



# Choices for the **Future**

Adults' Services in-house social care





## Results from the engagement and survey April – May 2018

Residents have shared their views on proposals to change West Sussex County Council's Adults' in-house social care services. The county council launched its Choices for the Future survey at the beginning of May to offer residents, staff, people who use the services and their families and carer's the opportunity to have their say on the future model of services.

More than 450 people have completed the survey with 92% of those who took part supporting the principles of the service proposals. 46% of respondents agreed with the detailed proposals themselves, whilst 37% disagreed, and the remaining 17% were unsure.

In addition to the survey, 190 people attended 14 sessions to hear what families and carers thought. A further 210 people who currently use the services, also attended 20 sessions to give their views.

This report details the findings from the engagement on the service proposals described in the Choices for the Future booklet. There are also two appendices that accompany this report:

- Appendix A – detailed analysis of the public survey
- Appendix B – set of frequently asked questions (FAQ's)

### 1. Background information:

West Sussex County Council provides a wide range of social care services across West Sussex. Some are provided directly by the county council which are referred to as in-house services and others are provided in partnership with other organisations. The in-house services include day centres, residential homes and a Shared Lives scheme.

Adults' Services in-house social care services are currently made up of twenty one building based services, with 900 people using services, 500+ staff, a county wide Shared Lives service with 90 paid carer's and a budget of £11m.

The service supports people ranging from 18 to 104 years old with a wide spectrum of different needs and diagnosed conditions. Whilst our services are currently separated as 'older people' and 'learning disability' services the reality is that these services span the

range of ages and diagnoses (including an increasing number of older people with a learning disability and a diagnosis of dementia).

There is not a “one size fits all” approach to supporting people to live the life they want and we have to use our resources effectively to provide a sustainable service that meet people’s needs both now and in the future. The buildings we use and how resources are currently organised no longer fit the changing needs of the people who use the service. If we do nothing our current building stock will need an estimated £15m spend in the next 10 years just to maintain them as they are – this would not make them any more accessible or change the way they can be used.

Prior to this recent engagement and survey, people have fed back that they want different things and require different types of support at different points in their life. The service needs to be flexible, responsive and above all see people for who they are and what they can do. People’s needs are changing and the skills, specialisms and resources needed to do this overlap with what we currently designate as ‘older people’ and ‘learning disability’ services.

By changing the way we organise our service and how we use our resources (staff, buildings and transport) the service will have increased ability to support people to build on their strengths, meet people’s needs irrespective of the persons ‘label’ and maintain what people can already do. This would also include connecting people into work, volunteering, education or using community based services and groups.

People should also be supported to be part of where they live, in their own community and to ensure they can be as independent in their daily lives as possible. For people who have to travel to their services the majority of people will either experience a reduction in travel time (40%) or have no difference in current travel time (51%).

We fully recognise the concerns raised by people (detailed in this report) and emphasise that these proposals are **not** about closing or reducing services but ensuring that they can better meet the changing needs of people in West Sussex in the future.

## **2. Engagement completed during 2016/17:**

Extensive engagement with all key stakeholders has been a key focus throughout this project.

During 2016 and 2017 officers have spoken to approximately 800 people as part of the initial scoping of project. This engagement focused on what was and what was not working within current services and what people thought “good” looked like for them in terms of future provision.

This included;

- **Satisfaction survey across all services** – (Jan to March 16) - response from 300 customers and 195 families/carer’s.
- **Staff sessions** - total of 13 sessions with 250 staff (March to May 16) and ongoing engagement during 2017.



- **Sessions with users of services** – involvement of 349 people across all services (June 16)
- **Family and carer sessions** – total of 9 sessions with 110 families/carer's (June 16)
- **Sessions with other Adults' Services staff** – (July 16) met with 52 Social Workers, and Occupational Therapist's.
- **Members** - email updates, Member days, and Cabinet Member round-up.
- **UNISON** – attendance at workshops, ongoing updates and briefings.

In summary, people using services fed back that they would like to do more and be as independent as possible, do "everyday activities" and be supported to achieve this in the way that is right for them. This included doing more in their local community and supporting them to live the life they want.

All users of services , families/carer's and staff felt that more should be made of the resources available and that there should be more choice and the services should be open to a wider group of people. In addition the need for services to be flexible, responsive and easily accessible to avoid people needing more expensive services or getting to a point of "crisis" was a strong and reoccurring theme.

### **Burnside**

It is also worth mentioning that this engagement was built on extensive work done with users of the service , staff and families at the Burnside Learning Disability Day Centre in Burgess Hill during 2014 and 2015. Following a Cabinet Member decision in September 2014 to engage with key stakeholders on the future of the service a new approach to service delivery was developed. The decision to focus on Burnside was largely due to the immediate concerns about the condition of the building, it not being fit for purpose, its location and access and the high cost of it being re-developed.

This led to the development of a new service model that has embraced the service principles below and has seen the growth of a service that now provides most of its activities outside of its building - over 70% of the 30 people that attend each day participate in opportunities and activities within the local community.

### **3. Service Principles:**

There were a set of themes that came from the engagement throughout 2016/17 which showed that people wanted a service that:

- allows easy and quick access to help and support;
- is local and easy to find (part of the community);
- is flexible and responds to what customers and families/carer's need;
- provides services to the community - not just one group of people (mixed use of buildings);

- can support the prevention and independence agenda - some of whom may only require a short term service;
- integrates and works with the wider community and helps people to access what is available where people live;
- keeps specialist environments where needed;
- makes the best use of the resources we have;
- gets appropriate information and advice quickly and easily to users of services and their families carer's

These were the most common and repeated themes that came from all of the sessions held and responses from surveys carried out. All staff, families/carer's and people that use services were informed of the outcomes from the engagement in 2016/17 and were updated on the development of the service proposals.

All of the outputs from this initial engagement directly informed and shaped the service proposals developed during 2017 and 2018.

#### **4. Engagement completed during April and May 2018:**

This section details the engagement carried out on the service proposals and the responses from this.

The engagement in April 2018 focused on the county council's Adults' Services in-house staff teams in order to give them an opportunity to hear and comment on the proposals prior to the engagement with families/carer's, users of services and the wider public. Nine sessions with the in-house staff were carried out in April 2018 with 280 staff. Those that did not attend were engaged on the proposals at team meetings.

The engagement during May 2018 included:

- 14 sessions with families and carer's – around 190 people attended these. All families and carer's of people using the in-house services were informed of the proposals;
- 456 responses to the 'Choices for the Future survey' – which includes 154 from people who use the services;
- results from the Adults' Services in-house services annual customer satisfaction survey;
- 20 group sessions with 210 people who currently use Adults' in-house services and a number of 1 to 1 supported sessions where needed;
- engagement with affected local county council Members and other Members across April and May 2018;
- ongoing engagement with and presentation about the proposals to the Adults' Services customers and carer group;

- report from Health watch West Sussex detailing feedback from stakeholders
- 26 email responses.

## 5. Survey findings:

A total of 456 responses to the 'Choices for the future' survey were received. Of those 154 (34%) identified themselves as a user of services.

It is important to note that over a quarter of the total responses (26%) were in relation to Glen Vue day centre and the majority of these respondents identified as either a member of the public or a representative of a voluntary, health or independent organisation. These responses focused on the concern of losing the functionality of the building in relation to the various community groups currently using the space. This would not be the case and the County Council fully recognises the need to work very closely with Mid Sussex District Council who owns the building and all groups currently sharing the space at Glen Vue to identify the best option going forward so these groups may continue to provide their valuable service.

The analysis shows that there is strong support for the service principles with around 92% of people supporting the principles that informed the development of the service proposals – each of the principles scored over 85% on the 'agree strongly' choice.

There was a more mixed response on the individual service proposals. Overall, 46% of respondents agreed with the proposals, whilst 37% disagreed, the remaining 17% were unsure. Looking at the response from people who use the services separately, 51% agreed with the proposals, 25% disagreed and 24% were unsure.

People who use the service were in general, more positive about the aspects or characteristics of each proposal than other respondents, for example that it treats people as individuals and increases opportunities to connect people to where they live.

The most common areas of concern raised around the proposals are as follows:

### Overall

Impact changes will have on people using services

Impact changes may have on staff

Involving affected people in the planning of changes

### People who use services

Impact changes will have on people using services

Involving affected people in the planning of change

Impact of bringing together people with different needs

These along with a range of other issues are addressed in section 10 of this report.

Overall all respondents wanted to be kept informed, with letters providing updates being the most popular method with 42% of people who use services wanting to be involved

in the planning of changes. People also wanted face to face communication and a greater variety of engagement materials to be available to people who use the services.

A more detailed analysis is attached as **Appendix A**.

## **6. Users of services - satisfaction survey 2018**

The annual satisfaction survey was carried out during the early part of 2018 to get an overview of what people thought of the service they receive and what needs to be developed. Whilst not directly connected to the engagement on the service proposals it is important to include this so a full picture of what is being said is captured.

The satisfaction survey is comprised of responses from 362 people across the service with 76% of responses coming from people who use day services (there was roughly an equal response from older people and people with a learning disability).

Overall 96% of people who responded felt they were happy with the support they receive. People felt that the services were very good at;

- keeping people safe;
- the ways in which staff communicated with them;
- the way staff supported them and keeping personal information confidential.

The key areas of improvement identified include:

- supporting people to live the life they want – to get better at asking what people want and how they want to be supported through person centred reviews and agreed outcomes that the person wants;
- supporting people to make and maintain friendships and connections – looking at creative ways of helping people to maintain relationships and make new ones;
- offering choice of which staff support people where possible, with increased opportunities for people to be involved in the recruitment of new staff;
- to increase opportunities for people to stay active and healthy;
- ensuring people know how to raise concerns and/or make a complaint

## **7. Engagement sessions**

There were 14 sessions with families and carer's and 20 group sessions with people who currently use the services, with some 1 to 1 supported sessions. Nine sessions with the in-house staff were carried out in April 2018 with 280 staff.

**Feedback from people who use services**

The sessions done with people currently using our service on the individual proposals were supported by the staff familiar to people at each service. Judgements were made at each service as to how best to engage with people given the varying needs they had and the complexity of breaking down and describing some of the proposals.

Approximately 210 people participated in the face to face sessions during May 2018 through a variety of different formats. The majority of responses were from the learning disability services (day and residential care). In addition sessions were held with people who use the services at Maidenbower day centre in Crawley. The most regular and common themes which emerged from this engagement is shown below;

<b>What's good about the services?</b>	<b>What could we do better?</b>	<b>What do you want in the future?</b>	<b>General comments</b>
<ul style="list-style-type: none"> <li>• Various arts and crafts activities</li> <li>• Getting out and about - being supported to go out into and access the community</li> <li>• Making friends</li> <li>• Exercise</li> <li>• Being supported to do activities in the community for example gym, football tournaments, using the library, and going to the cafe</li> <li>• Accessing Aspire college courses</li> <li>• Cooking, gardening and music</li> </ul>	<ul style="list-style-type: none"> <li>• More activities and opportunities in the community</li> <li>• More computers and accessing social media</li> <li>• Support independence</li> <li>• Bigger bedrooms</li> <li>• Changes to the buildings, for example lifts, better kitchens and toilets</li> <li>• Improve and repair buildings</li> <li>• New and better equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Accessing things in the community</li> <li>• Visit other day centres – they have different things on offer</li> <li>• More space and quiet spaces when you want to be on your own</li> <li>• Need better buildings</li> <li>• Learn skills that will help me get a job</li> <li>• Meet more people</li> <li>• Remain safe</li> </ul>	<ul style="list-style-type: none"> <li>• Worried about the change</li> <li>• Don't want to lose my service</li> <li>• Would like to try other things</li> <li>• Happy to go to other day services</li> </ul>



### **Feedback from family and carers:**

The majority of the family and carer sessions were positive with people understanding the rationale behind the proposals. In general the proposals around the residential services were accepted and families recognised and acknowledged the existing challenges and need for 21<sup>st</sup> century environments over the next 5 years.

An increase in respite and short breaks was warmly welcomed and a priority for many. Families using older people day services in the Western and Southern area were relieved with the proposals as they had expected the under usage would lead to closures. They felt the proposed model was exciting and positive for the future.

The proposals for Maidenbower and Glen Vue day services (Crawley and East Grinstead respectively) were challenged by a number of family members due to the potential disruption, uncertainty about the alternatives offered and potential of increased travel time for the seven people using Glen Vue.

The response from families of people using day centres for adults with a learning disability was mixed, largely due to concerns around potential disruption caused by changes, and how people would be supported in the community. However a large proportion of families attended were positive about the changes and felt a more localised offer was a good thing.

A summary of the key priorities for families/carer's is shown below:

<b>Southern</b>	<b>Northern</b>	<b>Western</b>
<ol style="list-style-type: none"><li>1. Supporting people and families through the change process and transition and involving them in reviews</li><li>2. Ensuring staff at the services are fully involved in the reviews and be the main contact for families during transition periods</li><li>3. Preservation of services (not closing them)</li><li>4. Involving people in the development of the service offer - 'co-production'</li><li>5. Promotion and development of more Shared Lives provision (for older people and people with learning disabilities).</li><li>6. More respite (short break) services</li></ol>	<ol style="list-style-type: none"><li>1. Supporting people and families through the change process and transition and involving them in reviews</li><li>2. Ensuring no loss of service to people and their families/carer's that day service attendance provides</li><li>3. Ensuring sufficient capacity in the system for day service provision</li><li>4. Preservation of services (not closing them)</li><li>5. Involving people in the development of the service offer - 'co-production'</li><li>6. More respite (short break) services</li></ol>	<ol style="list-style-type: none"><li>1. Supporting people and families through the change process and transition and involving them in reviews</li><li>2. Ensuring no loss of service to people and their families/carer's that day service attendance provides</li><li>3. Maintaining friendship groups</li><li>4. Involving people in the development of the service offer - 'co-production'</li><li>5. More respite (short break) services</li><li>6. Wrenford - maintaining the service as it is</li></ol>

### ***Feedback from Adults' in-house staff***

Overall, the in-house staff was positive about the proposals and felt they provide 'a clear and consistent vision' that ensures the 'future viability of the services'. In addition the majority of staff felt they 'had been listened to' and that the proposals 'feels like an inclusive model that is focusing on getting people to work together to achieve better outcomes for people'.

Staff expressed concerns about impact on job roles, the importance of co-production on the service model and the need to ensure enough time is given to deliver positive transitions for people using the services and their families. A summary of the main issues and what staff felt should be the main focus is shown below:

- effective and ongoing communication and engagement in various formats;
- co-production of service model, planning and decision making;
- sustainable, trained and supported workforce;
- culture change and embedding the agreed principles;
- supporting customers through the change;
- community engagement and development

All of these issues will be given priority consideration in any future implementation plans.

### ***Wrenford day centre***

A group of families representing 21 of the 71 people using the Wrenford day centre for adults with learning disabilities requested a separate meeting as they strongly opposed the principles behind the proposals and felt that the current building should remain and be invested in. This meeting was held on 29 May 2018. The main issues and concerns raised were:

- maintaining the Wrenford day service as it is;
- maintaining a separate service for people with a learning disability;
- ensuring no loss of service to people and their families/carer's that day service attendance provides;
- maintaining friendship groups;
- supporting people and families through the change process and transition and involving them in reviews;
- involving people in the development of the service offer - 'co-production'

The proposal to move the Wrenford day service into both Judith Adams day service in Chichester and the Chestnuts day service in Bognor Regis was the only significant challenge with the proposals for the day centres for adults with learning disabilities.

Whilst the Wrenford service is extremely well used it is currently situated within an industrial estate on the outskirts of Chichester city centre making it difficult for people to get to community based activities as they are unlikely to be within a short walking

distance. The county council want to develop more opportunities for people to utilise what's available in their community whilst having a suitable and local building-base for those that need it.

Chestnuts day service in Bognor Regis only uses a small percentage of their space and it is within the town centre making it an ideal place for people who live locally. The majority of people who attend Wrenford live in Bognor Regis (58%) so it makes sense for those people to start using a more local service so they can build up confidence and independence near their home. In addition the proposal would reduce travel time for the people living in Bognor and would position the service to attract new people who want to build on their confidence and independence in the area they live.

Judith Adams is also well situated within Chichester city centre and is only using 30% of the space available in the building.

The proposals for the day services at the Chestnuts and Judith Adams are that they will transition into a multi-use service for people with mixed levels of needs and will focus on creating opportunities for people within the community. Older people and people with a learning disability will no longer be segregated and will come together at the same site.

The majority of concerns from people using the service were around the change process, loss of friendships, what will be offered at the new sites and what resources will be transferred into the new buildings – for example the spa bath and sensory room at Wrenford etc.

The county council has given a commitment to work closely with people who use the service, families and carer's to carefully consider friendship groups, suitability of environments, parking and resources that would be transferred to the Chestnuts and Judith Adams centres.

Initial visits to Judith Adams and Chestnuts by families/carer's and some people who use the service have been taking place so they can see the proposed environments first hand.

We have included a minimum of nine months, following any decision made to implement the proposals, to complete the change process and co-produce what is needed with all people who use the services, families/carer's, and staff. This time would be spent ensuring we work with people to be clear about who will go where, what support they need, what people want in the buildings and getting the work done. It is during this period that we will also engage with the necessary professionals to help make the changes, for example architects, surveyors, and moving and handling specialists.

#### **8. Maidenbower and Glen Vue day services:**

One of the service principles developed which informed the proposals is to make best use of our resources and ensure we don't unnecessarily duplicate services. In the Crawley area our partner (Shaw health care) already provide day services and the county council will work with them to offer places to people currently using Glen Vue and Maidenbower, at their Burleys Wood and Deerswood lodge services.

The county council understands that not everyone will want to go to Burleys Wood and Deerswood Lodge or that it will suit everyone and where this is the case other options would be explored. In line with our responsibilities under the Care Act (2014) there will be a review to assess everyone's needs and these will be done with the person and their families/carer's to find the best solution.

In general the concerns around these proposals echo what has already been documented (change process, loss of friendships etc.).

However there have also been specific concerns about the withdrawal of services from East Grinstead. The county council day service that is provided from the Glen Vue site in East Grinstead is in a Mid Sussex District Council owned building and is currently leased from them. This service currently serves seven people in total and provides a daily service to approximately two people a day. The demand for this service has been decreasing over the last two years, despite continued efforts to promote the service. Over the last two years (2016-17 and 2017-2018) Glen Vue had four new people starting in those two years with eight people leaving in that period. These figures do not include dementia crisis referrals (which are short term placements).

Following any decision to implement the proposals, the people using this service would be fully supported to ensure appropriate alternative provision is in place prior to ceasing the day service element at Glen Vue.

Of the 26 emailed responses received the majority related to issues around the proposals for Glen Vue (18), with the exception of one relating to Coastal enterprise, two to Maidenbower and five relating to Wrenford. Of the 18 relating to Glen Vue 16 were concerns that focused on the future of external groups currently using space at Glen Vue.

The county council recognise that Glen Vue is more than just the small day service that is currently provided. There are a number of external groups, who currently use the space at Glen Vue for free and the county council recognises the need to work very closely with Mid Sussex District Council and all groups currently sharing the space at Glen Vue. The county council commits to identify the best option going forward so these groups may continue to provide their valuable service in this area.

The Maidenbower day service in Crawley currently supports a total of 41 people with an average attendance of 15 people each day - this is a service that was set up for 45 people a day with the building space being able to take up to 92 people a day. There is a mix of ages and support needs at Maidenbower but the majority are over 65 (77%) and have a physical and/or sensory impairment (70%).

As with Glen Vue, the demand for the service at Maidenbower has been decreasing over the last two years, despite continued efforts to promote the service. Over the last two years (2016-17 and 2017-2018) Maidenbower had 11 new people starting with 12



people leaving in the same time. These figures do not include dementia crisis referrals (which are short term placements only).

We currently lease space at Maidenbower from Crawley Borough Council. The proposal around the day service element does not undermine the county council's responsibilities in the current lease arrangements. The county council recognises the need to work very closely with Crawley Borough Council around the future use of this space and commit to identify the best option going forward.

Whilst the population is aging we know that this will hit at different times in different areas. We know that Crawley Borough has one the lowest levels of current demand as well as the lowest increases in long term support over the next five and 20 years. This is a factor of the much younger demographic of Crawley influenced by its proximity to London and Gatwick.

## **9. Feedback from others**

Officers have worked closely with UNISON at each stage of the project and UNISON has been actively engaged in the workshops and staff engagement sessions. A report from Health-watch West Sussex was received during the engagement period requesting more information around the previous engagement and methodology around the proposals. A full response was sent to Health-watch.

## **10. Response to key themes from the engagement process**

This section details the key issues and concerns raised during the engagement period and a response to each issue is given. The Frequently Asked Questions information is attached as **Appendix B** and shows the questions asked during the face to face sessions and are answered individually.

### **The impact the changes will have on people using the services:**

We recognise that the proposed changes will impact on people using the services. The county council is committed to co-producing the delivery of the proposed service model with people who use the services, their families and carer's, staff and other key stakeholders throughout the five year plan.

We have allowed for a minimum of nine months lead-in time for each day service merger to ensure people are supported appropriately and agree the appropriate outcomes that will best meet people's needs. In addition this time allows the service to design and reconfigure the environment in the proposed buildings with everyone.

For the residential homes the county council will work closely with people who use the service, their families and carer's, staff and the necessary professionals to identify the best way to deliver the services needed in line with county council's commissioning priorities. Co-production discussions for this part of the service are likely to start during the beginning of the 2019-2020 financial year.

Transition teams will be in place for the day services element which will comprise of key stakeholders and led by the Adults' in-house staff. Representation from people who use the service and families/carer's will be discussed and agreed with those stakeholders.

In line with the county council's responsibilities under the Care Act (2014) there will be a review to assess everyone's needs and these will be done with each person receiving a service and their families/carer's to find the best solution and ensure a smooth transition. The county council will ensure ongoing involvement, engagement and review of the progress of the Adults' in-house day service changes and consultation on any closure and subsequent rebuild of Adults in-house residential sites.

### **Impact of bringing together people with different needs:**

We know that people's needs are changing and people are living longer and later in life. This is a good thing but it is impacting on the current structure for the Adults' in-house services which was set up to deliver services for older people and working age people with learning disabilities, often in buildings that are now no longer accessible for people with mobility issues.

For example in the Adults' in-house learning disability residential homes more than 40% of people are over 65, with a range of age related conditions (including dementia). This has meant that staff development and partnership working with other professionals has needed to support people who are both older and have learning disabilities. Whilst there are differences between these two groups there is also an increasing amount of similarities.

The Adults' in-house learning disability day services have 56 people (15%) over 65 of which over 40% of those have a diagnosis of dementia. In the next few years (if all remains the same) the number of people over 65 in learning disability day services would increase to 109 equating to almost a third of the total number of people receiving a service. Based on population projections that trend will continue and increase exponentially.

As with the learning disability residential services, the day services has had to adapt and develop to meet people's needs. This has led to some of the older people using the learning disability day services receiving their service at our Specialist Day Services (Laurels and Judith Adams). In addition a number of younger people using the learning disability day services are now volunteering in our Specialist Day Services.

We also accept referrals for adults with a learning disability to our short stay reablement service based at Marjorie Cobby House in Selsey. Whilst predominately for 'older people' the placements for 'adults with a learning disability' have been successful.

This approach is not new and previously the county council did run day service environments for both older people and adults with a learning disability. Whilst the service model is different, the principles of integration and supporting people based on their needs remain the same.

Careful consideration will be given to how best we use space to meet the different needs of people. This will be similar to what we already do in our learning disability buildings where there is often three to four separate areas to ensure individual needs can be met.

A good example of where this approach has been implemented and is working well is in Dorset. Tricuro is a provider of health and social care services across Dorset who are jointly owned and run by Dorset, Bournemouth and Poole Councils. Their mission statement is to “be the sought after service provider to vulnerable adults in Bournemouth, Poole and Dorset” through “working together to create a friendly, happy and positive environment for everyone”.

To this end they come from the perspective that service should be needs led and not based on labels. Following a visit to their services, their model of integrating ‘older people’ and ‘adults with a learning disability’ has worked well and has seen an increase in people using their services. Co-production of the environments and what is offered underpins their success along with development which is informed by ongoing discussion with the people that use their services, families/carer’s and staff. More information on Tricuro can be found at <http://www.tricuro.co.uk/>

### **How the principles support the proposals;**

Following the engagement with customers, families/carer’s and staff in 2016/17, officers worked with budget holders to develop the proposals.

The engagement work done during 2016 and 2017 resulted in a set of ‘success factors’ for the project that contributed to the key priorities in the West Sussex Plan 2017-2022.

These then formed the basis for a set of service principles that informed the development of the ‘Choices for the Future’ proposals developed for the Adults’ in-house services and are summarised as follows:

<p><b>Putting the person first</b></p> <p><i>Independent for later life</i></p> <p><i>A prosperous place</i></p>	<ul style="list-style-type: none"> <li>• Reaching people earlier and being more accessible in local communities</li> <li>• Helping people access community solutions and improve their connections with others to reduce isolation and loneliness</li> <li>• To focus on need rather than customer groups and help people maximise their strengths to develop and maintain skills that will support independence and control</li> <li>• Emphasizing the importance of being highly responsive when people are in crisis and developing a plan that helps them to regain as much independence as possible</li> </ul>
<p><b>Best use of resources</b></p> <p><i>A strong and sustainable</i></p>	<ul style="list-style-type: none"> <li>• Contribute to sustainability in the social care market place</li> <li>• Actively seek to build partnerships in the</li> </ul>

*place*

community to provide local solutions

***A council that works for the community***

Options were considered against each of the agreed 'success factors' and a range of evidence were collated across the life of the project. This included population data, service usage information, unit costs, comparable provision in each and detailed condition and architect reports for each building.

An evidence matrix was developed for each service. The evidence matrix considered the following for each service:

**Is the current service model effective and efficient?**

- ▲ Unique service offer (it has a strong market position)
- ▲ The service occupancy is good
- ▲ The service is full to capacity
- ▲ Predicted increase in demand is immediate
- ▲ The unit cost is competitive

**Is the current building suitable?**

- 🏠 Level of investment in building is reasonable
- 🏠 The building meet changing customer needs/required delivery model
- 🏠 The building space is well used
- 🏠 The building location is good

The evidence base collated confirmed what had been suspected for some time:

- demand is predicted to increase across all geographic areas in the next 20 years although this happens earlier than others in some areas for example Crawley has one of the lowest levels of current demand, as well as the lowest increase in long term support over the five to 20 years. This is a factor of the much younger demographic of Crawley;
- there is better external provision in some areas than others;
- there is some over provision in some service types, for example older people day services, and some under provision in others such as short stay - particularly in the north of the county;
- adults in-house services were generally cost competitive around short stay, complex care and shared lives but more expensive for long stay beds and day services;
- learning disability residential services and Marjorie Cobby are currently fulfilling a rising need for much more crisis and short stay requests;
- buildings are generally under invested in and are not able to meet people's needs in some places;
- 55% of the available space in the day service buildings is not being used and is not easily accessible – five out the seven learning disability day service buildings are placed on industrial sites;



- six of the seven Adults' in-house residential homes will not be able to meet the needs of people using the service over the next five years and four of those require a full rebuild.

Each service was considered individually across four main options. These options reflected the most common areas explored during local authority reviews of Adults' in-house provision reviews across the south east of England:

1. Do nothing
2. Programme of outsourcing to external market across all Adults' in-house services
3. Close non-statutory services (day services)
4. A programme of rationalisation across day services and solutions to ensure the sustainability of residential services are achieved across the Adults' in-house service

An analysis of the benefits and risks were then undertaken in relation to each of four identified options.

Doing nothing (Option 1) is not an option given the projected demand upon services and state of our building stock. The areas of improvement needed will become worse and delivery will be untenable in around 50% of our buildings within five years.

Whilst there are a number of positives around Option 2, the current backdrop of market supply, fragility in some areas and lack of interest in short term complex services means that this is not viable at present. However, continued exploration of opportunities to develop innovative partnerships with a range of providers and partners is part of the preferred approach.

Option 3 creates the biggest risk around political and public opposition and costs would potentially increase. As sufficient supply in the market does not currently exist there would be no guarantee of finding solutions for people. It would reduce capacity as a whole within the social care market. In addition given that a large number of people using the services have complex needs there is risk of increased family/shared lives breakdown due to the respite that day service services provide to families/carer's not being available

Option 4 represents the proposals that have been put forward. It is considered that this is the only credible option that has the ability to fully deliver on both the success factors and ensure full alignment with commissioning priorities across Adults' Services.

### **Loss of friendship groups**

It is recognised that this is of high importance to many people and at the planning stage the county council will work very closely with people to sustain existing friendships where people want to do so. It will also work with people to form new friendships and connections in their local community.

### **Loss of respite provision for families and carer's:**

The county council recognise the importance of respite care and are committed to ensure that these proposals do not have any significant impact on the current levels that families/carer's currently receive. It is also intended to increase the amount of 'on the day' bookable day time breaks that are available in the Adults' in-house day services and increase the number of short stay beds in our residential/24hr services.

### **Increase in travel time to access the service**

People should be supported to be part of where they live, in their own community and to ensure they can be as independent in their daily lives as possible. For people who have to travel to their services the majority of people will either experience a reduction in travel time or have no difference in current travel time.

Travel time does not affect people using long term residential services and for those using respite the majority will be unaffected or have a reduced distance to travel, for example the majority of all referrals to Marjorie Cobby in Selsey come equally from people who live in Chichester and Bognor.

With the exception of the people using Glen Vue and Maidenbower people using our Specialist Day services will be unaffected.

Whilst it is possible that there may be an increase in travel time for the seven people using the day service at Glen Vue there is no significant increase in travel time expected for the 41 people who are currently using Maidenbower as a result of the proposals.

We have mapped the 391 people currently using our Learning Disability day services using their current geographical address with the proposed alternative service. For the 122 people using services at Burnside day service (Burgess Hill) and Strawford day service (Horsham) we will not know travel time impacts until the new location for these services are identified and agreed. However the county council will ensure that the principles of 'is local and easy to find (part of the community)' and 'integrates and works with the wider community and helps people to access what is available where people live' are central in any decision making for an alternative site.

Of the 269 people that currently use the Wrenford day service and the Coastal strip (Pines, Oaks, Coastal enterprise, Coastal Workshop Rustington) 125 (46%) of people will have reduced travel time as the proposed alternative sites are closer to where they live, 124 (46%) will not be affected and an estimated 20 (8%) people may expect a slightly longer travel time.

### **Changes are being led by savings and are a 'done deal'**

Whilst there is efficiencies from these proposals this was not the primary driver. The main objective of this work is to:

- meet the outcomes wanted by people who use them and their families/carer's;

- ensure compliance with legislation, such as the Care Act 2014 and maximise opportunities available;
- reflect national and local best practice;
- agree best use of existing resources moving forward;
- define the purpose and function of an Adults' in-house service;
- meet future need so that Adults' in-house services compliments but does not unnecessarily duplicate what the market can provide;
- use resources more effectively through the rationalisation of building usage and have a focus on population and need through joint service planning across customer groups. This includes building replacement, disposal and capital investment at some sites;
- increase reablement and prevention and independence focused services including a greater emphasis on short term community based day opportunities;
- contribute to the priorities detailed in the West Sussex Plan 2017-2022

The proposals are not a 'done deal' but do represent a detailed and wide ranging piece of work that has produced evidence based solutions to ensure a sustainable approach to providing services.

All of the comments, concerns and ideas that have been collated through this engagement period will be carefully considered prior to any decision being made.

### **Limited time to engage sufficiently**

The public survey was live from 4 to 31 May 2018. Whilst we recognise that the engagement period may appear short, our proposals for each area were developed around a set of Service Principles which came out of our engagement with staff, people who use our services, families and carer's, county council Members and others over the past two years. We also engaged directly with the families, carer's and people who use the service on the proposals during May 2018.

However we recognise that these proposals may have benefited from a longer engagement period and we will ensure that this learning is applied to any future engagement activity.

### **9. Next steps**

We would like to thank everyone who has taken part in the engagement activities and for giving their time to feedback on the service proposals.

The main themes in the feedback were that people wanted a flexible, responsive service; a recognition of individual needs; and the importance of allowing enough time to plan any changes with the people who use the services so that any impact they may experience would be managed effectively.

All of the responses are being considered prior to a decision being taken.

Letters have gone out to people who use the services, their families and carers to inform them of the timing for the decision. Once published the decision report will be made available on the county council's website and communicated widely to everyone.

If you would like more copies of this booklet or need this information in another format such as easy read, in large print, on audio or in another language please contact Hu Evans on 03302 2 23739 or e-mail [hu.evans@westsussex.gov.uk](mailto:hu.evans@westsussex.gov.uk).

This booklet and appendices are also available via our Have Your Say website: <https://haveyoursay.westsussex.gov.uk/legal-democratic-services/choices-for-the-future>





# Choices for the **Future**

Adults' Services in-house social care



Changing our services to meet your future needs



**Appendix A**  
Analysis of survey results

## Appendix A

### DRAFT Survey Findings Analysis

There were 456 responses to the survey, comprising 415 hard copy and online returns and 41 hard copy easy-read responses. An overview of people responding to the survey is given in **Table 1**. For the purposes of this analysis, two groups have been created:

**Overall respondents** (456 people) – comprising all respondent categories

**Users of services** (154 people – comprising the first four categories in **Table 1** (marked with a grey background))

**Table 1: Which of the following best describes you? (Select all that apply)**

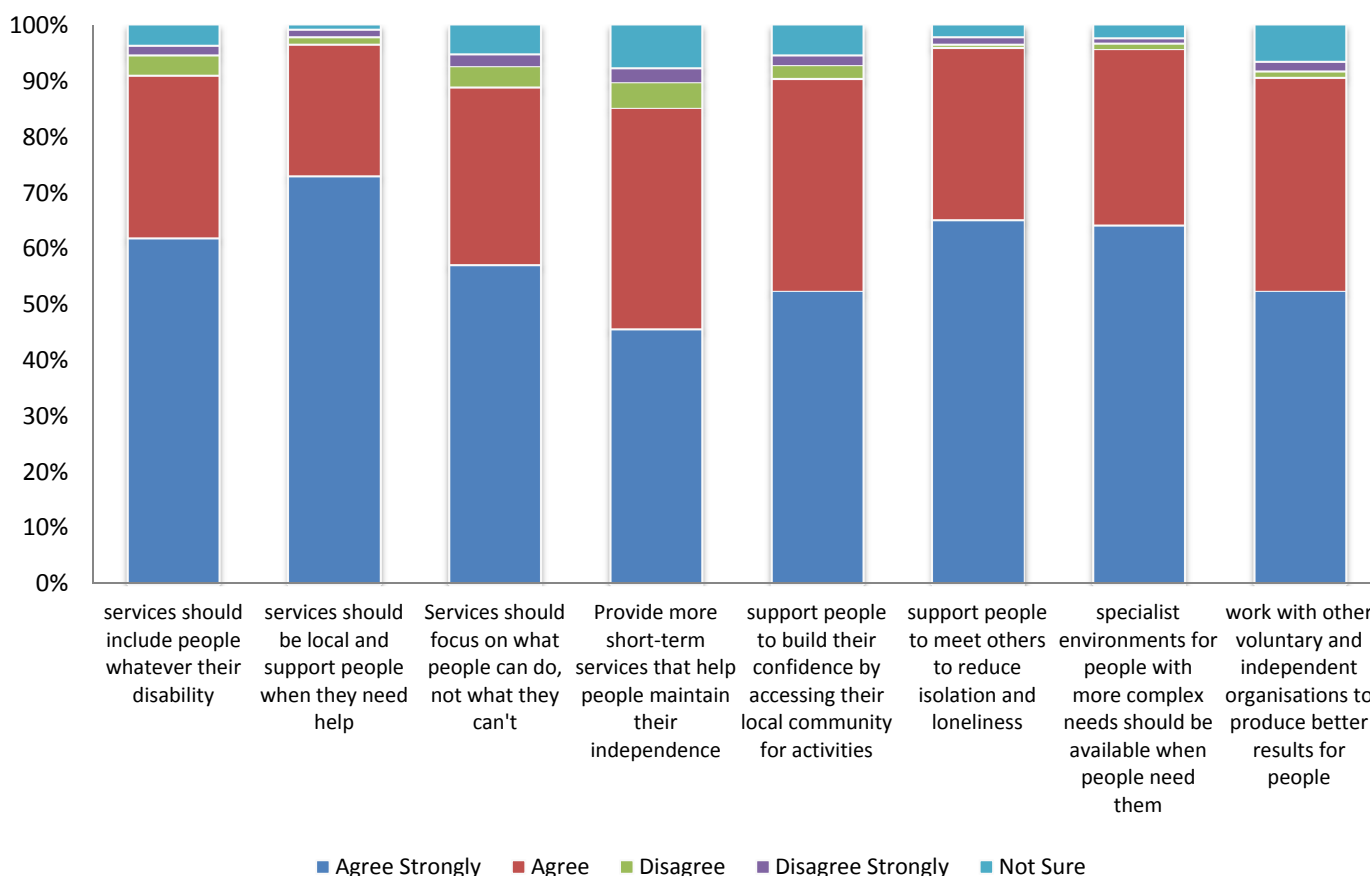
Category	No. of people
I use day services	140
I use 24 hour care - this includes long stay residential and short stay services e.g. respite	35
I use Shared Lives services	10
I use other Adults Social Care services e.g. support at home	39
I work for Adults In House Social Care (Provider Services) in West Sussex County Council	21
I represent a voluntary, health or independent organisation	35
I care for someone who uses day services	84
I care for someone who uses 24 hour care - this includes long stay residential and short stay services e.g. respite	24

I am a Shared Lives carer	9
I do not use Adults Social Care services	61
I work in another part of West Sussex County Council	28
Other	104

The main roles described in 'other' included family member (38), friend (16) local community resident (9), voluntary and community sector representative (7), neighbour (6) and carer (6). As people were able to select more than one option the figures shown in table 1 would not tally with the total amount of individual respondents.

## Service Principles

**Fig 1. What is important to you? Agreement with service principles, overall (%)**

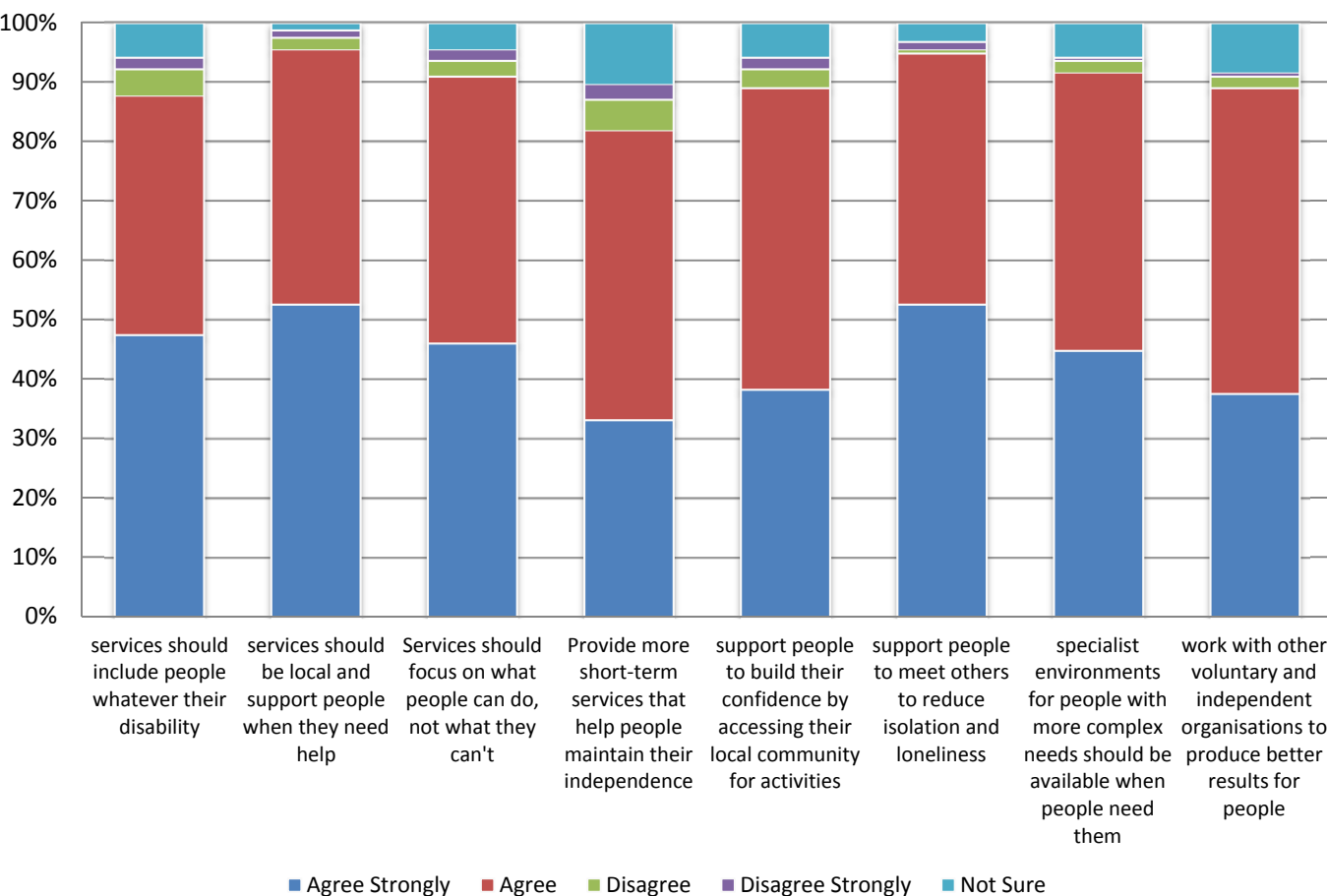


As **Fig 1** illustrates, overall there was strong agreement with the principles behind the proposals. All were supported (agree strongly/agree) by over 85% of respondents, with over 50% strongly agreeing for all but one principle (provide more short-term services that help people maintain their independence, 46% agree strongly).

Users of services also supported the proposals, although as **Fig 2** illustrates they were less likely to agree strongly, with only two proposals scoring over 50% (services should be local and reducing isolation/loneliness, both 53%).

On average, 86% of users of services agreed (agree strongly/agree) with a principle, which was similar to the 92% average for overall respondents. Users of services were however considerably less likely on average to agree strongly with a proposal (44%) than the overall (59%).

**Fig 2. What is important to you? Agreement with service principles, users of services (%)**



### Comments about principles

Whilst people strongly supported the principles, some expressed concern at their application to the service proposals included in this review.



Some felt that including people whatever their disability could mean a 'one size fits all' approach, which was felt to be inappropriate in some situations. This included bringing together people with learning disabilities and people with dementia on the same site, as it was felt that their needs were often different. Some also feared that people with lower levels of need could lose out in shared environments, as resources would be focused on those with a higher need.

Some people felt that whilst a focus on 'what people can do, not what they can't' was appropriate for some service users, it was less clear that it was a helpful approach for others:

*"If this is about adults with learning difficulties, then absolutely, I'm all for that idea. However, in the case of older people, what they are unable to do, or maybe no longer be able to do should be taken into consideration as it may be as important as what they can (still) do when considering the most appropriate care"*

Concern was also voiced over any potential shift of services from in house to other providers, including the voluntary sector and independent organisations, as the costs for participation could be less stable and subject to increases. Given the very limited budgets available to many service users and their families this could reduce their capacity to participate and potentially lead to increased isolation.

Whilst some people strongly supported the principles, they emphasised that a focus on independence and community-focused activities required investment in a number of areas, including local transport, and could not provide a cover for a reduction in funding:

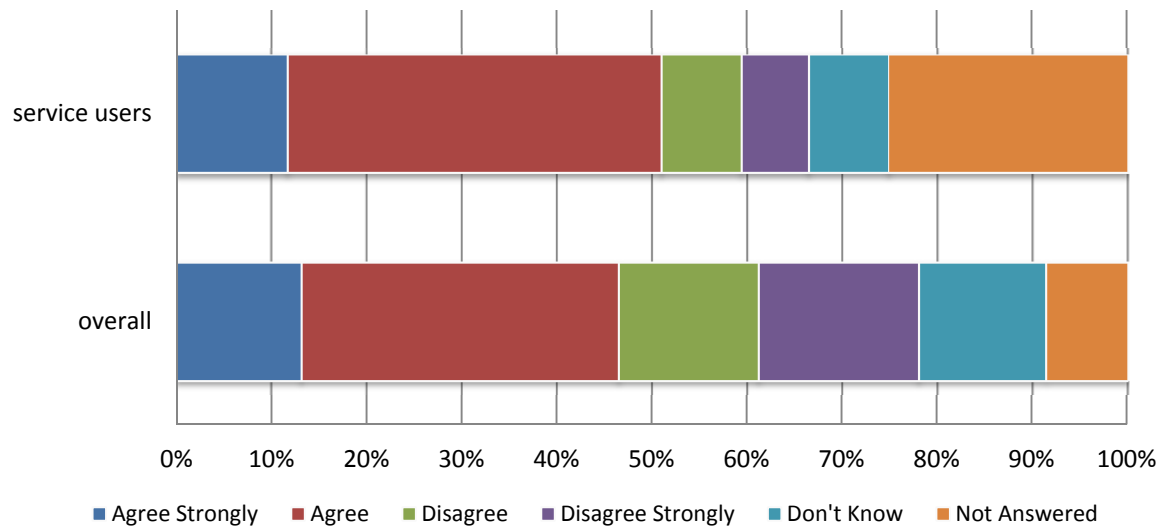
*I agree strongly with all the above, but in order for them to happen support and transport need to be available. Currently from my experience this does not appear to be available and restricts the lives of people with a learning disability living in the community.*

*There needs to be enough funded, flexible support to remove all the barriers that people face to being a part of their community. Independence is not synonymous with savings for the council - lots of people need more hours of flexible, great quality 1:1 support in order to be more independent, i.e. to be able to go out and do new things when they want to.*

## **Service Proposals**

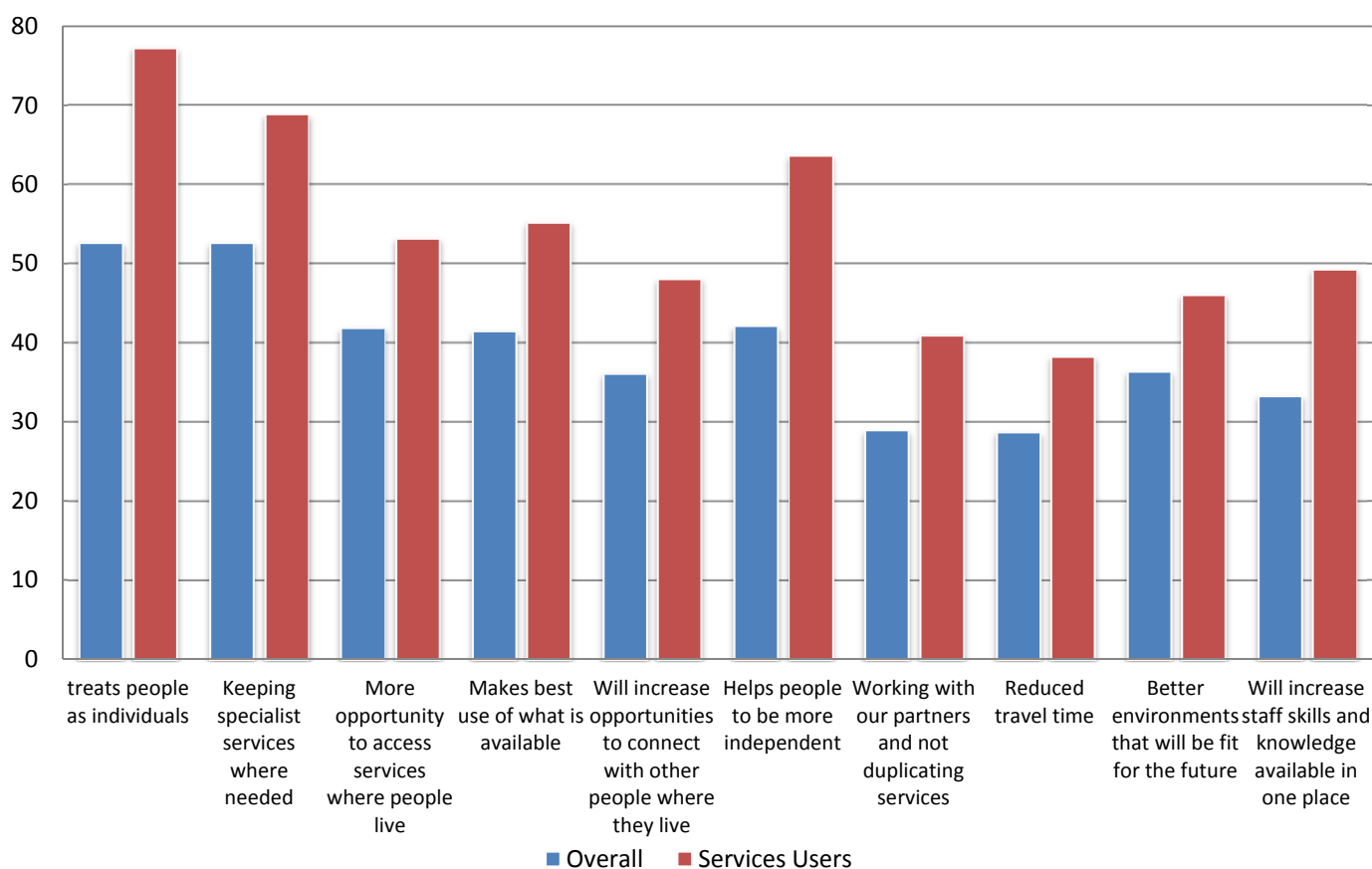
For users of services and people overall there was considerably less general agreement with the proposals than the principles behind them. Whilst on average 92% of people overall agreed with the principles, this fell by half, to only 46% agreement with the general proposals. Users of services were also less supportive of the proposals, with agreement declining from an average of 86% for the principles to only 51% agreement with the overall proposals.

**Fig 3: How do you feel in general about the proposals? (%)**



Alongside their slightly higher level of general agreement with the proposals, as **Fig 4** shows, users of services were also more positive than people overall about each of the individual aspects of the proposals.

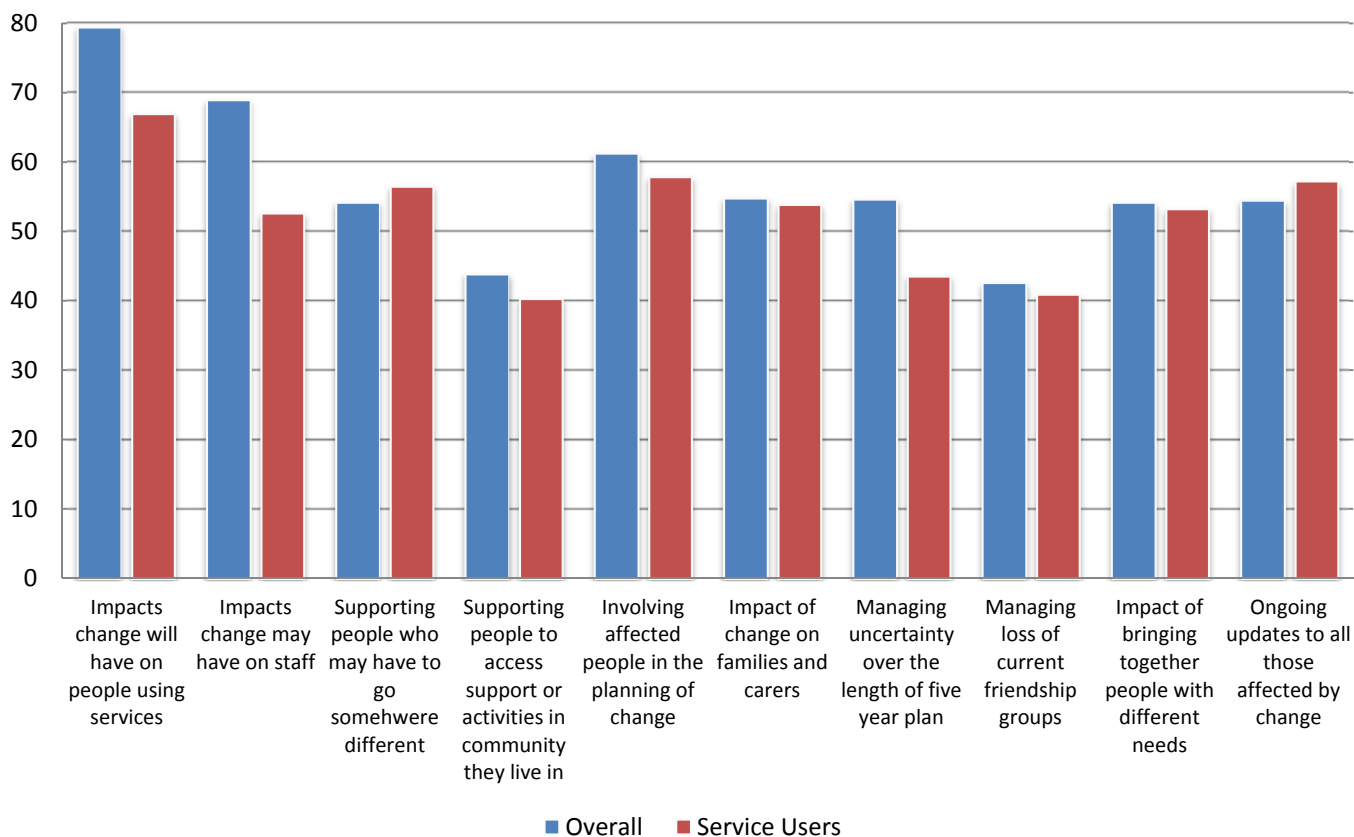
**Fig 4: % of respondents who liked an aspect of the proposals, overall and users of services.**



Users of services were also slightly less likely than people overall to highlight areas that required additional focus to ensure than any change was successful, as shown in Fig 5.

On average, people overall were more likely to cite an area that required additional focus than an individual aspect they liked about the proposals (57%/39%). In contrast, users of services were, on average, slightly more likely to cite to cite an individual aspect of the proposals that they liked (54%) rather than an area requiring additional focus (52%).

**Fig 5: What are the things to focus on to make change successful? Overall and users of services (%)**



### Comments about proposals

As Fig 5 shows, there was close alignment between responders overall and users of services when thinking about areas of focus to ensure that change was successful. The three most frequently cited issues were:

#### Overall

Impacts change will have on people using services

Impacts change may have on staff

Involving affected people in the planning of change

#### Users of Services

Impacts change will have on people using services

Involving affected people in the planning of change

Impact of bringing together people with different needs

People were also asked to comment on the proposals and a wide range of responses were received. These included the following frequently mentioned issues, which were cited across most of the specific service proposals:

- For proposals that involved local closures and the relocation/merger of services respondents commonly felt that this undermined the principle that 'services should be local and support people when they need help'.
- Concern regarding the potential impact of changes on the care and support that users of services currently received. Any disruption to existing routines was generally viewed as a challenge that would require careful, well planned management.
- Fears over the loss of access to friendship networks, some of which had been built up over many years, if users of services would need to go to a different location.
- That the relocation of services could lead to some users of services being unable to continue to access them and that this would mean the loss of essential respite time for carer's.
- Concern over potential increases in travel time and distance. This was particularly an issue regarding proposals affecting elderly people, including those with dementia, who may find it difficult to cope with increased and more complex journeys.
- A feeling that, often, changes were being led by the need to make savings, rather than the care and support needs of individual users of services. This was also a regular comment in staff responses to the survey.
- A lack of clarity about how proposals would be delivered, what their long-term impacts would be and any measures about how to manage the change for users of services and their carer's.
- Some people expressed a degree of cynicism about the engagement activity, viewing the proposals as a 'done deal' and that their comments would have little impact on the outcome.

Whilst the majority of comments about the proposals focused on issues, areas of disagreement and concerns it is important to note that some people also recognised the potential benefits of some proposals and welcomed the changes.

*"I totally agree with the proposal to find a site suitable for Strawford and Hobbs Field Residential home to be on the same site and in a more accessible location. Strawford is on an industrial estate and not easy for users of services to walk there themselves or get there by public transport"*

## Service Proposals

**Table 2: Which Services are you referring to? (Please tick all that apply) %**



Service and Location	%	Service and Location	%
commenting on all services	27	Wrenford, Chichester	8
commenting on residential care only	5	New Tyne, Worthing	1
commenting on day services only	31	Pines, Durrington	4
Chestnuts, Bognor Regis	4	Coastal Enterprise, Worthing	3
Hammonds, Bognor Regis	2	Oaks, Rustington	2
Tozer House, Chichester	2	Rowans, Worthing	7
Marjorie Cobby House, Selsey	1	Glebelands, Shoreham	5
Stanhope Lodge, Durrington	4	Strawford, Horsham	3
Ball Tree Croft, Sompting	2	Maidenbower, Crawley	8
Laurels, Rustington	6	Hobbs Field, Horsham	2
Coastal Workshop, Rustington	3	Glen Vue, East Grinstead	26
Judith Adams, Chichester	4	Burnside, Burgess Hill	11

As per **Table 2** many of the service proposals received only a small percentage of total responses and therefore it's not possible to provide a representative overview of comments received. As people were able to select all that applied to their response, often the comments for specific proposals actually related to different services, most notably Glen Vue. The frequently cited proposal comments in the section above are broadly representative of the range of comments received across all proposals and illustrate the range of opinions regarding the potential changes.

A number of proposals received high levels of responses, including a wider range of comments and these are considered in turn.

### **Glen Vue Day Centre, East Grinstead**

Glen Vue represented over a quarter of total responses (26%) and therefore it has considerably impacted the overall findings. It is important to note that of the 117 responses only 6 were users of services (5%). In contrast, 75% of Burnside respondents were users of services.

In general, responses regarding the Glen Vue proposals were considerably more negative than overall. This reflected concern as to the meaning and implications of the proposals for the community in a number of key areas:

- That Crawley was not local to East Grinstead and that the relocation of services therefore ran counter to the principles supposedly guiding the proposals.
- A highly negative impact of increased travel for people with dementia to access services which would be located further away in the Crawley area.

*"In the Consultation document you say that provision should be as local as possible and not involve people in long journeys elsewhere. This totally contradicts the withdrawal of services in East Grinstead and is very regrettable. Carer's have enough to contend with caring for relatives with dementia without adding to their stress and worry of having to travel outside the town."*

- The potential loss of essential respite for carer's that locally available services provided. This could lead to some people becoming unable to cope with their caring responsibilities.
- The loss of local facilities to the East Grinstead community. This particularly concerning to a number of people given the projected increase in the local elderly population.
- A feeling that the north of the county and East Grinstead in particular, had seen its services and facilities continually reduced.
- A number of people, including voluntary and community sector representatives, argued that the Centre should be transferred to a voluntary provider, such as Age UK, in order to ensure that it continued to provide a facility for the community.
- East Grinstead Town Council stated that they would be unable to support any proposal that did not involve the re-provision of services at the Centre. It also stated that the county council should acknowledge its responsibility to ensure continued service provision in the town, should the new provider withdraw.

## Maidenbower Day Centre, Crawley

Of the 38 responses covering Maidenbower, 5 (13%) were from users of services. 17 responses (45%) were from people also responding on the Glen Vue proposals and a number of comments were therefore duplicated. Comments specifically related to Maidenbower included the following:

- The Centre was a positive, welcoming environment, particularly for people with dementia. Centre users felt comfortable and relaxed when they attended and they welcomed the familiarity of the building, the friendship groups they had established and the staff, who were highly regarded. Losing this facility was a cause for anxiety.

*"Maidenbower has great facilities for my needs. Why think about money impact, you talk about supporting people - this does not sound like it"*

- Deerswood and Burley were not regarded by some as comparable environments, and were perceived as having a lower user/staff ratio and had poorer transport provision.
- Concern amongst carer's that if the service was closed they would lose their respite time, which was essential for them to be able to carry on providing care. This was a cause of stress for both the carer and the person they cared for.

*"My husband is attending Day Services at the moment at Maidenbower Centre. I have grave concerns that his placement is at risk! As I am his full time un-paid carer this is the time that allows me to have a 'normal existence' seeing my grandson, errands, shopping, if this changes I will not cope with looking after my husband"*

## Wrenford Day Centre, Chichester

Of the 36 responses to the Wrenford proposals, 6 (17%) were users of services, 4 of whom used day services.

- Parents of centre users expressed strong concern as to the suitability of moving their children to a site which would be shared with elderly people, including those with dementia.

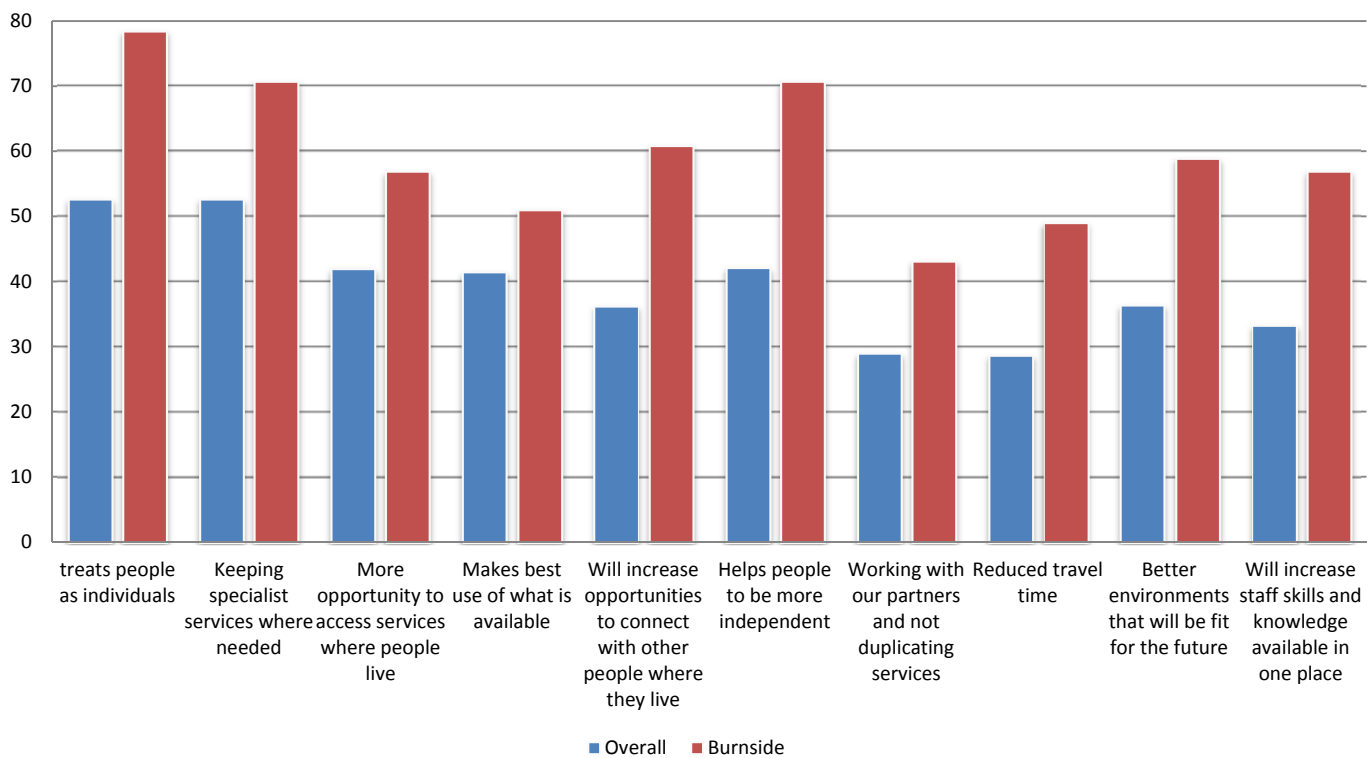
*"Our son has complex needs and there's only ONE place he can go and your going to close it? Putting him and others like him in a dementia day centre with old people is just wrong. The 2 proposed alternatives Judith Adams and chestnut are not capable to handle these complex needs he and other like him have. Saying there'll be no reduction in services is a joke"*

- It was stated that people with learning disabilities and dementia could exhibit challenging behaviour, which could be distressing for other people. As a result, the appropriateness of bringing together these two groups in a shared environment was challenged.
- The loss of friendship groups was cited as a particular concern given that current Wrenford users could be split between two other centres.
- Staff and parents both felt that if a site had to close, it should be Judith Adams, rather than Wrenford. Wrenford was preferred as it was purpose-built with good facilities, was on one level and had capacity to house specialist equipment. Judith Adams was located on a busy road, had limited available space, lacked specialist equipment and facilities such as changing rooms. It also had limited space for minibus parking.
- Concern was expressed over the potential loss of the Starburst Arts Group, located at Wrenford, as this provided people with learning disabilities a very important opportunity for creativity.
- Some noted the importance of the experience of travelling for users of services and welcomed opportunities for people to travel more. It was also noted that providing services over a wider area could provide a more diverse social experience for some users of services.

### **Burnside Day Centre, Burgess Hill**

75% of responses to the Burnside proposal were from users of services. All of the completed easy-read surveys related to Burnside, illustrating the high level of engagement with users of services. As **Fig 6** indicates, respondents were more positive about all aspects of the proposals than respondents overall.

**Fig 6: % of respondents who liked an aspect of the proposals, overall and Burnside.**

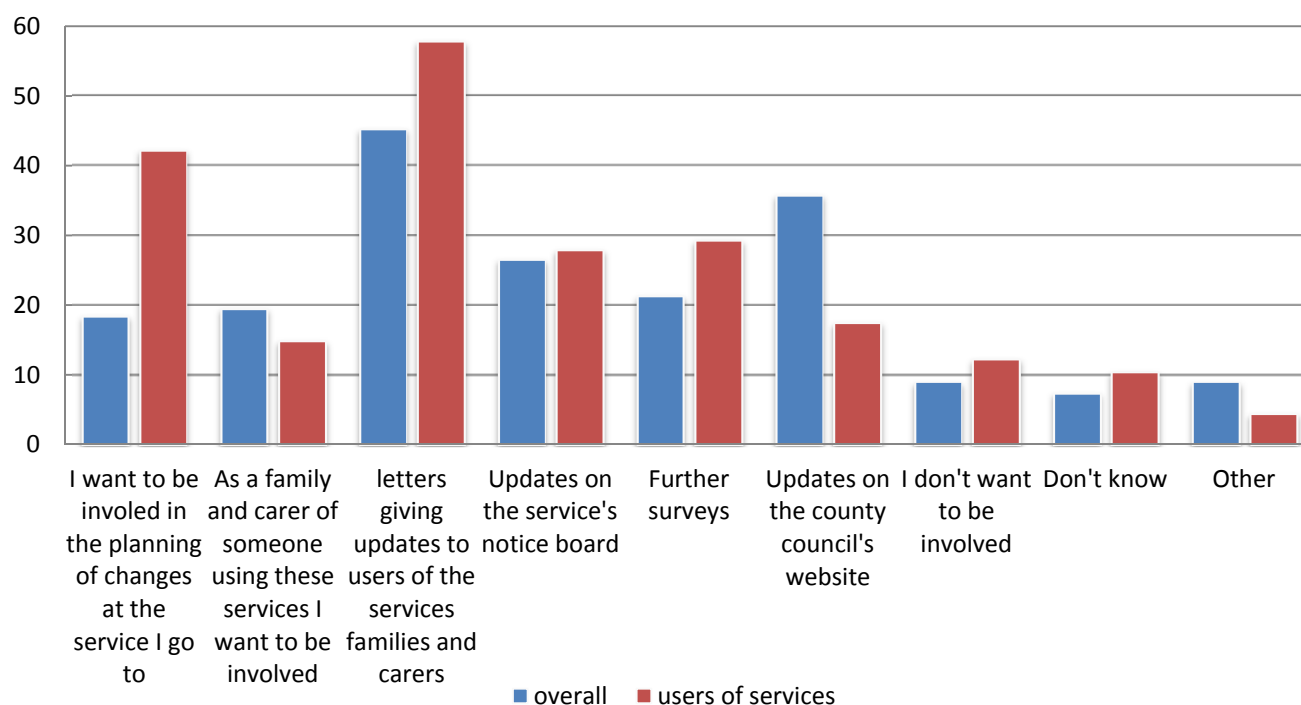


In contrast to other proposals, respondents provided very few comments on the proposals. One respondent expressed concern regarding a perceived reduction in services in the fast-growing town and questioned the long-term plan for the service (the proposal includes a commitment that an alternative building in the town would be sought). One day service user emphasised that they were happy at Burnside and another stated that they wanted to stick with the Burnside site.

### Keeping People Informed

**Fig 7: How can we keep you informed? Overall and users of services (%)**





Both people overall and users of services wanted to be kept informed through a range of channels. As per **Fig 7**, for both groups, letters providing updates was the most popular method. 42% of users of services wanted to be involved in the planning of changes at the service they attended. Whilst 36% of people overall wanted updates provided on the county council's website, only 18% of users of services selected this option.

In contrast to web-based information, additional comments from users of services emphasised the role of face-face communication with staff, who could provide updated information which they would then be able to discuss.

People overall gave a range of additional comments, which included:

- Regular email communications and updates.
- The need for longer consultation periods, with surveys that provided an opportunity to challenge, rather than validate proposals.
- Information and engagement materials should provide greater clarity about the proposals and their potential impacts.
- More effective links with advocacy services should be established as these could enable more people to participate and make more effective use of already planned activities with advocacy service customers.
- Working with more closely with voluntary, community and independent providers to provide them with more information and to promote updates and further engagement activity with their customers.

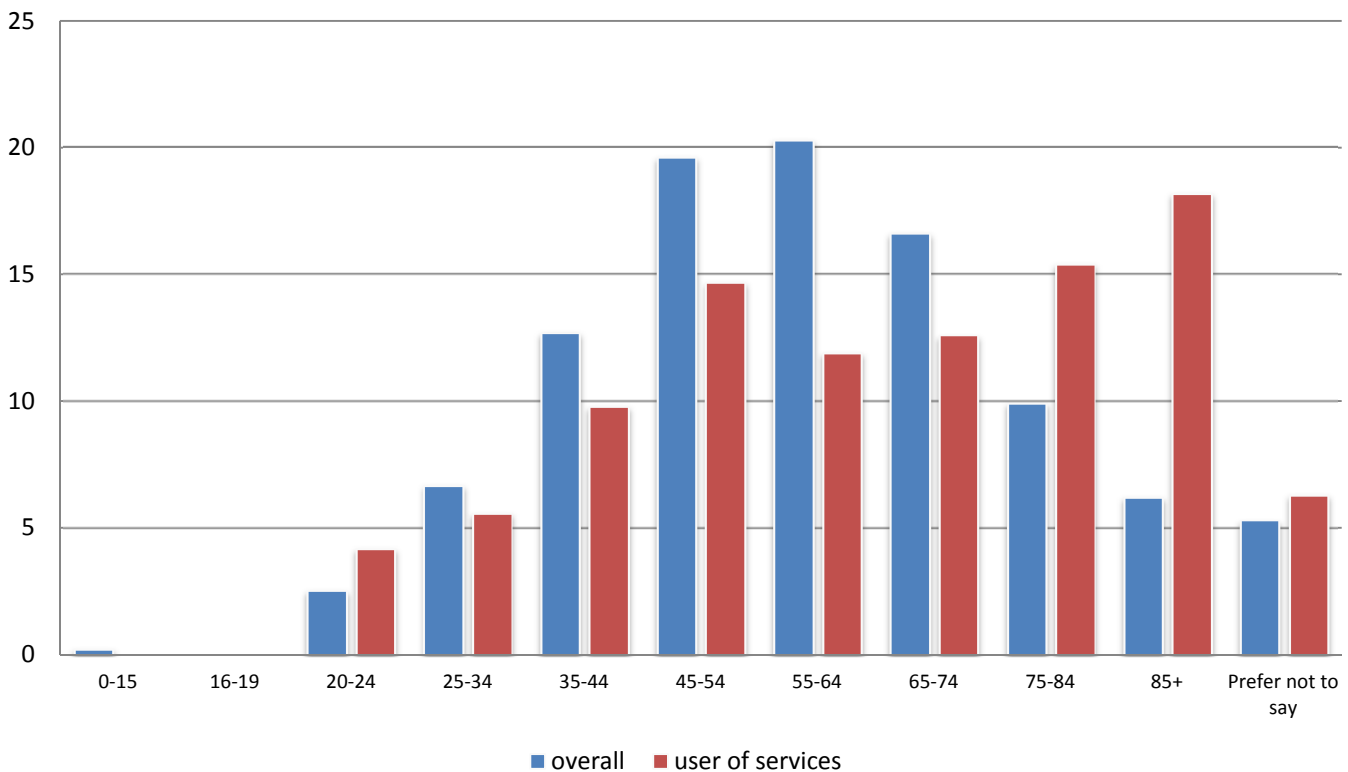
- Engage more closely with local councils in the areas included in the proposals.
- Phone help-point for users of services, their families and carer's.

## Profile of respondents

### Age

33 people did not respond to this question. **Fig 8** provides a breakdown of those who did and shows the higher age profile of users of services, compared to the overall population. 18% of users of services were aged 85+, compared to only 6% overall.

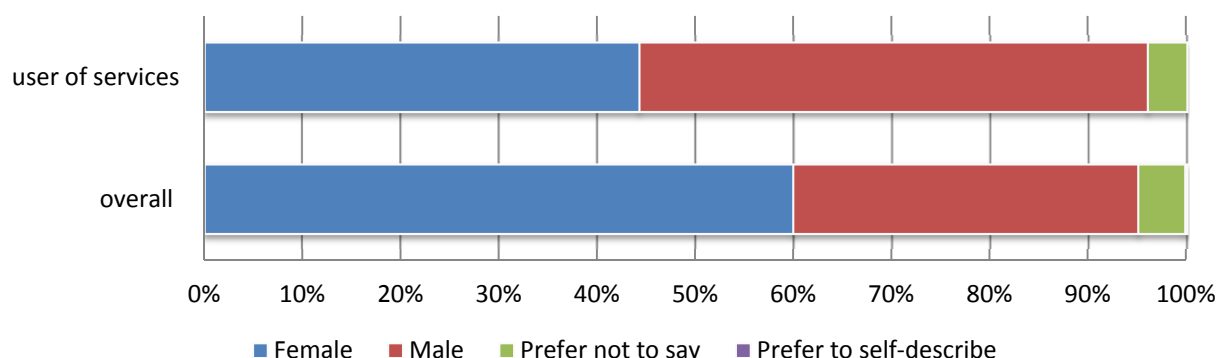
**Fig 8: Age profile of respondents (exc. 'not answered'), overall and users of services (%)**



### Gender

As **Fig 9** shows there was a clear division between the gender of users of services who answered this question and the overall population. Whilst 60% overall were female, 52% of users of services were male. One person preferred to self-describe their gender. 19 people did not answer the question.

**Fig 9: Gender profile of respondents (exc. 'not answered'), overall and users of services (%)**



### *Sexuality*

Of those answering the question, 77% of people overall defined as heterosexual, as did 63% of users of services. Two people, including one service user defined as a gay man and three people, including one service user defined as a gay woman/lesbian. Two people defined as bisexual and 13 people, including 9 users of services preferred to self-describe. 7% of people overall and 10% of users of services preferred not to disclose their sexuality. 57 people did not answer the question.

### *Ethnicity*

Of those who answered the question, the overwhelming majority of respondents were White, 86% of users of services and 87% overall identified as White British. A further 3% of users of services and 2% overall defined themselves as White other. Two service users self-defined as mixed, whilst two further overall respondents were Asian. Three people, including two service users, defined as Other. Nine per cent of both users of services and people overall who answered the question selected 'prefer not to say'. 40 people overall, including 13 service users, did not answer the question.

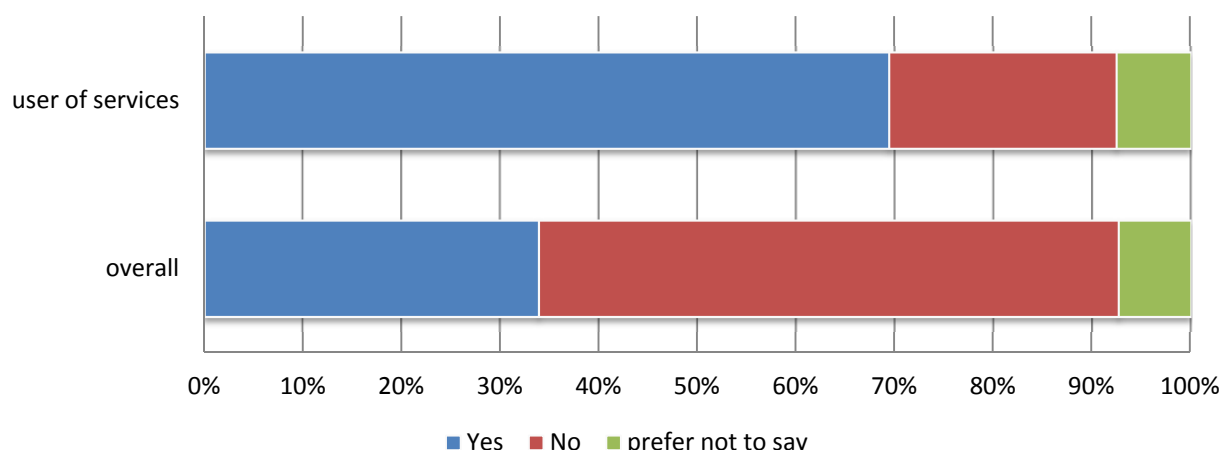
### *Religion*

Of those answering the question, 58% of people overall and 60% of service users defined as Christian. One person overall defined as a Buddhist, whilst 10 people overall, including 5 service users, selected 'Other Religion'. 24% overall and 19% of users of services had no religion, whilst 15% overall and 17% of service users answering the question preferred not to disclose their religion. 44 people did not answer the question.

### *Disability*

As **Fig 10** shows, of those who answered the question, 70% of users of services self-described as having a disability, compared with 34% of people overall. 23 people did not answer the question.

**Fig 10: Disability of respondents (exc. 'not answered'), overall and users of services (%)**



**Table 3**

provides a breakdown of the type of disability of users of services and people overall. Of those selecting 'Other' 7 users of services had an acquired brain injury, two people had dementia and one was partially sighted. A further person had a brain aneurism, one was epileptic and another had spinal damage. One person had difficulty with walking and a heart condition.

**Table 3: Nature of disability, overall and user of services (tick all that apply, %)**

Disability	overall	user of services
Physical Impairment	40	44
Sensory impairment	10	12
Mental health issue	12	9
Learning disability	36	42
Long Term Illness	20	13
Other	16	17

*UK Armed Forces*

No people who answered the question were currently serving in the UK armed forces. 8% of people overall and 18% of service users had previously served, whilst 85% overall and 71% of users of services had not. 7% of people overall and 10% of users of services preferred not to say. 57 people, including 39 users of services did not answer the question.





# Choices for the **Future**

Adults' Services in-house social care



Changing our services to meet your future needs



**Appendix B**  
Frequently Asked Questions



## Appendix B

### Frequently Asked Questions

**As part of the engagement activities that have taken place, a number of questions about the proposals were received. These are listed below together with an answer.**

**Q: How will you be letting people who use the services know about the changes?**

Staff within the services will let them know and work with them to gather their views in a way that works best for each person. Easy read versions of the information pack and survey were made available.

**Q: Will everyone receive a service where they live? What if they live in a rural area?**

We want to offer services in the community where people live but understand that this is not possible for everyone. There will be no reduction in the number of spaces available for people. Everyone will be supported to explore the most appropriate options including opportunities for people to do different things if they choose to do so. People in rural areas will continue to be offered a service at the most appropriate location

**Q: Will people get the same care provision that they get now?**

A: That is not yet known. Everyone will have a review to assess their needs which should be done annually regardless of any changes to the services. We are not looking to reduce

the number of places available in our service.

**Q: Will people be given a choice as to where they go?**

A: Everyone will have a review to assess their needs and these will be discussed with the person and their family/carers to find the best solution. This may not necessarily be one of the Adults' in-house social care services.

**Q: Is there any risk of people being moved at short notice?**

A: No - we want to get the transition of people into new services right and we do not want to rush this. Families and carers can be involved as much as they want to be and we understand that for some people it will be straightforward and others it will not. This is a Five year plan and we will not be doing everything at once.

**Q: Will people need to travel further to access their new service?**

A: No. The majority of people currently attending our Learning Disability day services will have their travel time reduced as the proposal is to offer more local services wherever possible. The majority of people in the other services should not experience any increase in travel time. We understand that for a few people (9%) there may be an increase in travel time in order to provide a service that meets that person's needs. We will work closely with these individual's to ensure we explore all options available to them.

**Q: With flexible/mixed services being proposed will spaces be given on a first come first serve basis?**

A: There will be a space for everyone in the new model. However everyone will be reviewed and the best or preferred option may not be with the in-house service. The process for new people wanting to join our services has yet to be established.

**Q: You are mixing people with learning disabilities with older people. How do you know that they will get along with each other?**

A: We have done this before in our day services. We also provide a service based on need (not disability) at our short term reablement service in Selsey (Marjorie Cobby House). For some people the change will be fine but we recognise that many will need support to adjust to a new environment. This is about ensuring we manage the space we have in a different way and we recognise that there will need to be some specialist areas within each building space for example quiet or sensory areas. It is worth noting that within each service we already have a wide mix of people within our services – for example Learning Disability services provide services to many adults over 65 and also those diagnosed with Dementia (over 40% are over 65 in our Learning disability residential homes with 15% - 56 people - who are over 65 in our LD day service provision).

**Q: Will there be more respite care?**

A: Yes – we are looking to increase short stay/respite services across all of our services. This includes developing an 'on

the day breaks' service across our day services.

**Q: Will day services be open at the weekend to offer respite?**

A: It is not planned as part of these proposals but we will continue to work closely with our colleagues to ensure we develop in a way that meets future demand. We will regularly speak with the people who use our services and their families/carers to understand what's needed and how we can make best use of what we have in each area.

**Q: How will you find the community places and opportunities (like the empty plate café in Worthing?) for people to go to?**

A: This is something we do already and we will build on our existing resources to do more of this. We are working closely with other colleagues in the county council who have a role in developing community opportunities and we are regularly updating our online West Sussex Connect to Support database which details services in each geographical area across West Sussex. This can be found [here](#).

**Q: Will current community based activities continue?**

A: Yes community activities will continue and will expand in the future. Please see example of how community opportunities have been developed from our Burnside day centre in Burgess Hill [here](#).

**Q: How will people with severe mobility issues be able to access community based services?**

A: We want to develop more opportunities for people to use what's

available in their community whilst having a suitable and local building base for those that need it. We will work with each person to understand what their goals are and put a plan in place to help them achieve those goals. Where people have more complex needs we may need to spend more time to help them achieve this.

**Q: Are you closing the Glen Vue and Maidenbower services?**

A: This is not an exercise in reducing services but making best use of our buildings and other resources and making sure we don't duplicate services. In the Crawley area our partner (Shaw health care) already provide day services and we will work with them to offer places to people currently using Glen Vue and Maidenbower, at their Burleys Wood and Deerswood lodge services. We understand that not everyone will want to go to Burleys Wood and Deerswood Lodge or that it will suit everyone. We will work closely with everyone affected to identify the available options to ensure the most suitable solution is found.

**Q: Burleys Wood looks very busy, how will people from Maidenbower and Glen Vue Services fit?**

A: We are working closely with Shaw Healthcare to maximise the spaces at Burleys Wood and Deerswood Lodge.

**Q: Will transport be provided for people to get to their new services?**

A: Transport will be provided for those that need it and there will be an increased focus on supporting people to gain the skills and confidence to travel independently where appropriate.

**Q: People have built strong friendship groups - will there be an effort to ensure these stay together?**

A: We recognise that friendship groups are very important and that some may be impacted. We will be looking at this during the first 6-12 months and will work with people who will be transitioning into other services. We can't guarantee friendship groups will stay but we will do our best to keep them and find other ways for people to maintain them. We will also support people to develop and build new friendship groups where they wish to do so.

**Q: Will the investment in buildings mean that services will cost more?**

The investment will be funded by capital money and it is unlikely that this would impact the daily/weekly cost of services.

**Q: You want to increase the use of Shared Lives services but there isn't currently any vacancies, how will that work?**

A: We know Shared Lives is busy and we are currently working to increase the number of Shared Lives carers we have including increasing capacity within its staff team.

**Q: You seem to be concentrating on services for people with complex behaviours but what about the people who live independently and live in unsuitable conditions?**

A: The Adults' in-house social care service provides around 8% of the health and social care services in West Sussex. Our role is to provide services that other organisations struggle to provide. This

tends to be for those with higher level needs and more complex behaviours.

**Q: Are we going to provide better services for those who leave school?**

A: We are working closely with our colleagues in the county council's Lifelong Services who are leading on this area to ensure we can support people who are moving into Adults' Services in a more coordinated and joined up way with a focus on supporting people to live the life they want.

**Q. Do you have timescales for each proposal?**

A: This is a Five year plan due to changes of building structures. The changes to the day services will happen in the first three years of the plan. We won't be doing everything at once and will learn from each change activity. The work to plan and rebuild residential homes will not start until 2019 onwards as we need to secure capital funding.

**Q: The care industry currently struggles to recruit staff, how will we manage this with all of the changes?**

A: We have staff dispersed over 21 sites and reducing the number of sites we have and increasing staff flexibility will hopefully help us improve our staff turnover rate. In addition we will have a clear focus and vision for our service which will inform the way we recruit.

**Q: Staff will have to start working with people with learning disabilities, dementia and older people. How will this be managed?**

A: A large number of our staff have already worked across all of these

groups and staff will be given training, development and support to ensure we they have the right mix of skills, knowledge and experience.

**Q: Will there be enough room at the Laurels to hold people that currently attend The Oaks and Coastal Workshop?**

A: Yes, we only use 45% of the space and we have around 10 people a day in a centre that can take 100 people a day. The Oaks is not a building based service - it is used as a meeting point for community based activities which is the model we want for all of our services in the future

**Q: Will families be involved in designing the new buildings?**

A: Absolutely, we want to work closely with families, carers, staff and people who use the services to help design the space and determine how best to use it.

**Q: Have you considered any sites for the joint residential and day service in the Horsham area yet?**

A: The estates team are aware of the need to keep an eye out for buildings. There is also currently a review of all of the county council's buildings. Once the decision has been made we will talk to everyone about the options for the new site.

**Q: Who will make the final decision on whether the proposals go ahead?**

A: Amanda Jupp as the Cabinet Member for Adult and Health will make the decision.

**Q: What happens if the proposals are rejected by the Cabinet Member?**

A: We know that our buildings are not suitable for the changing needs of people in West Sussex and that services need to be offered differently. We may need to look into options such as closing non-statutory services or outsourcing if the offer of rationalisation and improvement is rejected. It is important to note that our proposals are not about closing services just buildings that no longer meet people's needs.

**Q: What will happen to 'Friends' associations which actively support their service?**

A: We want to retain support for our services and still want people to be actively involved but that is a conversation each group will need to have with Managers of each of our services. Services will remain it is just the building that will no longer be used.

**Q: As people are living longer, more residential homes will be needed in the future. What is the plan to meet this need?**

A: The external market provides the majority of these services – the in-house services are positioned to fill the gaps - more respite and more specialist care. Our Commissioners are constantly looking at and mapping the needs of people both now and in the future and understanding what is required in the wider market.

**Q: Have we got the finance in place?**

A: We are securing the money needed to make any agreed changes to the remaining day centres. The money required for the residential/24hr care is

understood and work is continuing to identify how best to fund the needed new builds.

**Q: Will there be a formal consultation?**

A: There has been extensive engagement and following any Cabinet Member decision there will be no further consultation for day centres. However we will work closely with people that use our services, families/carers, staff and others, to agree how best to use the building space and what needs to be in place prior to moving people. Potential residential/24hr care rebuilds or closures would require a consultation.

**Q: What engagement are you doing with other local councils and organisations that support the local area?**

District, Borough and Parish Councils have all been sent the proposals as have voluntary organisations and other stakeholders that have an interest in the proposals. Everyone has had the opportunity to feedback on the proposals via the online survey.