

DERBYSHIRE COUNTY COUNCIL

CABINET

2 DECEMBER 2014

REPORT OF THE STRATEGIC DIRECTOR ADULT CARE

**RESPONSE TO THE CONSULTATION ON PROPOSED CLOSURE OF DAY
CARE SERVICES FOR OLDER PEOPLE AT AMBERVALE RESOURCE
CENTRE, RIPLEY, AND THEIR RELOCATION TO FLORENCE SHIPLEY
SPECIALIST COMMUNITY
CARE CENTRE, HEANOR**

ADULT CARE

1. Purpose of the Report

- To update Cabinet on the outcome of the consultation on the proposed closure of day services for older people at Ambervale Resource Centre, Ripley and their relocation to Florence Shipley Specialist Community Care Centre, Heanor. The proposed closure would also have an impact on other groups using the venue at other times.
- To inform Cabinet on the Equality Impact Analysis carried out on the proposal.
- To seek approval for the closure of day services for older people at Ambervale Resource Centre, Ripley and their relocation to Florence Shipley Community Care Centre, Heanor.
- If the transfer of services is agreed, to seek approval to commence consultation with the current staff team at Ambervale Resource Centre and recognised Trade Unions on their employment options.

2. Information and Analysis

Ambervale Resource Centre is part of the Cemetery Lane complex in Ripley. It offers day services and outreach to older people living across the Amber Valley

district. The centre has 22 places available per day, and capacity to offer outreach to a further four people. 54 people in total utilise the service most of whom are living with some form of dementia. Further detailed information on the clients who use the centre is provided in the attached Equality Impact Analysis (Appendix 1). Additionally Community based groups also use the Centre in the evening to operate social groups, these include the Motor Neurone Disease Society (Derbyshire), South East Fostering Team – Erewash Social Care, and Snax and Chatz a social group for adults with learning disabilities. The closure of Ambervale Resource Centre would mean an alternative venue would have to be sought by these groups.

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. This report set out the plans to develop a new specialist Community Care Centre for older people in Amber Valley; this is being built on the site of the former Florence Shipley Home for Older People just off of Market Street, Heanor. 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. Florence Shipley Community Care Centre is due to be completed in January 2015 and will be operational in Spring 2015. If the proposal contained in this report is approved the service currently provided at Ambervale would close and relocate to the new Community Care Centre as soon as is practicable, following client reviews and staff consultation.

Consultation

A period of consultation on the proposal took place between 24 June and 5 August 2014 the full report is attached as Appendix 2.

- The consultation offered both qualitative and quantitative ways of gathering people's views about the proposed changes. It was planned for as many people as possible to take part by offering a range of ways in which people could share their views. Letters were sent to all clients who currently receive a day service at Ambervale, and their carer's, explaining the proposed changes and inviting them to attend a meeting. A total of four meetings were held, two in the afternoon and two in the evening. They were also invited to complete a comment form or discuss the proposals with a member of the Stakeholder Engagement and Consultation Team. Other interested parties and users of the centre were also contacted and invited to submit responses. In addition the consultation was publicised through press releases, posters and all documentation was made available on the Council's website. In total 60 Day

service Clients; 59 Day Service Carers and three organisations that use the Day Service facilities were invited to take part in the consultation. Of those, a total of 31 people attended meetings held at Ambervale. 5 of which were Clients, 23 were Carers and 3 representatives from the organisations that use the base at Ambervale participated in the consultation meetings. Five 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 and one Community organisation also aired their views in the Heanor News.

- Posters inviting people to take part were also displayed at Ambervale.
- All the information used in the consultation was also made available on the Derbyshire County Council Website at www.derbyshire.gov.uk/challenge.

Summary of Responses arising from the Consultation

The principle themes which emerged from the consultation can be described as follows:

- Clients and carers were very keen to express their overwhelming support for the existing service, especially in respect of the staff.
- The majority of opposition from those participating was about the change of location from Ripley to Heanor (except for those people who live locally to Heanor). Above all, there was concern about losing a community facility in the Ripley area – Ripley being ‘the heart of Amber Valley’.
- There were worries expressed about future transport provision and the potential for increased journey times and the impact that this would have on Clients who already spend a significant time on transport. In addition the effect this would have on Carers in terms of providing support to Clients in readiness for transport in the mornings.
- Concern was expressed that the new Centre only has 20 places per day rather than the current 22 at Ambervale and some participants felt that more places should be provided for people with a Dementia.
- Several Carers expressed their concerns about the new Centre at Florence Shipley being on more than one level as they felt this not conducive to providing the support Clients need.
- Most Carers expressed concerns about the potential negative, unsettling impact of change of venue/locality, particularly on clients with dementia.
- There were worries about the time scale for the change – views were expressed that a phased approach would be better.
- There was recognition that there would be a better range of service provision available at the new Centre in Heanor.

- A lot of concern was expressed by voluntary sector groups who use Ambervale that they will not be able to find another suitable venue in the Ripley area to hold their evening sessions.

Potential Adverse Impact

The Equality Impact Analysis, which further considered the feedback from the consultation, particularly how it affected protected groups, identified potential areas of adverse impact which are set out in Appendix 1. The key themes arising from this analysis are as follows:

- The proposal directly affects older people many of whom are living with dementia, some of whom may also have physical disabilities or mental health needs.
- Most of those people affected live with a family carer providing significant amounts of support to the person who uses the service at Ambervale. The service provided represents respite care for the carer.
- Many of those affected live in rural areas and this would present potential difficulties in terms of access to the new service location.
- A higher than average number of clients who attend Ambervale are from BME communities compared to the population of Amber Valley as a whole.
- The current client group is predominantly female therefore women may be disproportionately affected by the proposal in this report.
- Through the community based organisations who use the Centre at other times other protected groups may potentially be affected, i.e. disabled people, people with a learning disability, children and families.

Mitigation

In addressing the issues and concerns which have been raised during consultation and Equality Impact Analysis the following mitigation would be put in place prior to any decision taking effect:

1. Concern about the day service moving from Ripley to Heanor

All clients would be reviewed individually and new travel arrangements would be discussed and agreed with carers. It is not envisaged that current clients would be ineligible for the service under new Fair Access to Care Services eligibility arrangements, although this is subject to individual reassessment. At each review meeting alternative options would be explored with clients and carers including

accessing alternative day services more local to where people live. This might include Homes for Older People in the local area where Day Care is provided, e.g. The Willows (Ripley), Rowthorne (Swanwick), The Glebe (Alfreton) and Ada Belfield (Belper).

Any proposed move to the new centre would be planned and phased for each individual. Trial sessions would be utilised where appropriate. Although the new Centre will be ready for occupation in early spring 2015 the Day Service does not have to move at this time, it can be phased over a period of time, although staffing both Centres concurrently would become difficult to maintain indefinitely

2. Concern about fewer day service places being available at Florence Shipley

Although the Centre has two fewer places per day, by adopting more flexible opening times and sessional service provision (i.e. choice of morning or afternoon attendance for example) it is envisaged that more people would be able to access the Service than currently. This is because there could be up to 20 people at any one time accessing the service but people would not necessarily stay for the whole day.

3. Concerns about the layout at Florence Shipley

Although the bedrooms at the Florence Shipley Centre are on four different levels, the Day Service is at ground floor level with direct access from the main entrance. There is also level access to disabled access toilets and the Changing Places toilet facility in the main reception, as well as the Cafeteria and Health and Wellbeing Zone.

4. Concerns about travel arrangements

A new travel plan will be devised which ensures that journey times are kept to a minimum. Alternative, more flexible travel arrangements will be set up for those who wish to use these.

5. Position of other centre users, including voluntary groups

Work will be undertaken with those voluntary groups who currently use the Centre to find suitable alternatives. Where the preference is to remain in Ripley this will be

explored but for those who are happy to do so the option to transfer to the new Centre at Heanor will be facilitated.

6. Staff

- Staff consultation would need to be undertaken but the opportunity would be made available for all staff to redeploy to the new centre in their existing roles, should they wish to, thereby maintaining continuity of staff

7. Other advantages

In addition to the above, the wider benefits of the new facility in Heanor will offer a number of advantages which will maximise the positive impact on protected groups within the locality. These benefits include:

- 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 clients 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 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.
- The focus of the new Heanor Community Care Centre is to be open to the whole of the community and as such would have something to offer all disabled individuals in Amber Valley not dependant on type of disability. It is purpose built to cater for significant levels of mobility difficulties and will be one of Derbyshire County Councils 'Changing Places' for those in the general community who may need accessible toilet and changing/personal hygiene facilities. There will be information and advice available in the health and well-being zone and everyone will be able to access the cafeteria. There will also be accessible bathing facilities.
- Carers and relatives will be able to use services within the building and current work is underway to secure networks of other interested support groups who could use the building to offer support to the whole population of Amber Valley including those with various disabilities.
- The new Centre 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 the day service will offer significant improvements in comparison to the current facility at Ripley.

- It will be part of the staff induction programme to develop staff skills around engaging and communicating with Disabled Adults, particularly for those staff who are not experienced in care provision, such as business support staff or domestic staff for example.
- Intergenerational work with local schools will be undertaken at the new Centre as part of working with the wider community.
- The Community Care Centre as a whole will work towards involving and engaging with the whole community and as such it will provide a hub for all age groups including children and families. Services and groups who work with these age groups will be encouraged to use the facilities within the building such as the multi faith area, cafeteria and hair salon.
- 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.

3. Financial Considerations

The current operational budget relating to Ambervale Resource Centre of £317,115 (2014/15) would be transferred in its entirety to form part of the new operational budget for Florence Shipley should this proposal be approved.

4. Human Resource Considerations

Transferring direct care services from Ambervale Resource Centre to Florence Shipley Specialist Community Care Centre would affect 19 employees who work there. The structure at the new service will replicate the current structure therefore the whole staff group will be able to be accommodated in the new service.

If a decision is made to close Ambervale and relocate the service to the new Centre in Heanor 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 account 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.

Although the consultation and Equality Impact Analysis has identified potential adverse impact on protected groups, the mitigating actions listed above will adequately address these. 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.

6. Property Considerations

As Ambervale currently forms part of the overall Cemetery Lane complex any decisions about future use or disposal of the building would need to be made alongside the wider considerations of the complex as a whole.

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 20.02.12 '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 Ambervale Resource Centre and the Equality Impact Analysis.
- 11.2 Approve the closure of day services for older people at Ambervale Resource Centre, Ripley and their relocation to Florence Shipley Community Care Centre, Heanor.
- 11.3 Approve formal consultation with the staff at Ambervale Resource Centre and trade unions.

Mary McElvaney
Strategic Director – Adult Care
County Hall
Matlock

Appendix 1

Derbyshire County Council

Equality Impact Analysis Record Form 2014



Department	Adult Care
Service Area	Day Services Older Adults
Changes or proposals	To close and relocate Ambervale Day Opportunities from Ripley to Florence Shipley Community Care Centre in Heanor
Chair of Analysis Team	Group Manager- Rob Moore
Date of Analysis	01.09.14
Version	0.1
Author	Service Manager/Project Lead- Rebecca Toms

1. Prioritising what is being analysed

a. Description of current service arrangements

Ambervale Day Services is currently located on the Amber Valley Area Office site in Ripley which is the most central town in the Amber Valley area. It is a level access building offering 22 Day Opportunity places on a daily basis 9am to 5pm Monday-Friday, or 110 places weekly; primarily these are provided to Older Adults who have a Dementia which includes associated physical disabilities, although there are some attendees who do have other disabilities such as having had a stroke or other long term condition, however these are in the minority.

Of the 110 places weekly places available, 72 are currently used.

Ambervale also offers outreach work via Community Support Workers to four Older Adults in the Community who are unable or who have chosen not to access the

building.

There are currently 54 Service Users who access Ambervale support, 49 of whom attend in the centre, 4 who access community support from Ambervale staff and 1 Service User who has a mixture of both. 63% of Service Users receive support for 2 or more days per week.

Of the current 54 people receiving a service, 28% have informal Care arrangements from family members at home with no other home care support from other services. In addition to primarily supporting the individual, Ambervale offers significant respite to Carers.

Ambervale is staffed by a Unit Manager who is responsible for the staff and Service Users, in addition the care and support is provided by a mixture of Day Service Workers and Community Support Workers. The centre also has two part time cooks, a full time driver, two part time drivers and a part time domestic member of staff. There is access to a Business Service Assistant specifically for the centre on a part time basis.

Ambervale is the only DCC stand-alone Day Service in Ripley and the surrounding area for older adults, however other Council run Homes for Older Adults within Amber Valley provide some day care places; these are available from The Willows HOP in Ripley, Ada Belfield HOP in Belper, The Glebe HOP in Alfreton and Rowthorne HOP in Swanwick.

There are a variety of other Private Care Homes throughout Amber Valley who also offer Day Care places.

The Alzheimer's Society facilitates a Memory Cafe for people with dementia, their carers, family and friends. Providing refreshments, information and advice. Every third Thursday at Field Terrace Community Room, Field Terrace, Ripley.

Stepping Stones Day Care Centre is a DCC part funded charity based in Heanor that cares for older adults during the day by providing transport facilities to their centre where beverages, hot meals, entertainment and care is provided. Their primary focus is not Dementia Care.

Apart from Ambervale, the Amber Valley area has no other known day service whose primary focus is providing services to those with a Dementia.

b. Details of proposals or changes

To close the day service currently provided within the Day Centre building at Ambervale in Ripley and relocate it to the new Community Care Centre building at Heanor (Florence Shipley). A new Day Centre facility is being included in the structure of the new building which is currently on target to open March/early April 2015. The re-location would include redeployment of the current staffing group to the new Centre subject to consultation with individual members of staff.

Closing and relocating the Ambervale Day Service would not impact on the Community Support Outreach currently provided from Ambervale, and this would remain available throughout Amber Valley.

C. Rationale for proposed changes

Ambervale Day Services are provided within a level access and fully wheelchair accessible building however it is not environmentally conducive to safe and personalised service provision. The objective for Older Peoples Day Services throughout Derbyshire is that we will work with clients, their family carer and other significant people to develop an individualised personal support plan which promotes independence, wellbeing and participation. Therefore allowing people to access day services that will provide:

- A menu of innovative activities - a range of personalised and group activities available within the centre based on individual preferences and outcomes to be met;
- Providing care and support in a safe environment that maximises their quality of life;
- Providing high quality, flexible, responsive and person-centred care and support that will maximise wellbeing by meeting individual physical, psychological, social and spiritual needs (as identified on personal support plans);
- Providing positive and regular interventions aimed at strengthening existing skills and empowering individuals.

The building at Ambervale is restricted to providing group work in separate areas of the centre because this is how the environment is set out. This creates difficulties in terms of staffing, it is inflexible and very much segregates and separates clients from their peers and is not conducive to person centred working.

There is no access for clients to safe outdoor areas in the grounds of Ambervale. In

order to prevent clients from going out unsupervised the main door at Ambervale has to be locked on occasion, which is very restrictive, although is unavoidable at times in order to maintain safety. In addition to this, due to the location of internal fire doors which it is not possible to lock, much of the whole site at Amber Valley Area Office is potentially accessible to clients. Whilst staff are tasked with monitoring the whereabouts of clients at all times, there have been occasions over busy periods where clients have made their way to other parts of the Amber Valley complex unaccompanied which is a risk to their safety. The proposed relocation to The Florence Shipley Community Care Centre in Heanor significantly reduces this risk as it is a building designed to cater for people with dementia.

Additionally if this proposal is approved clients will be able to benefit from the wider range of services available at the Community Care Centre including access to respite care, longer term care, health and community services.

2. The team carrying out the analysis

Name	Area of expertise/ role
(Chair) Rob Moore	Group Manager Direct Care
Rebecca Toms	Service Manager Direct Care /Project Lead (Heanor Community Care Centre)
Jean Sturman	Projects & Research Manager - Adult Care, Capital Investment
Graham Spencer	Service Manager - (commissioning- Older People) Adult Care, Strategy & Commissioning
Jane Glenn	Service Manager Fieldwork SE Division
Tracy Kershaw	New Unit Manager Heanor Community Care Centre, Current Unit Manager Ambervale Day Services.

3. Existing information and consultation based feedback

a. Sources of data and consultation used

Source	Reason for using
Client/Carer Consultation meetings	To identify impact.
Client/Carer Consultation feedback report.	To identify impact.

Source	Reason for using
National Census Data 2011	Comparison data.
Planning4care http://www.planning4care.org.uk/home/	Comparison data.
'Dementia 2014: Opportunity For Change'- Alzheimer's Society 3 rd Annual Report	Profile of People living with Dementia
National Dementia Strategy	Research and information.
PRIAE (Policy Research Institute On Ageing And Ethnicity) www.priae.org	Profile and provision of services for minority ethnic elders.
GIRES (Gender Identity Research and Education Society) 2009 Report to The Home Office.	To identify impact.
'A Vision for Derbyshire County Council's Day Services' document	Understand needs of people who receive day services and DCC approach.
John Cowings Senior Policy Officer, Equalities	To act as a critical friend, reviewing our work.

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>Adults (mostly over the age of 65) are most affected as the majority of the clients using the current Day Service proposed to relocate are within the 80year old age bracket, although one current Attendee is under the age of 65, aged at just 64 years.</p> <p>Amber Valley Borough in 2014 has an estimated population of 122,779 Adults currently over the age of 65 years, of which 10,283 are over the age of 75 years.</p> <p>An estimated 14.24% of the 65 years and over population living in Amber Valley in 2014 have dementia. This is set to steadily rise in the next 20 years to 17.23% in 2034 (source Joint Strategic Needs Assessment- JSNA) therefore referrals to Ambervale Day Service within the</p>

	next 20 years for Older Adults could potentially increase commensurate with these trends.
Disabled people including mobility, sensory, learning, mental health, HIV, and also include carers and relatives	<p>Of those currently living in Amber Valley aged 65 years and over in 2014, an estimated 4571 people are unable to complete at least one mobility activity on their own, and of the population as a whole in Amber Valley of 123,700 people, 1950 are estimated to have 'Very High Physical Needs' in 2014 this is approximately 1.6 % of the population of Amber Valley as a whole who would be likely to be eligible for Local Authority support due to physical Disability including mobility difficulties.</p> <p>1.3% of the Amber Valley population as a whole in 2014 are likely to be eligible for statutory services or signposting due to having some form of dementia (either early or later stages).</p> <p>510 people aged 65+ years are likely to have been or will be admitted to hospital in 2014 due to a fall, and although there are no specific figures available regarding those over the age of 65 years with mental health difficulties in Amber Valley, there are estimated to be just over 18,000 in the local population with mental health difficulties from ages 18-65 years which range from common to severe difficulties including two or more Psychiatric Disorders (source JSNA).</p> <p>Ambervale currently accommodates those who have Dementia with associated physical disabilities at all levels, and also provides services to those who have a predominantly physical disability which could be as a result of a stroke or other long term condition. Some of those who currently receive a service from Ambervale have other disabilities including mental health difficulties in addition to dementia.</p>
Gender (Sex) including men and women, boys and girls	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 due to differences in life expectancy. The proposal in this report may adversely affect more females than males because of this fact; the

	proportion of females in the current client population at Ambervale is 70%.
Gender reassignment – including impact if any on Transgender people	Although statistics are limited in accuracy due to under reporting in the whole UK population, an estimated 1.6 % is considered to be Transgender (gires.org.uk). Census data for Amber Valley 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 Ambervale 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.
Marriage and civil partnership – also include impacts on lone parents and unmarried couples	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.
Pregnancy and maternity – including new mothers/ parents	The proposals are unlikely to adversely affect this protected characteristic group, although this group in future may benefit from use of the community accessible aspects of the Community Care Centre as a whole.
Race – including all racial groups, including impact if any on Gypsies and Travellers	<p>PRIAE (Policy Research Institute On Ageing And Ethnicity) suggest that historically the BME Older Adult population specifically has been relatively small in comparison to the younger BME population within the UK due to migration trends and refugee status and settlement of younger people, however they predict that Older Adults with non-White British ethnicity is on trend to double by the end of the 21st century, and therefore service developments make the issue of ageing and ethnicity a significant one to address.</p> <p>5.5% of those clients currently attending Day Services at Ambervale have classed themselves when asked as being from BME, black and minority ethnic groups as</p>

	opposed to 'White British'. In comparison to the figure of 1.8% from the 2011 Census data for the population of Amber Valley as a whole. The service is accessed by a higher than average number of people from this protected characteristic group, but services are not commissioned for any group specifically.
Religion and belief including non-belief, including religious minority communities, Humanists	Within Ambervale the division of religious beliefs is either Christian or not stated. This is comparable to local population statistics with only around 1000 people within the Amber Valley population stating that they had other non-Christian religious beliefs. Therefore following consideration it is felt unlikely that people from different faith groups will be disproportionately affected by relocation.
Sexual orientation – including the impact if any on LGB people	In giving consideration to this we are not aware of any Adults within the 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.

Non-statutory

Poorer and disadvantaged communities and groups, those experiencing social deprivation.	<p>Some parts of Amber Valley have high levels of social deprivation with above average levels of unemployment. In addition in some areas there are high levels of general ill health and disability with lower than average household incomes. For example, Langley Mill is the area adjacent to the Heanor Community Care Centre; the Food Bank in this area has one of the highest usage rates within Derbyshire. These factors have an impact on the demand for services and the availability of staff.</p> <p>These proposals are likely to directly impact on those within this group who transport their relatives into the centre themselves as travel costs will potentially be higher.</p>
Rural communities	Those living in rural communities will be directly affected by these proposals due to increased journey times if current transport arrangements remain the same. Those in rural areas more locally to Heanor than the current

	<p>location of Ripley will benefit from reduced journey times.</p> <p>The current location of Ambervale Day Services within Ripley is more central to Amber Valley as a district, and moving it to the Community Care Centre location within Heanor does create some considerable transport issues to overcome in that we have people travelling from all over the area to access the current location, with the majority living closer to the Ripley location compared to the Heanor location.</p> <p>A proposed move would mean that from the current attendees, 1 person would have an increased journey of just over 4 miles; 17 people would have to travel between 3 to 4 miles further, 4 People between 2 to 3 miles further; 9 People would travel 1 to 2 miles further, and 8 people would have an increased journey of between 0 to 1 mile. 10 of the current attendees would have a decreased journey if Ambervale was re-located to the Heanor site.</p>
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Impact on employees of Derbyshire County Council or prospective employees

<p>Staff consultation has not commenced, however preliminary indication is that the majority of care staff are very accepting of relocation because they feel there would be a benefit in how they are able to deliver the Day Centre Service within a purpose built community hub that is a centre of excellence for providing Dementia Care.</p> <p>Some staff will have increased journey times and others decreased journey times to work, there is one member of care staff who travels a long distance to work from a rural community who would be adversely affected as there are other personal considerations to take into account. If the proposal was agreed we may have to consider relocation to a day service more local to her home.</p> <p>One volunteer who has a Learning Disability would be adversely affected by the proposed move should it take place due to transport issues. They are currently able to walk to work independently but would not be able to walk to Heanor. If the proposal to relocate to the Heanor site is agreed, the centre would work with this person to organise alternative travel arrangements to ensure that they are able to continue to volunteer.</p>
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- 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	Generally clients who could be consulted felt that they are very happy with the service they receive currently and whilst acknowledging there could be an improvement in better facilities, they felt no reason to move from Ripley. One client was concerned that the journey time would increase from what is already quite a significant journey.
Disability	Clients appeared happy with the range of facilities on offer at the new centre understanding that they took account of need more appropriately, however the majority concern was that the service programme should remain the same and that staff remained the same. Carers reiterated this.
Gender (Sex)	It was not raised that this characteristic was thought to be affected in any way.
Gender reassignment	It was not raised that this characteristic was thought to be affected in any way.
Marriage and civil partnership	It was not raised that this characteristic was thought to be affected in any way.
Pregnancy and maternity	It was not raised that this characteristic was thought to be affected in any way.
Race	It was not raised that this characteristic was thought to be affected in any way.
Religion and belief including non-belief	It was not raised that this characteristic was thought to be affected in any way.
Sexual orientation	It was not raised that this characteristic was thought to be affected in any way.

Non-statutory

Poorer and disadvantaged communities	One voluntary group who uses the base at Ambervale in the evening was very unhappy with the proposed move to Heanor. They felt that in moving the services to Heanor that people living in and around Ripley would miss out resulting in fewer places being available, people having to spend more time on the transport to get to and from the new centre and felt that it would mean the end of
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	<p>voluntary groups that currently meet at Ambervale.</p> <p>If the voluntary groups who use Ambervale ended this could be viewed as a disproportionate effect on disadvantaged communities as though relocating would be offered, the cost implications of travelling further could further disadvantage these groups. The groups meeting in Ambervale serve and benefit the local community as a whole.</p>
Rural	<p>Carers of those living in rural communities around the Ripley area felt strongly that they will be directly affected by these proposals due to increased journey times if current transport arrangements remain the same. Those in rural areas more locally to Heanor than the current location of Ripley will benefit from reduced journey time; however these are in the minority as most people live closer to Ripley than Heanor.</p>

Employees or prospective employees

The majority of staff in principle are welcoming of the proposals, feeling that the opportunities offered by the new building outweigh any difficulties in relocating.
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- c. Are there any **other** groups of people who may experience an adverse impact because of the proposals?

None

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
Gaps in census data included Transgender and Sexual Orientation Protected Characteristic group statistics.	Other sources of information and research were sourced

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

A full consultation report is attached (appendix 2). Consultation with clients, carers and other interested parties (including voluntary sector organisations) took place between 24 June and 5 August 2014. Four public meetings were held, letters were sent to client's carers and other interested parties inviting written comments. In total 122 letters were sent out inviting people to attend meetings. 31 people actually attended including 5 clients, 23 carers and 3 people from voluntary sector organisations.

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.

In summary the feedback on the proposal received is as follows:

- There is overwhelming support for the existing service, especially in respect of the staff
- Strong opposition to the change of location from Ripley to Heanor (except for those people who live locally to Heanor)
- Worries about future transport provision and the potential for increased journey times
- Concern that the new Centre only has 20 places per day rather than the current 22 at Ambervale
- Concerns about the new Centre at Florence Shipley being on more than one level
- Concerns about the potential negative, unsettling impact of change of venue/locality, particularly on clients with dementia
- Worries about time scale for the change – views that a phased approach would be better
- Concern about losing the community facility in the Ripley area – Ripley being 'the heart of Amber Valley'
- Acceptance of the better provision that will be available at Heanor – longer opening hours etc.
- Concern from voluntary sector groups who use Ambervale that they will not be able to find another suitable venue in the Ripley area to hold their evening sessions

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?

In terms of addressing issues which have been highlighted in undertaking the Equality Impact Analysis:

- 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 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.
- The focus of the new Heanor Community Care Centre is to be open to the whole of the community and as such would have something to offer all disabled individuals in Amber Valley non dependant on type of disability. It is purpose built to cater for significant levels of mobility difficulties and will be one of Derbyshire County Councils 'Changing Places' for those in the general community who may need accessible toilet and changing/personal hygiene facilities. There will be information and advice available in the health and well-being zone and everyone will be able to access the bistro. There will also be accessible bathing facilities.
- Carers and relatives will be able to use services within the building and current work is underway to secure networks of other interested support groups who could use the building to offer support to the whole population of Amber Valley including those with various disabilities.
- The new Centre at Heanor 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 the day service will offer significant improvements in comparison to the current facility at Ripley.
- It will be part of the staff induction programme to develop staff skills around engaging and communicating with Disabled Adults, particularly for those staff who are not experienced in care provision, such as business support staff or domestic staff for example.
- Intergenerational work with local schools will be undertaken at the new Centre as part of working with the wider community.
- The Community Care Centre as a whole will work towards involving and providing a hub for all age groups including Children and families. Services and groups who work with these age groups will be encouraged to use the building for room provision and many of the services within the centre are communal such as the multi-faith area, cafeteria and hair salon.
- 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.

In addressing the issues and concerns which have been raised during consultation the following mitigation would be put in place prior to any decision taking effect:

- Staff consultation would need to be undertaken but the opportunity would be made available for all staff to redeploy to the new centre in their existing roles, thereby maintaining continuity of staff.
- All clients would be reviewed individually and new travel arrangements would be discussed and agreed with carers. It is not envisaged that current clients would be ineligible for the service under new Fair Access to Care Services eligibility arrangements, although this is subject to individual reassessment.
- A new travel plan will be devised which ensures that journey times are kept to a minimum, alternative more flexible travel arrangements will be set up for those who wish to use these.
- At each review meeting alternative options would be explored with clients and carers including accessing alternative day services more local to where people live. This might include Homes for Older People in the local area where Day Care is provided, e.g. The Willows (Ripley), Rowthorne (Swanwick), The Glebe (Alfreton) and Ada Belfield (Belper).
- Although the Centre has 2 fewer places per day, by adopting more flexible opening times and sessional service provision (i.e. choice of morning or afternoon attendance for example) it is envisaged that more people would be able to access the Service than currently. This is because there could be up to 20 people at any one time accessing the service but people would not necessarily stay for the whole day.
- Although the bedrooms at the Florence Shipley Centre are on four different levels, the Day Service is at ground floor level with direct access from the main entrance. There is also level access to disabled toilets and the Changing Places toilet facility in the main reception, as well as the Cafeteria and Health and Wellbeing Zone.
- Any proposed move to the new centre would be planned and phased for each individual. Trial sessions would be utilised where appropriate. Although the new Centre will be ready for occupation in early Spring 2015 the Day Service does not have to move at this time, it can be phased over a period of time, although staffing both Centres would become difficult to maintain indefinitely.
- Work will be undertaken with those voluntary groups who currently use the Centre to find suitable alternatives. Where the preference is to remain in Ripley this will be explored but for those who are happy to do so the option to transfer to the new Centre at Heanor will be facilitated.

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 new Community Care Centre service model enables and encourages access to other services; it will be a community hub and centre of excellence for dementia care which is a priority within the National Dementia Strategy. It will provide individuals and their carer's with timely, appropriate and supportive services from skilled staff trained in Dementia Care; as such it is believed this would be an ideal base for the provision of Day Services for people living with dementia in the Amber Valley area. There will also be wider benefits for the community as a whole including links with community based organisations and opportunities for intergenerational work.

There will be adverse impact upon a number of current users of the service at Ambervale most particularly in terms of the distance to be travelled but this can be mitigated by undertaking individual reviews with clients and carers and by making new travel plans. Alternative services can be offered to people who wish to continue to receive their service more locally at one of the Homes for Older People across the Amber Valley area.

RECOMMENDATIONS (if any)

It is recommended that whilst there is evidence of potential adverse impact on protected groups this can be mitigated with appropriate action prior to and subsequent to any relocation of the Service.

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 Florence Shipley	Monthly LIG meeting in place	Direct Care (Chair – Group Manager Rob Moore)	Monthly	Minutes
Keeping Service Users, Carers and any other interested groups informed about progress with the plans. Keeping them involved in development.	<ul style="list-style-type: none"> Interested parties have been invited to view rooms in the new building and information was displayed at the consultation meetings as was a PowerPoint presentation about the location and facilities on offer including Architect impressions. It is envisaged that if proposals are agreed, a regular newsletter will be 	Direct care Unit Manager- Tracy Kershaw. Service Manager and Project Lead- Rebecca Toms.	Awaiting decision	By Rebecca Toms Service Manager

	<p>produced within the Day Service to keep all informed of the developments - this can include an on-going feedback/concerns section for response.</p> <ul style="list-style-type: none"> • All Service Users currently have a Key Worker as a means of consistent support and communication channel. • Carers meeting will become a regular occurrence. • Ambervale currently has a very open door policy for Carers to express any concerns or to be updated with any issues regarding their relative. This will continue as an effective and consistent channel of communication. • Carers and Relatives will be fully involved in all pre relocation care reviews 			
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	<p>conducted by fieldwork colleagues.</p> <ul style="list-style-type: none"> • Transport arrangements will be revised and agreed with clients and carers as part of the review process. 			
The Equality Impact Assessment will be reviewed following the proposed relocation of Direct Care services to Florence Shipley Community Care Centre in Heanor and updated accordingly.	Review EIA	Local Implementation Group.	6 months	Chair of LIG meeting- Group Manager Rob Moore & Service Manager- Rebecca Toms

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 proposed relocation of Direct Care Day Services from Ripley to Heanor 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 transition and on-going development of Ambervale within the Florence Shipley Community Care Centre.

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

Name of officer signing off EIA as completed: Rob Moore (Group Manager)

Date: 16.10.14

**CONSULTATION REPORT ON DAY SERVICES FOR OLDER PEOPLE
AT AMBERVALE RESOURCE CENTRE, RIPLEY**

1. Purpose of the Report

On February 20th 2012 Cabinet agreed that there would be future consultation at some point on the proposed relocation of day services and closure of Ambervale as part of the revised plans for delivering the Accommodation, Care and Support strategy for older people in Derbyshire. The commencement of formal consultation was set to be carried out once the development of the new Florence Shipley Community Care Centre in Heanor was at an advanced stage. This report explains the detail of the consultation and outcomes.

2. Methodology and Approaches

The period of consultation took place between 24th June and 5th 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 from Ambervale Resource centre were sent a letter to their home address explaining the proposed changes and inviting them to attend a meeting at Ambervale. People were given 4 dates to choose from, 2 meetings were held in the afternoon (Thursday 3rd July at 2.00 – 4.00 pm or Wednesday 23rd July at 2.00pm – 4.00pm) and two were held in the evening (Tuesday 1st July at 7.00pm – 9.00pm or Thursday 24th July at 6.00 – 8.00 pm).
2. 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.
3. All carers of people currently receiving a service from the day service from Ambervale also received a letter and an invitation to any of the 4 meetings and were offered the same range of other ways of commenting about the consultation as listed in No. 1 above.
4. 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.

5. Also a range of community based organisations associated to Ambervale were informed of the consultation and were invited to comment about the proposals. These included Motor Neurone Disease (Derbyshire), SE Fostering Team – Erewash Social Care, and Snax and Chatz – social group for adults with learning disabilities.
6. Posters inviting people to take part were also displayed at Ambervale.
7. All the information used in the consultation was also made available on the Derbyshire County Council Website at www.derbyshire.gov.uk/challenge.

The Analysis

Letters sent

Who was consulted?	How many people?
Day Service Clients attending Ambervale	60
Day Service Carers	59
Community organisations associated with Ambervale	3
TOTAL	122

Who Participated?

Meetings

A total of 31 people attended meetings held at Ambervale. 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), managers from Ambervale and the Direct Care Group and Service Manager attended all meetings at Ambervale Resource centre. A mixture of clients, carers and relatives attended each meeting.

Profile of Attendees

Type of participant?	How many people?
Day Service Clients attending Ambervale	5
Day Service Carers	23
Community organisations associated with Ambervale	3
TOTAL	31

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

Five 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.

One community organisation also aired their views in the Heanor News. (See appendix 2a)

Present Position

It was explained at the meetings that the proposal is to move Ambervale Day Service in Ripley to the new Florence Shipley Community Care Centre in Heanor. A brief description of the new Community Care Centre was given.

The new Florence Shipley Community Care Centre is due to be completed in March 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. The Centre will offer a range of flexible opportunities for people in the community located on the ground floor including advice and information, support for carers, a bistro, day services, rehabilitation and health and support services; 16 short term care places for older people; and 16 long-term care places for older people with dementia and complex needs located on upper and lower floors.

Rob Moore, the Group Manager for Direct Care, also explained Adult Care's intention to operate in a more flexible way by having longer opening times, a wider range of sessional times where people could have much more say in when they attended the day service i.e. 8.00am till 2.00pm, or 10am till 4.00pm or 12.00am till 6.00pm or even 4pm till 8pm and greater flexibility in people being able to self-fund or purchase more service / hours in addition to their personal budget purchased care.

What people said?

In Summary

Clients: Only a few clients took part in the consultation and there were no written comments submitted by clients. However, it was clear that from the few clients who did attend the meetings that they greatly valued the care and support provided by the day service staff and would not want to see any changes in staff. Also one client felt worried about the distance that she would

have to travel to attend the day service in Heanor as opposed to a short journey that she currently makes to attend Ambervale.

There was some acknowledgement that the new purpose built Community Care Centre may well offer additional services but most were not convinced that this would be any better than the current service offered at Ambervale. Some were concerned that the new Centre was built over 4 levels and drew comparisons with Ambervale saying that at least Ambervale was on the same level.

Carers: Carers views were very mixed. Some recognized that the new building was an improvement and would offer a wider range of facilities; some felt that it would be easier for them and their loved ones to get to and from the new centre as they lived closer to Heanor whilst others were very much against a move to the new centre. The main reasons for a reluctance to move were that they did not want to see a day service leave Ripley. They were passionate about the facility remaining and put forward the argument that as older people are living for longer that there was already a need to expand the number of places offered by day services. So for many that meant keeping Ambervale open and having a day service operating out of Heanor as well!

Carers raised concerns about the split level design of the new building, of the potential increase in travel time for those living around Ripley, and of the possible negative impact that a move might have on their loved ones especially for those with dementia.

Carers were in agreement though on the level and type of staff, saying that they wanted assurance that the service and staff would be the same.

Some felt that the change should be implemented on a phased basis over a longer period of time.

Community organisations that use Ambervale: One voluntary group in particular was very unhappy with the proposed move to Heanor. They felt that in moving the services to Heanor that people living in and around Ripley would miss out resulting in fewer places being available, people having to spend more time on the transport to get to and from the new centre and felt that it would mean the end of voluntary groups that currently meet at Ambervale. 'Is this just another nail in the coffin for Ripley?'

In more detail

At each meeting a set of photographs were shown to the attendees and a leaflet outlining what Florence Shipley would offer (see appendix 2b). This prompted a range of comments:

About the care?

Clients and carers were all in agreement that the quality of care offered by staff at Ambervale was very high.

'If the centre closes it will be a great loss to the Community, the staff are all so nice, and create a lovely family atmosphere.' (Carer)

'It does not matter to me where me mum goes as we live in the middle in Codnor. I transport mum so that aspect will not affect us. As long as she receives the same level of service and care with the same staff.' (Carer)

'My husband attends Ambervale and is looked after by a lovely staff giving me his 24 hour carer a much needed break.' (Carer)

Some carers appreciated the potential changes to services.

'I appreciate that the service may alter in the future and there are suggested aspects of it which I would welcome such as the proposed plan to offer longer/different 'opening' hours. That is something which would help us as a family as 10:00-15:00 is not always what would give us as a family the best break from caring duties.' (Carer)

'My mother is a happier person when she has been to Ambervale for the day.'

Staff reiterated that the potential move would offer many opportunities.

If we did move to Heanor, we would have the chance to offer all that we have at Ambervale as well as other services.....it will present new opportunities (Staff)

About the facilities:

People's views on the new facility were very mixed. Some participants agreed that the facilities offered by the new Community Care Centre were impressive but many were equally keen to keep Ambervale and only saw problems with a potential move to Heanor.

'With an aging population you are going to need more day centres not less. Ripley is central to Amber Valley and more accessible than Heanor. It is also all on one level which is most important to elderly people' (Carer)

Many carers used the meeting as an opportunity to ask further questions like: How does the day room compare?....what's the furniture like, will there be

recliners? What will happen to the evening groups? What will happen if the centre overflows?' Carers

'The internal areas in the buildings appear to be of the right order.' (Carer)

'Ambervale is all on one level, which is most important to elderly people.' (Carer)

The Group Manager and consultation team gave assurances that: Florence Shipley had access to a safe outdoor area which wasn't available at Ambervale, that the safe environment would offer essential benefits for dementia clients. They also pointed out that some aspects of the Ambervale building weren't so perfect; the building probably wasn't being used for its intended purpose and so having a purpose built, dementia friendly facility would widen the services that DCC could offer. Assurances were also given that if there was a need to employ extra staff that the Council would follow it's high standards of staff recruitment. Finally participants were told that the day services would be delivered in the new building on the ground floor only and would not involve moving from one level to another.

Many carers felt that the location of the day service was very important. Many felt that Ripley was the best locality.

'Can't you run both in parallel to each other to trial how it works?' An ideal world would see Ambervale remain open, it would be a good idea to keep it running for a year and make the transition to the new centre a gradual one.' (Carer)

'Ripley is central to Amber Valley, and much more accessible than Heanor'

'It sounds wonderful, but it won't be here in Ripley, Ripley has always been central to Amber Valley, the heart of Amber Valley – now everything is moving out to Heanor.' (Carer)

'The new place in Heanor looks amazing, but Ambervale is really personal: big isn't always better; Ambervale is ideal for our side of Amber Valley.' (Carer)

'The premises are all on one level at Ambervale, which is most important to the frail people that attend there, whilst the proposed place at Heanor is on 4 levels. Please do not close an excellent Day Centre, you are going to need more in the future with an aging population, not less.' (Carer)

About Transport:

The proposed new building is situated 4.5 miles away from the current day service at Ambervale. This means that if the decision went ahead then some

clients would have to travel further to their day services and some would travel less.

'As we live in Ripley, family members have been providing transport to get my mum to and from Ambervale. If the service moves to Heanor we will require transport for my mother to collect and return her when she goes to Ambervale as we will no longer be able to provide the service for her.' (carer)

'Will pressure be put on people to use their own cars/public transport.' (carer)

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

Overarching Risks and concerns:

Many carers expressed their preference to site a day service in Ripley and not in Heanor:

'I share many people's concerns about the closing of Ambervale centre. Ripley is an easier place for us to get to and Ripley is a better town. Heanor is all closed down as a town centre and further distance.' (Carer)

Concerns about viability

One carer raised issues about the financial viability of the new centre:

'It does not make economic sense to close such a good facility, because it will cost a lot more to open a new one.....it will certainly be needed due to the rising number of older people. Please Keep Ripley Day Centre Open'

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 ensure that the planning of transport to the new centre does take particular account of how best to accommodate the needs of those who will have to travel further.

Recommendation 3: 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 the new Florence Shipley Centre.

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 if the decision is taken to relocate the Ambervale services.

Recommendation 5: If the decision is taken to relocate Ambervale then clients' emotional and wellbeing needs should be monitored as they make the transition from to Florence Shipley Community Care Centre.

Appendix 2a

Derbyshire County Council –*Improving life for local people?!*
Re: Consultation on the change of Service to Ambervale, Long Close,
Cemetery Lane, Ripley DE5 3HY.

Ambervale is a day-centre run by Derbyshire County Council Social Services. It provides day time activities and respite for people who have been assessed to meet the criteria required to enable them to benefit from the service provided. This then gives much needed respite for their families and carers. The building is also used on a number of evenings when it is hired by local voluntary groups as their regular meeting place.

It is proposed by Derbyshire County Council (DCC) to relocate this facility (the day time activities) to the new Florence Shipley building in Heanor by spring 2015.

Service Users, their carers and groups currently using the building have been invited to attend Consultation Meetings – 1st, 3rd, 23rd and 24th July. The Consultation Period ends on 4th August 2014 after which a report will be put to Cabinet at DCC and the final decision made.

The meeting on Wednesday 3rd July was not a large one – the users of this facility, which is open five days a week for up to 22 people each day per session, are mainly people suffering with Dementia or people with physical problems due to stroke, hearing and vision impairment. Many are elderly and are cared for full-time by husbands/wives/partners who themselves are elderly or other family members. For this reason it is a shame that many of the carers who find the service so vital to their own quality of life have difficulty attending the meetings and therefore their voices/needs are unheard and overlooked. Hence, the small number of people attending the meeting. However, the people who did attend were unanimous by a show of hands in wanting to retain these local services.

Whilst the outcome of the consultation and the DCC decision is very important to the current users of the facility it would seem that the general public in Ripley and surrounding areas have not been consulted. The closure would mean that in all probability there would be no day services in the Ripley area for future use. We are always being told we are an increasing ageing population and that more facilities will be needed to meet demand in the future – not less!

Do DCC and the decision makers fully understand the consequence and implications of ending day services in such a central location as Ripley? Are the facilities appropriate/ adequate for this day service at Heanor? For example, reduced number of places available each day, number of accessible

toilets, a credited “changing places” facility, adequate parking and access, (the building is on a steep sloping site) etc. The closure will mean that elderly, infirm and poorly people are spending longer time on transport leading to increased transport costs for DCC, etc. Also the possible demise of some of the voluntary that meet at Ambervale who also provide highly valued and needed services to the Community. Perhaps if the County Councillors who are members of The Cabinet made the effort to attend the consultation meetings they might have a better understanding of what the people who elect them actually want and need.

Have Derbyshire Community Health Services NHS and Health Watch been consulted on these changes and the possible impact on their services and facilities?

Would the closure of Ambervale Resource Centre and the moving of services to Heanor really ***improve life for the local people*** of the Ripley area as the DCC tag line claims they do?

Is this just another nail in the coffin for Ripley?

Peter and Avril Ashworth



Florence Shipley Community Care Centre

Community support for older people and carers

Derbyshire County Council



The Florence Shipley Community Care Centre

Welcome to the Florence Shipley 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. They will promote independence, well being and dignity. Focusing on dementia and other long term conditions:

Community Care Centres Provide:

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



They provide a **ONE STOP SHOP** and:

be a hub of older people services, ranging from information and advice to intensive care managed programmes for people with chronic ill health, particularly dementia and other long term conditions.

support carers by offering information, advice and respite care

provide integrated services responding to the needs of local communities

help older people, particularly those with dementia, regain lost skills and live in their own homes for as long as possible,

provide better access to technology to help people remain at home.

promote and sustain inclusion, independence, dignity and well being;

improve access to primary health care and other services using the centres treatment and therapy rooms;

deliver accessible services in high quality, energy efficient, future proof dementia friendly buildings.



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 both maintain independence through its rehabilitation and preventative services, but also 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 the ethos and philosophy 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 peer support for carers
- increased local partnerships and the efficient use of resources
- sustainable and energy efficient buildings
- a building which promotes dementia friendly design and facilities which local communities can be proud of.

Key features of the service model

The main features of the service model are that they 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, be a base for community support home care staff as well as short and long term residential care.

Services

The service model will provide centre based, residential and out reach 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. There will be no requirement that these users have had a formal assessment of need. 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

Will be provided following a full assessment of need, these will include:

- 20 Intensive Day Care places available 7 days per week
- Day Opportunities in a range of multi-purpose rooms and facilities which can provide opportunities for assessment, therapy, treatment and social activities
- An assessment service for people with dementia, carer peer support groups and "Caring with Confidence" training courses.
- Promotion of Carer's Assessments and Carer's Emergency Card
- Arts Projects and therapy
- Memory box groups; carers and cared for people helped to develop memory boxes





Residential/Accommodation Based Services

32 residential bedrooms with en-suite facilities.

A range of computerised electronic systems throughout the building that will for instance, reduce the risk of falling, by allowing lights to come on automatically when residents get out of bed in the night; detect when residents may have unexpectedly left their rooms.

The configuration of services will also improve the quality of life and independence of vulnerable older people by supporting them to live in their own homes where possible.

Short stay residential accommodation

- 16 CQC registered places providing short breaks and Intermediate Care.

Short breaks

- 8 short stay beds and communal areas
- Integration with other services within the centre and beyond
- Planned and emergency short breaks.

Intermediate Care

- 8 short stay beds and communal areas providing respite and short breaks providing A mixture of social care support and therapeutic input for a short period (usually around 6 weeks) intended to increase an individual's physical, emotional and mental functioning.

- Facilitating discharge from acute settings, and to support people to return home or to prevent hospital admission or long term care.

Long term residential care

- 16 CQC registered long stay beds in units of up to 8 people
- based on individual Person Centred Plans
- self contained and safe
- strengthening existing skills and focus on empowering individuals
- providing opportunities for activities
- specialist support, within Derbyshire Dementia Care Pathway

