

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Tuesday, 12 November 2019
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Reshaping Services – Day Time Opportunities for Older People
Purpose of Report:	To update Scrutiny Committee on the consultation and engagement exercise regarding day services for older people living in the Vale of Glamorgan.
Report Owner:	Director of Social Services
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	Cabinet Member for Social Care and Health Head of Adult Services Operational Manager, Locality
Policy Framework:	This is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <ul style="list-style-type: none"> • Further to the decision of Cabinet on 29th July 2019 a comprehensive engagement and consultation exercise has taken place with current service users of the Rondel House and St Johns day centres, their carers, staff employed in the day centres and wider stakeholders. • The Day service provision for older people in the Vale of Glamorgan has been identified as one of the Council's Reshaping Services Projects and a target of £40,000 is included in the Council's revenue budget savings proposals for 2019/20. • A Project Group has been set up to explore the best way to maintain a quality service while making the efficiency savings. 	

Recommendations

1. That Scrutiny Committee considers the content of this report and notes the outcome of the consultation and engagement exercise.
2. That Scrutiny Committee forward any comments for consideration at Cabinet on the 18th of November to inform their decision.

Reasons for Recommendations

1. To inform Scrutiny Committee of the outcome of the consultation and engagement exercise.
2. To ensure elected member oversight of the development of the model for day-time opportunities for older people in the Vale of Glamorgan

1. Background

- 1.1 On the 29th July 2019 Cabinet resolved that a consultation exercise be undertaken regarding day services for older people. Day service provide vital support for those assessed as needing this care, as well as providing respite to carers. In line with the Vale of Glamorgan's Reshaping Services programme models of service have been considered which look at opportunities for collaboration and integration, as a way of protecting these valued services while also achieving required savings.
- 1.2 Adult Services undertook an 'Engagement and Consultation' exercise during August and September 2019 to seek the views of relevant stakeholders on the future development of day-time opportunities for older people living in the Vale of Glamorgan. An account of the options and the consultation are attached as appendices to this report (Appendix 1&2).
- 1.3 The evidence from this consultation finds that day services are highly valued by all stakeholders.
- 1.4 The commitment and dedication of the staff to providing high quality experiences to the people attending both centres is clear to see. The people who attend the centres and their carers report high levels of satisfaction and enjoyment from attending. The services are highly valued and there are clear benefits of companionship, occupation and kindness and that these benefits last beyond the time at the day service. The clear message from the consultation was that day services are a vital part of the care and support options needed to enable people to live well within their communities and that any reduction in this provision could destabilise a person's care arrangements, increasing the need for additional domiciliary care or hastening the move to residential care.
- 1.5 The staff at both centres operate with care, compassion and great skill. They show skills in anticipating the needs of those attending and offering suitable and

engaging activities throughout the day. Staff are able to put the needs of their service users as their primary concern and remain committed to working in any future day service. Staff have expressed concern that the change of venue would have a 'devastating effect' on the wellbeing of the people attending the day centres. While it is acknowledged that any change could potentially cause some disorientation, the staff at both centres are trained in working with people with cognitive impairment and will facilitate a transition plan for each person involving the person themselves, their family and social worker.

- 1.6** Although historically the day centres offered a slightly different service: St Johns specialised in providing support to people living with dementia where, Rondel House offered support to older people living with frailty; this difference has diminished in the last five years as Rondel House has responded to demand for dementia care and developed skills to support people living with dementia and mental health problems alongside older frail people.
- 1.7** Transport to and from the day centre is seen as a vital component in the day services offer. St Johns use a mixture of staff's personal cars and the day centre minibus, whereas Rondel staff contract with an external taxi company. It was suggested that a review of the transport arrangements at Rondel should deliver savings.
- 1.8** The building at St Johns is in need of modernisation and does not have capacity for additional attendees so would not be suitable for any combined future day centre provision.
- 1.9** The building at Rondel House is suitable for providing a day service for 40 people with sufficient staffing. A Capital bid has been made concurrently for structural works to the roof and windows and the creation of an outside sitting area/ garden.
- 1.10** The majority of carer responders would prefer the day centres to stay the same but accept that as long as the attended days were unaffected, and transport was provided the impact would be minimised. This would mean that the extended day and Saturday provision should continue.
- 1.11** Any change to the service provision is an opportunity to improve the day centre experience, meaning that the potential amalgamation of the two centres is part of developing the service going forward.
- 1.12** Opportunities for developing the range of opportunities need to be explored further – including flexible hours, evening activities, and working with external organisations to increase the range of opportunities.

2. Key Issues for Consideration

- 2.1** The Options Appraisal (Appendix 1) undertaken by the project group was presented with the Cabinet Report of 29th July 2019 highlighting the favoured Options C, E and F of providing an extended day service at Rondel House. Although staff at both centres expressed concerns about a potential amalgamation, the consultation confirmed that an option of an extended service

at Rondel House remained the only viable option. As a result of this discussion Option D was reintroduced for consideration.

- 2.2** Option C: Change the current contract with Carers Trust to provide a service for up to 40 people per day at Rondel House. This option would place Vale of Glamorgan employees at risk and raise the risk of a skill loss, which would impact on the delivery of the service at a time of transition. Opportunities of redeployment or TUPE would need to be explored as part of an employee consultation process. It is therefore unlikely that this option would release a saving.
- 2.3** Option D: End the current day services contract with Carers Trust and increase local authority staff numbers to provide a service for up to 40 people per day at Rondel House. This option will place Carers Trust employees at risk and raises the risk of a skill loss, which would impact on the delivery of the service at a time of transition. It would also not be possible to directly replicate the current staffing levels at St Johns to Rondel House, as Carers Trust staff also undertake domiciliary care duties prior to transporting people to the day centre and cover longer hours and Saturdays. Rondel House staff do not undertake this range of duties. However Option D would cost approximately an additional £10,000, that is: the difference between the cost of St Johns (£132,576.74) and the additional cost to the local authority employing extra staff (4x Grade Day Centre Worker (£98,156) plus 1.5 x Grade 6 Senior Day Centre Worker (£50,155.50) to cover the longer hours of operation and Saturdays and additional food and kitchen staff costs of approximately £10,000). This option eliminates the opportunity for joint working with Carers Trust South East Wales, thus reducing the potential service improvements and potentially destabilising their operation in the Vale of Glamorgan.
- 2.4** Option E: Change the current contract with Carers Trust to jointly provide a service for up to 40 people per day at Rondel House in partnership with the existing Rondel House team. Option E would enable Carers Trust staff to work alongside Vale of Glamorgan staff without affecting the staff's respective terms and conditions. This would offer opportunities for partnership working and allow the service to combine the opportunities for people attending the day centres and the wider population. Option E will achieve £15,000 of the required £40,000 savings. This saving is achieved through removing the need for rental payments at St Johns. It is expected that this model will create additional efficiencies that will release further savings over time.
- 2.5** Option F: End the day services contract with Carers Trust and procure a new provider to provide a service for up to 40 people at Rondel House. This would place Vale of Glamorgan and Carers Trust employees at risk and raise the likelihood of a skills loss from the service and cause increased disruption to the people attending the day centres at the time of transition. It is unclear as to whether this option would achieve any savings.

- 2.6** The implementation of Option E will be recommended to Cabinet. This should be followed by a review of the transport and catering arrangements at Rondel House. This allows greatest stability at time of transition to Rondel House, the maintenance of a skilled and compassionate staff group and access to specialist carers services through Carers Trust.
- 2.7** Should Cabinet support Option E a model of service provision will be developed in partnership with Carers Trust to explore and enhance services for carers from the centre which may include a community café and information hub alongside the day centre. It is acknowledged that any partnership of Carers Trust employees and local authority employees working from the day centre could highlight differences in staff terms and conditions if staff are undertaking the same role. We will therefore undertake a staff consultation exercise on a restructured model of the combined service with day centre care workers, carer support workers and senior care workers to ensure that roles are clearly defined and differentiated.
- 2.8** Many of the professionals responding to this consultation referenced issues of compatibility between the people at Rondel House and St Johns and recommended that careful planning involving a slow transitional period be used when moving the two centres together. In addition, the staff at both centres suggested that a larger room and a larger group may lead to increased opportunity for disorientation and agitation between the service users which again would require careful support and planning. Use of partitions in the main room and a quiet space will be considered to support people at these times.
- 2.9** The table below shows a comparison of the expenditure of the Rondel House and St Johns Day centres. Unfortunately, the budgets are not directly comparable but is useful in highlighting areas of spending disparity between the services which may offer opportunities for savings. Of most note is the difference in proportioning the budget:
- Rondel House spends 49.5% of its budget on front line staff whereas St Johns spends 72.9%.
- Rondel House spends 15.6% of its budget on transport whereas St Johns spends 5.2%.
- Rondel House spends 27.6% of its budget on the premises and the provision of meals (including kitchen staff) whereas St Johns spends 8.6% (does not include kitchen staff as care staff do the cooking).

Expenditure		
Direct Service Costs	St Johns	Rondel House
Direct Staffing	129,000	184,104
Training/Recruitment	6,250	
Meal provision*	0	52,961.57
Transport	9,200	58,002
Activities	1,000	
Premises	15,250	44,753
Management	16,207.67	50,000
Subtotal	176,907.67	389,821
Income/CT Match Funding**	41,396.22	18,364.96
Cost to Adult Services	132,576.74	371,456

*Includes catering staff (£39,712.67) and food costs (£13,248.79) 2018/19 costs

**St Johns income includes meals and Carers Trust match funding contribution.

- 2.10** To implement Option E the Project Group will develop a staged implementation plan. This will consider a detailed approach to implementing the changes required and managing the transition between services for service users.
- 2.11** In addition, a remodelled Rondel House will consider a different catering model to release the remaining savings. It also currently costs more to transport a person to Rondel than it does to St Johns. St Johns staff currently provide lifts for people within their own cars or in the day centre minibus. The transport arrangements will need to be reviewed to ensure that the arrangements are safe and that only those with eligible needs utilise them.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

3.1 Long Term

- 3.1.1** The Council's commitment to developing day time opportunities represents a focus on the long term wellbeing of individuals using the service and also the sustainability of social care by supporting carers and reducing demand on alternative care and support at home.

3.2 Integration

- 3.2.1** Day services provide venues for health professionals to offer interventions with people where a more clinical setting is not appropriate.

3.3 Involvement

- 3.3.1** Day opportunities allows people to take more control over their lives by providing information so people are more informed to make care and support decisions.

3.4 Collaboration

3.4.1 Day services offer an opportunity for adult services to work with partners to provide a coordinated provision of daytime opportunities for people both within day centres and the wider community.

3.5 Prevention

3.5.1 Day services supports an Active and Healthy Vale by promoting healthy lifestyles, reducing loneliness and enhancing wellbeing.

4. Resources and Legal Considerations

Financial

4.1 Adult day services are required to present a £40,000 saving from reshaping day opportunities for older people and people living with Dementia in the Vale of Glamorgan.

4.2 The costs and savings associated with the favoured options are provided in the body of this report.

Employment

4.3 Any changes to the operation of day services at Rondel House may impact on staff directly employed within the day centres. Should any proposals be developed that would impact upon staff, consultation and engagement with staff and the recognised Trade Unions would be undertaken in line with the Council's well-established policies relating to the management of change.

Legal (Including Equalities)

4.4 There are no legal implications as a direct result of this report at this time.

4.5 Any change to the nature of the way in which day services are provided will clearly have an impact for older people in the Vale of Glamorgan. The detailed consultation process (documents attached to this report) have directly informed an Equalities Impact Assessment and a Privacy Impact Assessment. It is evident that the day services provide a vital part of the care and support individuals require to enable them to live in their communities however it is also understood that as long as the attended days are not changed, and transport continues, then there would be minimal impact.

5. Background Papers

https://www.valeofglamorgan.gov.uk/Documents/_Committee%20Reports/Cabinet/2019/19-07-29/Reshaping-Services-Day-Time-Opportunities.pdf

VALE OF GLAMORGAN ADULT SERVICES
Day Services for Older People – Options Appraisal

This Options Appraisal is appendices to the Day Services for Older People Briefing Note March 2019 and provides the options appraisal for Phase 2 of the Re-shaping Services Programme to develop Day Services for Older People.

	A	B	C	D	E	F	G
	Continue to provide at St Johns and Rondel	Close Rondel and offer enhanced day centre at St Johns	Change contract with Carers Trust at St Johns, and maintain a day centre at Rondel operated by: Carers Trust	End contract with Carers Trust at St Johns and maintain a day centre at Rondel operated by: VOG Adult Services	Change contract with Carers Trust at St Johns and maintain a day centre at Rondel operated by: Carers Trust & VOG AS	End contract with Carers Trust at St Johns and maintain a day centre at Rondel operated by: A Social Enterprise	Close both St Johns and Rondel and invest in local community groups
Suitable Facilities, including dining area, activities, quiet space, toilet/ washing	Yes. Suitable facilities available at Rondel. St Johns will require capital investment to sustain suitability into the longer term	No. St Johns would not have the space or facilities for an enhanced service to an increased number of service users. Therefore this option would not offer an alternative to displaced Rondel service users/staff.	Yes. Rondel House has the space and facilities to offer a service to up to 40 people with sufficient staff ratio. Some capital investment in the toilet/washing facilities may be required. Transport arrangements will be reviewed to ensure most efficient use of vehicles/taxi.	Yes. Rondel House has the space and facilities to offer a service to up to 40 people with sufficient staff ratio. Some capital investment in the toilet/washing facilities may be required. Continued use of external transport provider will need to be extended to cover increased membership.	Yes. Rondel House has the space and facilities to offer a service to up to 40 people with sufficient staff ratio. Some capital investment in the toilet/washing facilities may be required. Transport arrangements will be reviewed to ensure most efficient use of vehicles/taxi.	Yes. Rondel House has the space and facilities to offer a service to up to 40 people with sufficient staff ratio. Some capital investment in the toilet/washing facilities may be required. Transport arrangements will be reviewed to ensure most efficient use of vehicles/taxi.	No This would significantly reduce the opportunity for social contact and respite for older people with complex care and support needs, and place greater demand on services and family carers. This option conflicts with the Directorate's stated aim of providing a day service for

							people with the highest needs.
Space for social activities, including outside space	Yes. Space for social activities available at both centres.	No. There is not enough space at St Johns for additional service users.	Yes. Space for social activities available at both centres.	Yes. Space for social activities available at both centres.	Yes. Space for social activities available at both centres.	Yes. Space for social activities available at both centres.	No. This option does not provide any secure outside space for people to enjoy.
Facility to offer mid-day meal	Yes.	Yes. Carers Trust also offer tea-time meal as part of their extended hours service.	Yes. The opportunity to offer an extended hours service to include a tea-time meal would be explored	Yes. The opportunity to offer an extended hours service to include a tea-time meal would be explored	Yes. The opportunity to offer an extended hours service to include a tea-time meal would be explored	Yes. The opportunity to offer an extended hours service to include a tea-time meal would be explored	No. Some lunch clubs and community groups provide a mid-day meal but generally people would be expected to make their own arrangements.
Town location to allow integration with local community groups	Yes. Both centres are located to local community amenities. Rondel has better town location.	Yes. St Johns is located in Barry Island near the beach and local facilities but removed from the main town centre opportunities.	Yes. Rondel is based near the Barry town centre which offers multiple opportunities for community and social activities	Yes. Rondel is based near the Barry town centre which offers multiple opportunities for community and social activities	Yes. Rondel is based near the Barry town centre which offers multiple opportunities for community and social activities	Yes. Rondel is based near the Barry town centre which offers multiple opportunities for community and social activities	N/A. Range of locations available but not suitable for older people with complex needs.
Space/potential to open activities to wider community	Yes. Rondel has space and time (evenings/weekends) to open use to wider community.	No. There is limited opportunity for wider community activities due to location and available space and facility at St Johns.	Yes. Rondel has space and time (evenings/weekends) to open use to wider community.	Yes. Rondel has space and time (evenings/weekends) to open use to wider community.	Yes. Rondel has space and time (evenings/weekends) to open use to wider community.	Yes. Rondel has space and time (evenings/weekends) to open use to wider community.	N/A. Range of locations available but not suitable for older people with complex needs.

Opportunity to make required savings	No.	Yes.	Yes.	No. Operating an enhanced day service from Rondel will show some cost saving on building costs but this will not cover the increased costs of the Adult services.	Yes.	Yes.	Yes.
VOG Human Resource implication	No.	Yes. Staff at Rondel House would be placed at risk.	Yes. Staff at Rondel House would be placed at risk or offered TUPE.	Yes. Additional staff required at Rondel House	Yes. Rondel staff will be required to work together with Carers Trust staff to provide a co-produced service. The different T&Cs of VOG and CT staff is a potential barrier to the success of this Option	Yes. Staff at Rondel House would be placed at risk or offered TUPE	Yes. Staff at Rondel House would be placed at risk of redundancy
Carers Trust implications	No.	Yes. Current contract would require renegotiation.	Yes. Current contract would require renegotiation	Yes. Current contract would be terminated	Yes. Current contract would require renegotiation	Yes. Current contract would be terminated.	Yes. Current contract would be terminated.
Outcome / Decision of OP Day Centre Project Group	Not recommended for further consideration as this option would not meet required savings target	Not recommended for further consideration at John's Hall does not have the capacity for an extended day service including	Recommended for further consideration. This Option would produce the highest level of savings, enabling greatest investment in community development, but	Not recommended for further consideration. The provision of additional staff at Rondel House to cover extended hours and increased number of attendees, would	Recommended for further consideration. This Option would produce required savings and maintain current staff engagement and expertise of both providers. This	Recommended for further consideration: As Option C, but seen as longer term option made through normal procurement processes.	Not recommended for further consideration as this option would not provide a valuable day service for older people and

		current attendees at Rondel House.	would have significant implications for Council employees at Rondel House	severely limit the savings target.	is seen as a transition to C or F.		people living with dementia in the mid and eastern Vale.
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**VALE OF GLAMORGAN COUNCIL
ADULT SERVICES
Day Services for Older People
Consultation Feedback
4th October 2019**

Further to the Cabinet Report of 29th July 2019, Adult Services have undertaken an 'Engagement and Consultation' exercise to seek the views of relevant stakeholders on the future development of day-time opportunities for older people living in the Vale of Glamorgan.

The Engagement and Consultation took place during August and September 2019 and consisted of four main components:

Current Attendees of Rondel House and St Johns Day Centres:

Each current member of Rondel House and St Johns Day Centre were written to advising them of the current review of the day centres and inviting them to meet with officers of Adult services during the week of 23rd September 2019 or complete a questionnaire. In total 50 attendees of Rondel House and 30 attendees of St Johns were contacted. In total; 1 questionnaire was returned from a St Johns attendee and 10 from people who attend Rondel House.

In general, respondents were very happy with the existing arrangements of the two separate day centres. The main benefits of attending the day centres were 'meeting new friends', 'socialising', 'activities', 'keeps me physically and mentally active' and 'keeps me fed and watered'. The main concerns about the changing the location of the day centre was around transport, adapting to the change with three out of the 12 saying it would 'upset' them to the point that they would consider not attending.

During the week of 23rd September 2019, Andy Cole – Operational Manager spend five (morning or afternoon) sessions in each centre either observing, sitting and talking to day centre attendees or talking privately to carers. From the conversations with the people attending the day centres, it was readily obvious how much people enjoyed attending, from the minute they arrived and reacquainted themselves with friends and the building, engaging in a range of activities and eating good quality meals. Accepting that some attendees were disorientated in time, and some were more able to engage in the activities or conversations than others the enjoyment of spending time in other people's company was undeniable. A small number of attendees were able to give their considered view of the potential changes as a result of the current review – reporting that the 'staff are very helpful', 'the meals are very good' and 'I wouldn't mind if there were more people here...as long as they were nice' when asked about the potential amalgamation of the two centres.

Carers of people attending Rondel House and St Johns Day Centres:

All recorded carers of the people attending Rondel House and St Johns Day Centre were written to advising them of the current review of the day centres and inviting them to meet with officers of Adult services during the week of 23rd September 2019 or complete a questionnaire. In total 60 carers of Rondel House and 30 carers of St Johns were contacted. In total; 10 questionnaires were returned from a St Johns a carer and 16 from carers of people who attend Rondel House.

The responses from carers was similarly positive, with carers reporting that attending the day centre 'gives my mother a new lease of life', 'stimulation' 'routine' 'time for herself' and it provides carers 'reassurance', 'peace of mind', 'a well-earned break' so that they can get on with other things such as household administration, cleaning, cooking and go to work. When asked about the proposed changes as part of this current review, the feedback was that any change could unsettle the person attending, but generally the carers felt that as long as their days were unaffected and the transport remained in place any change in venue would have minimal affect.

When asked about potential improvements on the questionnaire, carers mostly reported that the day care provision was already good, but some suggested longer hours, weekend support, day trips and more activities such as singing, exercise and crosswords/quizzes.

During the week of 23rd September 2019, 2 carers attended St Johns and 5 carers attending Rondel House to meet with Andy Cole – Operational Manager. Without exception, the carers reported satisfaction with the current arrangements, claiming that the respite and reassurance that day care provides has long lasting effects as the people attending appear much more settled throughout the week making the carers role much more sustainable. Many carers have observed that the people eat well at the day centre while at home are 'very picky' which is seen as a great benefit. When asked about potential improvements, the carers suggested: evening activities that carers could also take part in; improved feedback so carers could have a better understanding of what has happened during the day; longer days – possibly with opportunity for early and late sessions at the centre and better links with local NHS services and other external organisations to enhance the opportunities on offer and bring the community into the centre.

When asked about the potential changes as a result of the review, the carers stated that they would prefer it as it is but would support any change as long as the number of days and transport to the day centre was unaffected.

Staff currently working at Rondel House and St Johns Day Centres:

The care staff at Rondel House and St Johns were offered group or individual sessions to give their views on the future development of the day services. An account of the sessions is attached to this document.

The staff at each centre requested a group session during 19th and 20th September 2019 but also took the opportunity to express their view on the review individually during the week of 23rd September 2019.

The Carers Trust staff at St Johns agreed that the building at St Johns was not suitable to cater for additional attendees, so any amalgamation of the two centres as discussed in the Cabinet Report of 29th July would need to happen at Rondel House.

However, they expressed a concern that any change to the location of the day centre would 'have a devastating effect on the wellbeing' of the people attending St Johns. There was also concern that the larger room and increased numbers at Rondel would cause some St Johns' members a level of disruption and upset.

It was observed that the day at Rondel is shorter and that Rondel does not open at the weekend – the Carers Trust staff felt strongly that people should not be affected by any change: meaning that any service development would need to incorporate the extended hours.

Carers Trust staff made the point that St Johns has traditionally provided a day service for people living with dementia and other mental health problems, while Rondel has provided a more general service for older people. They noted that it is important that all staff are properly trained and experienced in working with people with dementia and mental health problems.

Carers Trust management staff were keen to point out that the Carers Trust offers a domiciliary care service in the Vale and specialist services to carers, which could support any future service provision.

Lastly, St Johns staff noted that St Johns has a small well used garden whereas Rondel House does not have an outside area which would represent a loss to some people.

The local authority staff at Rondel had already considered the Cabinet report and the options appraisal and confirmed that Rondel House would have sufficient space for additional people attending but expressed concern that additional people would require additional staff and a flexibility around the use of the TV Lounge as a quiet space if people require it. The staff were worried about the compatibility of the two groups of day centre attendees, citing that social workers and families had already made a decision to attend one centre rather than the other. Any compatibility issues would need to be carefully managed to ensure no one is disadvantaged by any change in service.

The benefits of working for the local authority were expressed widely, namely the improved access to training, better links to social work teams, and the stability that comes with working for the local authority as opposed to an organisation that might change every 5 years as the contract changes. It is suggested that this might cause disruption to people living with dementia.

The Rondel staff expressed frustration at the current arrangements for transport citing inflexibility and expense that St Johns does not experience. They suggested a review of transport might deliver savings.

The staff were keen to work with Adult Services to ensure that whatever the outcome, the staff would continue to work in the best interests of the people attending the day centre but urged the department to ensure that whatever decision is made that it is made upon proper research and with due diligence. A report made by Birmingham University and Unison was provided to back up this point.¹

Case Management staff involved in working with older people making referrals to the Day Centres:

During the consultation period case management staff working in relevant Adult Services teams, including social workers, community psychiatric nurses and social care officers were invited to give their views on day time opportunities for older people in the Vale of Glamorgan.

The Intake & Assessment Team were keen to note that St Johns is very well established as a 'dementia specialist day centre' and that the flexibility and specialism needs to continue to support the increasing number of people living with dementia in the community. The team suggested that reducing the number of day centre places would lead to an increase in domiciliary care calls and residential placements and thus would not represent a saving to the authority.

The Long-term Care Team focussed more on the need to develop a range of day time opportunities for older people across the county through better use of community and universal resources that might compliment a day centre service for people with the highest level of need.

The Integrated Discharge Service focussed more on improved use of transport to ensure the day centre was used to full capacity to give the maximum number of people the benefit of respite. In addition, the representative from IDS felt that a longer day and more flexible hours at Rondel House would offer carers greater flexibility.

Operational Manager's observations from spending a week in the Day Centres and considering all the feedback:

The evidence from this consultation finds that day services are highly valued by all stakeholders.

The commitment and dedication of the staff to providing high quality experiences to the people attending both centres is clear to see. The people who attend the centres and their carers report high levels of satisfaction and enjoyment from attending. From talking to the people at the centres and their carers I was able to see the benefits of company, occupation and kindness at first hand and hear that the benefits lasted long after the people went home as they were calmer and happier for days to come.

The staff at both centres operate with care, compassion and great skill. They showed skills in anticipating the needs of those attending and offering suitable and engaging activities throughout the day.

¹ Needham, C (2011) What is happening to Day Centre Services? Views from Frontline staff University of Birmingham/Unison

Both staff groups appear able to provide support for older people with a similar range of needs.

The building at St Johns is in need of modernisation and does not have capacity for additional attendees.

Both day centres are clean, tidy and offer a safe environment.

The Social Services and Wellbeing (Wales) Act 2014 requires local authorities to provide more person-centred responses to people's needs, taking into account their personal outcomes and individual circumstances in the development of their Care and Support Plans. I would suggest that day services in the Vale provide this. From a research study in 2011 AgeUK² found that older people continue to want to attend communal and centre based activities which concurs with SCIE (2006)³ which states that one of the factors identified by older people as central to their independence and wellbeing at home is having social contact and company, as well as opportunities to contribute as well as receive help.

In addition to the above: the support, reassurance and respite that the day centres provide offers great comfort to carers allowing them to get on with their own lives and thus helps sustain their caring relationship.

The clear message from the consultation was that day services are a vital part of the care and support options needed to enable people to live well within their communities and that any reduction in this provision could destabilise a person's care arrangement, increasing the need for additional domiciliary care or hastening the move to residential care.

The majority of carer responders would prefer the day centres to stay the same but accept that as long as the attended days were unaffected, and transport was provided there would be minimal impact. This would mean that the extended day and Saturday provision should continue.

Although obviously concerned for their own jobs, the staff were able to put the needs of their service users as their primary concern and remain committed to working in any future day service.

One member of staff from St Johns states that any change in venue would have a 'devastating effect' on the wellbeing of the attendees of the day centre. While it is acknowledged that a change in venue might cause a level of disruption for some people, it is imperative that the transition is managed slowly and through involvement of the person, their family/advocate and social worker.

Any change must be seen as an opportunity to improve the service provision rather than merely a cut to the service, meaning that the potential amalgamation of the two centres is the start of developing the service rather than a task and finish activity.

² AgeUK (2011) Effectiveness of Day Services – Summary of research evidence

³ SCIE (2006) Adult Services Knowledge Review 13. Outcome-focused services for older people.
www.scie.org.uk/publications/knowledge/kr13.pdf

Opportunities for developing the range of opportunities within the centre need to be explored further – including flexible hours, evening activities, working with external organisations to increase the range of opportunities.

A full analysis of the finances of both day centres needs to be undertaken to ensure that any future service provision offers best value for money.

Andrew Cole
Operational Manager
4th October 2019

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**VALE OF GLAMORGAN COUNCIL
ADULT SERVICES
Day-time Opportunities for Older People
Questionnaire**

Please complete this questionnaire to give your views on the day time opportunities for older people in the Vale of Glamorgan. Your comments will be used to inform any future decisions about the day centres at Rondel House and St Johns.

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1. Do you attend a day centre? (Please circle) Rondel St Johns Both Carer

a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

4. If we were to change the location of the day centre you attend, how would this affect you?

IF you change the location I would not be able to attend as I have a Taxi and would not be able to pay any more for Taxi

5. Could you share with us any idea you have about how the day centres could be improved?

I am deaf and it would be nice if there was more communication. Because people find it hard.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

More of older people having someone to go out and about with.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

7

VALE OF GLAMORGAN COUNCIL
ADULT SERVICES
Day-time Opportunities for Older People
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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? ~~1~~ 2 3 4 5

3. How does attending the day centre help you? GOOD COMPANY

4. If we were to change the location of the day centre you attend, how would this affect you? A LOT AND POSSIBLY STOP ATTENDING.

5. Could you share with us any idea you have about how the day centres could be improved?

OK, AS IT IS, STAFF ARE VERY GOOD

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

IT HELPS ME TO MEET PEOPLE.

4. If we were to change the location of the day centre you attend, how would this affect you?

JUST THE BUS JOURNEY WOULD BE LONGER

5. Could you share with us any idea you have about how the day centres could be improved?

I WISH THAT WE COULD HIRE DAYS OUT AS A GROUP TO VISIT DIFFERENT PLACES.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

ALL SERVICES HAVE BEEN VERY HELPFUL.

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you? It make me feel alive

4. If we were to change the location of the day centre you attend, how would this affect you?

It would upset me, BECAUSE I DONT LIKE CHANGE

5. Could you share with us any idea you have about how the day centres could be improved?

DONT KNOW, BECAUSE I AM HAPPY THE WAY THING ARE AT THE MOMENT

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

IT DEPENDS HOW WELL THEY ARE, Just meeting OTHER PEOPLE CAN MAKE YOU FEEL BETTER.

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 (2) 3 4 5

3. How does attending the day centre help you?

It gets me out the house, I meet new friends.
Keeps me fed and watered. I love it there.

4. If we were to change the location of the day centre you attend, how would this affect you?

Yes this would affect me as I wouldn't want to go. I love the environment, staff and activities there.

5. Could you share with us any idea you have about how the day centres could be improved?

It can't be improved. I love it there.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 (2) 3 4 5

3. How does attending the day centre help you?

gives my wife a few hours respite and helps me to have different company

4. If we were to change the location of the day centre you attend, how would this affect you?

wouldnt really affect me.

5. Could you share with us any idea you have about how the day centres could be improved?

Happy as things are

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

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a. ~~If you are a carer, indicate the day centre:~~ Rondel St Johns Both

2. How many days a week do you attend? 1 **2** 3 4 5

3. How does attending the day centre help you?

"It is somewhere to go and socialise - gives me company and keeps me physically and mentally more active."

4. If we were to change the location of the day centre you attend, how would this affect you?

Not at all as arrive by private taxi.

5. Could you share with us any idea you have about how the day centres could be improved?

- "play more music to have a sing along"
- "pampering, hands/feet etc. head massage."
- "little bit more exercise to meet needs."

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Not attending anywhere else, but would like to.

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

help meet friends

4. If we were to change the location of the day centre you attend, how would this affect you?

not

5. Could you share with us any idea you have about how the day centres could be improved?

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

get me out

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9

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you? Meeting up with other people taking part in activities available

4. If we were to change the location of the day centre you attend, how would this affect you?

Depends where it is.
Not a lot if transport is available

5. Could you share with us any idea you have about how the day centres could be improved?

No complaints at the moment.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Short day trips to local Beauty spots,
Coffee or Tea at Rosemiston Park? etc St Fagans? Knap?

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VALE OF GLAMORGAN COUNCIL
ADULT SERVICES
Day-time Opportunities for Older People
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10

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1. Do you attend a day centre? (Please circle) Rondel St Johns Both Carer

a. If you are a carer, indicate the day centre: ~~Rondel St Johns~~ Both

2. How many days a week do you attend? ① 2 3 4 5

3. How does attending the day centre help you?

I enjoy it as I am able to go out and do more things

4. If we were to change the location of the day centre you attend, how would this affect you?

5. Could you share with us any idea you have about how the day centres could be improved? *No*

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

No

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16

Writing for My mother (on her behalf)

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a. If you are a carer, indicate the day centre: Rondel St Johns Both
Both also upping it to 2.

2. How many days a week do you attend?

1 2 3 4 5

3. How does attending the day centre help you? It helps to keep me lucid. It helps me to socialise. It is the only day I see people other than family. It provides ~~with~~ with a good meal. The carers help to get me from my home & ready to attend day centre. It makes me very happy when I am often sad.

4. If we were to change the location of the day centre you attend, how would this affect you?

It would mean that I would not be ready & the bus would wait for me. My carers are the who get me ready & on the bus. They know me & help me to reorientate when I arrive home.

5. Could you share with us any idea you have about how the day centres could be improved? in a new place

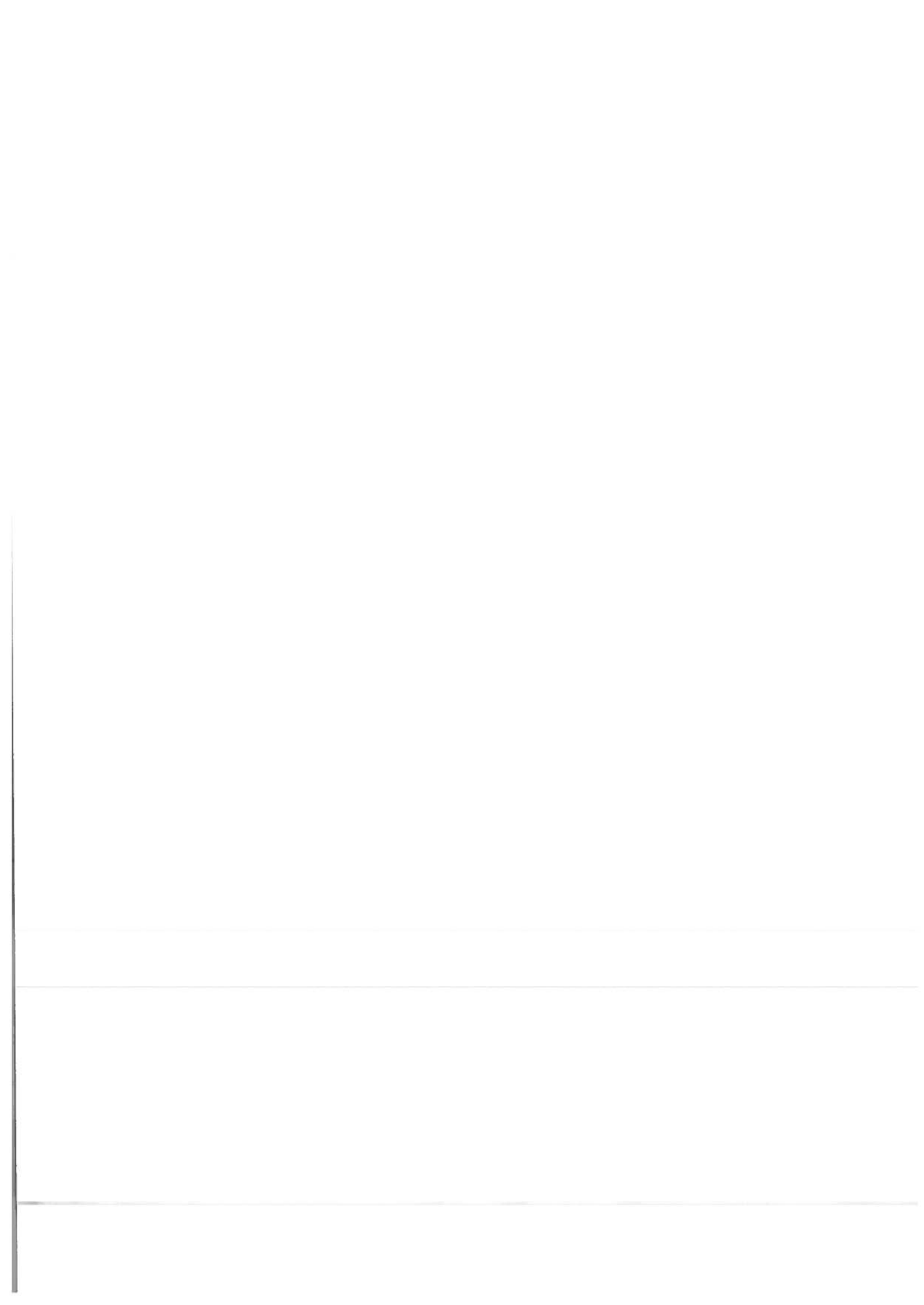
I love the people in my day centre in St Johns they are so kind. It is small & not too overwhelming for me. I like the food & the people who take & fetch me. I like them reading the news to me & playing games.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

I am very happy with my day centre as it operates & probably would not be able to go elsewhere. The people at the centre are dementia trained & understand my needs.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

PTO = for my comment



RH=C
16 |

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

As Miriam has dementia I am afraid you can not get much sense

4. If we were to change the location of the day centre you attend, how would this affect you?

She is friends with a woman called Pam who phones me most mornings asking about Miriam she might not see her if we went to a different centre

5. Could you share with us any idea you have about how the day centres could be improved?

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

2

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

I enjoy as I get the opportunity of mixing with other people & doing different things

4. If we were to change the location of the day centre you attend, how would this affect you?

As long as there is transport it would not affect me but would prefer staying at Rondel House. because I do not like change

5. Could you share with us any idea you have about how the day centres could be improved?

None

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

None

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

3

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 **2** 3 4 5

3. How does attending the day centre help you?

*I don't attend, my husband does.
It enables me a little respite for a couple of hours*

4. If we were to change the location of the day centre you attend, how would this affect you?

✓

5. Could you share with us any idea you have about how the day centres could be improved?

✓

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

✓

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

4

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2. How many days a week do you attend? ~~1~~ 2 3 4 5

3. How does attending the day centre help you?

I gives me a welcome break, from the strain of dealing with my husbands alzheimers

4. If we were to change the location of the day centre you attend, how would this affect you? *If kept within Barry no problem at all.*

5. Could you share with us any idea you have about how the day centres could be improved?

its perfect as it is

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

No.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

5

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

My mum has alzheimers and I work full time.
By attending the centre, we, her family is reassured she is safe & fed until we are able to see her after work.

4. If we were to change the location of the day centre you attend, how would this affect you? My mum has to pay taxi fair due to transport not being available for her. There may be additional costs in this instance.

5. Could you share with us any idea you have about how the day centres could be improved?

My mum is relatively new to day care but she loves it. Maybe more card games, sing songs etc.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

more social clubs for elderly with caring staff.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

6

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

*gives me a break in routine
and helps my wife have some 'me' time.*

4. If we were to change the location of the day centre you attend, how would this affect you?

*It would be good to have a
day centre here in Penarth*

5. Could you share with us any idea you have about how the day centres could be improved?

Some afternoon entertainment would be good.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Sorry - short on ideas!

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

7

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

As a full time carer it doesn't help very much and doesn't give respite to carers.

4. If we were to change the location of the day centre you attend, how would this affect you?

5. Could you share with us any idea you have about how the day centres could be improved?

To me, as a carer, day care centre should mean a whole day not just a few hours. In my husband's case for care, a medical person should be available and inst.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

24

8

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

IT KNABLES ME SOME FREE TIME, ASSURED MY MOTHER IS FED AND LOOKED AFTER.

4. If we were to change the location of the day centre you attend, how would this affect you?

IT WILL NOT AS MUCH IS COLLECTED FROM HOME AND RETURNED BY MINI BUS.

5. Could you share with us any idea you have about how the day centres could be improved?

MAYBE A LITTLE MORE STIMULATION.
SINGING - MUSIC - QUIZES

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

DAY TRIPS

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

9

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 ④ 5

3. How does attending the day centre help you?

IT GIVES MY BIRTH A BREAK

4. If we were to change the location of the day centre you attend, how would this affect you?

JUST WOULD NEED TO GET MY MUM UP EARLY FOR A LONGER BUS TRIP.

5. Could you share with us any idea you have about how the day centres could be improved?

IT ALL SEEMS TO BE PROVIDING MUM WITH WHAT SHE NEEDS AT THE MOMENT.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

NOT SURE HOW WHAT BEFORE YOU GET A SOCIAL WORKER, WOULD BE HELPFUL.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

VALE OF GLAMORGAN COUNCIL
ADULT SERVICES
Day-time Opportunities for Older People
Questionnaire

10

Please complete this questionnaire to give your views on the day time opportunities for older people in the Vale of Glamorgan. Your comments will be used to inform any future decisions about the day centres at Rondel House and St Johns.

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1. Do you attend a day centre? (Please circle) Rondel St Johns Both Carer

a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? ① 2 3 4 5

3. How does attending the day centre help you?

FOR MY HUSBAND, HE REALLY ENJOYS THE CAMARADERIE AND THE CARERS ARE WONDERFUL, FOR MYSELF - I CAN MAKE APPOINTMENTS FOR ME AND DO SOME SHOPPING WHICH I CAN'T NORMALLY.

4. If we were to change the location of the day centre you attend, how would this affect you?

HE IS USED TO RONDDEL NOW AND HE ALSO EATS VERY WELL DOWN THERE AS OPPOSED TO HOME, WHERE HE IS VERY PICKY. IT IS ALSO LOCAL AND EASY TO GET TO.

5. Could you share with us any idea you have about how the day centres could be improved?

I AM SO LUCKY THAT MY HUSBAND ENJOYS GOING AND ALSO COMES HOME FULL OF HIS DAY THAT I AM SATISFIED THE WAY IT IS RUN

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

NOT REALLY

CM Peter

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

27

**VALE OF GLAMORGAN COUNCIL
ADULT SERVICES**
**Day-time Opportunities for Older People
Questionnaire**

11

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you? *When my wife attends Rondel house it gives me a break, to do things I like to do, such as, gardening, cleaning or cooking without interruptions such as what day is it*

4. If we were to change the location of the day centre you attend, how would this affect you? *Not much at all as long it kept to the same days*

5. Could you share with us any idea you have about how the day centres could be improved? *As I am only a carer and I've never been to Rondel House I can not say. If I ask Miriam, she says where have I been*

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

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ADULT SERVICES
Day-time Opportunities for Older People
Questionnaire**

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

Routine is a major part for my dad, & he is familiar with the Centre

4. If we were to change the location of the day centre you attend, how would this affect you?

I as a carer would find it difficult to keep my father occupied + entertained

5. Could you share with us any idea you have about how the day centres could be improved?

Rondel house & their staff are amazing
I just think if they had little day trips

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

29

13

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ADULT SERVICES
Day-time Opportunities for Older People
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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

as a carer it is great - as I know my mother has company, being stimulated mentally and being provided a hot meal.

4. If we were to change the location of the day centre you attend, how would this affect you?

Yes - as my mother is now used to the surroundings and also the staff/clients

5. Could you share with us any idea you have about how the day centres could be improved?

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

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ADULT SERVICES
Day-time Opportunities for Older People
Questionnaire

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

It gives my Mum a quality of life, something that she does just for herself without me being involved.

4. If we were to change the location of the day centre you attend, how would this affect you?

It wouldn't as I take my Mum to Rondel, she doesn't use the transport provided.

5. Could you share with us any idea you have about how the day centres could be improved?

As a carer I still work, I have cut my hours to look after my Mum. Perhaps if the day was longer, it might help other carers to stay in work.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

I don't know if it would be possible, but perhaps trips out and about would be nice.

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15

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ADULT SERVICES
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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

It gives my mother a new lease of life. When she comes home she is full of what she has done

4. If we were to change the location of the day centre you attend, how would this affect you?

Mum is now at Rondel. As long as the bus continues to pick her up I'm sure she wouldn't mind.

5. Could you share with us any idea you have about how the day centres could be improved?

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

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**VALE OF GLAMORGAN COUNCIL
ADULT SERVICES**
**Day-time Opportunities for Older People
Questionnaire**

16

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

I am able to attend to administrative and housekeeping whilst my wife attends Rondel

4. If we were to change the location of the day centre you attend, how would this affect you?

Potentially longer journey times

5. Could you share with us any idea you have about how the day centres could be improved?

support on a weekend

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

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33

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ADULT SERVICES
Day-time Opportunities for Older People
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- a. If you are a carer, indicate the day centre: Rondel St Johns Both
2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?
only time ^(mum) she gets out of the house, meeting other people - gives me a carer, sometime off

4. If we were to change the location of the day centre you attend, how would this affect you?
No difference - I take her in my own car anyway

5. Could you share with us any idea you have about how the day centres could be improved?
St Johns not so good with persons with declining mobility due to premsis, staff excellent there and help.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?
More musical sessions - singing at day centre?

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

AS a CARER it gives me some respite, from the 24 hr. a day CARE that my husband needs.

4. If we were to change the location of the day centre you attend, how would this affect you?

It would make me concerned because ALZHEIMERS sufferers don't like change, and a bigger group would make him MORE ANXIOUS and stressed, and not have the CARE he usually gets.

5. Could you share with us any idea you have about how the day centres could be improved?

Singing groups.
Outdoor trips.

Coffee mornings for guests + Carers, or afternoons. Sometimes its not easy to early.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

More local groups which people can get to. There is nothing in my Area, Most things are done in BARRY or Penarth. There is nothing in Rhoads.

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you? *As I live over 400 miles away going to Day Centre is very important as it eases a lot of the worry regarding whether or not my mother is eating properly.*

4. If we were to change the location of the day centre you attend, how would this affect you?

I would be concerned whether the new centre catered for specifically for people with dementia and whether staff have time to chat & provide stimulation.

5. Could you share with us any idea you have about how the day centres could be improved?

I am happy with the care that my mum receives at present and with the staff who are all excellent.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

It would be nice if occasionally a trip - perhaps to seaside could be arranged as a hobby class.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

It enables me to have a little time of my own.

4. If we were to change the location of the day centre you attend, how would this affect you?

At the moment Bryan is happy in a small group, I don't think he would settle in a larger one.

5. Could you share with us any idea you have about how the day centres could be improved?

I do not have any feed back as Bryan cannot remember what he has done, so I'm afraid I cannot help with this question.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Just to keep them busy, they are always better in company, around other people.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

It gives me peace of mind to know he's well looked after + he is able to be with other people

4. If we were to change the location of the day centre you attend, how would this affect you?

It would affect me

5. Could you share with us any idea you have about how the day centres could be improved?

It seems to be well run at st. Johns

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

*No!
(can't think of any)*

J. Marble

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

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1. Do you attend a day centre? (Please circle) Rondel St Johns Both **Carer**

a. If you are a carer, indicate the day centre: Rondel **St Johns** Both

2. How many days a week do you attend? 1 **2** 3 4 5

3. How does attending the day centre help you? Mum Enjoys the two days she attends (Monday & Saturday) and I am currently trying to increase the days. She enjoys the companionship and hates being in the house on her own. She is 86yrs old, her communication skills are improved if she has been out socially interactive with other people. I work part-time + have my own family to care for.

4. If we were to change the location of the day centre you attend, how would this affect you? Not directly, as Mum is collected/returned by Carers - Wales. So long as there is a day centre for her to attend and if facilities were improved, I am in favour of combining the centres. Mum benefits from attending and I have peace of mind she is being cared for whilst I am at work in a stimulated environment specific to her needs.

5. Could you share with us any idea you have about how the day centres could be improved? I have only attended St John's for a few counselling sessions a few years ago so I am unable to comment on this - Mum has dementia, so is unable to reliably comment, I am happy and believe my Mother is happy with current situation but have no strong feelings about amalgamating the centres.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

I am greatly appreciative of the carers who attend my mother in her Penarth Home from Carers Trust - they have attended for six years. Without them I would not be able to work or live independently from her (I live 5 mins away) and visit every day. She has three visits a day by carers and attends Trinity lunch club on a Thursday taken by carers. Care Review package by Social Services due shortly to increase day care.

Thank you for taking the time to complete this questionnaire and remind you that your attendance comments are very important and will be considered when planning how best to support day services in the future. beneficial nature of time spent with others rather than isolated at home.

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Day-time Opportunities for Older People
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2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

St John's day centre has been a huge help to my mum, it has allowed her to get out for the day and socialise with others. It's also an opportunity for her to have a home cooked meal.

4. If we were to change the location of the day centre you attend, how would this affect you?

As long as it stayed in Barry it wouldn't affect my mother

5. Could you share with us any idea you have about how the day centres could be improved?

The St John's building in Barry Island is a little old, the day room could be brighter with better views of the garden. It would also be nice to have a separate dining room.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

It would be lovely to have more opportunities for older people to go on day trips out with carers attending.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? 1 2 3 4 5

3. How does attending the day centre help you?

It helps for my husband to talk to other people in a similar situation to him

4. If we were to change the location of the day centre you attend, how would this affect you?

It wouldn't affect me at all.

5. Could you share with us any idea you have about how the day centres could be improved?

not really.

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

my husband likes going on a Wednesday as he is taken to a pub to play skittles. Some more outings like this would be good

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

H1

9

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ADULT SERVICES**
**Day-time Opportunities for Older People
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4. If we were to change the location of the day centre you attend, how would this affect you?

As long as it stayed in Barry it wouldn't affect my mother

5. Could you share with us any idea you have about how the day centres could be improved?

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6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

It would be lovely to have more opportunities for older people to go on day trips out with carers attending.

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

42

10

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ADULT SERVICES
Day-time Opportunities for Older People
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a. If you are a carer, indicate the day centre: Rondel St Johns Both

2. How many days a week do you attend? ① 2 3 4 5

3. How does attending the day centre help you?

1. Gives me a "well-earned" day's break etc
2. I am pleased/relieved to have Olga in the care of caring, qualified professional & friendly helpers, and my knowing she is safe & benefits to a small degree from the relevant activities

4. If we were to change the location of the day centre you attend, how would this affect you?

No adverse effect for me, so long as the usual transport arrangements hold in place. I cannot be sure of course, but I feel Olga would benefit if more ~~other~~ clients were attending with her. She does "enjoy" her visits.

5. Could you share with us any idea you have about how the day centres could be improved?

Difficult to answer as we are 'new' clients really. Transport to me is valuable / she enjoys the meals; I know little of the activities (she always forgets, clearly!)

6. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

Again, this is rather tricky for me: I feel any "opportunities" or "events" or likewise for (especially) the challenged aged members in the Vale, might be publicised / advertised more fully or more widely.

I am deeply grateful for what St. John's provides

Thank you for taking the time to complete this questionnaire and remind you that your comments are very important and will be considered when planning how best to support day services in the future.

Thank you.

Gareth P. Jones

43

Rondel House – Day Services Staff Engagement – 20th September 2019

Present:

Anne Lintern
Patricia Wait
Margaret Swallow
Keith Hayles
Faridah Bwanika
Jude Hiles
Carol Keedwell
Leigh-Anne Jones
Pauline Everitt
Jamie Davis

Andy Cole
Dawn Rees

AC updated those present on the initial Options appraisal to consider potential developments for the day-time opportunities for older people in the Vale of Glamorgan.

Headlines:

- Adult Services continue to value the support that day services provide to older people and have committed to continue to provide the same number of day centre places.
- Savings target of £50k
- Western Vale day centre at Gathering place is secured
- Options Appraisal considers opportunities for the two day centres in Barry to work together/merge to maintain service whilst making the required saving.

The Rondel House Team had previously considered the Cabinet Report of 29th July 2019 which contained the Options Appraisal.

AC provided a flyer to act as a summary of the report and as a prompt for discussion.

JD was nominated as main spokesperson by Rondel House team.

Questions:

- If a 3rd sector organisation (option 3) were to operate a day centre from Rondel House - would they (including Carers Trust) be subject to tender? – (AC) Yes – all contracts are subject to re-tender upon starting or renewal, although it might be possible to extend the current provider as an interim measure to reduce disruption to people attending the day centres.
- If the two centres merged, would the funding from St Johns transfer over? – (AC) Yes, although the wider 'day services budget' which includes Rondel House and St Johns are still required to make the savings.
- How many additional people? – (AC) would still want to offer the same number of places, so it would be a maximum of an additional 14, making a total of 38 potentially.
- Concerns were raised about the efficiency (or lack of) of the current transport arrangements through Contract with CJ Travel. Is current model transferrable to any of the options? (AC) Transport is a very important part of day services, but we could look to consider alternatives where people can make their own way to the centre. It might be that a transport review might be an outcome of this current work.

44

- Concerns re different needs of attending Rondel and St Johns? (AC) It is true that five years ago, the two centres operated slightly differently with more people with dementia attending St John and older people with physical frailty attending Rondel, but over the last five years this difference has diminished as Rondel House has taken more people with dementia as a response to need.
- Why is it viable now to have transport when the Council got rid of the vans? – (AC) these decisions will be included in proposals – Transport to day service is vital for many people and the council will continue to review the current arrangements regularly.
- What is the decision / which option is being put forward? – (AC) all options are being considered along with any other options that might be put forward as part of this engagement exercise.
- If Option 1 was favoured. Will the £50k be split between 2 centres? –(AC) This has not been decided but if Option 1 was favoured, then we would need to explore the potential of operating different types of day services at the centres to meet the savings target and continue to meet need.
- Is the Council equally committed to jobs at both centres? We are aware that council jobs are more costly? (AC) we understand that this exercise causes anxiety, but this discussion needs to focus on the development of the day services. Once we have a suitable model we will then undertake a formal staff consultation if staff are impacted by the proposed model.
- What would the saving be for closing St Johns? (AC) each option has different levels of savings – there might be economies of scale savings by running one service by a reduction in overhead costs.
- Option 5 – how does collaborations work with external organisations.? what is the saving? - (AC) Depends on the new model of care for the day centre. For example: joint venture / social enterprise with Carers Trust focusing on one aspect of the service and with Rondel House focusing on day care. RH has potential for real comm hub.
- What will happen after the engagement? (AC) draft report which will include consultation feedback and analysis alongside experience/research and consideration of finances to inform on the model. Any potential model will be tweaked/evolved as it is implemented.
- What is timescale? (AC) consultation end 4/10 – report to Scrutiny/Cabinet end Nov/Dec.
- Would our change include w/e working? (AC) don't know. We need to listen to service users/carers views. / depends on demand.
- Would it go through another cabinet process if model revised? (AC) The purpose of the engagement and consultation is to revise the model and yes it will need to be approved by Cabinet.

(RH Representative) Want voices heard and that this engagement is not just "lip-service"..
(AC) sometimes councils have to make decisions which are unpalatable be we are keen to work together to find the best solution. Our aim has to be to make it better and positive outcome.

- Option 4 – no changes.. / paperwork council run... service will run the same.... When tendered by another company work practices change / then change again in another 5 years...? if that the case not council's objective to have control.? (AC) what we want is to continue to run a day service. The council works with many other organisations through contract, some of which are very successful and some need more support. It is true that a change in provider or venue may present a disruptive impact on the service users/carers but it may also open up new opportunities. We need to ensure that any change is carefully managed to minimise disruption and maximise opportunity.
- Potential additional option – business case to make savings by developing kitchen area not used to its potential / expand..? put forward a business case as an option 9. Couldn't do this within 2 weeks ... (AC) We could explore the potential to use the kitchen as a social enterprise or for other organisations when not in use, as long as they complement the support day centre activities – day service to be just one element in the centre...
- Views of carers/families views must be taken into consideration as part of this consultation process.
- What is the duration of CT contract...? If only 2 years. Would be further change. (AC) I am unclear on the length of current contract with Carers Trust but would expect that we would need a transition period for at least 1 year (more?) and then review..
- What is the legal position of staff group in CT providing meals... are they trained? (AC) This is monitored through a Contract Monitoring process.

Rondel Staff had made preparations for this staff engagement and made their notes available to AC, which can be amended to this report.

Day Services – Staff Engagement (St Johns, Carers Trust)

19th September 2019

Attendees:

Belinda Green
Susan Williams
Mari Macey
Jane Grant
Denise Cook
Liz Prosser
Bethan Paterson
Emma Baker

20th September 2019

Attendees:

Lynne Hall
Dorren Goodman
Emma Baker
and
Andrew Cole
Dawn Rees

AC updated those present on the initial Options appraisal to consider potential developments for the day-time opportunities for older people in the Vale of Glamorgan.

Headlines:

- Adult Services continue to value the support that day services provide to older people and have committed to continue to provide the same number of day centre places.
- Savings target of £50k
- Western Vale day centre at Gathering place is secured
- Options Appraisal considers opportunities for the two day centres in Barry to work together/merge to maintain service while making the required saving.

The St Johns Team had previously considered the Cabinet Report of 29th July 2019 which contained the Options Appraisal.

AC provided a flyer to act as a summary of the report and as a prompt for discussion.

Carers Trust also offer a domiciliary care service. The Care Workers that work at St Johns also support people in the community – many of whom also attend St Johns.

The team were disappointed to hear about the potential proposals from the local media before this engagement exercise. AC apologises for this, and stated that the media reports must have originated from the Cabinet Report which is a public document, but reassured that the report is the start of the process and this engagement will be under to inform the future model of day service provision in the Vale.

Questions:

- We acknowledge that St Johns building is not big enough for an extended service whereas Rondel house is. (AC) Agree that St Johns is not big enough to provide a

day service for current group and attendees of Rondel House, but Rondel House is big enough to provide a service for all attendees of both centres.

- how are savings to be met? If the two day centres merge and the same number of people are offered a service, how will this save money? (AC) the savings would be made from a reduction in duplications, reduction in building costs and the potential for improved economies of scales.
- The Team presented the following concerns:
 - The increased numbers of people in one centre might cause some attendees to become anxious. (AC) We need to acknowledge that any change can be disruptive especially for people living with dementia – we will need to work together with families, social workers and develop individual plans to minimise any disruption. In addition to this, we will need to use the small sitting room at Rondel House for anyone that might need a quiet space away from the big room.
 - Size of room at Rondel House might lead to disorientation for some. (AC) the main room at Rondel can be separated into distinct areas as needed so people can engage in different activities at the same time. We are considering the use of temporary partition walls.
 - People won't want to change / people with severe dementia wont be able to cope with the change. (AC) It is true that we will need to support everyone through the change and will work with people and their family's on an individual basis to support people to cope and indeed benefit from the change.
 - Would the change disadvantage people – i.e. would they have to change day or have a reduced number of days? (AC) No, we will endeavour to make maintain the same number of day centre places to the same number of people to keep disruption to a minimum.
 - Impact on families also – (AC) It is hoped that any new service will provide more opportunities for families and people attending the day centres.

NEXT STEPS : Your feedback and that of the people attending the day centres and their carers will be considered and used to inform a report and a proposal for a model of day centre care/day time opportunities that will be considered by the Council's Scrutiny Committee and Cabinet in November 2019, and relevant officers and trustees of Carers Trust South East Wales.

**VALE OF GLAMORGAN COUNCIL
ADULT SERVICES
Day-time Opportunities for Older People
Questionnaire - Staff**

Please complete this questionnaire to give your views on the day time opportunities for older people in the Vale of Glamorgan. Your comments will be used to inform any future decisions about the day centres at Rondel House and St Johns.

The questionnaire can either be sent back in the stamped addressed envelope provided or, if you are attending a consultation meeting at the day centre, it can be handed in then.

If you have any problems completing this questionnaire or require this in a different format, please contact Jamie Davis on 01446 745922.

1. Which day centre do you work? (Please circle)

Rondel

St Johns

2. How do you think attending the day centre supports people and their families?

OUR CLIENTS ATTENDING ST JOHNS DAY CENTRE ENABLES THEIR CARERS TO HAVE PEACE OF MIND THEIR LOVED ONES ARE BEING LOOKED AFTER IN A SAFE ENVIRONMENT AND GIVEN THE CARER A PERIOD OF RESPIRE FROM THEIR CARING ROLE ENABLING THEM

3. If we were to change the location of the day centre you attend, how do you think this would affect the people who attend the day centre and their families? PTO.

IF ST JOHN'S DAY CENTRE CLOSED THIS WOULD HAVE A MASSIVE IMPACT ON OUR CLIENTS PHYSICALLY AND MENTALLY DUE TO THEIR ILLNESS (DEMENTIA AND ALZHEIMERS) THEY DO NOT LIKE CHANGE TO THEIR ROUTINES MOVING TO RONDEL HOUSE WOULD HAVE A DEVASTATING EFFECT ON THEIR PHYSICAL

4. Could you share with us any idea you have about how the day centres could be improved? PTO

OUTSIDE ENTERTAINMENT VISITING THE DAY CENTRE, CHAIRS, ANIMAL'S, CHILDREN VISITS.

5. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

VENUE FOR A TEA DANCE, CINEMA AFTERNOONS WHICH ARE DEMENTIA-FRIENDLY, A BIG BAND DANCE, SETTING UP A CHAIR FOR PEOPLE WITH EMI.

Thank you for taking the time to complete this questionnaire. Your comments are very important and will be considered when planning how best to support day services in the future.

49

PTO

I WOULD ALSO LIKE TO ADD "BIG IS NOT ALWAYS BEAUTIFUL" AND TRANSFERRING OUR VULNERABLE CLIENTS IN MY EYES IS NOT BEING A "DEMENTIA-FRIENDLY" COUNCIL.

2) TO WORK AND ATTEND APPOINTMENTS OR REST.

3) AND MENTAL HEALTH CREATING MASSIVE PROBLEMS TO THEIR WELL-BEING.

DUE TO SHORT HOURS AT RONDEL HOUSE THIS WOULD CREATE PROBLEMS FOR CARERS WHO WORK.

VALE OF GLAMORGAN COUNCIL
ADULT SERVICES
Day-time Opportunities for Older People
Questionnaire - Staff

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The questionnaire can either be sent back in the stamped addressed envelope provided or, if you are attending a consultation meeting at the day centre, it can be handed in then.

If you have any problems completing this questionnaire or require this in a different format, please contact Jamie Davis on 01446 745922.

1. Which day centre do you work? (Please circle) Rondel St Johns

2. How do you think attending the day centre supports people and their families?

- Relieves social isolation - provide social stimulation and new friendships
- Improves mental health, health and wellbeing through contact with others, exercise, activities, events, music, dancing + laughter, reminiscence - meet others they know from past work/school/friendships.
- Respite for family carers - enables people to stay at home for longer.

3. If we were to change the location of the day centre you attend, how do you think this would affect the people who attend the day centre and their families?

- Lack of familiarity - May be better settled - a smaller centre or vice-versa.
- Ongoing relationships with staff and service users are more important than the building
- Could cause disorientation, stress and anxiety

4. Could you share with us any idea you have about how the day centres could be improved?

- Increased opportunities to engage with the community and other relevant organisations to provide more regular health + wellbeing opportunities each day
- Improved use of the building for the benefit of the community and possible income generation.
- Carer support, counselling + parenting sessions for carers.

5. Could you share with us any ideas you have about how day-time opportunities for older people away from the day centres could be improved?

- The majority of those eligible to attend both Day Centres would be unlikely to manage in other community settings without transport and trained support + facilities - due to level of health related conditions, frailty, mental health and dementia. Lack of relevant support could result in increased risk and need.

Thank you for taking the time to complete this questionnaire. Your comments are very important and will be considered when planning how best to support day services in the future.

For those who can attend alternative opportunities in the community, a range of transport options would enable them to do so for longer with assistance of volunteers. Link to a 'Home first' from hosp model and re-establish community like and increase confidence.

12

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