

## Appendix 1 : Feedback from Consultation

Date	Stakeholder	Comments
27.11.12	<b>War Memorial Court tenants</b>	<ul style="list-style-type: none"> <li>➤ Have always been very supportive of maintaining the day service at Hafan Deg (HD) and to look at ways to expand the service</li> <li>➤ Have suggested a lunch club or film afternoons and that War Memorial Court (WM) Tenants could purchase meals from the centre to increase viability</li> </ul>
28.11.12	<b>Rhyl Locality Team</b>	<ul style="list-style-type: none"> <li>➤ Supportive of utilising Extra Care Housing (ECH) for Day Activities – have set up 2 successful groups at Gorwel Newydd (GN) and 1 at Nant y Môr (NYM)</li> <li>➤ Supportive of need to introduce robust assessment and reviewing processes but concerns for those people already receiving a service and who the service unwittingly has ‘made dependent’ on the service</li> <li>➤ Concerns about the amount of support that may be needed to encourage and support service users to join in activities at GN and NYM</li> <li>➤ Need some element of invest to save and suggest that Llys Nant is utilised for those service users for whom we have unwittingly created dependency</li> <li>➤ Understand the need to move towards an outcome focused service but real concern about the dearth of services to signpost people onto</li> </ul>
28.11.12	<b>6 p.m. Hafan Deg Carers and Families</b>	<ul style="list-style-type: none"> <li>➤ The service provided at HG is very important to the peace of mind of families and carers – we live over 50 miles away so the reassurance of communication with the staff at Hafan Deg (HD) is vital (3)</li> <li>➤ Concern about the long term future of HD</li> <li>➤ Important role in building up the confidence of users, our relative is becoming more forgetful and is vulnerable and isolated</li> <li>➤ For my parent lack of cleanliness has become a barrier but her hygiene has improved so much since coming to HD and being assisted to bathe</li> </ul>
29.11.12	<b>2 p.m. Hafan Deg Carers and Families</b>	<ul style="list-style-type: none"> <li>➤ It provides stimulation for my mother, respite for myself and even if ill she will not miss the opportunity to attend</li> <li>➤ She has friends she likes talking to, enjoys the food and activities, also thinks the food is very good</li> <li>➤ It gives me peace of mind knowing my uncle thoroughly enjoys his time at the centre (twice a week) it is his club</li> <li>➤ I would not want to lose such a valuable service: the staff are excellent nothing is too much trouble</li> <li>➤ Since attending my mother has become much more animated and has conversation</li> <li>➤ Speaks about friends made and staff by name</li> </ul>

03.12.12	10.30 a.m. Hafan Deg Service user meetings	<ul style="list-style-type: none"> <li>➤ People worried about being able to afford to pay for Day Centre and home care will all the bills going up every month</li> <li>➤ Bill for day care seems to be going up all of the time</li> <li>➤ Families play a big role in supporting service users who are anxious about the strain it might place on their families if they can't come to day care</li> <li>➤ Would want to keep the same close friends that I have here</li> <li>➤ I know I would go into depression if I was to miss coming here twice a week, it would finish me altogether, I don't want to go anywhere else. I used to be able to go out 3 or 4 times a week but now I can't get out on my own so I rely on coming here</li> <li>➤ Doesn't matter what problem you have staff here will always sort it out for you or point you in the right direction</li> </ul>
04.12.12	3.30 p.m. Hafan Lles Team Meeting  6 p.m. Llys Nant Carers and Families	<ul style="list-style-type: none"> <li>➤ No specific comments at this time but concern for the vulnerability of the clients</li> </ul> <p>Mum loves the idea of going out – she would miss this if the service moves to Nant y Môr</p> <ul style="list-style-type: none"> <li>➤ Dad loves it – the only time he leaves the house is to come here twice a week</li> <li>➤ It is vital respite for mum from caring for Dad</li> <li>➤ How will you access people for any alternative provision?</li> <li>➤ All the staff here are lovely – so thoughtful and caring and they really know how and understand the clients (5)</li> </ul>
05.12.12	2 p.m. Llys Nant Carers and Families	<p><b>Age Concern advocate comments</b></p> <ul style="list-style-type: none"> <li>➤ Has had contact with many carers of people who attend Llys Nant (LN) and Hafan Deg and many have expressed real concern at the potential loss of the staff skill if the services are moved, and the structure which LN brings to the lives of their loved ones – for some it is the only time they leave home</li> <li>➤ Carers have also raised concern about how they will cope without the respite from caring that Llys Nant provides</li> <li>➤ Most concern is for those people with Dementia and frailty as they are so vulnerable</li> <li>➤ There is a danger that many people will not have a hot meal if they don't come to Llys Nant and nutrition is such a vital part of well being</li> <li>➤ Carer asked about Health role in supporting day activities for Older People – mother was referred on from Glan Traeth “ She has dementia and my experience has been of a lack of coordination between Health and Social Services”</li> </ul>

		<ul style="list-style-type: none"> <li>➤ It took a long time for my mother to settle here at LN and at first she could not even remember the name Llys Nant but now she does and what she comes here for, although in most other ways her memory has declined, so she clearly has an emotional attachment</li> <li>➤ Dementia is difficult to understand for carers and the journey has been difficult but amongst all the difficulties of coping with agencies who do not talk to each other, VJ and the staff here have been the only constant source of reassurance and support and the only service that gives me any confidence in caring for my mother</li> </ul>
10.12.12	<b>Llys Nant Services Users</b>	<p>Comment about dwindling numbers attending the centre</p> <ul style="list-style-type: none"> <li>➤ One gentleman commented "as long as still in Prestatyn and the same staff I will be very happy and all the group (5 attending) concurred</li> </ul>
12.12.12	<b>Rhyl Councillors</b>	<p>Opposition to private day care</p> <ul style="list-style-type: none"> <li>➤ Concern about move to full cost recovery re charging policy</li> <li>➤ Concern for staff who have been under pressure for 2 years whilst the review has been ongoing</li> <li>➤ Acknowledgement that we need an holistic approach to care in the community</li> </ul>
13.12.12	<b>Llys Nant Users</b>	<p>A very physically frail group: it is testament to the group that their concerns were for others as well as themselves</p> <ul style="list-style-type: none"> <li>➤ Concern about how welcome tenants would make us if we moved to NYM</li> <li>➤ Concern about service users unable to speak for themselves and for people who may need service in the future</li> <li>➤ What will this building be used for? (implication appeared to be why is it good enough for other, but not for them)</li> <li>➤ Is it all about saving money?</li> <li>➤ Concerned that the people who care for them at home will continue to have a break from caring</li> <li>➤ The meals were also a worry, would they still have a hot meal</li> <li>➤ All stated they were more than happy with the Centre and had no difficulties accessing the Centre</li> <li>➤ Concerned that a move might curtail their independence re shopping</li> <li>➤ Concern that not all the clients would make the move</li> </ul>
03.01.13	<b>Prestatyn Members Area Group</b>	<ul style="list-style-type: none"> <li>➤ Concerned that if provision moved to Nant-y-Môr these would be sufficient space available for service users</li> </ul>
10.04.13	<b>Rhyl Members Area Group</b>	<ul style="list-style-type: none"> <li>➤ While members would like to see more services provided by the Council, the view taken was that the new proposal is one that members would support</li> </ul>

## Appendix 2: Issues raised by Scrutiny Committee & Responses

Issue	Members Comments	Response
1) Access to transport.	Members concerned about ease of access to transport to other community facilities.	While these concerns are valid this issue is wider than just Adult Services and needs engagement across services to enhance access to transport. However adult services have a number of adapted vehicles and would welcome dialogue with community groups in relation to how these could be used more effectively.
2) Social element of day care attendance.	Members see this as important part of day-care.	We recognise the importance of people being able to access wider social groups however on the remaining 2 days a more rehabilitation focused service will be offered. At the same time discussions will be progressed with Housing Association Partners with a view to opening up day time activity opportunities at Gorwel Newydd in Rhyl and Nant y Môr in Prestatyn.
3) Change of ethos.	Members felt change of ethos from day-care centre being social environment to short term rehabilitation unacceptable.	Original proposals involved the use of Hafan Deg in particular as a more rehabilitation focused centred. However revised proposal meant that the more traditional model of day time activity will be offered on 3 days a week for existing service users.
4) Nursing Needs.	Those continuing to live at home with help	As an authority we are not able to employ

	but have a level of health need may mean nursing skills are required within day-care.	staff to meet the nursing needs of service users. However through our models of joint working with health colleagues we seek to ensure that all of an individuals needs are appropriately led.
5) Not enough alternatives in place. No clear signposting.		Savings have been identified from elsewhere that will give us some money to encourage and stimulate the development of additional activities in local communities to complement or enhance those that are already available.

### Appendix 3

The following tables provide a breakdown of attendance and how this has reduced since February 2011.

**Table 1. Number of people attending Hafan Deg and Llys Nant**

Day Centre	Number of people attending			
	February 2011	February 2012	February 2013	% reduction
Hafan Deg	42	26	21	50%
Llys Nant	45	37	27	40%
<b>Total</b>	<b>87</b>	<b>63</b>	<b>48</b>	<b>45%</b>

The reduction in attendance is consistent with a reduction in referrals. Referrals are made following assessment of need.

The table below indicates total referrals to each centre in 2011 and 2012.

**Table 3. Referral rates**

Day Centre	2011		2012	
	Referrals	Take up	Referrals	Take up
Hafan Deg	21	12	3	2
Llys Nant	29	16	17	8

The reduction in the number of people being referred and overall numbers attending has had an impact in terms of unit cost per session per week. A session equates to half day attendance and the unit cost to the authority of providing a session at Hafan Deg rose from £49.96 in 11/12 to £63.69 in 12/13. While in Llys Nant the figure rose from £38.40 to £42.88 for the same period.

## Appendix 4

Between February 2011 and February 2013 there has been a 45% reduction in the number of people attending the centres.

Table 2. Frequency of attendance: February 2013

Day Centre	Each week number of people attending...					Total
	1 day	2 days	3 days	4 days	5 days	
Hafan Deg	7	9	3	1	1	21
Llys Nant	6	19	2	0	0	27
<b>Total</b>	<b>13</b>	<b>28</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>48</b>

Only two individuals attend more than 3 days per week. Of these one has a 4 day and the other a 5 day per week service. Arrangements to meet the particular needs for both of these service users and their carers will be developed as part of the more detailed work that needs to be undertaken with each service user and carer(s) once these proposals are agreed.

## **Appendix 5**

Key milestones for moving forward include:

### **Llys Nant:**

- Progress discussion with landlord and current tenants of Nant y Mor regarding the move
- Commence meeting with service users and cares about detailed proposals for a move to Nant y Mor
- Develop detailed individual plans for transition and support for a move to a model of 3 days provision
- Closure of Llys Nant
- We would aim for a move to be undertaken before winter 2013

### **Hafan Deg:**

- Commence meeting with service users and cares about detailed proposals for a move to 3 day provision
- Develop detailed individual plans for transition and support for a move to a model of 3 days provision
- Make arrangements for the individual who requires 5 days day care
- Develop facilities to incorporate a reablement approach
- Implement a rental arrangement for people hiring the building
- Progress discussion with landlord and current tenants of Gorwel Newydd regarding the move
- We would aim for new arrangements to be in place before winter 2013
- Establish a stakeholder group to look at wider use of the building that includes exploring the potential of delivery models e.g. social enterprise



Review of Day Services for Older People in  
North Denbighshire  
2<sup>nd</sup> May 2013

Equality Impact Assessment

**Review of Day Services for Older People in North  
Denbighshire**

**Contact:** Helena Thomas Adult Services

**Updated:** 2<sup>nd</sup> May 2013

**1. What type of proposal / decision is being assessed?**

A service review or re-organisation proposal

**2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?**

To remodel the current day service to ensure it is provided in a way consistent with the reablement model used elsewhere in adult services that better creates sustainability going forward yet at the same time ensures current and new service users are provided with an appropriate level and type of service to meet their assessed needs.

**3. Does this proposal / decision require an equality impact assessment? If no, please explain why.**

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

Yes

**4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken**

*(Please refer to section 1 in the toolkit for guidance)*

Current service users, their carers, staff currently working in this service areas, local elected members and other stakeholders have been involved in a number of meetings over a period of months to review the existing provision develop the proposals for the new model .

**5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**

*(Please refer to section 1 in the toolkit for a description of the protected characteristics)*

This remodelling will create some additional capacity to allow a wider range of support and other opportunities to be offered to older people in the area.

**6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership;**

**pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**

The service supports older people and while existing service users will continue to have their needs met this will in some instances mean a change of location although the same staff team will continue to provide the service. In addition the days on which people attend the service may change.

**7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.**

Yes	The original proposal involved the ceasing of local authority provided day care in one particular centre. However in view of the comments made by service users, carers and elected members the new proposal maintains the current service on the site for 3 days each week with some additional activity on the remaining 2 days.
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**8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?**

Yes	If the proposal is approved then individual work will be undertaken with each of the current service users and their carers to develop individual plans to support them through the implementation of the changes. The overall timescale for this work will be mapped out once agreement on the proposal is reached.
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Action(s)	Owner	By when?
Ensure the development of individual plans for each service user affected by the change.	Helena Thomas	September 2013
Support to staff teams	Jacqui Bryan / Val Jones	September 2013

**9. Declaration**

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

<b>Review Date:</b>	25.07.2013
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Name of Lead Officer for Equality Impact Assessment	Date
Helena Thomas	08.05.2013

**Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.**

