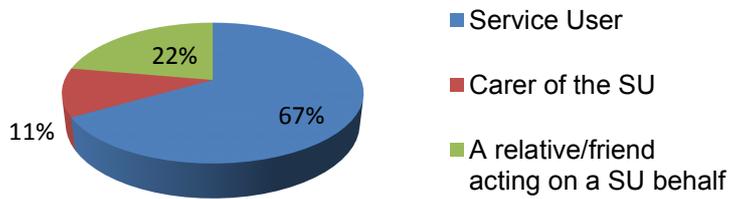
The overriding message that came out of this consultation is that service users and carers do not want the day centres to close. There was a general view that service users want to attend the day centre where they are happy and comfortable, and a change of day centre could have a negative impact on their health and wellbeing for those with dementia. Friendships with other attendees were a key factor in the feedback.

If the decision is made to close the services carers asked that they are notified in person. They also want the council also support them in finding alternative services.

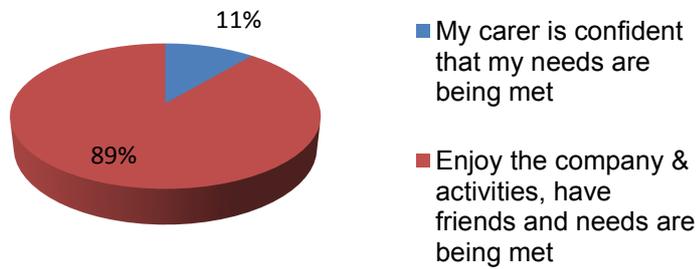
#### PART 4

#### MARTIN HOUSE ONE-TO-ONE MEETING TO COMPLETE THE QUESTIONNAIRE

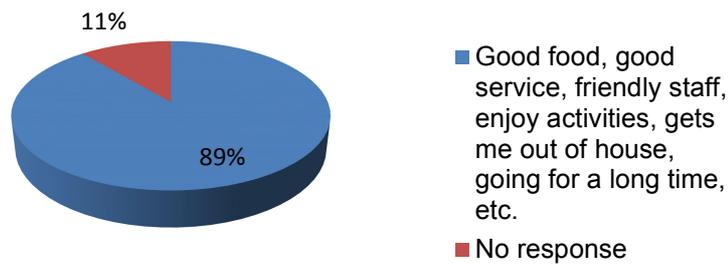
### 1. Are you? Responses for Martin House



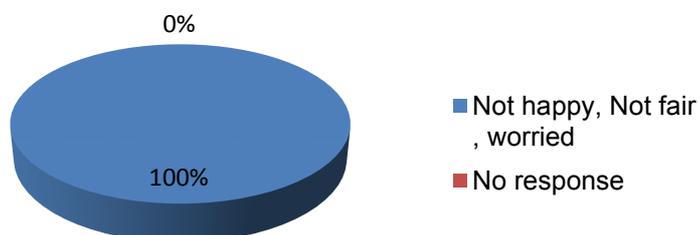
### 2a. What is important to you about the day service provided? Martin House



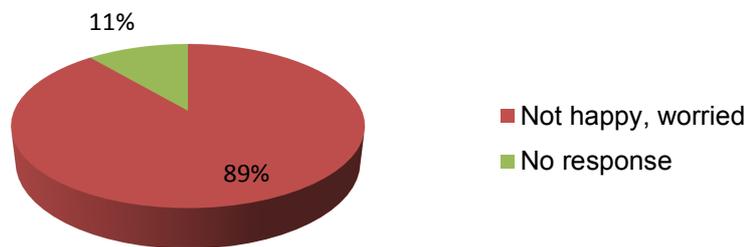
### 2b. Other important ways the day centre helps to meet your needs? Martin House



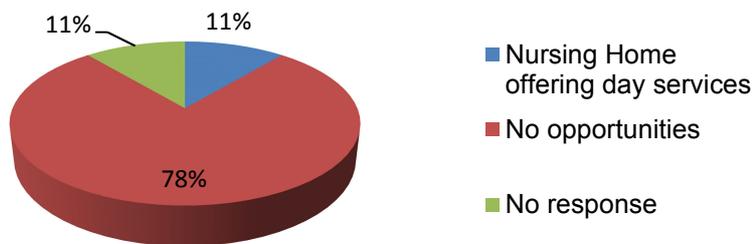
### Q3. What do you think about the council's proposal for Martin House and Visamo? Martin House



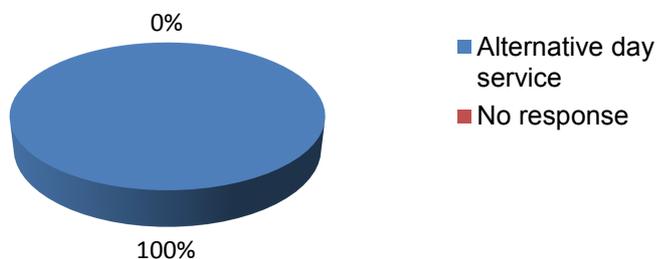
**Q4. Do you have any concerns about the proposal that the council needs to be aware of?  
Martin House**



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



**Q6. If the proposal was to go ahead, how could the council make sure this change was as easy as possible for you - as a service user or carer?**



One-to-one meetings were carried out with 9 service users, with the support of carers or relatives. In some cases service users asked to give views as a group.

Below is a summary of the concerns raised and comments made by people:

- Everyone said they didn't want the centre to close and wanted to keep things as they are.
- Could the council not consider merging both day centres?
- Change is very distressing for service users.
- Could the council provide as much information as possible about other services and activities?
- Felt personal budgets and direct payment are not suitable for them.
- Concerns about not receiving the same level of service in the voluntary and independent sector.
- Very unsure about the future and worried about what will happen to them.
- Lack of understanding about personal budgets.
- Worries about alternative services for people with dementia.
- Will need support in finding something else if the decision is made to close the service.

One-to-one meetings were carried out for 2 service users, who were supported by a member of staff with an advocate from the Alzheimer Society.

MARTIN HOUSE, CONSULTATION MEETING MINUTES

**Monday 25 March 2013, 2pm**

**The People present at the Meeting introduced themselves:**

**Carers/relative 5**

TR - Tracie Rees (Director for Care Services' and Commissioning, Adult Social Care)

JB - Jane Boulton (Head of Service, representing Care Management)

JS - Jayne Swann (Head of Day Services)

DS - Diane Smith (Locality Manager, Alzheimer's Society)

SB - Swarsha Bhalla (Transformation team)  
AH - Angela Hepplewhite (Transformation team)

### **What people said**

**Relative:** You make it sound so simple but it's just rhetoric. The service user finds change distressing.

**TR:** If the proposal was agreed after consultation, there would be very close working with people and their families to understand what change might mean for them as individual people. This might mean working with advocates for some people. Change would be brought in over several months and there would be close working with a named social worker supporting people and their families.

**Relative:** more and more people are getting dementia what is going to happen?

**TR:** We are developing a dementia strategy for Leicester to develop future services. We are working with organisation such as Alzheimer society for the best outcome for service users and carers. GP's are now being trained on dementia awareness.

**Relative:** When I have been involved with social services they have never mentioned personal budgets.

**JB -** We will take this back and reflect on what you have said.

**Relative:** I was told my mother could not go to an Age Concern placement in Wigston, this does not feel like choice to me.

**TR -** The City Council does not have a contract with Age Concern in Wigston because this is in the County's area of responsibility and so we cannot arrange a place in Wigston. However if you thought your mum would like to go to Wigston this is possible if you take the personal budget as a direct payment.

**Relative :** How many places are there where the Council does have contracts?

**AH:** The Council has contracts with seven organisations that provide 457 places in the city for older people with mental health needs. We currently have 71 vacancies with these providers.

**Relative:** My relative is happy here she would 'go up the wall' if she had to stay at home.

**DS:** There needs to be secure environment with a workforce skilled in supporting people with dementia. A pilot project which is about bringing

people together to do stimulating activities. The Alzheimer's Society has also been working to extend its befriending services, and this can work well in the early onset stage of dementia. People can use their personal budgets to buy a befriending service.

### More questions and comments

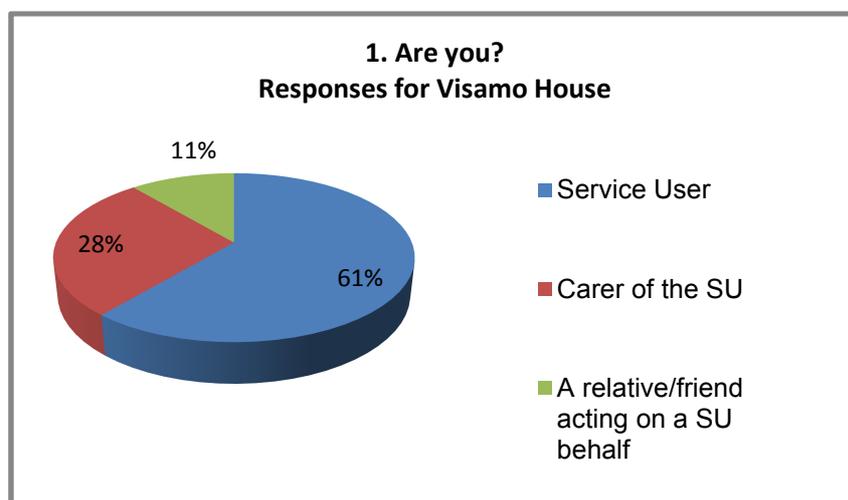
One carer said that he thought people with Alzheimer's are getting such a bad deal. He had a very bad experience with a voluntary sector day service saying that it was unable to manage his wife. She had had a very unhappy time there and used to come home crying.

Other carers outlined problems they have experienced with the health service and a feeling that GPs do not sufficiently understand.

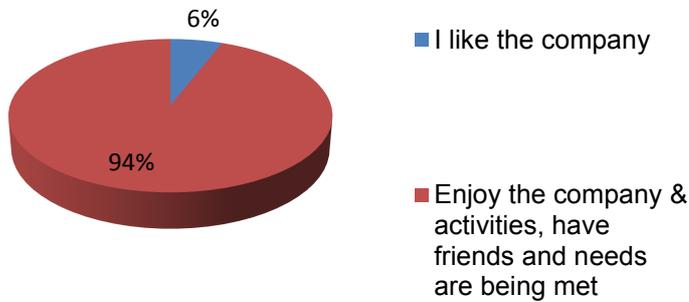
I don't feel the Council really understand the pressures we are under as carers. There must be places like this. Older people need to be able to get out of the house, it gives them a structure. The Council needs to advertise first its services and then think about closure if that doesn't work.

## PART 5

### VISAMO DAY CENTRE, ONE-TO-ONE MEETINGS



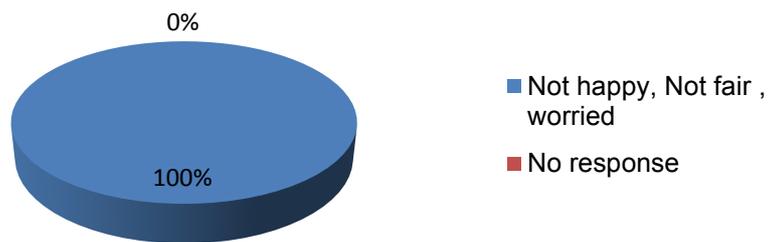
**2a. What is important to you about the day service provided?  
Visamo House**



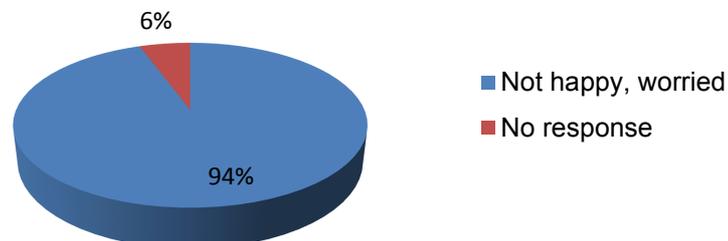
**2b. Other important ways the day centre helps to meet your needs?  
Visamo House**



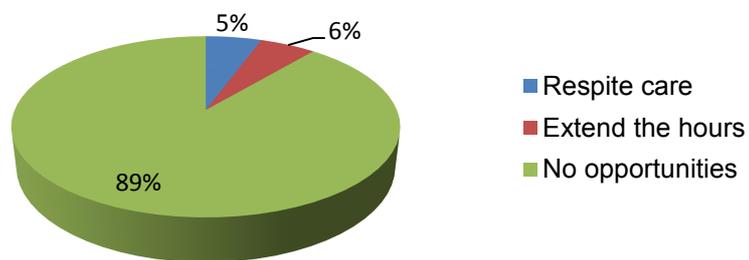
**Q3. What do you think about the council's proposal for Martin House and Visamo?  
Visamo House**



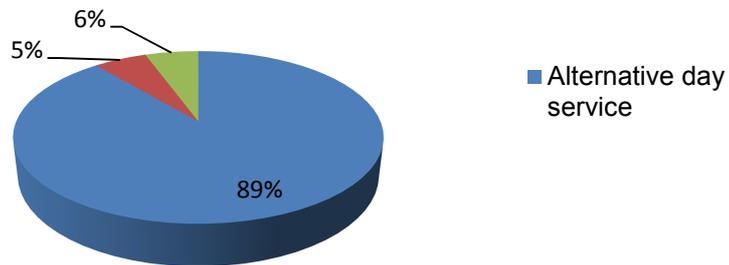
**Q4. Do you have any concerns about the proposal that the council needs to be aware of?  
Visamo House**



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



**Q6. If the proposal was to go ahead, how could the council make sure this change was as easy as possible for you - as a service user or carer?**  
**Visamo House**



One-to-one meetings were carried out with 19 service users, with the support of carers and friends.

Below is a summary of the worries people raised and comments they made (when we say people, we mean the service user or their carers of the day centre).

- Concerns about where they would go if the service was to close.
- Worried they would lose their friendships that had been built over time.
- Feel secure and safe at Visamo.
- Believe staff really understand their needs.
- Praised staff for all their hard work in looking after them.
- Didn't want change now in their life's.
- Didn't feel that examples of how direct payments worked for people suited them. They had never experienced doing activities on their own when they were young in their culture and therefore didn't want to start now.
- Very upset and worried about their future.
- All the people we spoke to mentioned they enjoyed attending the day centre.
- One service user asked if the council had considered merging the two day centres.
- All the service users said Visamo helped them to have continued regular contact with friends.
- One service user said she spends less time with her daughter on her visits because she wants to spend more time with her friends at the day centre.

## VISAMO DAY CENTRE, CONSULTATION MEETING MINUTES

**Tuesday 26th March 2013, 2pm**

**The People present at the Meeting introduced themselves:**

**Service users – 3**

**Carers/relatives - 4**

KG - Kate Galoppi (Head of Commissioning)

RL - Ruth Lake (Director Care Management)

JS - Jayne Swann (Head of Day Services)

BW - Bev White (Commissioning Lead Dementia)

DS - Diane Smith (Locality Manager Alzheimer Society)

CH - Charles Huddleston (CLASP)

BP - Bhavan Patel (Gujarati Interpreter)

NK – N Khanzada (Urdu Interpreter)

SB - Swarsha Bhalla (Transformation team)

Dawn (worker sat in support clients)

**What people said**

**Relative:** Will there be trained staff in the day services run by voluntary sector organisations.

**KG:** It is difficult to be specific around staff training within individual organisations but what we can say is that we will work with people on a one to one basis to ensure their needs are met.

**CLASP:** The cost quoted for the voluntary sector of £28 per day equates to less than the minimum wage if calculated on an average of 6 hours.

**RL:** We are currently in the process of revising unit costs and note the comments made. We are experiencing people taking direct payments and buying day care places in the voluntary sector which offer better value for money.

**Relative:** Why are Council services more expensive than the Voluntary Sector. Does this mean that the voluntary sector is providing a lesser service?

**JS:** Our services are more expensive because we have staff wages, holidays pay, sick pay etc. Also as numbers of service users drop our unit costs go up.

**Relative:** Why are numbers dropping? I have tried to get extra days for my dad for some time and I have been told he can't attend.

**JS:** As people have received a personal budget numbers have dropped across day services. It's a changing world and people recognise that our day services are more expensive.

**Relative:** My dad visited elsewhere and his condition deteriorated because they didn't have the trained staff.

**RL:** Dementia is affecting more and more people and we as an authority are aware of this. Each person will be provided a one to one meeting to identify their needs and plan for their care.

### **More questions and comments**

**Relative:** A number of carers said they didn't want it to close. Yes the Council is reassuring us but we are the ones who use this facility and are happy here.

**KG:** If a decision is made on closing the service, it could take up to 3 months for the transition. Our day care staff could support people during the transition.

**Relative:** There needs to be a secure environment with a workforce skilled in supporting people with dementia.

**RL:** We are currently working with organisations acknowledging Dementia is on the national agenda and the issue is for all of us and needs to be explored through individual support plans.

**Relative:** I am happy for my mum to move if this decision is made, but my concern would be that the level of care is maintained.

**KG:** We would have the same concerns as you and would work with you to make sure what we offer works and meets your mother's needs.

**Comment:** Diane from the Alzheimer society said that from yesterday's meeting held at Martin House people didn't understand Personal Budgets.

It was recognised that there was some lack of understanding on whether Personal Budgets were actually understood.

A carer shared his experience of services for his mother. He was offered an alternative service at East Park Road. They were unable to help and CLASP stepped in. His mother is now receiving services through NHS funding.

## Part 5

### VISAMO DAY CENTRE, CONSULTATION MEETING

#### Notes of Consultation Meeting Visamo 27th March 2013, 5pm

#### People present at the Meeting:

##### Relatives: 5

BW - Bev White (Commissioning Lead Dementia)

JH - Julian Holt (Care Management)

JS - Jayne Swann (Head of Day Services)

BP - Bhavan Patel (Gujarati Interpreter)

NK - N Khanzada (Urdu Interpreter)

CH - Charles Huddleston (CLASP)

GH - Gill Huddleston (CLASP)

SB - Swarsha Bhalla (Consultation Team)

**CLASP:** You talk about the cost of £53 for the Council compared to £28 in the voluntary sector. Are these true costs? Is transport included?

**BW:** Unit costs are currently under review. The cost for a day care place within a Council run facility is more expensive due to a number of reasons like staff costs, sickness pay and our terms and conditions offered to staff. The majority of our Voluntary Sector organisations provide transport which is included in the charge.

**Relative:** We are not aware of any alternative services that provide the right level of care.

**SB:** What we have is a folder which you can look over during break, which provides some of the voluntary sector organisations with which the council has current contracts.

**Relative:** There's a drive to move people away from Visamo instead of trying to attract more people into the service. The Council just want to cut services and don't care about the people.

**BW:** We can reassure you as a Council we do care what happens to people. If change does occur we will have a dedicated team of Care Management staff who will work with people on a 1:1 basis to ensure their needs are met in the best possible way. We will also allow the staff currently at Visamo, who you are familiar with, to support people during the transition.

**Relative:** You also talked about a merger which was ruled out. What is the final number you need for the service to continue as a merged service? Can this be fed back to decision makers?

**BW:** Point noted and will form part of the feedback on consultation.

**Relative:** We need more information on alternative services.

**BW:** Whilst the folder holds some of the information you require, we recognise you want further information on providers i.e. cost, staff training levels. We will try and provide you with a list of organisations with the detail required as soon as possible.

**Relative:** We would like a further focus group meeting to be held in mid-May. We would also like alternative providers to come and tell us what they offer. This will allow us an opportunity to ask questions. Can this be arranged?

**BW:** We have taken your comments on board and will get back to you when a date is available and keep you informed of the arrangements. In principle we agree this is a good idea.

**Relative:** Why does the Council not offer extra spaces out and ask people if they want the space. A couple of us here are willing to pay for the extra days.

**BW:** Point noted and will be fed back.

**PART 6**  
**PEEPUL CENTRE, PROVIDER EVENT**  
**22 May 2013, 5pm – 7pm**

**People present at meeting:**

**Carers/relatives: 6**

**Service user: 1**

Tracie Rees (Director for Care Services' and Commissioning, Adult Social Care)

Yasmin Surti (Lead Commissioner, Adult Mental Health and Older People)

Swarsha Bhalla (Business Change Manager, Transformation Team)

Akbar Sameja (Planning and Service Development Officer)

Below is a list of organisation who attended the event.

<b>No.</b>	<b>Organisation</b>
1	Adhar Project
2	Age UK
3	Baby Gear
4	East Park Activity Group
5	East West Community Project
6	Homefield
7	Mencap

8	Rawal Community Association
9	Saffecare
10	Sanatan Manavta Day Centre
11	Saver Resource Centre
12	Wesley Hall
13	WISCP
14	Community Choices centre
15	Diwali Knives/ Aberdare House
16	Geraint House
17	Direct Care Works

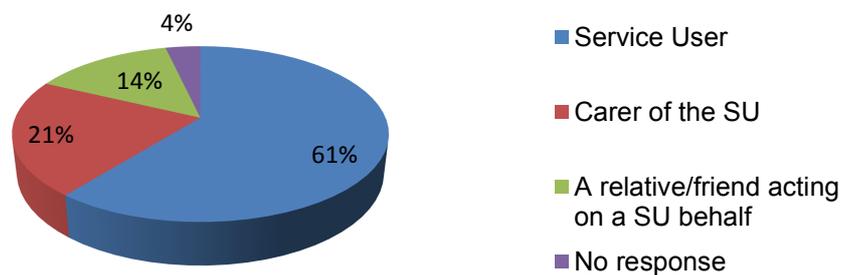
A number of organisations were written to find out if they provide services for older people with mental health needs; a strong emphasis was put on dementia services. Of those written to 17 organisations attend the event at the Peepul Centre and shared information with service users and carers/relative.

Each provider was given a table to display their service information and be available to answer any questions people had. A carer who had attended one of the consultation meetings, written to the City Mayor also attended the event. Their response after attending was that they found the event useful after initially being very sceptical.

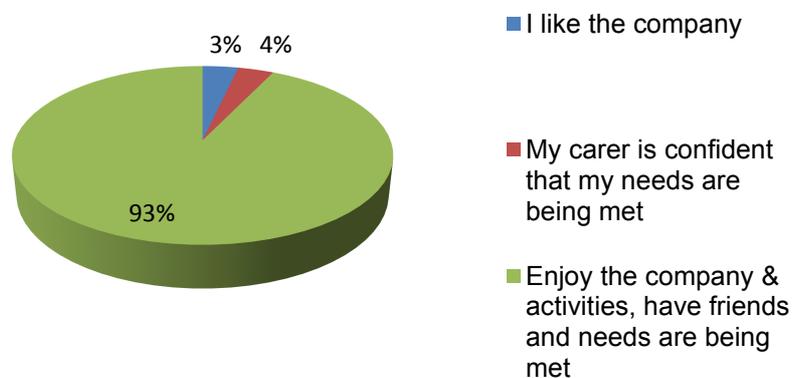
## PART 7

### ANALYSIS OF COMBINED QUESTIONNAIRES

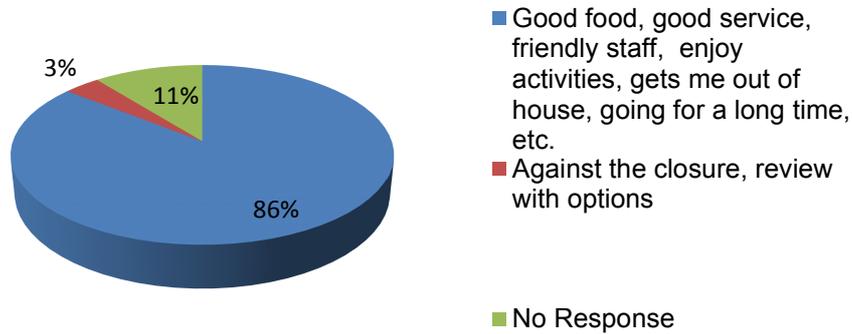
#### 1. Are you?



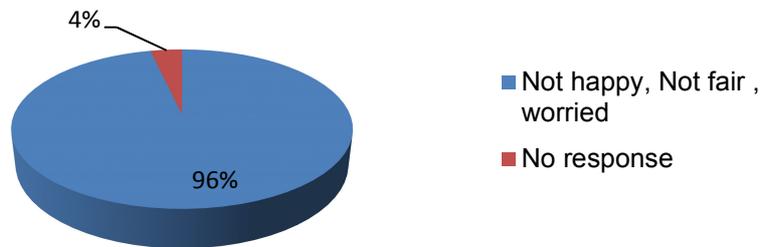
#### 2a. What is important to you about the day service provided?



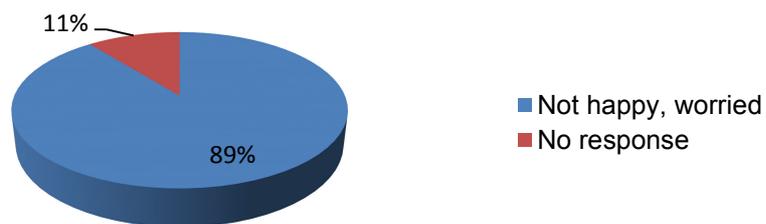
**2b. Other important ways the day centre helps to meet your needs?**



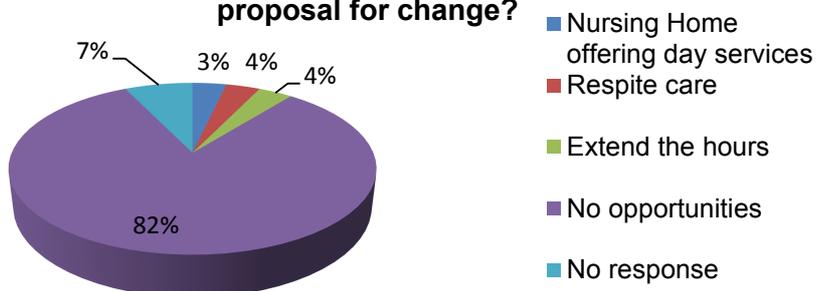
**Q3. What do you think about the council's proposal for Martin House and Visamo?**



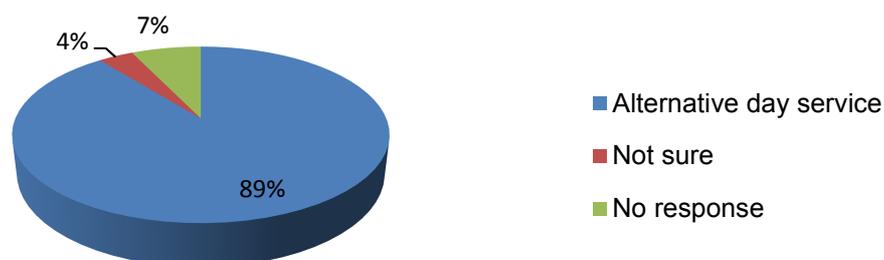
**Q4. Do you have any concerns about the proposal that the council needs to be aware of?**



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



**Q6. If the proposal was to go ahead, how could the council make sure this change was as easy as possible for you - as a service user or carer?**



Everyone who completed the questionnaire indicated that they did not want the proposal to go ahead.

A number of options were asked to be considered. The options put forward for consideration were merging both services and/or inviting other service users to use the day centre to make it more financially viable.

Most people said that they were not happy with the proposal and they did not want to see the day centres close. Comments were made about the perception of the quality of services from the Voluntary and Independent sector. Some people commented about the stress and worry this process was causing them. They also asked that when a decision is made could the council come and talk to them about the outcome.

## **PART 8**

### **WRITTEN COMMENTS AND MEETINGS**

#### **a. Individuals**

A comment was sent by email to the City Mayor from a carer highlighting their concerns on finding an alternative service that matched the same level of service currently received at Visamo. Their view was that they did not think there was an organisation that could offer day services for people with Dementia. The service at Visamo was praised. The carer attended the Peepul Centre event as outlines in part 6 of the report.

A service user from another day service raised his concerns for the people currently attending the two day services and what will happen to them if the proposal goes ahead? Questions were raised about what the options and choices are likely to be there for older people.

#### **b. Meeting**

##### 50 plus group -

The lead commissioner attended this city council meeting to update members on the consultation programme and answer any questions.

## **PART 9**

### **ACKNOWLEDGEMENTS AND THANKS**

The consultation carried out on the future of our council-run Older Persons Mental Health Day Centres has involved contact with lots of different people and organisations in Leicester. This contact has been through a wide range of channels.

We would like to offer our thanks for the co-operation we have received and for people's openness in letting us have their comments and views on the proposal. In particular, we would like to offer special thanks to service users, carers and relatives who understandably are anxious about how possible change might affect them. Please be assured that we will do all we can to continue to keep any anxiety to a minimum.

