

DERBYSHIRE COUNTY COUNCIL

CABINET

2 DECEMBER 2014

REPORT OF THE STRATEGIC DIRECTOR ADULT CARE

**RESPONSE TO THE CONSULTATION ON THE PROPOSED CLOSURE AND
TRANSFER OF ADULT CARE SERVICES AT UNDERHALL RESOURCE
CENTRE TO MEADOW VIEW SPECIALIST COMMUNITY CARE CENTRE**

ADULT CARE

1. Purpose of the Report

- To update Cabinet of the outcome of the consultation on the proposed closure of Adult Care Services currently provided at Underhall Resource Centre, Darley Dale and the transfer of them to Meadow View Community Care Centre, Darley Dale
- To inform Cabinet on the Equality Impact Analysis carried out on the proposal
- To seek approval for the closure of the Adult Care Services currently provided at Underhall Resource Centre and the transfer of them to Meadow View Community Care Centre, and declare the Underhall property surplus to the requirements of the Adult Care Department and notice to be given to Dales Housing to terminate the rental agreement
- If the transfer of services is agreed, to seek approval to commence consultation with the current staff team at Underhall Resource Centre, and recognised trade unions on their employment options

2. Information and Analysis

Underhall Resource Centre is leased from Dales Housing at Darley Dale. The Derbyshire County Council operated resource centre offers services to older people and comprises eight short term care beds which are staffed 24/7, a 25 place day centre (including an operational kitchen), plus a small number of occupied offices

and an unused ex-kitchen/ storage space. Dales Housing operates 40 category 2 flats rented to tenants with an integral community alarm service. Historically an informal arrangement has developed whereby a large number of tenants make use of the DCC day centre at different times including using the meal service provided from the kitchen. Additionally the Council staff who are on site provide a 24/7 response to any urgent or emergency situations which tenants living in the flats face, including responding to the warden call system.

An option appraisal was undertaken between 2011 and 2012 to consider the potential to develop Underhall Resource Centre into an extra care housing scheme. The conclusion was that it was not viable to develop extra care using the existing building and footprint this was jointly agreed with Dales Housing, and reported to the Capital Investment Programme Strategic Project Board on 18 January 2013.

A report was presented to Cabinet on 20 February 2012 which set out a revised plan for implementing a strategy for accommodation, care and support for older people in Derbyshire. The report proposed that the Underhall Resource Centre would be redeveloped subject to negotiation with the local housing provider.

The Meadow View Residential Community Care Centre has now been approved and is being built about a mile further south of Underhall on the A6 with completion and occupancy expected by Spring 2015. This Centre will comprise 32 residential care beds and a 20 place day centre facility, as well as a cafeteria, health and wellbeing zone and access to other health and community focussed services. The new Centre would be able to provide the services currently located at Underhall Resource Centre within this service configuration.

Consultation

Consultation on the proposed transfer of the Underhall Resource Centre ran for a 6 week period from the 30 June to 11 August 2014 with clients, family carers and staff. (See Appendix 3)

A total of 57 people attended meetings held at Underhall. At the meetings the proposal was further explained resulting in many questions being asked about the proposed changes. This allowed for a better understanding and helped participants to give their comments.

Staff from the Adult Care Stakeholder Engagement and Consultation Team (SECT) attended two meetings at Underhall Resource Centre and one meeting was hosted

by Dales Housing in partnership with Adult Care SECT again held at Underhall. A mixture of clients, tenants and carers attended each meeting.

At all the meetings held, notes were taken and these have been analysed for the purposes of this report. This provided an opportunity to widen understanding of the views about the proposals and indicate some of the reasons behind people's opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes. Nine people made their comments either in writing in the form of letters and comments forms or verbally by contacting the consultation team to give their views over the telephone.

What people said

In Summary

Clients: All participating clients felt that as long as the current care on offer at Underhall was transferred to the new building that they would be happy with the proposed relocation. They also commented on how 'state of the art' the new building looked and were again very happy with the range of facilities on offer. The overwhelming concern was that the service programme remained the same and that staff remained the same. Two clients who use the respite facilities at Underhall said that if the new building were more modern and had wider doorways, then they were in favour of the move.

Carers: Carers recognized that the new building was an improvement and would offer a wider range of facilities but felt that "Underhall was not that bad!" In principle Carers were happy with the move but wanted assurance that the service and staff would be the same. However some were anxious about the change and the possible negative impact it might have on their loved ones especially for those with dementia. Some felt that the change should be implemented on a phased basis, with only new clients being transferred to Meadow View. One carer, whilst very impressed with the facilities on offer at the new centre, was a little worried that it might become 'hospitalised care'.

Tenants: Clearly tenants of Underhall were very anxious about the possible change. They said that whilst they appreciated the opportunities offered by the new building they did not want to lose the existing security benefits offered by the DCC staff on site 24/7, the social interactions again offered by the day service staff and of the Sunday lunch options again offered by the catering staff employed by the day

service. However, tenants were in favour of the move if alternative support at Underhall was put in place.

Staff: In principle they were happy with the move but held the same concerns and anxieties that carers held about the day to day operational issues. One social worker commented that the opportunity offered by the new building outweighed any of the problems of the move.

Overall impressions and actions arising from the consultation

In Summary

Clients of the day service and respite care facility were generally positive about the move; their main concern was to be reassured that the staff team from Underhall would be moving to the new centre. Clients and staff felt that there would be opportunities to take advantage of the new facilities with space for complimentary therapeutic activities- e.g. music, singing, drumming and aromatherapy. Alongside the issues raised about the proposal contained in this report some clients and carers also raised concerns about the recent policy changes in respect of transport, assessment criteria and new arrangements for co-funding. The majority of concerns were expressed by tenants who were anxious about the loss of access to 24/7 staff and the peace of mind which that offers. The following are the issues arising from the consultation and the officer response to these:

Issue 1: The Service needs to ensure that all clients and carers are kept informed of the new transport policy, of the new assessment criteria and of the amended co-funding arrangements coming from the Derbyshire Challenge consultation.

Response: All clients will be informed of any changes in policy by their allocated social worker. Direct Care staff will also provide on-going information to clients on notice boards/leaflets and also discuss any changes during formal reviews etc.

Issue 2: The Service needs to reassure carers and clients that the current standards of care and support will continue to be delivered if the decision is taken to relocate the day services and respite care to Meadow View.

Response: It is the intention that day care and respite provision provided at Meadow View will be of a very high standard. The enhanced staffing ratio at Meadow View will benefit clients and give the opportunity for a full programme of daily activities within the day care facility and provide additional support to people in

respite and residential care. As it is expected that the staff who currently work at Underhall will all be able to be redeployed at Meadow View, it is envisaged that there will be a high level of continuity of care.

Issue 3: The Service needs to ensure that they look at ways of making people's day opportunity experiences even better.

Response: A full programme of suitable day care opportunities will be developed at Meadow View which are designed to meet client's individual needs. This programme of activities will be developed in full consultation with clients/carers and other partner agencies.

Issue 4: Clients and carers need to be kept informed of progress and need to be involved in the on-going developments and planning of the use of space in the new facilities and Dales Housing need to do the same for tenants remaining at Underhall if the decision is taken to relocate the Underhall services.

Response: In line with the major change guidance each direct care client currently using Underhall will have an individual transition plan which will review their care/support needs and support them through the service transfer. Clients will have input into the development of the new service through review and consultation.

In relation to Dales Housing tenants living at Underhall DCC will work closely with Dales Housing in order to review each tenants support needs and keep them informed of progress. Dales Housing will need to discuss with tenants how they intend to utilise the Underhall building for the benefit of their tenants following service transfer.

Issue 5: Communication between staff at DCC and those at Dales Housing needs to be kept open. They need to work jointly on an exit plan if the decision is taken to relocate Underhall to Meadow View.

Response: DCC direct care, DCC commissioning and Dales Housing will plan the required exit strategy and engage with Dales Housing tenants regarding the issues raised during consultation, use of the space vacated by direct care, warden service and meal provision.

Issue 6: If the decision is taken to relocate Underhall then clients' emotional and wellbeing needs should be monitored as they make the transition from Underhall to Meadow View.

Response: Every client will have a review of their needs and a new individual personal service plan will be completed. This process will ensure they are fully involved and ensure that their programme of activities or respite needs are fully explored and planned in consultation with themselves/carers/family etc. Arrangements will be made for a programme of transition to allow clients to become familiar with the new building prior to full transfer. Staff will provide on-going support to all clients to ensure that their emotional and wellbeing needs are met.

3. Financial Considerations

The current operational budget relating to Underhall Resource Centre of £605,493 (2014/15) would be transferred in its entirety to form part of the new operational budget for Meadow View should this proposal be approved.

4. Human Resource Considerations

Transferring direct care services from Underhall Resource Centre to Meadow View Specialist Community Care Centre would affect the 32 employees who work there.

Meadow View is a larger establishment which will employ more staff than currently at Underhall therefore the whole staff group will be able to be accommodated in the new service.

If a decision is made to transfer direct care services from Underhall then a period of formal consultation would commence with the staff and trade unions.

5. Legal, Human Rights, Equality and Diversity Considerations

Proposals to make changes in service provision require consultation with those affected. Any final decisions must also take into account the rights of clients as set out in the Human Rights Act 1998. The Council should also have regard to its statutory duties under community care and equalities legislation.

Under the Equality Act 2010 Cabinet members are reminded that they are under a duty to have due regard to protect and promote the interests of persons with protected characteristics (e.g. people who are vulnerable on account of age, gender re-assignment, pregnancy or maternity, race, marriage or civil partnership, disability, religion or belief, sex, sexual orientation). Cabinet members are under a duty to consider and analyse how the decisions they make are likely to affect those with protected characteristics and to remove any unlawful discrimination, or other

protected conduct and to consider whether practical step should be taken to mitigate or avoid any adverse consequences. In addition Cabinet members must also take into the necessity of providing cost effective and good quality services and these or other requirements may mean that those types of considerations ultimately justify a decision which does to some extent adversely impact on people with protected characteristics.

An Equality Impact Analysis has been completed which is attached as Appendix 2.

In summary the Equality Impact Analysis concludes that there is the potential for some indirect adverse impact upon the current tenants residing in the category 2 flats owned and rented by Dales Housing Association at Underhall. Members should also be aware that one of the available options, because of the possible severity of this impact, is to not proceed with the proposal at all.

There are 40 category 2 flats rented to tenants by Dales Housing with an integral community alarm service. Category 2 accommodation is aimed at tenants who can live independently with minimal support.

Currently three tenants receive domiciliary home care support via Direct Care and two tenants purchase private domiciliary support via private agency.

The Tenants living in the flats have had free open access to the day centre benefiting from activities and events and also have had the opportunity to purchase a two course hot meal at a cost of £4 per day from the day service kitchen.

Currently approx. six tenants per day choose to attend the day centre to join activities/events.

Currently approx. six tenants per day Monday – Saturday choose to purchase a daily hot meal from the kitchen.

Following any transfer of Direct Care services from Underhall to Meadow View Community Care Centre there will be a number of significant implications for the current Dales Housing tenants.

These are:

- Tenants would no-longer benefit from the free day centre activities, access to events and informal support that they have received as a consequence of living on site unless this is redeveloped by Dales Housing with Partner agencies.

- Tenants would not be able to purchase a hot meal 7 days a week from the kitchen unless this facility was tendered to another provider.
- Tenants would not have the onsite response when they use the call system. Indeed the proposed changes to Supporting People Funding next year may have a significant impact on Dales Housing Warden call service. There is a risk that if the SP funding is withdrawn Dales Housing may no-longer be able to operate their current off- site warden response to tenants in category 2 accommodation. If that were the case any calls would have to be responded to by family carers etc. This would be a significant change to the current arrangements that Underhall tenants have been used to receiving.

Action required in order to mitigate the potential indirect adverse impact upon Dales Housing tenants.

There is evidence of adverse impact upon the current Derbyshire Dales tenants who reside at Underhall in the sheltered accommodation in the scheme. This is indirect impact and relates to the historic legacy of support which they have accessed from Derbyshire County Council staff working in the day centre and respite care unit. This will be mitigated by DCC staff working with Derbyshire Dales housing officers to find alternative ways of providing the support which tenants require, e.g. provision of meals from the Meadow View centre to those people who require them.

Issue 4: Client and carers need to be kept informed of progress and need to be involved in the on-going developments and planning of the use of space in the new facilities and Dales Housing need to do the same for tenants remaining at Underhall if the decision is taken to relocate the Underhall services.

Response: In relation to Dales Housing tenants living at Underhall DCC will work closely with Dales Housing in order to review each tenants support needs and keep them informed of progress. Dales housing will need to discuss with tenants how they intend to utilise the Underhall for the benefit of their tenants following service transfer.

In line with the major change guidance each DCC client currently using Underhall will have an individual transition plan which will review their care/support needs and support them through the service transfer. Clients will be consulted and have input into the development of the new service through the review process.

Issue 5: Communication between staff at DCC and those at Dales Housing needs to be kept open. They need to work jointly on an exit plan if the decision is taken to relocate Underhall to Meadow View.

Response: Derbyshire County Council will work with Dales Housing to ensure that any negative impact on their tenants from the transfer of direct care services at the scheme are identified and mitigated wherever possible (as described in more detail in the Equality Impact Analysis). DCC direct care, DCC commissioning and Dales Housing will plan the required exit strategy and undertake continuing dialogue with Dales Housing tenants regarding the issues raised during consultation, i.e. the use of the space vacated by direct care, the warden service and exploration of meal provision for tenants from the new centre. In light of the historic co-location of services, this dialogue will recognise the exceptional circumstances pertaining to the tenants in the event that the proposal contained in this report were to be approved.

6. Property Considerations

Property Services will need to declare the property surplus to the requirements of the Adult Care Department and notice be given to Dales Housing to terminate the rental agreement.

7. Other Considerations

In preparing this report the relevance of the following factors has been considered; prevention of crime and disorder, environmental, health and transport considerations.

8 Key Decision

No

9. Call-In

No

10. Background Papers

Cabinet report dated 20 February 2012 'Revised Plan to Deliver the Strategy for Accommodation, Care and Support for Older People in Derbyshire'.

11. Officers' Recommendations

It is recommended that Cabinet:

- 11.1 Consider the outcome of the consultation on the future of the Underhall Resource Centre and the Equality Impact Analysis
- 11.2 Approve the closure of the Adult Care services currently provided at Underhall Resource Centre and transferring them to Meadow View and to declare the Underhall property surplus to the requirements of the Adult Care Department and notice to be given to Dales Housing to terminate the rental agreement.
- 11.3 Approve formal consultation with the staff at Underhall Resource Centre and trade unions.

Mary McElvaney
Strategic Director – Adult Care
County Hall
Matlock

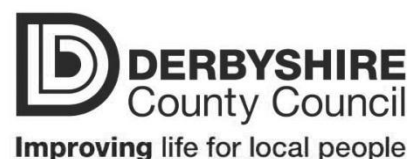
Staffing Breakdown at Underhall Resource Centre

Position	Grade	Number of staff	Hours
Unit Manager	12	2	42
Deputy Unit Manager	10	1	37
Night Care Assistant	5	4	66.5
Centre Assistant	5	12	241.76
Catering Assistant	2	2	13.41
Catering Supervisor	5	2	38.75
Domestic	4	4	81
Driver	5	1	37

NB: This does not include relief staff.

Derbyshire County Council

Equality Impact Analysis Record Form 2014



Department	Adult Care
Service Area	Direct Care Services
Changes or proposals	To close the day service and respite care service located at Underhall Resource Centre Darley Dale and relocate them to Meadow View Specialist Community Care Centre Darley Dale.
Chair of Analysis Team	Steve Jenkinson
Date of Analysis	1 October 2014
Version	0.3

1. Prioritising what is being analysed

a. Description of current service arrangements

The current Adult Care service based at Underhall Resource centre provides a 20 place day care service and an 8 bed respite care service to older adults who reside in Derbyshire. Alongside the DCC services on site Dales Housing who own the whole site also operate the Underhall Sheltered Housing Scheme which provides 40 rented flats for older adults. These individuals will be impacted upon by the proposed transfer of DCC services and Dales Housing are developing a plan to ensure that any impact is minimised.

It is proposed that the Adult Care service elements, i.e. the day centre and bed based respite care services, directly transfer into the newly built Meadow View Specialist Community Care centre once this is completed in Spring 2015. This would include the staffing of the respite care unit which operates 24/7. This in part offers a supplementary “warden” service to those Derbyshire Dales tenants who live in the sheltered housing scheme.

b. Details of proposals or changes

In summary the main points are as follows:

- The Adult Care day care and respite provision currently provided at Underhall Resource centre Darley Dale will close and transfer to the newly built Meadow View community care centre.
- People who currently use Underhall to receive an Adult Care service would transfer to Meadow View.
- The new service at Meadow View will offer a specialist purpose built environment to meet the needs of older people and especially individuals with dementia.
- Meadow View will offer increased levels of residential respite provision with an increase in bed capacity from the current 8 respite beds at Underhall to a total of 16 respite and intermediate care beds, together with 16 long term care beds.
- There will be the opportunity for the current Adult Care staff working at Underhall to be transferred to Meadow View in line with HR policies and procedures. There will also be additional posts required in order to fully staff the new larger facility at Meadow View.
- The Derbyshire County Council tenancy arrangement with Dales Housing for Underhall will terminate and the building will be handed back to Dales Housing.
- Derbyshire County Council will work with Dales Housing to ensure that any negative impact on their tenants from the transfer of direct care services at the scheme are identified and mitigated wherever possible. DCC will work alongside Dales Housing to assist them with planning how the space vacated by Adult Care can be utilised in the future for their benefit of current and future tenants of Dales Housing.

C. Rationale for proposed changes

- Meadow View Specialist Community Care Centre brings together a wide range of high-quality services to support the needs of the Derbyshire Dales and wider community of Derbyshire.
- Working in partnership with the NHS and a range of local organisations, we will provide services with the aim of maintaining people's independence and well-being.
- We support people to stay healthy and well for as long as possible, while having a good quality of life. We also try to reduce the risk of unnecessary hospital admission and residential nursing care.

The aims of Meadow View Community Care Centre are:

To act as a centre of excellence for older people with chronic ill health and other long-term conditions, particularly dementia, who require intensive care and support

arrangements. To allow people to live independent lives for as long as possible while having support and help close by. To support carers – offering respite care, information and advice. To provide a public services hub to meet the needs of all members of the local community. To help older people, particularly those with dementia, to regain lost skills that will enable them to live in their own homes for as long as possible. To offer better access to assistive technology, including telecare and telehealth. To provide a one-stop shop with a range of facilities including a health and well-being zone. To bring in voluntary and statutory bodies to provide information and advice on a host of topics. To provide accessible services in high-quality, energy-efficient, dementia-friendly buildings.

Wi-Fi internet access will be provided, as well as an information area known as a Health and Well-being Zone, a hairdressing salon and a cafeteria. There will also be a telecare area which has regular demonstrations of electronic safety devices such as community alarms and fall detectors to make living in at home easier and safer. There will also be active engagement with the local community with intergenerational links with local schools and other community based organisations.

2. The team carrying out the analysis

<i>Name</i>	<i>Area of expertise/ role</i>
Simon Stevens	Group Manager Direct Care
Steve Jenkinson	Service Manager Direct Care / Project Lead
Louise Swain	Consultation and Engagement
Shaun Astbury-Grocutt	Service Manager Fieldwork
Graham Spencer	Service Manager - Commissioning
Anne Bradley-Whittaker / Viv Bateman	Unit Manager/s Underhall

3. Existing information and consultation based feedback

a. Sources of data and consultation used

Client data held on the Council's case management system
Population data
Joint Strategic Needs Analysis Information
A total of 57 people attended meetings held at Underhall. At the meetings the proposal was further explained resulting in many questions being asked about the proposed changes. This allowed for a better understanding and helped participants to give their comments.

Client data held on the Council's case management system
<p>Staff from the Adult Care Stakeholder Engagement and Consultation Team (SECT) attended two meetings at Underhall Resource Centre and one meeting was hosted by Dales Housing in partnership with Adult Care SECT again held at Underhall. A mixture of clients, tenants and carers attended each meeting.</p> <p>At all the meetings held, notes were taken and these have been analysed for the purposes of this report. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind people's opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes.</p> <p>Nine people made their comments in writing in the form of letters, comment forms or contacted the consultation team to give their views over the telephone. Appendix 3 provides a full summary of responses to the consultation.</p>

4. Known impact on different protected characteristic groups

- a. From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?

Protected Group	Findings
Age including children and families, older people	<p>The services affected in this proposal are provided to older people, some of whom suffer from dementia and/or physical disabilities. In future clients will benefit from a specialist environment which will offer a wide range of support services to adults with specialist facilities and support specifically for people with dementia.</p> <p>Current Underhall clients will transfer to the new service with a programme of transition to reduce any negative impact. The two buildings are only a mile or so apart so people's ability to attend should not be effected.</p>
Disabled people including mobility, sensory, learning, mental health, HIV, and also include carers and relatives	<p>Some of the people who currently use Underhall are disabled as a result of long term health conditions. Meadow View is designed specifically to meet the needs of disabled people with easy access and a specially designed environment to ensure maximum access and participation. In this respect Meadow View will be far superior to the current Underhall facility.</p>

Gender (Sex) including men and women, boys and girls	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.
Gender reassignment – including impact if any on Transgender people	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.
Marriage and civil partnership – also include impacts on lone parents and unmarried couples	Not applicable
Pregnancy and maternity – including new mothers/ parents	Not applicable
Race – including all racial groups, including impact if any on Gypsies and Travellers	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.
Religion and belief including non-belief, including religious minority communities, Humanists	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.
Sexual orientation – including the impact if any on LGB people	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group.

Non-statutory

Rural communities	People who live rural areas in the Derbyshire Dales will have the opportunity to travel to their nearest base. As the proposed relocation is so close to the existing service it will have minimal adverse impact on clients in terms of travel. The new Transport Policy may increase the number of people being transported by family or travelling independently.
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Impact on employees of Derbyshire County Council or prospective employees

Consultation with the existing staff team at Underhall has not yet commenced, should this proposal be approved consultation with staff would be required. Any transfer of staff from Underhall to Meadow View may mean that some staff may have to travel a mile less or a mile further depending on where they live. Both centres are adjacent to the A6 and on the same public transport routes so this should not adversely affect employees.

The posts on offer at Meadow View are expected to be similar however for some staff this may mean working differently with an expectation that all front line staff work flexibly between day care, respite and residential areas. This for some staff will be a change to the practice currently at Underhall. The care staff may be required to work a three shift rota covering days and nights.

It is recognised that staff may require additional training and this will be included in the transition plan.

Meadow View will operate a 32 bed long term residential unit which does not exist at Underhall and again this may require further training.

- b. From existing customer and other feedback – who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?

<i>Protected Group</i>	<i>Findings</i>
Age	Throughout the consultation participating clients felt that as long as the current care on offer at Underhall was transferred to the new building that they would be happy with the proposed relocation.
Disability	Two clients who use the respite facilities at Underhall said that if the new building was more modern and had wider doorways, then they were in favour of the move. The new building is fully disability accessible.
Gender (Sex)	There is no evidence to suppose that the proposals will adversely impact on people in this protected characteristic group. In the population as a whole in the UK there tend to be more females living longer with Dementia and other disabilities/needs than males because women tend to outlive males and day services do and will continue to need to plan to accommodate this. In future consideration may be required as to the gender mix of care support staff moving forward.
Gender reassignment	Although statistics are limited in accuracy due to under

	<p>reporting in the whole UK population, an estimated 1.6 % is considered to be Transgender (gires.org.uk). Census data for Derbyshire Dales from the 2011 data is not available as it is not collected. The impact on this protected characteristic group has been considered. There are no known attendees within Underhall who have had Gender reassignment surgery or who are Transgender (GIRES 2009 classifies as those who cross dress). No Service Users attending have made any needs with regard to these protected characteristics known. Services are provided in accordance with an assessment of need, and should the need arise services would need to accommodate any specific presenting needs for any protected characteristic individuals.</p>
Marriage and civil partnership	<p>Services are open to all irrespective of marital status and as such consideration has been given to this protected characteristic group but there is unlikely to be any adverse effects that can be identified.</p>
Pregnancy and maternity	<p>The proposals regarding the relocation of day services are unlikely to affect this protected characteristic group, although this group may benefit from use of the community accessible aspects of the Community Care Centre as a whole.</p>
Race	<p>The Service is not commissioned for any group specifically. Staff will be required to continue to take into account cultural sensitivities; the requirements for language and communication needs; and access to culturally appropriate and diverse dietary requirements in addition to continually raising the profile of equality issues to those who use the day service wherever it is located and within the new Community Care Centre as a whole.</p>
Religion and belief including non-belief	<p>Following consideration it is felt unlikely that people from different faith groups will be disproportionately affected by relocation.</p> <p>The Community Care Centre as a whole has a multi-faith room and leaders from various religions will be invited into the centre from the local community to assist Service Users in their beliefs as need is identified or as requested. Other religious groups will be encouraged from the local community to use the services available at</p>

	the centre. Service delivery will be adjusted according to demand so for example, as required culture specific food, activities, care and support will be provided based on individual needs and wishes.
Sexual orientation	In giving consideration to this we are not aware of any Adults within our service that have identified themselves as LGBT. We have no reason to believe that people would be disproportionately affected by the relocation due to their sexual orientation, however we are aware that this can be a hidden issue and therefore need to avoid making assumptions with regard to care delivery.

Non-statutory

Poorer and disadvantaged communities	Not applicable
Rural	Meadow View is sited in the same geographical area as Underhall so there should be no new issues with access as a result of a transfer.

Employees or prospective employees

Staff: In principle they were happy with the move but held the same concerns and anxieties that carers held about the day to day operational issues. One social worker commented that the opportunity offered by the new building outweighed any of the problems of the move.

c. Are there any **other** groups of people who may experience an adverse impact because of the proposals?

- Clearly Derbyshire Dales tenants living at Underhall were very anxious about the possible change. They said that whilst they appreciated the opportunities offered by the new building they did not want to lose the existing security benefits offered by the DCC staff on site 24/7, the social interactions again offered by the day service staff and of the Sunday lunch options again offered by the catering staff employed by the day service. However, tenants were in favour of the move if alternative support at Underhall was put in place.
- Any travel arrangements for current users of the day service would need to be considered in the light of the consultations on the proposed transport policy agreed at Cabinet on 21 January 2104. If appropriate, transition arrangements may need to be considered for a period of time.

- It should be recognised that current day service users at Underhall may be affected by the proposals to revise the eligibility threshold for services and to increase the client contribution through the Co-funding scheme, but any potential impact will be considered separately by the consultation agreed by Cabinet on 21 January 2014.
- The relocation of the respite services from Underhall will render the current warden service provided by DCC to Dales Housing Tenants unviable. Dales Housing will need to put in place alternative housing management arrangements for its tenants, and have reassured DCC that it will do this. Individual tenants who are eligible, will be entitled to Housing Related Support in the same way as tenants in any other sheltered housing scheme. Access to Housing Related Support would need to be considered in the light of the consultations on the proposed housing related support plans agreed at Cabinet on 21 January 2014.
- Dales Housing tenants of the scheme have enjoyed informal access to a meal service at Underhall day care on a Sunday. Some tenants have also informally joined the day care service for tea and biscuits in the afternoon.

d. Gaps in data

What are your main gaps in information and understanding of the impact of your policy and services? Please indicate whether you have identified ways of filling these gaps.

Gaps in data	Action to deal with this
none	

6. From the consultation you have carried out specifically in relation to proposed changes, what views or issues have been raised by those who have responded? (Include both their views and any issues they have raised which alludes to the likely impact)

a) Please summarise the consultation which has been carried out

In Summary

Clients: All participating clients felt that as long as the current care on offer at Underhall was transferred to the new building that they would be happy with the proposed relocation. They also commented on how 'state of the art' the new building looked and were again very happy with the range of facilities on offer. The overwhelming concern was that the service programme remained the same and that staff remained the same. Two clients who use the respite facilities at Underhall

said that if the new building were more modern and had wider doorways, then they were in favour of the move.

Carers: Carers recognized that the new building was an improvement and would offer a wider range of facilities but felt that “Underhall was not that bad!” In principle Carers were happy with the move but wanted assurance that the service and staff would be the same. However some were anxious about the change and the possible negative impact it might have on their loved ones especially for those with dementia. Some felt that the change should be implemented on a phased basis, with only new clients being transferred to Meadow View. One carer whilst very impressed with the facilities on offer at the new centre was a little worried that it might become ‘hospitalised care’.

Tenants: Clearly tenants of Underhall were very anxious about the possible change. They said that whilst they appreciated the opportunities offered by the new building they did not want to lose the existing security benefits offered by the DCC staff on site 24/7, the social interactions again offered by the day service staff and of the Sunday lunch options again offered by the catering staff employed by the day service. However, tenants were in favour of the move if alternative support at Underhall was put in place.

- b) Please summarise the feedback received. This should make clear where those who have responded have highlighted any potential adverse impact as well as their opinions on the proposals.

Appendix A provides a full summary of the consultation feedback.

7. Are there any ways of avoiding or reducing likely possible adverse impact on any groups of people, what are those actions, and how will they assist?

Recommendation 1: The Service needs to ensure that all clients and carers are kept informed of the new transport policy, of the new assessment criteria and of the amended co-funding arrangements coming from the Derbyshire Challenge consultation.

Response:

All service users will be informed of any changes in policy by their allocated social worker. Direct Care staff will also provide on-going information to service users on notice boards/leaflets and also discuss any changes during formal reviews etc.

Recommendation 2: The Service needs to reassure carers and clients that the current standards of care and support will continue to be delivered if the decision is taken to relocate the day services and respite care to Meadow View.

Response:

It is the intention that day care and respite provision provided at Meadow View will be of a very high standard. The enhanced staffing ratio at Meadow View will benefit service users and give the opportunity for a full programme of daily activities within the day care facility and provide additional support to people in respite and residential care. As it is expected that the staff who currently work at Underhall will all be able to be redeployed at Meadow View, it is envisaged that there will be a high level of continuity of care.

Recommendation 3: The Service needs to ensure that they look at ways of making people's day opportunity experiences even better.

Response:

A full programme of suitable day care opportunities will be developed at Meadow View which are designed to meet service user's individual needs. This programme of activities will be developed in full consultation with service users/carers and other partner agencies.

Recommendation 4: Client and carers need to be kept informed of progress and need to be involved in the on-going developments and planning of the use of space in the new facilities and Dales Housing need to do the same for tenants remaining at Underhall if the decision is taken to relocate the Underhall services.

Response:

In line with the major change guidance each direct care service user currently using Underhall will have an individual transition plan which will review of their care/support needs and support them through the service transfer. Service users will have input into the development of the new service through review and consultation.

In relation to Dales Housing tenants living at Underhall DCC will work closely with Dales Housing in order to review each tenants support needs and keep them informed of progress. Dales Housing will need to discuss with tenants how they intend to utilise the Underhall for the benefit of their tenants following service transfer.

Recommendation 5: Communication between staff at DCC and those at Dales Housing needs to be kept open. They need to work jointly on an exit plan if the

decision is taken to relocate Underhall to Meadow View.

Response:

DCC direct care, DCC commissioning and Dales Housing will plan the required exit strategy and engage with Dales Housing tenants regarding the issues raised during consultation, use of the space vacated by direct care, warden service and meal provision.

Recommendation 6: If the decision is taken to relocate Underhall then clients' emotional and wellbeing needs should be monitored as they make the transition from Underhall to Meadow View.

Response:

Every service user will have a review of their needs and a new individual personal service plan will be completed. This process will ensure they are fully involved and ensure that their programme of activities or respite needs are fully explored and planned in consultation with themselves/carers/family etc.

We will arrange a programme of transition to allow service users to become familiar with the new building prior to full transfer. Staff will provide on-going support to all service users to ensure that their emotional and wellbeing needs are met.

8. Main conclusions and Recommendations

CONCLUSIONS

Based on the analysis the following is believed to be of importance and should be noted by decision-makers:

The transfer of Direct Care Services from Underhall to Meadow View will provide clients with a modern purpose built dementia friendly environment in which high quality day care, respite and residential services can be provided by highly trained staff. Additionally there will be a wide range of facilities available, with access to health and wellbeing and community based services.

There is evidence of adverse impact upon the current Derbyshire Dales tenants who reside at Underhall in the sheltered accommodation in the scheme. This is indirect impact and relates to the historic legacy of support which they have accessed from Derbyshire County Council staff working in the day centre and respite care unit. This will be mitigated by DCC staff working with Derbyshire Dales housing officers to find alternative ways of providing the support which tenants

require, e.g. provision of meals from the Meadow View centre to those people who require them.

RECOMMENDATIONS (if any)

It is recommended that:

Although there have been concerns raised and there is potential for adverse impact on some older and disabled people, adequate and appropriate mitigation can be made to address these concerns and impacts.

The benefits of approving this proposal are clear for the wider older and disabled population of the Derbyshire Dales, and indeed the community as a whole and outweigh any detrimental impact to those people who may be adversely affected.

It is therefore recommended that the proposal is approved.

9. Action planning in response to the completed analysis

Objective	Planned action	Who	When	How will this be monitored?
What you want to achieve	What you intend to do	Responsible person or department	Timing of action	Monitoring and review arrangements
The Local Implementation Group will oversee the various work streams in the transfer and development of the new Direct Care services at Meadow View	Monthly LIG meeting in place	Direct Care	monthly	minutes
Keeping clients and carers informed about progress with the plans. Keeping them involved in development.	Produce quarterly newsletter Produce information booklet Easy Read Menu of activities Everyone will have a keyworker All clients will be reviewed and new travel arrangements planned Set up carers meeting	Direct care		By Service Manager
The Equality Impact assessment will be reviewed following transfer of Direct Care services to Meadow view and updated	Review EIA	Direct Care	June15	By Service Manager

10. Monitoring and review arrangements

Please outline what steps will be taken to monitor and review the implementation of proposals if they are agreed here:

The transfer of Direct Care services from Underhall to Meadow view will be monitored by the Local Implementation Group (LIG)

The LIG will oversee and monitor all the individual work streams as they move forward to ensure a successful service transition and on-going development of Meadow View.

11. Conformation that equality impact analysis (EIA) completed and read

Name of officer signing off EIA as completed

Date:

This Equality Impact Analysis has been read by

Name	Date	Position
Rob Moore	16.10.14	Group Manager

Where and when published e.g. with Cabinet Report, on DCC website

With Cabinet Report

CONSULTATION REPORT ON DAY SERVICES FOR OLDER PEOPLE AT UNDERHALL, TWO DALES

1. Purpose of the Report

On 25 March 2014 Cabinet approved commencement of formal consultation for the proposed relocation of day services for older people from Underhall Resource Centre to the new Meadow View Community Care Centre in Darley Dale. This report explains the detail of the consultation and outcomes.

2. Methodology and Approaches

The period of consultation took place between 30 June and 11 August 2014. This report will summarise views and opinions submitted by people using the day centre and their relatives and friends during this period.

The consultation offered both qualitative and quantitative ways of gathering people's views about the proposed changes. We planned for as many people as possible to take part by offering a range of ways in which people could share their views, see below:

1. All clients who currently receive a day service and all those in receipt of short term care currently from Underhall Resource centre were sent a letter to their home address on the proposed changes inviting them to attend a meeting at Underhall on 23 July. Two meetings were held, one in the afternoon and one in the evening. (See Appendix A) People were also invited to send in their comments in the form of a letter, by completing a comment form or by sending an email to: telladultcare@derbyshire.gov.uk.
2. All carers of people currently receiving a service either from the day service or short term care unit from Underhall also received an invitation to both meetings on 23 July and were offered the same range of other ways of commenting about the consultation as listed in No. 1 above.
3. Both letters included a help desk telephone number and offered assistance from the Stakeholder Engagement and Consultation

Team (SECT) to discuss the proposals further either over the telephone or face to face.

4. Derbyshire County Council worked in partnership with Dales Housing who owns the building. Tenants living in the sheltered accommodation were sent letters from their landlord (Dales Housing) which explained the consultation, of the possible options that a proposed change would bring and invited them to a meeting for again them to give their views.
5. The reablement team were also sent information about the consultation and were asked to inform clients who had utilised Underhall.
6. Also a range of community based organisations and businesses associated to Underhall were informed of the consultation and were invited to comment about the proposals. These included Darley Dale Pharmacy (Jayne Hibbard), Manor Pharmacy - Matlock, Audley Care (St Elphins), Daisychain Homecare Services, Darley Dale Medical Centre, Imperial Road Surgery (Matlock), Lime Grove Surgery (Matlock), Podiatrist (Matlock Clinic) and Mental Health Team - Derbyshire Health Care.
7. Posters inviting people to take part were also displayed at Underhall.

The Analysis

Letters sent

Who was consulted?	How many people?
Day Service Clients attending Underhall	40
Day Service Carers	37
Short term care Clients attending Underhall	15
Short term care Carers	14
GP's, community organisations and businesses associated with Underhall	10
TOTAL	116

Who Participated?

Meetings

A total of 57 people attended meetings held at Underhall. At the meetings the proposal was further explained resulting in many questions being asked about the proposed changes. This allowed for a better understanding and helped participants to give their comments.

Staff from the Adult Care Stakeholder Engagement and Consultation Team (SECT) attended two meetings at Underhall Resource centre and one meeting was hosted by Dales Housing in partnership with Adult Care SECT again held at Underhall. A mixture of clients, tenants and carers attended each meeting.

At all the meetings held, notes were taken and these have been analysed for the purposes of this report. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind people's opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes.

Written and telephone responses

Also nine people made their comments in writing in the form of letters, comment forms or contacted the consultation team to give their views over the telephone.

Present Position

It was explained at the meetings that the Underhall building was not owned by Derbyshire County Council but rented from Dales Housing and that DCC was proposing to move the day service and short term care facilities currently being delivered from Underhall to the new Community Care Centre in Darley Dale called Meadow View. A brief description of the new Community Care Centre was given.

Meadow View is due to be completed in May 2015. It is one centre in a network of high quality Community Care Centres in Derbyshire, which is becoming the focal point for delivering services to older people with complex needs. The Centre will offer a range of flexible opportunities for people in the community including advice and information, support for carers, a bistro, day

services, rehabilitation and health and support services; short term care for older people; and long-term care for older people with dementia and complex needs.

It was also made clear that although tenants living in the sheltered accommodation at Underhall currently benefited from DCC staff on site 24/7, this was not a service on offer by any other sheltered accommodation units provided by Dales Housing.

Assurances were given by Dales Housing that if the proposal did go ahead that they would explore ways of maintaining staff presence at the current standard sheltered accommodation level experienced by other Dales Housing sheltered accommodation residents e.g. move the independent living team into Underhall, look to develop a programme of social activities at Underhall and look into the feasibility of providing a Sunday lunch service.

What people said?

In Summary

Clients: All participating clients felt that as long as the current care on offer at Underhall was transferred to the new building that they would be happy with the proposed relocation. They also commented on how 'state of the art' the new building looked and were again very happy with the range of facilities on offer. The overwhelming concern was that the service programme remained the same and that staff remained the same. Two clients who use the respite facilities at Underhall said that if the new building were more modern and had wider doorways, then they were in favour of the move.

Carers: Carers recognized that the new building was an improvement and would offer a wider range of facilities but felt that Underhall was not that bad! In principle Carers were happy with the move but wanted assurance that the service and staff would be the same. However some were anxious about the change and the possible negative impact it might have on their loved ones especially for those with dementia. Some felt that the change should be implemented on a phased basis, with only new clients being transferred to Meadow View. One carer whilst very impressed with the facilities on offer at the new centre was a little worried that it might become 'hospitalised care'.

Tenants: Clearly tenants of Underhall were very anxious about the possible change. They said that whilst they appreciated the opportunities offered by the new building they did not want to lose the existing security benefits offered by the DCC staff on site 24/7, the social interactions again offered by the day service staff and of the Sunday lunch options again offered by the catering staff employed by the day service. However, tenants were in favour of the move if alternative support at Underhall was put in place.

Staff: In principle they were happy with the move but held the same concerns and anxieties that carers held about the day to day operational issues. One social worker commented that the opportunity offered by the new building outweighed any of the problems of the move.

In more detail

At both meetings a set of photographs were shown to the attendees and a leaflet outlining what Meadow View would offer (see appendix 3a). This prompted a range of comments:

About the care?

Service users, tenants and carers were all in agreement that the quality of care offered by staff at Underhall was very high.

‘The care given to my husband when he attends Underhall is second to none.....he has suffered a stroke and is particularly disabled and unable to speak, they understand him very well’. (Carer)

‘Underhall has been crucial to her social life and has greatly improved her personal sense of well-being. She has thoroughly enjoyed the caring and friendly service that has always been on offer at the centre.’ (Carer)

‘I chose Underhall because of the Care and Security services offered at this location. She had a choice of moving closer to Matlock where my wife and I live but the care package at Underhall was so much better and we chose that instead..’ (Tenant Carer)

Because service users value the care provided by day service and respite staff at Underhall they wanted the same level of care to be provided in the proposed new facilities.

'I would like the same care received if the relocation went to the Meadow View Community Care Centre, but not like 'hospitalised care.' (Carer)

'I do so hope that the planned new facility will provide the same level of incredibly high service provided by Underhall.' (Carer)

Indeed for tenants living at Underhall the proposal to relocate staff to another building brought a lot of anxiety and anger.

'It is the proposed removal of a 24/7 warden (especially at weekends) that is causing the most concern and must not be removed under any circumstance. The residents are a community (aged 65 to 98) and must be "sheltered" in their own homes at a level that they feel secure with (and are used to since the building of Underhall) and not downgraded to a level that may well be the norm elsewhere.' (Tenant Carer)

Clearly most of the tenants saw the benefits of Meadow View Centre but wanted Underhall to retain its level of care and security at its current level.

'I am pleased that DCC is providing excellent facilities at Meadow View and I congratulate it on this care for patients in need of respite care and also patients suffering from Dementia and those needing extra care. This is a forward looking view and is appreciated by all ratepayers I hope. However, this consultation has highlighted the proposed detriment to the residents of Underhall and I strongly ask the DCC to re-examine its proposal so that the aged are not affected by the move'. (Tenant Carer)

About the facilities:

As already mentioned above, almost all service users and carers agreed that the facilities offered by the new Community Care Centre were impressive.

'I understand that perhaps some of the fixtures at Underhall need updating, and that being a new purpose built centre that this could be for the better.' (Carer)

'I felt the 'wow' factor when I saw the day room at underhall.....it was mentioned that the Meadow View Community Care Centre was going to be even better than Underhall'. (Service user)

‘Reading all the facilities and provisions that have been made available....as an individual with a number of physical problems, it is so encouraging to see so much has been anticipated.’ (Service User)

One staff member wrote in with their views:

‘I feel this will be a great opportunity to widen the remit and improve the effectiveness of the services currently provided at Underhall. Particular ideas that would enhance both the community and those clients attending Meadow View:

Community Café - available for general public

Space for complimentary therapeutic activities- eg, music, singing, drumming, aromatherapy.

Private day centre attendance is a must. Presently there are many older people disenfranchised because they are not FACS Eligible and can afford to pay but are not allowed to do so.’ (Staff)

Two people who have used the Respite Facility at Underhall made the following comments:

‘If the new building is more modern and has wider doorways, then I’m in favour of the move’. (Respite care service user)

‘It’s nearer to home if I need respite. Hoping it will provide more services.’ (Respite care service user)

‘Car parking and entrance will hopefully have good access for cars.’ (Respite care service user)

About Transport:

The proposed relocation of services is situated less than half a mile down the road from Underhall. Two carers raised concerns about how service users would be transported to the new facility.

‘[The move] could be for the better, if transport is still given or paid for.’ (Carer)

‘As long as my Dad will be supported to get to and from the centre in the same way as he is to Underhall, I think the proposed move will be fine.’ (Carer)

One client said that it would be better as the new Centre was closer to where they lived.

Overarching Risks and concerns:

One Carer raised concerns about her Grandfather:

‘I’m worried about the familiarity of somewhere that he has been attending for years and how someone with quite severe dementia would adapt and react to a change in day service?’ (Carer)

She suggested:

‘a phased move to the new facility and that people who have severe dementia should stay at Underhall until they were no longer able to attend.....that only new clients and the more able clients should move over to the new facility.’

‘I’m concerned about the familiarity of the staff and the staff knowing them and what their needs are.....and I’m concerned that his dementia will worsen as a result of the change.’ (Carer)

Clients who attended Underhall day services and who attended the afternoon meeting thought that the new centre was a wonderful idea however they felt that the meeting was taken over by the tenants of Underhall and were unhappy that the meeting tended to concentrate on the issues of tenants.

In contrast tenants felt very strongly about the benefits that they felt they would lose if the proposal went ahead.

‘We have no objection to the move of day services and respite care from Underhall to Meadow View, although charging for transport of any tenant to Meadow View at £5/day is regrettable. It is the removal of the associated extra care packages attached to this proposal that has created great concern and anguish among the aged tenants of Underhall. Currently the tenants at Underhall are provided with:

- a) Accommodation in flats through DDDC. This will continue as usual and we are pleased about this.

- b) Security through a locked entrance/exit system through DDDC (to remain?) but with an extra layer in the form of a Warden 24 hours/day and 7 days a week (DCC?). This latter service is to be removed and we are very concerned about this especially as the warden checks on the wellbeing of each resident daily on her morning rounds. Removal of this 24 hour care 7 days a week would mean that serious injury to residents leading to unconsciousness could be undetected for 2/3 days. This should be totally unacceptable as a feature planned for removal in your proposal whatever the norm in other locations.
- c) Care in the form of a 24/7 warden mentioned in b) above but also the provision of a Chiropodist, a hairdresser, afternoon tea/coffee/biscuits, evening entertainment and catering facilities; albeit the latter being provided to most tenants once a fortnight.

In response Steve Jenkinson told the group that resident's home help services would remain and that the warden input was being discussed with Dales Housing and would probably be in line with other Dales Housing properties with a warden on site 9am-5pm with a mobile warden service out of these hours.

Concerns about viability

One staff member raised issues about the financial viability of the new centre:

'As FACS Eligibility is raised again to Substantial, there will be fewer people attending, so to make the project financially viable, private respite care should be continued alongside Adult Care funded respite. We need to utilise Continuing Health funding streams, utilise private health sector sponsorship and private health insurance funded places to assist making it pay.'

They also added:

'This project is exciting but needs to be "joined up" or it will not be financially viable.' (Staff)

Overall impressions and Recommendations

It is recommended that the following actions be taken to enhance the good work already taking place.

Recommendation 1: The Service needs to ensure that all clients and carers are kept informed of the new transport policy, of the new assessment criteria and of the amended co-funding arrangements coming from the Derbyshire Challenge consultation.

Recommendation 2: The Service needs to reassure carers and clients that the current standards of care and support will continue to be delivered if the decision is taken to relocate the day services and respite care to Meadow View.

Recommendation 3: The Service needs to ensure that they look at ways of making people's day opportunity experiences even better.

Recommendation 4: Client and carers need to be kept informed of progress and need to be involved in the on-going developments and planning of the use of space in the new facilities and Dales Housing need to do the same for tenants remaining at Underhall if the decision is taken to relocate the Underhall services.

Recommendation 5: Communication between staff at DCC and those at Dales Housing needs to be kept open. They need to work jointly on an exit plan if the decision is taken to relocate Underhall to Meadow View.

Recommendation 6: If the decision is taken to relocate Underhall then clients' emotional and wellbeing needs should be monitored as they make the transition from Underhall to Meadow View.



Meadow View Community Care Centre

Community support for older people and carers

Derbyshire County Council



Meadow View Community Care Centre

Welcome to Meadow View Community Care Centre. This is one in a network of high quality Community Care Centres in Derbyshire, which are becoming the focal point for delivering services to older people with complex needs. Working in partnership with the local NHS and other local organisations, these services will help maintain people's independence, well-being and dignity.

Key features

The care centres will support:

- Adults living with dementia and their carers
- Local people – the centre will be a hub for the local community with integrated services tailored to the needs of the communities they serve. The centres will have open public areas, centre based services tailored to meet assessed need and be a base for community support home care staff as well as short and long term residential care.

Community Care Centres Provide:

- A range of flexible opportunities for people in the community, including advice, information, day care, rehabilitation and health support services
- Short-term care for older people
- Long-term care for older people with dementia and complex needs.



The Service Model for Community Care Centres

Community Care Centres have an essential role in the delivery of person-centred services for older people. Services within a centre will help to maintain independence through rehabilitation and preventative services and substantially reduce the risk of admission or re-admission to acute hospitals and inappropriate use of residential care.

Dementia friendly design, prevention and early intervention are at the heart of Community Care Centres. Buildings are dementia friendly and inclusive. Stirling University Dementia Unit is a key partner in the building design. Additionally, older people, their carers and local voluntary organisations have been essential partners in developing the centres service model.

Benefits of a Community Care Centre will include:

- Improved opportunity to live independently, through specialised care for people with dementia, advice and support to older people and carers within the surrounding community
- Easier access to a broad range of services and information
- Increased social inclusion for older people
- Improved choice and control
- Improved dignity and safety
- Improved preventative, early intervention and re-ablement services
- Community based support for carers
- Increased local partnerships and the efficient use of resources

A building which promotes dementia friendly design and facilities which local communities can be proud of.

Services

The service model will provide centre based, residential and community based services as part of the integrated network of support to the locality. The building and services are designed to work in harmony with linked public, specialist therapeutic and private living areas.

Open public areas

The aim of the open public areas is to provide a local open access community resource for older people and their carers. Everyone will be made to feel welcome and we will be providing a range of resources such as internet access, a hairdresser and an information area known as a health and wellbeing zone. Together with reception facilities we will provide:

- Access to information and advice for example:
 - Derbyshire County Council Information Portal
 - Alzheimer's Society
 - Age Concern
 - Derbyshire, Derbyshire Library Service
 - Bookings for professional social care
 - Referrals via Call Derbyshire
- Café/Bistro
- Internet café/shop/hairdresser
- Private rooms - for confidential matters
- Telecare Demonstrating Suite
- Fitness/meeting rooms (book-able for local community groups)
- Adult Education groups
- Peer support groups
- Health Promotion events and fire service home safety assessments
- Signposting to other services with a non-dementia focus.





Services based on individual support plans

For those people with higher levels of need for support, the centre will offer a range of targeted services which will be provided during and following an assessment of need.

All services available are based on a personal approach, putting people in the centre of any support they choose to have and enabling them to make decisions and live life as they choose.

Services include:

- 15-20 places offering opportunities for day time activities available 7 days a week
- Opportunities for specialist assessments, therapy, treatment and social activities, including an assessment service for people with dementia
- Advice, information and support for carers.

Residential Services

The centre has 32 residential places with en-suite facilities to support the care of older people who have high levels of need, such as those with advanced dementia or other complex issues. All the accommodation is homely, high quality and well designed to create environments where residents can feel comfortable and supported. Within the accommodation separate areas are provided.

Short stay residential accommodation

The short stay accommodation has 16 attractive en-suite bedrooms and facilities, purpose built

for short breaks and intermediate care. The accommodation is designed and equipped to support recovery, maintain and promote independence. People staying in the accommodation will be able to enjoy the full range of resources available within the centre.

There are 8 places available to provide planned and emergency short breaks. The places will allow people the opportunity for some intensive support when it's needed, so their carers can enjoy a much needed break, or to help people recover their independence.

Intermediate care

There are also 8 short stay places providing a mixture of social care support and rehabilitation for a short period (usually around 6 weeks) intended to increase an individual's physical, emotional and mental well-being. This is known as intermediate care.

Intermediate care places provide a homely setting to support people who need some time to recuperate following a discharge from hospital or to prevent unnecessary admission to hospital or long term care.

Long term residential care

There are 16 places available for people with dementia and higher levels of need providing specialist long term care in a secure and attractive environment.

