Day Centre Recommendations

Springfield Day Centre, Bideford

1. Information on this day centre

Springfield day centre is a purpose built centre in Bideford. Day centres are not registered or regulated by CQC.

This information relates to each of the criteria for the review and forms the rationale for the recommendation outlined in the main report.

Information relating to criteria 1: Are there opportunities for alternative day care in a locality? Care and support providers and local voluntary and community groups are prepared to develop alternatives to day centres.

- Springfield is a day centre for older people aged 65+
- This day centre currently has 71 service users
- In the same town, or within 30 minutes travelling distance there are 5 buildings based independent sector services, 19 community providers and 13 universal services that cater for the same service user group
- DCC have received an expression of interest and an opportunity/proposal from local providers to significantly develop provision in Bideford*

*This information is held as ‘commercially in confidence’ at the present time.

Information relating to criteria 2: The DCC day centre has been consistently and/or significantly under utilised there are declining numbers of referrals into the DCC day centre the DCC day centre is not cost effective.

- The occupancy rate in this centre was 73.6% in 2011/12, and 70.4% in 2012/13. In February 2014 a snapshot of attendance over a 2 week period was recorded at 59%.
- This centre has had 53 referrals since 2010
- The unit cost is £55.48 per person per day. The budgeted unit cost at full capacity is £35.54 per person per day. The average independent sector equivalent unit cost in Devon is £27 per person per day.

Information relating to criteria 3: Is the day centre building suitable for the changing needs and demands of people needing such provision in the future

- The building backlog maintenance, critical for the service to continue in the current building for the next 2 years is £2,000
- The Day Centre is purpose built and in a good location

Information relating to criteria 4: There are opportunities to share facilities with other services to deliver a single buildings based offer in our key towns.

There are opportunities for shared facilities in Bideford.
2. Financial profile

The DCC budget for day services across Devon is £6.080m. In total Staff costs account for 74% of the total budget and broadly 19% for transport and 7% for Premises.

For Learning disability services the staff costs account for 77% of the total day centre budget and broadly 16% for transport, 6% for Premises and 1% for Supplies and services.

For older peoples day services staff costs account for 69% of the total day centre budget and broadly 24% for transport and 7% for Premises.

DCC annual budget for Springfields day centre in 2014/15 is £235,000. The budget breakdown is outlined below:

<table>
<thead>
<tr>
<th>Staffing</th>
<th>£175,000</th>
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<tbody>
<tr>
<td>Premises</td>
<td>£15,000</td>
</tr>
<tr>
<td>Services and Supplies</td>
<td>£5,000</td>
</tr>
<tr>
<td>Transport</td>
<td>£40,000</td>
</tr>
<tr>
<td>Total Budget</td>
<td>£235,000</td>
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</tbody>
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3. Consultation comments received and our response

Meetings were held in February 2014 for service users, carers, staff, TU’s and DCC members.

45 service users and carers from Springfield attended their consultation meeting and 22 questionnaires and 42 letters/emails were received.

The table below shows the themes emerging relating to feedback from Springfields.

**Consultation themes (over 10% interest)**

<table>
<thead>
<tr>
<th>%</th>
<th>Theme</th>
<th>DCC response</th>
</tr>
</thead>
<tbody>
<tr>
<td>28.4%</td>
<td><strong>Value of current provision, socialisation and familiarity</strong></td>
<td>Respondents commented on the value of the current DCC provision and the importance of socialisation, friendship groups and familiarity. This theme also included concerns around the loss of continuity of care i.e.: people who attend day centres moving onto respite and residential services in the same place and the role the current services play in the monitoring of the service users personal wellbeing. DCC recognises the importance day centres play in supporting people to come together and socialise and acknowledges that for those who have attended for a long time, important relationships have been formed. If a centre closes, DCC will, where possible and where this is people’s preference, try to keep small groups of friends together when transferring to alternative services either to other day centres or to other community activities. Taster sessions will also be made available where possible to enable the service user to try an alternative day service before they commit to a longer term arrangement. Each service user and their carer/s will be supported by a named Care Manager who will discuss individual needs and preferences, and help them to find an appropriate alternative day service. Where appropriate other care professionals including health staff and GPs will be fully involved to support the service user and their family. If a closure goes ahead, DCC day centre staff will be encouraged to support the transition of people to alternative services as it is recognised that they are a trusted and familiar form of support for service users.</td>
</tr>
<tr>
<td>12.8%</td>
<td><strong>Lack of alternative</strong></td>
<td>We have checked our information and can confirm that within 30</td>
</tr>
</tbody>
</table>
Concerns were raised about the perceived lack of alternative provision in particular areas of Devon.

In addition to this, we have received an expression of interest and an opportunity/proposal from local providers to significantly develop provision in Bideford.

Should a centre close, service users and carers will be supported in finding alternative provision that meets their needs. A centre would only be closed when alternatives are in place for people.

DCC will consider the full range of choices available to meet the needs and wishes of each person and their carers. Nobody will be financially disadvantaged and individual choices and preferences will be supported as far as possible.

Information about local alternatives will be available for service users and their carers. The mapping information has been checked and amended or updated since the consultation process.

DCC works closely with adult social care providers and voluntary organisations in Devon. There are some areas with less day service opportunities. The Council will continue to work with communities and with the market to address this and to ensure sufficiency of capacity for its needs. This will be a key consideration in the timing of any changes to DCC day centres in these locations.

Throughout the consultation, and since it has ended, fifty providers, charities and community groups have come forward with an opportunity/proposal to increase local provision, including a small number of providers who have expressed an interest in the transfer of DCC services or assets.

No centres will close until every effort has been made to facilitate a transfer to a preferred alternative service. There will be no immediate closures and those proposed will be phased to give time to enable an effective transfer.

Impact on vulnerable adults, risk of isolation, Feedback was received relating to vulnerability of service users and the impact that the proposed changes might have on them. This theme also included concerns about the risk of isolation and the potential loss of personal care and bathing services if the centre(s) close.

Service users’ welfare will be the primary consideration and concern in the event of a day centre closure. Such a change requires careful planning and would need to be achieved over a period of time.

DCC has experience helping people to move to alternative forms of provision and believes that if handled sensitively, a positive outcome can be achieved for individuals. This would include looking at other potential support arrangements such as adaptations in people’s homes for example to enable safe bathing.

Service users without the capacity to understand the decisions relating to the changes and do not have the support of family, friends or a registered Health and Welfare Power of Attorney will be fully supported by an Independent Mental Capacity Advocate (IMCA) as provided by the Mental Capacity Act. The IMCA’s role will be to support the service user with decisions required in selecting and moving to a suitable alternative service should that be necessary and ensuring that the person remains central to any decisions that may need to be taken on their behalf.
### Impact on Carers respite

Feedback was received relating to the impact the proposed changes might have on carers and their ability to cope.

DCC recognises the importance of day care in terms of providing respite for carers. Service users and carers who wish to continue to attend a day centre will be supported to continue to do so at an appropriate alternative centre should a day care centre close.

Personal budgets also offer opportunities for other activities to be facilitated.

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### Eligibility criteria and information in the consultation documents

Questions were raised about eligibility criteria impacting on the fall in numbers of people using centres. This theme also included comments relating to the consultation process and the information about each centre (e.g: occupancy, unit costs information) which was outlined in the consultation documents.

Devon County Council has not changed the criteria for access to services.

The number of people attending day centres has reduced owing to a number of factors.

These include the fact that there are more people choosing to direct and/or arrange their own care and support using personal budgets. Personal Budgets offer greater choice and control in how people can access social support, and allows people to design solutions that meet their individual needs. Fewer people are choosing to access “traditional” models of building based day care. (refer to graph 1 on page 3).

The statistics in the consultation document have been checked and updated. This has been translated into the information relating to each unit to provide the latest position.

Information relating to every day centre that is proposed to change as a result of this review is available on the tough choices website.

### Other comments

‘What other options has DCC looked at to make the required savings’

‘Cost of private care locally is high and not as good as Springfield’

‘Impact on Carers in rural areas – we are concerned about the availability of alternatives and travel distance’

‘Personal care, ie, bathing is important, chiropodist, etc’

‘Springfield Day centre is mum and dads little bit of normality, giving much needed rest if only for a few hours on the days that mum attends’

‘Rural public transport and poor roads, expensive fuel means using other “nearby” facilities are not very practical for older and or poorer families’

### 4. Conclusion

Having carefully considered the feedback received it is recommended that DCC cease to be a provider of day services for older people except in areas of insufficient alternative supply and where there are no providers expressing an interest in expanding local provision. Springfield has low occupancy resulting in a high unit cost per person per day. There is a range of alternative supply locally.

The recommendation is that day services at Springfield close in Phase 3. There is a range of alternative provision locally, however to further develop services with providers DCC will need to begin to work with the service users and their carers from November 2014 if the recommendations are approved.
If the recommendations are approved, this timescale may change as the council needs to remain flexible to meet operational needs, should this happen then all service users and their carers will be advised of any change as soon as possible.