

DERBYSHIRE COUNTY COUNCIL

CABINET

20 January 2015

Report of the Strategic Director Adult Care

RESPONSE TO THE CONSULTATION ON THE PROPOSED CLOSURE OF DAY CARE SERVICES AT CLAY CROSS HALL RESOURCE CENTRE AND THEIR RELOCATION TO SMITHYBROOK VIEW EXTRA CARE HOUSING SCHEME (DAY SERVICES), CLAY CROSS

Adult Social Care

1. Purpose of the Report

- The Council has made a significant investment through developing a purpose built day care service for Older Adults within the Smithybrook View Extra Care Housing Scheme (Day Services).
- This report provides an update to Cabinet of the outcome of the consultation on the proposed closure of day services at the Clay Cross Hall Resource Centre and their relocation to Smithybrook View Extra Care Housing Scheme (Day Services).
- To inform Cabinet on the Equality Impact Analysis carried out on the proposal.
- To seek approval for the closure of day care services at Clay Cross Hall Resource Centre and their relocation to Smithybrook View Extra Care Housing Scheme (Day Services).
- If the relocation of services is agreed, to seek approval to commence consultation with the current Direct Care staff team at Clay Cross Hall Resource Centre and relevant Trade Unions.

2. Information and Analysis

Clay Cross Hall Resource Centre is located at the Clay Cross Hall, Ox Close, Market Street, Clay Cross, S45 9LX. It offers day services to older people living across the south of North East Derbyshire. The centre has 28 places available per day Monday to Friday and 16 on a Saturday and 63 people in total utilise the service, most of whom are living with some form of dementia.

Derbyshire County Council have made significant investment to develop purpose built day care facilities at the Smithybrook View Extra Care Housing Scheme (Day Services) which will enable current and future day care users the opportunity to receive an improved level of service in a building which is equipped to meet all levels of need. Although people attending the current service highly value the care and support provided the Clay cross Hall building itself is not equipped to provide the privacy and safety required to maintain clients' dignity and independence due to the layout of the building. The Hall is an old building which is not purpose built, with limited facilities, and it does not provide sufficient security for clients. It is difficult for clients and their carers to push wheelchairs up the access ramp. Clients are able to leave the building without the staff being aware. The fieldwork team clients have open access as there is no security to the day centre. There is no fenced garden and so for personal safety activities are limited to indoors. There is no storage space for equipment, such as wheelchairs and hoists.

The four downstairs toilets are not accessible for people with mobility needs and the only fully accessible toilet is upstairs and has to be accessed by a lift taking staff out of the day activities for long periods, especially if they have to assist more than one client. Clients who are not weight bearing cannot have a full day's service due to the Resource Centre not having the toilet facilities to assist them. Further detailed information on the clients who use the centre is provided in the attached Equality Impact Analysis (appendix 1).

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 Extra Care Housing Scheme in Clay Cross. This is being built on the site of the former school just off Market Street, Clay Cross. This Scheme will comprise 90 properties and a 20 place day centre facility, as well as Coffee Bar, Restaurant, Lounge, Hairdressing, Beauty and Health suite. Smithybrook View Extra Care Housing Scheme (Day Services) is due to be completed in May 2015 and should be operational in June 2015. If the proposal contained in this report is approved the Direct Care service currently provided at Clay Cross Hall Resource Centre would transfer to the new Extra Care Housing Scheme as soon as is practicable, following clients' reviews and staff consultation.

Consultation

Consultation on the proposed transfer of Day Services at Clay Cross Hall Resource Centre took place between 23 June and 5 August 2014 [see Appendix 1]. Views and opinions were sought and submitted by people using the centre and their relatives and friends.

The following is a description of the methods by which people could express their views:

- All clients who currently receive a day service from Clay Cross Hall Resource Centre, and their carers, were sent a letter to their home address explaining the proposed changes and inviting them to attend a meeting at their centre. People were given two dates to choose from.
- 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.
- Both letters to clients and carers 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.
- Posters inviting people to take part were also displayed at Clay Cross Hall.
- 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 Consultation

122 Letters were sent to day service clients, carers and relatives. A total of 28 people attended meetings held at Clay Cross Hall Resource Centre, 17 Clients, 11 carers and relatives. At the meetings the proposal was further explained resulting in many questions being asked about the proposed changes.

The majority of clients expressed a positive opinion about the proposal and generally carers were in favour of a move to Smithybrook View Extra Care Housing Scheme (Day Services). Clients liked the idea that they would be closer to the shops and the centre of town and were interested in principle about being able to purchase more days.

Both clients and carers were concerned about the capacity of the service and wanted to be assured that the atmosphere and friendliness would be transferred to the new building with the same dedicated staff group. Some carers were concerned about the safety of their relatives because the new scheme had public areas and that the scheme was so close to the centre of town.

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

- Clients and Carers thought the move was a good one with the provision that the staff group remained the same, that they still had a cooked meal and that it did not cost any more. They wanted assurance that the service and staff would be the same. Assurance was given at the meetings that a cooked meal would be

available provided by Chevin Housing Association Ltd and that the cost of the meal would be part of the present cost for day care.

- Clients liked the idea that they would be closer to the shops and the centre of town.
- Some clients wanted to know if people who lived in the apartments would get a priority place at the day service. It was explained at the meetings that the fair access to care services (FACS) criteria would apply to all those clients wanting a place in the day service and priority would not be based on whether someone lived in the Extra Care Scheme or not.
- Clients and carers asked about the possibility of respite being offered through the extra care apartment element of the scheme.
- Some participants wanted to know if the new facility would cost them more to attend.
- Clients asked about the possibility of purchasing more day service hours in order to give their carers a longer break.
- Generally clients' and carers' overall view about the proposed building was that it would offer greater opportunities in that it is purpose built, has full disabled access and because there would be a broader range of facilities, such as restaurant, hairdressing and beauty salon, that they could access. Also it was closer to the shops.
- Clients and carers also asked questions about certain aspects of the new facility including access, the arrangements for meals, staffing levels, medical support and support for disabled people, and where the scheme was situated.
- Some carers were concerned about the safety of their relatives because the new scheme had public areas and that the scheme was so close to the centre of town.
- The main area for clients and carers that they would miss the most if they did move to Smithybrook View Extra Care Housing Scheme (Day Services) was the beautiful grounds surrounding Clay Cross Hall.
- Carers were concerned about the capacity of the service and asked about whether the current day service would be able to cope with the new proposed opening times, more flexible service.

Potential Adverse Impact

The Equality Impact Analysis, further considered the feedback from the consultation, particularly how it may affect protected groups. There were no significant impacts identified although it is recognised that there will be some impact for current clients at the Clay Cross Hall Resource Centre in relation to the anxiety cause by the move, particularly for people living with dementia. We recognise that we will want to ensure that a well planned and organised transition is implemented. 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 Clay Cross Hall Resource Centre. The service provided represents respite care for the carer.
- Some of those affected live in rural areas.
- All the current clients of Clay Cross Hall Resource Centre are White British.
- The current client group is predominantly female.

It is also recognised that the clients currently using the Clay Cross Hall Resource Centre would be affected by the physical impact of the relocation to Smithybrook View Extra Care Housing Scheme (Day Services) even though it is only a very short distance to a new building.

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 travel arrangements

The proposed new building is situated 0.25 miles away from the current day service, with parking facilities. If the decision went ahead then some clients would have to travel a little further to their day services and some would travel a little less. This may reduce or increase their traveling time by minutes and/or cost of transport by a few pence, either from the cost of taxis or petrol when transported by a carer. The new building is closer for the 2 present clients using Motability scooters and they would be able to park them safely.

2 Concern about safety

The proposed new building has a key-less entry system to access the Day Service and therefore is restricted to the public and clients need to be accompanied by carers or staff when using public areas. It also has a fenced garden accessed only from the Day Service thus making it safe for clients with dementia to use independently.

3 Concern about capacity for extended and flexible service

The proposed transfer would be able to provide a flexible service, where clients would be able to come for half sessions. It is expected that only a small number of clients would need an extended facility from 8am to 9.30am and from 6pm to 8pm, Monday to Sunday. This can be met with rearranging existing staffing hours to cover proportionally to the number of clients at these times at no extra cost to the Council.

4 Concern about the loss of beautiful surroundings

Clay Cross Hall Resource Centre indeed is situated within beautiful surroundings. However, they are not accessible to clients of the Day Service as they are open ground with public access to all. Smithybrook View Extra Care Housing Scheme (Day Services) will have a fenced garden where clients will be able to walk independently while safely being supervised.

5. Other Advantages

In addition to the above, the wider benefits of the new facility at Smithybrook View Extra Care Housing Scheme (Day Services) will offer a number of advantages which will maximise the positive impact on protected groups within the locality. These include:

- An Adjustment in service delivery according to demand so, for example, culturally specific food, activities, care and support will be provided based on individual needs and wishes.
- Opening the new Smithybrook View Extra Care Housing Scheme (Day Services) to the whole of the community and as such would have something to offer all disabled individuals in North East Derbyshire not dependent on type of mobility. It is purpose built to cater for significant levels of mobility difficulties and will be one of the Derbyshire County Council "Changing Places" for those in the general community who may need accessible toilet and changing/personal hygiene facilities. The restaurant and the Hairdressing and Health and Beauty suite would be open to all with information and advice on health matters.
- Carers and relatives being able to use services within the building.

- A specifically designed Scheme to meet the needs of disabled people with easy access and a specially designed environment to ensure maximum access and participation. In this aspect the Day Service will offer significant improvements in comparison to the current facility at Clay Cross Hall.
- Being part of the staff induction programme to develop staff skills around engaging and communicating with disabled adults.
- Undertaking Intergenerational work with local schools at the new Scheme as part of working with the wider community.
- Staff requiring 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.

3. Financial Considerations

The current operational costs relating to Direct Care at Clay Cross Hall Resource Centre of £254,569.27 would be transferred in its entirety to form part of the new operational budget for Smithybrook View Extra Care Housing Scheme (Day Services) should this proposal be approved. Smithybrook View Extra Care Housing Scheme (Day Services) is not dependent on the transfer of Clay Cross Hall Resource Centre. Should the transfer of the day service not be approved, another use for that part of the building at Smithybrook View Extra Care Housing Scheme (Day Services) would need to be found.

4. Human Resource Considerations

Transferring Direct Care services from Clay Cross Hall Resource Centre to Smithybrook View Extra Care Housing Scheme (Day Services) would affect the 13 employees who work there. The departmental structure can accommodate all existing employees.

If a decision is made to close Clay Cross Hall Resource Centre and relocate to the new Smithybrook View Extra Care Housing Scheme (Day Services) then a period of formal consultation would commence with employees and the relevant 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.

An Equality Impact Analysis has been completed which is at Appendix 1.

In summary the Equality Impact Analysis concludes that there are no significant adverse impacts identified which may result in specific unfair or disproportionate effect on people in general within the 9 protected characteristics. Some potential adverse impacts for clients using the Clay Cross Hall Resource Centre were identified but can be mitigated against.

6. Property Considerations

As Clay Cross Resource Centre currently forms part of the overall Clay Cross Hall complex any decisions about future use or disposal of the building would need to be made alongside the wider considerations of the building 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:

- Consider the outcome of the consultation on the future of the Clay Cross Hall Resource Centre.
- Consider the outcome of the Equality Impact Analysis.
- Approve the closure of the day care service at Clay Cross Hall Resource Centre and its relocation to Smithybrook View Extra Care Housing Scheme (Day Services) at Clay Cross.
- Approve formal consultation with the staff at Clay Cross Hall Resource Centre and trade unions.

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County Hall
Matlock

Derbyshire County Council

Equality Impact Analysis Record Form 2014



Department	Adult Care
Service Area	Direct Care NED
Changes or proposals	1.
Chair of Analysis Team	Craig Jaques-Newton Group Manager
Date of Analysis	15.10.2014
Version	0.6
Author	Guillermo Garcia-Maza Service Manager

1. Prioritising what is being analysed

a. Description of current service arrangements

Clay Cross Resource Centre Day Activities

Clay Cross Hall Resource Centre is situated in Clay Cross Hall, Ox Close, Market Street, Clay Cross, S45 9LX, in pleasant surroundings with public footpaths crossing the grounds. The building which is the property of the Council is used at present by Adult Care fieldwork on the top floor, with Direct Care using the ground floor for day activities.

The unit is adjacent to Clay Cross Community Hospital and is accessed via a long driveway. The unit does not provide its own transport. The Resource Centre is easily accessible by car. Clay Cross is well provided with taxis, including wheelchair accessible taxis and public buses.

The Day Service is staffed by 1 Unit Manager, 1.6 Senior Community Support Worker, 7.4 Community Support workers, 0.5 Catering Assistants, with a balance of male and female staff.

The Day Service has the capacity to provide 156 places for day care activities, serving mainly Older People from South of the area, Monday to Saturday from 9am to 4.30pm. 94 places are currently being used by 63 clients, which equates to an average of 20 a day Monday to Friday and 9 on Saturday. 33 clients are brought to the Centre by members of their family, 26 use local taxis companies, some of which are wheelchair taxis, 2 use Social Car Scheme and 2 clients make their own way (i.e. Motability scooter in good weather, taxi in bad weather).

Clients range from those with physical impairments to those with advance dementia. Specific groups are run for those with advanced dementia. However, most clients have some level of dementia.

All clients are being re-assessed under FACS criteria and 12 clients are now self-funding 16 sessions, bringing income to the unit. The rest of the clients co-fund their service.

The Service provides a hot meal to clients, assisted by two catering staff.

Clay Cross Hall Resource Centre is the only local authority dedicated Day Service in North East Derbyshire area for older adults. However, the Grange Residential home provides three day care places in Eckington.

South Yorkshire Housing provides a day service for about 10 older adults a day at Stonelow Court, Dronfield, in the north of the area. There is no other day service in the Clay Cross area.

b. Details of proposals or changes

Transfer of the Clay Cross Hall Resource Centre from Clay Cross Hall to Smithybrook View

The focus of the consultation has been on the transfer of the Day Service into a newly built Extra Care Housing scheme, Smithybrook View on Market Street Clay Cross. This is situated 0.25 miles from Clay Cross Hall, the present location of the Day Service.

Smithybrook View is a 90 apartment Extra Care Housing scheme with supported housing and homecare and public amenities: coffee bar, restaurant, lounge room, bathing suite, hairdressers with health and beauty suite and guest room.

It will have a purpose built, modern day activities section on the ground floor to accommodate 20 clients. It is accessed by a fob system, making it safe and accessible. It has a kitchenette, 2 disabled toilets and a combined assisted bathroom and changing place, with a ceiling hoist and changing bed, which enables staff to offer day activities to people who are not weight bearing. The general public will have a separate external access to the assisted bath/changing places facility, part of the "Changing Places" scheme. It also has an office, storage space and it has a fenced garden making it safe for older people with dementia to use.

The day service at Smithybrook View will be able to increase its opening times to 8am till 8pm, 7 days a week, in line with the county wide development of the day activities service. It will be an attractive, modern, state of the art Day Service, which will provide a safe and flexible service to clients and will attract both co-funders and self-funders, with no increased costs to clients.

C. Rationale for proposed changes

Primarily the current site of the Clay Cross Hall Resource Centre, although with level access and fully wheelchair accessible is not environmentally conducive to safe and personalised service provision. The strategic vision for day services throughout Derbyshire is that we will work in partnership with the customer, their family carer and other significant people to develop an individualised personal support plan that promotes their independence, wellbeing and participation. Therefore allowing people to access day services that will provide personal services including:

- 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;
- Care and support in a safe environment that maximises their quality of life;
- 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);
- Positive and regular interventions aimed at strengthening existing skills and empowering individuals.

The main reason for the transfer is the fact that Clay Cross Hall does not provide the privacy and safety to maintain clients' dignity and independence due to the layout of the building.

The Hall is an old building and although it is located in pleasant surroundings, it is not purpose built, has limited facilities, and does not provide sufficient security for clients. The ramp to the front entrance is too steep, making it difficult for clients and their carers to push wheelchairs up. Clients can also leave the building without the staff being aware. The fieldwork team clients have open access as there is no security to the day centre. There is no fenced garden, limiting the activities to indoor activities and there is no storage space for equipment, such as wheelchairs and hoists.

There are four toilets downstairs, located at the other end of the day activities room and close to the front door, with other non-Day Service staff passing by. Staff and visitors also use those toilets. Three of the toilets have grab rails and only one is large enough to accommodate a wheelchair. There is a larger toilet upstairs to accommodate clients who need equipment, such as hoists. A lift needs to be used for this and it has to go through the main corridor upstairs used by fieldwork staff and visitors. Given the distance, use of lift and the assisted toileting this takes two members of staff out of the day activities for long periods, especially if they have to assist more than one client. Private access to the toilet facilities for the clients is a concern. Clients who are not weight bearing cannot have a full day's service due to the Resource Centre not having the toilet facilities to assist them.

The proposed relocation to Smithybrook View Extra Care Housing Scheme (Day Services) removes these risks because it is purpose built with many security facilities and it does not compromise an individual's ability to access the outdoors assisted or unassisted.

2. The team carrying out the analysis

Name	Area of expertise/ role
Chair Craig Jaques-Newton	Group Manager Direct Care
Guillermo Garcia-Maza	Service Manager Direct Care
Jean Sturman	Projects & Research Manager - Adult Care, Capital Investment
Graham Spencer	Service Manager - (Commissioning-Older People) Adult Care, Strategy & Commissioning
Edie North	Service Manager Fieldwork NE Division
Janet Greenfield	New Unit Manager Smithybrook View Day Service, Current Unit Manager Clay Cross Resource Centred
Louise Swain	Service Manager – Engagement and Consultation

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.
National Census Data 2011	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	Critical friend.

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?

<i>Protected Group</i>	<i>Findings</i>
Age including children and families, older people	<p><u>Children and families</u></p> <p>There is no evidence to suppose that the proposals will directly impact on children.</p> <p>Older Adults are likely to be adversely affected by the proposals in relation to the relocation and the physical and emotional anxiety this can cause, however this is mitigated by the continuity of support from staff who will remain the same and by the close proximity of the new service.</p> <p>North East Derbyshire has a slightly older age profile than County, with an estimated population of 22,500 Adults currently over the age of 65 years, of which over 9,700 are over the age of 75 years in 2013.</p> <p>It is estimated 1,407, 6.25% of the whole population of over 65 year olds had dementia in North East Derbyshire in 2013. This is set to steadily rise in the next 20 years to 17.23% in 2034. Therefore the likelihood is that referrals to North East Derbyshire Day Services within the next 20 years for Older Adults are set to increase commensurate with these trends.</p> <p>Clay Cross Resource Hall Centre service is not currently used to its full capacity. Although the Day Service within the Smithybrook View building will offer only 20 places from the current 28 places offered at Clay Cross Hall, the intention has always been, in line with Derbyshire County Council's Vision for Day Services to offer flexible sessional places which would increase the overall numbers of places available. The vision would therefore accommodate the rising population of those people over 65 yrs. in need of care services, including those with a diagnosis of dementia.</p> <p>Local intergenerational work will be required as part of working with the wider community. Activities at the centre will need to continue to acknowledge the difference in interests of varying age groups and many of the services</p>

	<p>within the centre are communal such as restaurant and hairdressing, health and beauty suite.</p> <p>Clients at the Clay Cross Hall Resource Centre may be adversely affected by the move, as some clients can find it difficult to adapt to change. Work would be undertaken to monitor their well-being as they make the transition, and this will be an identified need at pre-location review. This process will ensure that clients are fully involved and at the heart of everything we do. We will arrange a programme of transition to allow clients to become familiar with the new building prior to full transfer. Clients will transfer as a day group with staff they now and Staff will provide on-going support to all service users to ensure that their emotional and wellbeing needs are met.</p> <p>Older people who require day care in the locality will gain from the proposal to transfer the Resource Centre to Smithybrook View Extra Care Housing Scheme (Day Services) as it is a new purpose built facility with access to public amenities, which they will be able to use, and will have extended opening hours and will open at weekends. This is a clear improvement on the present service.</p>
<p>Disabled people including mobility, sensory, learning, mental health, HIV, and also include carers and relatives</p>	<p>Of those currently living in North East Derbyshire aged 65years and over in 2014, an estimated 9150 people have social care needs, 39% of the older people population. 2560 people (11%) are estimated to have 'Very High Physical Needs' in 2014 this is approximately 2.6 % of the population of North East Derbyshire as a whole who would be likely to be eligible for Local Authority support due to physical disability including mobility difficulties.</p> <p>An estimated 1407 (1.4%) people of the North East Derbyshire population as a whole in 2014 are likely to be eligible for services or signposting due to having Dementia whether this is at the very early stages or the end of the Dementia Journey.</p> <p>The health of people in North East Derbyshire appears to be slightly better overall than the Derbyshire average, though it has higher than average numbers whose day to day activities are limited due to health reasons; higher than average numbers of people with 'bad' general health</p>

	<p>and it is the District with highest number of people providing unpaid care.</p> <p>Although there are no specific figures available regarding those over the age of 65 years with mental health difficulties in North East Derbyshire, there are estimated to be just over 14,000 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.</p> <p>Clay Cross Hall Resource Centre Day Service 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 the day service at Clay Cross Hall Resource Centre have other disabilities including mental health difficulties in addition to dementia.</p> <p>Smithybrook View Extra Care Housing Scheme (Day Services) 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 restaurant. There will also be accessible bathing facilities.</p> <p>Carers and relatives will be able to use services within the building.</p> <p>The new Extra Care Housing scheme at Clay Cross 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 Clay Cross Hall Resource Centre.</p> <p>It may be necessary 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</p>
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	<p>domestic staff for example.</p> <p>Clients at the Clay Cross Hall Resource Centre may be adversely affected by the move, as some clients can find it difficult to adapt to change. Work would be undertaken to monitor their well-being as they make the transition, and this will be an identified need at pre-location review. This process will ensure that clients are fully involved and at the heart of everything we do. We will arrange a programme of transition to allow clients to become familiar with the new building prior to full transfer. Clients will transfer as a day group with staff they now and Staff will provide on-going support to all service users to ensure that their emotional and wellbeing needs are met.</p> <p>Older people who may require the services on offer at the new service in the future will gain from the proposal to transfer the day service to Smithybrook View as it is a new purpose built with access to public amenities, which they will be able to use and extension of opening hours and working at weekends. This is a clear improvement on the present service.</p>
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Gender (Sex) including men and women, boys and girls	<p>There is no evidence to suppose that the proposals will adversely impact on people, whether male or female, 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, though Clay Cross Hall Resource Centre has a gender balanced workforce.</p> <p>Older people of either sex who require or wish to purchase day care in the locality will most likely gain by the proposal to transfer the day service to Smithybrook View as it is a new purpose built with access to public amenities, which they will be able to use and extension of opening hours and working at weekends and this is a clear improvement on the present service.</p>
Gender reassignment – including impact if any on Transgender people	<p>There is no evidence to suggest that the proposals adversely impact on people in this protected characteristic group.</p> <p>Although statistics are limited in accuracy due to under reporting in the whole UK population, an estimated 1.6 %</p>

	<p>is considered to be Transgender (gires.org.uk). Census data for North East Derbyshire 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 Clay Cross Hall Resource Centre who have had Gender reassignment surgery or who are Transgender (GIREs 2009 classified 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 – also include impacts on lone parents and unmarried couples	<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 – including new mothers/ parents	<p>Not affected by this proposals.</p>
Race – including all racial groups, including impact if any on Gypsies and Travellers	<p>PRIAE (Policy Research Institute On Ageing And Ethnicity) suggest historically that the Black Minority Ethnic (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>The 2011 census showed that 3055 people (3.1%) were an ethnic minority; the largest single ethnic group were from White Other background (38% of all ethnic minorities and 1.2% of the population).</p> <p>A number of Black and Minority Ethnic groups support their members, including those in North East Derbyshire area, such as Asian Association, Muslim Association, Chinese Elders Group, Gypsy Liaison Group, Filipino Association and Polish Group.</p> <p>The African Caribbean Community Association, based in</p>

	<p>Chesterfield, but also covering North East Derbyshire, provides a bi-monthly luncheon club aimed at older people, with an average attendance of 20 members, a weekly social support group, with an average attendance of 10 members, drop in facilities 3 days a week and home visits. It also provides BME Carers Support Scheme for carers of African Caribbean older adults and it is also part of the BME Mental Health First Aid Scheme. In total it supports 12 older members in North East Derbyshire District.</p> <p>All clients attending the day service at Clay Cross Hall Resource Centre have identified themselves as “White British”. The service is not accessed by BME clients and therefore this is suggestive that currently the proposed move will not specifically impact adversely on the BME communities. However, the service will need to benefit the whole of the local community by positively raising equality issues and making it attractive to this protected characteristic group, but services are not commissioned for any group specifically.</p> <p>Staff will be required to increasingly 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 Extra Care Housing Scheme as a whole.</p> <p>There is a low take-up generally of services from people from BME communities, though this can be explained by the fact that their own community associations provide support. There is no evidence to suggest that the proposals will further adversely impact on people in this protected characteristic group. However, 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> <p>Whilst there are generally low take up of services by various ethnic groups, the move the Smithybrook View Extra Care Housing Scheme (Day Services) will make the service more attractive to different groups, and give us an opportunity to offer more flexible services.</p>
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<p>Religion and belief including non-belief, including religious minority communities, Humanists</p>	<p>Within North East Derbyshire the division of religious beliefs is either Christian or no religion/not stated. This is comparable to local population statistics with only around 1000 people within the North East Derbyshire population stating that they had other non-Christian religious beliefs.</p> <p>Of those people attending the day service at Clay Cross Hall Resource Centre the division of religious beliefs is either Christian or not stated/no religion. Therefore following consideration it is felt unlikely that people from different faith groups will be disproportionately affected by relocation.</p> <p>Nevertheless, staff will be required to increasingly take into account cultural sensitivities and access appropriate and diverse dietary requirements emanating from religious beliefs, 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 Extra Care Housing Scheme as a whole. 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>
<p>Sexual orientation – including the impact if any on LGB people</p>	<p>Consideration has been given to this protected group. The Council is not aware of any adults within the current service that are in this particular protected group and as such have no reason to believe that people would be disproportionately affected by the relocation. However we are aware that this can be a hidden issue and therefore need to avoid making assumptions with regard to care delivery. 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>

Non-statutory

<p>Poorer and disadvantaged communities and groups, including people who experience financial exclusion</p>	<p>While North East Derbyshire has seen a net improvement in deprivation since 2007, the average Index of Multiple Deprivation is 16.94, which is below average for Derbyshire (the average IMD score for all districts in Derbyshire was 18.45) and the fourth lowest of Derbyshire districts. Holmewood and Heath is the only area with North East Derbyshire to fall within the most deprived 10% of areas across England. North Wingfield Central, Grassmoor, Clay Cross North, Clay Cross South & Shirland occupy positions within the most deprived 20% of areas across England.</p> <p>These factors have an impact on the demand for services and the availability of staff.</p> <p>However, there is no adverse effect from transferring the service to Smithybrook View Extra Care Housing Scheme (Day Services), as there is no change in the cost of the service to clients. Clients have to already make their own way to the Resource Centre. Smithybrook View is 0.25 miles from Clay Cross Hall and there may be small changes in costs of taxis for those people who use them, with some going up and some going down and a few minutes more or less time spent for carers transporting clients.</p>
<p>Rural communities</p>	<p>Clay Cross is a small urban area with adjacent rural communities. The transfer from Clay Cross Hall to Smithybrook View Extra Care Housing Scheme (Day Services) does only very marginally affect the distance and therefore does not impact on rural communities.</p>

Impact on employees of Derbyshire County Council or prospective employees

<p>There are three ways in which the proposals could impact on current or prospective employees:</p> <ol style="list-style-type: none"> 1. An extension of opening times will require staff to work within more flexible shift patterns, including Sundays and earlier start times and later finishing times. This may have to be negotiated with the Trade Unions. 2. As it is a new building and an attractive Day Service it is likely to generate demand from self-funders. 3. The catering facilities at Smithybrook View Extra Care Housing Scheme (Day
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Services) will be provided by Chevin Housing Association Ltd as part of the overall joint development arrangements. Chevin Housing Association Ltd does not have catering assistant posts within their structure and so there will be no opportunity to TUPE the two catering assistant staff currently at Clay Cross Hall Resource Centre. These staff members will be offered redeployment within the department.

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 service within a purpose built community hub that is a centre of excellence for providing Dementia Care.

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

The following section includes many quotes from those who attended the focus groups. These groups were given access to an analysis of the responses to the consultation questionnaires when a significant proportion of the returns had been uploaded to the analytical software used.

A further insight into customer feedback can be gained from reading the report on the consultation feedback which is included as an appendix to the cabinet report itself.

The consultation did not raise that statutory protected groups were thought to be affected in any way.

The consultation did not raise that non-statutory protected groups were thought to be affected in any way.

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, though there have not been any discussions about any staff not able to transfer to Smithybrook View.

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

It does not impact adversely on carers of clients who need or may wish to purchase day activities.

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 include 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 relatives took place between 23 June and 4 August 2014. 122 Letters were sent to day service clients, carers and relatives inviting them to comment. A total of 28 people attended 2 public meetings held at Clay Cross Hall Resource Centre, 17 Clients, 11 carers and relatives in the afternoon on 4 July and the other was held in the evening on 8 July.

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:

- Clients and Carers thought the move was a good one with the provision that the staff group remained the same, that they still had a cooked meal and that it did not cost any more. They wanted assurance that the service and staff would be the same.
- Clients liked the idea that they would be closer to the shops and the centre of town.
- Some clients wanted to know if people who lived in the apartments would get a priority place at the day service.
- Clients and carers asked about the possibility of respite being offered through the extra care apartment element of the scheme.
- Some participants wanted to know if the new facility would cost them more to attend.
- Clients asked about the possibility of purchasing more day service hours in order to give their carers a longer break.
- Generally clients' and carers' overall view about the proposed building was that it

would offer greater opportunities, as it is purpose built, fully accessible with Smithybrook View having other facilities, such as restaurant, hairdressing and beauty salon etc., that they could access and close to shops.

- Clients and carers also asked questions about certain aspects of the new facility including access, the arrangements for meals, staffing levels, medical support and support for disabled people, and where the scheme was situated.
- Some carers were concerned about the safety of their relatives because the new scheme had public areas and that the scheme was so close to the centre of town.
- The main area for clients and carers that they would miss the most if they did move to Smithybrook View was the beautiful grounds surrounding Clay Cross Hall.
- Carers were concerned about the capacity of the service and asked about whether the current day service would be able to cope with the new proposed opening times, more flexible service.

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?

- The Service needs to ensure that all clients and carers are kept informed of the new transport policy, of the new assessment criteria, including access to day services, and of the amended co-funding arrangements coming from the Derbyshire Challenge consultation. All service users need to be informed of any changes in policy by their allocated social worker. Direct Care staff should also provide on-going information to service users on notice boards/leaflets and also discuss any changes during formal reviews and informal discussion.
- Direct Care at Clay Cross Hall Resource Centre does not offer transport to clients and it is not intended to offer this at Smithybrook View Extra Care Housing Scheme (Day Services). Clients' needs, including transport needs, will be reviewed as part of the planning and preparation for the transfer. Should their needs change Fieldwork and Direct Care staff would discuss with Clients and Carers how best to accommodate their transport needs.
- The Service needs to reassure carers and service users that the current standards of care and support will continue to be delivered if the decision is taken to relocate the day services to the Smithybrook View Extra Care Housing Scheme at Clay Cross. It is intended that day care provision at Smithybrook View will be of a very high standard. It is expected that the staff who currently work at the Clay Cross Hall Resource Centre will be relocated to Smithybrook View Extra Care Housing Scheme (Day Services), and therefore it is envisaged that there will be a high level of continuity of care.
- The service needs to ensure that they provide even better outcomes for individuals' day opportunity experiences by reducing transport times where possible and providing a modern, responsive and flexible service. A programme of activities will be developed in full consultation with service users/carers and other partner agencies.
- Clients and carers need to be kept informed of progress around planning of the

use of space in the new facilities if the decision is taken to relocate to Smithybrook View Extra Care Housing Scheme (Day Services). In line with the major change guidance each Direct Care service user currently using Clay Cross Hall Resource Centre will have an individual transition plan which will review 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. Fieldwork colleagues will assist in reviewing the needs of any individual prior to any proposed relocation.

- It is recognised that at the Clay Cross Hall Resource Centre work would be undertaken with clients who can find it difficult to adapt to change and as such if the decision is taken to relocate, the clients emotional and wellbeing needs should be monitored as they make the transition, and this will be an identified need at pre- location review. This process will ensure that clients are fully involved and at the heart of everything we do. We will arrange a programme of transition to allow clients to become familiar with the new building prior to full transfer. Clients will transfer as a day group with staff they know and Staff will provide on-going support to all service users to ensure that their emotional and wellbeing needs are met.
- The building as a whole should display signage, furniture, furnishings and decoration that reflects a multi-cultural society and should avoid any impression of affiliation to any religious group or faith. Adaptable facilities should provide for all faiths.
- Staff training will need to cover basic awareness of equality issues and should raise the profile. Consideration should be given to how minority ethnic groups as well as other protected groups including service users can be involved within the recruitment process.
- Plans should be on-going for how we address communication, specifically interpreting needs. Any dietary and food provision must reflect a multi-cultural community.
- Activity planning must ensure appropriate and responsive outcomes for all protected groups.
- Individual records must be maintained to include protected characteristic information in order to inform and underpin quality and appropriate service delivery.

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 Day Services from Clay Cross Hall Resource Centre to the new Smithybrook View Extra Care Housing Scheme (Day Services) will provide clients with a safe and secure modern purpose built dementia friendly environment,

in which high quality day care will be provided.

It is a very positive move, and shows the Derbyshire Adult Care is investing in its communities, committed to providing high quality services, and continues to modernise services.

9. Action planning in response to the completed analysis

<i>Objective</i>	<i>Planned action</i>	<i>Who</i>	<i>When</i>	<i>How will this be monitored?</i>
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 Smithybrook View	Monthly LIG meeting in place	Direct Care (Chair – Group Manager Craig Jaques-Newton)	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 visit the site in the new building and information was displayed at the consultation meetings, including architect maps of the facilities on offer. It is envisaged that if proposals are agreed, a regular newsletter will be produced within the day service to keep all informed of the developments- this can include an on-going 	Direct Care Unit Manager- Janet Greenfield Service Manager Guillermo Garcia-Maza	Awaiting decision	By Service Manager

	<p>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. • The day Service at Clay Cross Hall Resource Centre currently has a very proactive 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 conducted by fieldwork colleagues. 			
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The Equality Impact Analysis will be reviewed following the proposed relocation of Direct Care services to Smithybrook View, Clay Cross	Review EIA	Local Implementation Group.	6 months	Chair of LIG meeting- Group Manager Craig Jaques-Newton & Service Manager- Guillermo Garcia-Maza
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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 Clay Cross Hall Resource Centre 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 Day Services within the Smithybrook View extra care housing scheme.

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

Name of officer signing off EIA as completed: Craig Jaques-Newton

Date: 15.10.14

This Equality Impact Analysis has been read by

Name	Date	Position
Craig Jaques-Newton	16.10.2014	Group Manager

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

The report will be published with the Cabinet report on the DCC website.

Decision-making processes

Attached to report (title):

RESPONSE TO THE CONSULTATION ON PROPOSED TRANSFER OF DIRECT CARE SERVICES FROM CLAY CROSS RESOURCE HALL TO SMITHYBROOK VIEW EXTRA CARE HOUSING SCHEME.

Date of report:

Author of report: Craig Jaques-Newton [Group Manager]

Audience for report e.g. Cabinet: Cabinet

Web location of report:

Decision in relation to report

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Details of follow-up action or links to further EIAs

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Updated by:

Date:

**CONSULTATION REPORT ON DAY SERVICES FOR OLDER PEOPLE AT
CLAY CROSS HALL RESOURCE CENTRE, CLAY CROSS**

1. Purpose of the Report

On 20 February 2012 Cabinet agreed that there would be future consultation at some point on the proposed relocation of day services for older people and possible closure of Clay Cross Resource Centre 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 Smithybrook View also in Clay Cross, 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 23 June and 4 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 Clay Cross Hall Resource centre were sent a letter to their home address explaining the proposed changes and inviting them to attend a meeting at their centre. People were given two dates to choose from, one was held in the afternoon on 4 July and the other was held in the evening on 8 July.
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 Clay Cross Hall also received a letter and an invitation to either of the 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. Posters inviting people to take part were also displayed at Clay Cross Hall.
6. All the information used in the consultation was also made available on the Derbyshire County Council Website at ww.derbyshire.gov.uk/challenge.

The Analysis

Letters sent

Who was consulted?	How many people?
Day Service Clients attending Clay Cross Hall	62
Day Service Carers and relatives	60
TOTAL	122

Who Participated?

Meetings

A total of 28 people attended meetings held at Clay Cross Hall Resource Centre. 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 Clay Cross Hall and the Direct Care Service Manager attended the meetings at the centre. A mixture of clients, carers and relatives attended each meeting.

Profile of Attendees

Type of participant?	How many people?
Day Service Clients attending Clay Cross Hall	17
Day Service Carers and relatives	11
TOTAL	28

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

One carer made their comments in writing using the comment form.

Present Position

It was explained at the meetings that the proposal is to move Clay Cross Hall Resource Centre into a new Extra Care and day service facility called

Smithybrook View approximately 0.25 miles down the road. A brief description of the new building was given.

The new Extra Care facility is due to be completed in late Spring 2015. It will form part of a network of high quality extra care facilities in Derbyshire, which along with the Community Care Centres and existing residential care homes, domiciliary care and reablement service will become the focal point for delivering services to people aged over 55 years. The development has a range of flexible opportunities for people offering; independent living, a community lifestyle and support and care based in the scheme 24 hours a day if required provided in partnership with Derbyshire County Council Direct Care Services. Smithybrook View comprises 90 self-contained two-bed apartments, a wide range of communal facilities including a coffee bar and restaurant, lounge, hairdressers and health and beauty suite, a guest room for residents, and on-site parking. In addition the scheme will include specialist day care services delivered by DCC seven days a week.

The consultation team also explained that DCC Direct Care Services intend 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 about 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: More clients than carers took part in the consultation with the majority expressing a positive opinion about the proposal. For many they thought the move was a good one with the proviso that the staff group remained the same, that they still had a cooked meal and that it did not cost any more. Clients were concerned about the capacity of the service and wanted to be assured that the atmosphere and friendliness would be transferred to the new building. Clients liked the idea that they would be closer to the shops and the centre of town and were interested in principle about being able to purchase more days. However, clients did say that they would miss the grounds and views offered at Clay Cross Hall. One client just wanted it all to happen more quickly.

Carers: Carers were also interested in the proposed move. They reiterated the need to continue providing the same level of support by the same dedicated staff group. They wanted to know if people who lived in the apartments would get a priority place at the day service and they wanted to know if respite places would be offered. Some carers were concerned about the safety of

their relatives because the new scheme had public areas and that the scheme was so close to the centre of town. Generally carers were in favour of a move to Smithybrook View Extra Care Housing Scheme (Day Services).

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.

In more detail

At each meeting a set of photographs were shown to the attendees and a leaflet outlining what Smithybrook View Extra Care Housing Scheme (Day Services) would offer (see appendix 1). 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 Clay Cross Hall was very high and for the majority, as long as the staff moved with the clients, they were happy with the proposed move.

‘The atmosphere here and the friendliness needs to transfer to the new place.’ (Client)

‘My husband is very happy at Clay Cross Hall.’ (Carer)

‘As long as the staff go with them I am happy’ (Carer)

‘I liked the surroundings at Clay Cross Hall and the staff are friendly and the atmosphere is nice’ (Carer)

‘The Hall has a very homely feel and my mother is more than happy with the care and activities she receives there.’ (Carer)

‘If they have to move to another venue then I would hope the care and staff would move with them. They do an amazing job with some vulnerable and at times awkward people.’ (Carer)

Many clients and carers in fact liked the idea of moving:

‘I think it is a good idea as long as the service does not change too much and it means we can’t come.’ (Client)

‘I would like the same service and maybe an extra hour’ (Client)

‘I think it is a good idea’ (Client)

‘I would like to have the move to Smithybrook View’ (Client)

I think it sounds really good and the better access will be good (Carer)

Many carers and some clients agreed with the potential move and wanted it to proceed as quickly as possible...

'I just wish it would all happen a bit quicker' (Client)

'I think it's a very good idea and want to get cracking' (Client)

'I can't see a problem with the proposal but people generally don't like change' (Carer)

Staff who participated in the meeting commented how the new building would allow them to increase the sorts of things on offer for people attending the day services:

'It is the flexibility of the purpose built facility that's so good.....it will mean a better service, the new place is going to be able to offer things we can't offer here. The fact that we will have a bathroom again, it will be nice to offer a bathing service again.....It will be better to be able to access the local community for shopping etc (Staff)

About the facilities:

Generally people's overall view about the proposed building was that it would offer greater opportunities.

'The therapy rooms are good' (Client)

'Because it's more central to Clay Cross that will be much better' (Client)

'Will you do trips to the shops from the new centre facilities?' (Carer)

'It would be nice just to be able to walk round the shops' (Client)

However many people also asked questions about certain aspects of the new facility including access, the arrangements for meals, staffing levels, medical support and support for disabled people, and where the scheme was situated?:

'Is there only one access to the buildingIs there any medical support on site

Is there car parking on site for visitors.....Will the staffing levels remain the same.....Will the staffing hours be the same'What about the meals for day care...

'Will it be designed to cope with severely disabled people?' (Carers)

Some participants wanted to know if the new facility would cost them more to attend.

'Will the cost of meals increase from what we have now?' (Client)

'Will there be any extra cost to us?' (Client)

'Do we have to pay for parking?' (Carer)

A member of staff suggested that:

'Could you take photographs of Clay Cross Hall and take them to Smithybrook View.' (Staff)

Finally, the main feature that clients, carers and staff felt that they would miss the most if they did move to Smithybrook View was the grounds surrounding Clay Cross Hall.

'I just wish we could take the grounds from here with us.' (Staff)

About Respite

Two carers specifically asked about the possibility of respite being offered through the extra care apartment element of the scheme.

'Will there be facilities for respite care because this is very much needed for the area.' (Carer)

'Are any of the flats going to be used for respite care?' (Carer)

Also three clients asked about the possibility of purchasing more day service hours in order to give their carers a longer break.

About Transport:

The proposed new building is situated 0.25 miles away from the current day service. So if the decision went ahead then some clients would have to travel a little further to their day services and some would travel less. Along with this issue, carers also raised a concern about transport access in the new facility and about how long people would remain on the transport.

However, the Direct Care manager assured carers that the proposed site was such a short distance away from the current site that this would not be a problem; people would not find themselves on a bus or taxi for any longer than they do at present.

‘Is transport access going to be easier than here (Clay X R C)’ (Carer)

‘The issue for some is that a 5 hour session in the day service can be a 7 hour session with travel.’ (Carer)

‘The only thing that is a concern to me is transport’ (Client)

One client shared their frustrations about the current transport policy saying that they felt it was not an equal system.

‘I can’t understand how some people get transport and some don’t, I think it would be better if everyone has transport and pays for transport.’ (Carer)

Overarching Risks and concerns:

In general carers and clients were positive about the potential move to Smithybrook View Extra Care Housing Scheme (Day Services). However they did have a number of queries about the staffing levels and when the service would be open.

‘Will all the staff from Clay Cross be moving to Smithybrook View?’ (Client)

‘Will the hours offered be the same’ ‘Will it be staffed to cater for new hours?’ (Carer)

‘How many days will the new service be?’ (Carer)

Carers also expressed concern about the link between the day service and the apartment / extra care staff.

‘What sort of communication do you think the day centre staff will have with the residential staff ?’ (Carer)

‘Will the staff for the residential bit be DCC staff?’ (Carer)

A few carers raised concerns about what would happen to Clay Cross Hall either if the proposal to move was rejected at Cabinet and they questioned the viability of Clay Cross Hall?

‘Financially is it unlikely that Clay Cross Hall will continue?’ (Carer)

‘What happens if the decision is rejected and what happens to Clay Cross Hall?’ (Carer)

Finally, again a few carers made comments about the safety of their loved ones because the new facility would be open to the public.

‘If this is open to the public will it be safe for the day service?’ (Carer)

The consultation team reassured the carers that the new facility would have secure areas not open to the public and that the day service section would one such area, with access using a key fob security system.

Capacity

Carers were concerned about the capacity of the service and asked about whether the current day service would be able to cope with the new proposed opening times, more flexible service and asked if people living in the apartments would be given priority status.

‘Will it be able to cope with more demand?’ (Carer)

‘Will there be sufficient staff for a more flexible service’ (Carer)

‘My concern is that how long will it be before people that are wanting to move in be told if they have a place or not’ (Client)

‘Will people who are residential take priority for a day centre service?’ (Carer)

‘Can people from out of the area move into the Smithybrook View as a resident and will that have an impact on the capacity for the day care to local people?’ (Carer)

‘How many people have you at the centre now and how many will you be able to accommodate when moved’ (Carer)

On the other hand, carers and clients frequently asked about the possibility of purchasing more hours and paying for extra days.

‘Will we have a letter to inform us when we are able to purchase an extra service.’ (Carer)

‘Can you extend your number of days.’ (Client)

‘If you attended a day would the time be extended.’ (Carer)

‘Would it be possible for me to get an extra day, I have Alzheimer’s and would like to give my wife more of a break.’ (Client)

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 and trading policies, 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 to Smithybrook View.

Recommendation 3: 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 facility and how the day service would integrate with the rest of the extra care scheme if the decision is taken to relocate Clay Cross Hall Resource Centre.

Recommendation 4: If the decision is taken to relocate Clay Cross Hall then clients’ emotional and wellbeing needs should be monitored as they make the transition to Smithybrook View Extra Care Housing Scheme (Day Services).

Recommendation 5: 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 whose arrangements may change.