

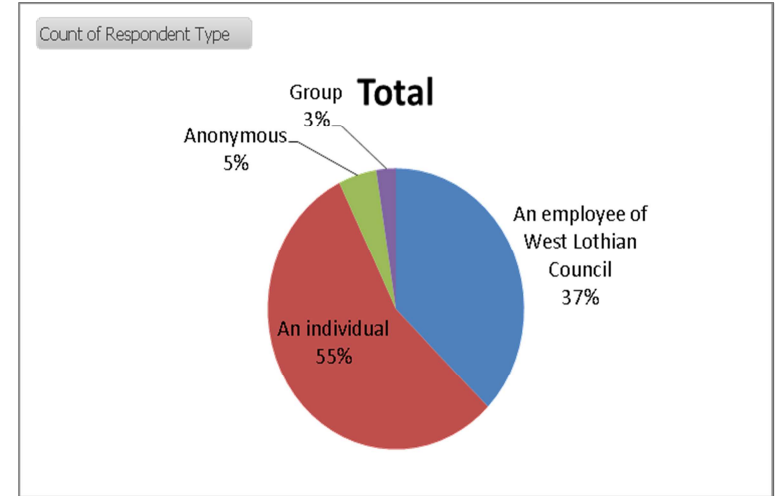
# Adult day care review summary report

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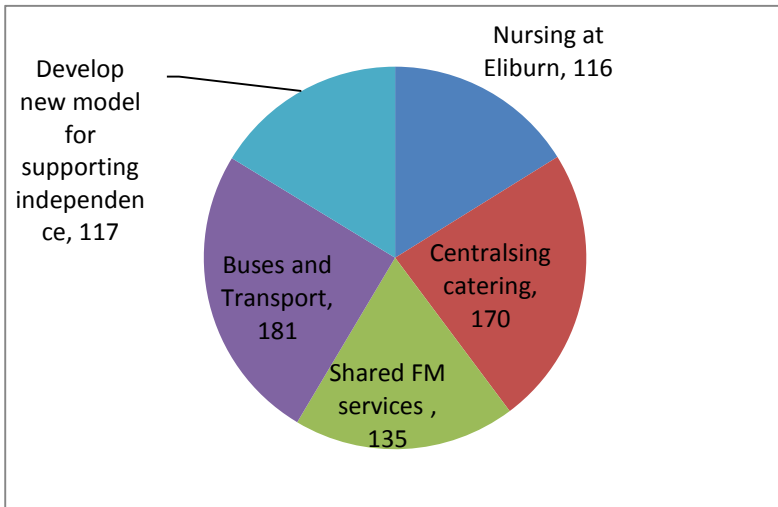
September 2019

## Adult Day Care Review September 2019

Day service users, their families / carers and key stakeholders were invited to give us comments about ideas for changes in how we deliver some of the services to our day care centres. We used a variety of engagement methods to make sure as many people as possible could take part including having an easy read version, an on line version, one to one support through key workers and staff briefings. We had **149** people reply to the questionnaire. **55%** of the comments we received came from day service users, their families and carers and **37%** came from staff. We also had some group responses which included a collective response from the Learning Disability Forum.



Who responded to the review?



The questionnaire was split into 5 main sections and we asked people about changes to the way we provide the catering in the centres; how we look after the buildings; about how we run the buses; changes to the nurse service at Eliburn and introducing a new way of supporting independence. It was good to see so many people get involved and we received a total of **851** comments back.

We have summarised the comments in this report and you can access full copy of all the feedback and comments on the council website.

Number of comments received for each question

## Centralising Catering

We wanted to know what you thought about the idea to move making the food for all the day centres to Pathways and then transporting it out to both Eliburn and the Ability Centre (Centralising catering) This is what you said.

Centralising catering	170 comments
General comment	40
General comment that supports the proposal	36
General comment that does not support the proposal	27
No comment or not applicable	23
Transportation of food	20
Dietary and consistency needs will need to be fully considered	19
More information required to enable comments	4
Provides opportunity for socialising	1

### Types of responses to our question

We received **170** comments. The comments we received about our proposal to change how we provide food at the centres were mixed depending on which centre people attended or worked at. It was clear from the comments that everyone enjoyed the food that was served at each centre and they liked the staff that worked in the kitchens very much. In some comments detailed information about the tasks carried out each day by some of the catering staff was given along with concerns around who would carry out these tasks if the food provision changed. Those individuals who attend CIT tended to bring their own packed lunches as there is no formal catering provision there, so many either commented as such or made no comments.

As the proposal is to bring all the catering to Pathways, then they will provide the food for both Eliburn and Ability Centre, the majority of responses that were in favour of the proposal came from individuals and staff who attend Pathways, however a number of individuals who used other services also thought it to be a good idea.



*"I think it is a good idea to centralise the catering at Pathways as the staff team are hard working and dedicated. How this will be achieved is for another time."*



*Preparation and planning set menus meals are certainly within the bounds of the professional kitchen staff."*

*"The proposal to centralise the catering is sound provided there is no deterioration in the quality and promptness of the service"*

*"It's efficient and they are still getting cooked meals. Its fine"*



The main concerns in relation to changing who cooks the food and where that people are saying is around how we will maintain the quality and standards of food preparation including the service of food; the distribution of food; and meeting special dietary requirements. People are worried if catering is centralised that the current food choices will be less, the quality (particularly how we keep food hot) will be affected and there were a number of questions as to who will serve the food and be responsible for maintaining food and kitchen hygiene in those services that have their on site catering service removed.

*"I don't think the food would keep warm enough"*

*"My concern would be maintaining the same quality and freshness of the food. Would users be served the same food for ease of transport? If users are not enjoying the food as much then there could be more waste".*



The transportation of meals was highlighted as a concern from a number of people who responded to the review. The main comments were questions on how meals were going to be transported and what would happen during times of server weather/ traffic congestion when transport might not be available or food turn up late. Staff raised the timing of meal deliveries as important as if too late it could disrupt service activities, this was a particular issue felt in Eliburn. Another big worry for people is how centralising the catering would be able to provide for those with special dietary requirements, especially anyone who needed to have their food pureed or mashed. Question were asked about who was going to be responsible for making sure consistency of food was correct and how those that may require additional snacks or meals prepared during the day would be catered for if there was no kitchen staff in house.



*"If meals are delivered to Eliburn they are generally later than when made on site which impacts medication time, activities and is also a major change to service users routines."*

*"Food deliveries would be subject to traffic and weather conditions causing unpredictable delays"*

*"The service users at Eliburn need a different diet from those at pathways. Eliburn service users diets require soft options allowing them to be fork mashed and pureed. Often we have to provide a change in meal choices at serving due to clients needs that particular time as their health can change on an hourly basis."*

*"Meals would still have to be prepared at Eliburn, blended and bread added to some sauces to be made to meat textures so dysphagia guidelines are followed. Who would serve food? Who would clean kitchen and dining hall? Would there be a wide range of food choices to meet dietary requirements i.e. finger goods and soft mash including a vegetarian option."*



It was encouraging to see lots of positive comments about the catering staff we have and their ability to deliver a good service to everyone.





## Buses and Transport

We asked you about your buses and what you thought about the idea to change how we get you to and from the day centres. We had lots of comments and this is what you told us.

Buses and Transport	181 comments
General comment	55
General comment that does not support the proposal	46
Impact on carers would need to be considered	30
General comment that supports the proposal	23
No comment or not applicable	14
More information required to enable comments	13

Breakdown of comments received around buses and transport

We received **181** comments back about the buses and we had a big mix of the kind of comments from both individuals and staff from all the services. Not everyone felt they could comment and some people wanted further information on how a new bus service would look. There were also those who did not use the bus service so felt that any changes would not affect them.

There was support for some of the proposed changes with people agreeing with the need to look at the logistics of bus runs; for us to consider the environmental cost of having lots of bus journeys to the same areas and agreeing it would a positive step towards increasing independence.

*“Transport could work more efficiently by looking at their current bus routes. Currently there are two or more buses doing one area to drop off or pick up one person. There is also two buses dropping off and picking up individuals that say in the same house! this could be done by one bus or a couple of buses in that area.”*

*“Utilising buses to run jointly to more outlying areas would seem sensible & manageable”.*

*“One bus could serve different services eg Pathways & Eliburn. Two buses currently come into the village.”*

*“Transport could work more efficiently by looking at their current bus routes. Currently there are two or more buses doing one area to drop off or pick up one person. T here is also two buses dropping off and picking up individuals that say in the same house! this could be done by one bus or a couple of buses in that area.”*



It was very clear that everyone felt that the buses played a very important part of the day care service. Throughout the responses both individuals and staff have asked that when we look at transport we take into consideration a number of worries they have around the wider impact that changing the current service they receive would have. We had a large number of comments that explained what impact people thought making changes would have on both them and their carers. In general, people are concerned that if bus timetables changed that this could have implications for daily routines, the care packages they receive from other providers and carers ability to manage current work commitments/arrangements.

*“For those with autism changed to routine can be extremely detrimental”*

*“It would change routine (necessary to have this) and impact on times carers would be required and times I could go to and from work if transport was later to pick up and earlier to drop off.”*

*“Some service users are unable to cope with changes of times given their learning disability and, in some situations; some service users are assessed as being on the autistic spectrum. Consideration requires to be given to their needs”*

*“Routine is so important so changes to the day could cause a lot of issues and concerns for users”*

*“Not everyone could change their hours to accommodate early pick up or late drop off if they have job or child care to work around.”*

*“Because it could change lots of things, like my activities timetable, workers, friends in groups, and I have to leave the house before mum goes to work and I cant be at home long she finishes work.”*



Some staff highlighted that particular day service routines could be affected if bus pick up and drop of times changed and some told us that reducing the bus provision may impact on their ability to provide outings and trips as part of the service. However there was also positive suggestions from staff around how we could make better use of buses for activities including using the self drive buses available to staff.

*“The service at Eliburn would be greatly impacted by double runs. Morning routines would be repeated by staff leaving no time for activities”*

*“Pathways need buses to get service users out to activities and into the community. You can have self drive mini buses staff could use - ( do test) if cheaper for getting people out into the community ( Inclusion team do this).”*

*“Pathways require buses for the service users to access activities in the local community. Buses could be shared for activities i.e. driver doing more than one run at a time.”*



We would like to talk to people again about the buses to find out a bit more about what they are most worried about and share ideas for what we might be able to do.



## Facilities Management

We asked you about changing the way our facility management team look after the buildings and the review proposal to have a shared facilities management over the three day centres again generated a mixed response. The current facility management (FM) teams in each building do a great deal of individualized tasks and this was clearly evident in the feedback we received. Many of the comments made listed the different jobs carried out on a day to day basis within each centre by their FM and the concern about who would do these tasks if they were not there.



*“Who would maintain the gardens?”*

*“Who would carry out all of the repair jobs around the building”*

*“We require our caretaker to order stock for every working room, repair small things throughout building, only person trained to use ladder.”*

People in general supported the idea of centralizing the facilities management but wanted to know what plans would be in place for opening and closing buildings, what happens in emergencies and how standards of building maintenance would be maintained.



*“The proposal to centralise the Facilities Management seems a good idea provided the individual sites receive a prompt service when required and particularly in emergency situations”*

*“So long as the high standards of current facilities provisions are maintained then staffing issues, such as this, can be dealt with as is viewed appropriate”*

The Jacuzzi at Eliburn generated the biggest amount of comments in relation to changes in the FM provision. The day to day maintenance of the Jacuzzi has been carried out by the current FM and is seen as an integral part of the therapy provision available at Eliburn. Staff and individuals are worried how changing the FM provision might impact on their ability to have the Jacuzzi.

*“Would put Jacuzzi out of access which would put an activity that a lot of service users enjoy and gain health benefits from out of access”*

*“Would we lose the Jacuzzi if we didn't have a care taker> Jacuzzi used a lot by service users who benefit from it and enjoy it. Care taker currently makes repairs throughout the day and maintains the gardens which the clients often use at Eliburn. Care taker responsible for the security of building so who would this fall onto if he wasn't based here”*



Facilities Management	135
Prioritisation of tasks across multiple sites	64
General comment that does not support the proposal	23
General comment that supports the proposal	21
General comment	12
No comment or not applicable	11
Positive suggestion that officers will consider	2
Impact on carers would need to be considered	1
More information required to enable comments	1

Breakdown of comments received around facilities management





## Nursing at Eliburn

The proposal to changes to the way nurses’ work at Eliburn was mainly answered by staff and individuals who access Eliburn service. Most of those who did not use the service left the comment box free or told us they could not comment.

There was a mix of responses to the proposal with individuals both for and against changing the way the nurses worked and some wanting more information on the proposal before they would make any comment. People’s main concerns around changing the nursing provision was about the tasks that are carried out on a day to day basis by the nursing staff at Eliburn and how these would be maintained and what would happen in a health emergency. Staff in particular placed high importance on activates such as administering medication, managing service users with epilepsy and maintaining percutaneous endoscopic gastrostomy (PEG) feeding tubes, with questions asked about who would do these under the new model.

<b>Nurse service at Eliburn</b>	<b>116</b>
Complex needs of service users need constant nurse presence	27
No comment or not applicable	25
General comment that supports the proposal	20
Other activities that nurses do would need to be reallocated	14
General comment	11
General comment that does not support the proposal	10
More information required to enable comments	6
Provides training opportunities for student nurses	2
Transportation of food	1

Breakdown of comments received around nursing at Eliburn

*“Service users require dressings/ PEGs change/ enteral feeding issues which the nurses are responsible for. Who would this fall on”.*

*“Nurses change PEG's and support staff with any issues with enteral feeding”.*

*“Feel a nurse needs to be available on site in case of emergency”*



It is clear from the feedback that concerns were being raised about the possibility of having no nursing staff at Eliburn. Further discussion is required to reduce peoples anxieties around what is being proposed and further explain what nursing provision will remain.





## New model for supporting independence

We asked you about our idea to look at different ways of how we run community groups and help people become more independent. You gave us lots of comments and some good ideas. Here is what you said.

In general the comments received in answer to the

proposal to bring together Community Inclusion, Supported Employment and Local Area Co-ordination and develop a new team were positive. Individuals thought it would be a good idea and welcomed the opportunity to have a service that promoted independence; however people also felt that they would like further information around how the new service would look before they could fully comment.

<b>New model for supporting independence</b>	<b>117</b>
General comment that supports the proposal	54
General comment that does not support the proposal	28
General comment	21
No comment or not applicable	10
More information required to enable comments	3
Impact on carers would need to be considered	1

Breakdown of comments received around a new model for independence



*"I think that supporting independence services can be streamlined and should be able to incorporate most service users to the best of their abilities. I think the 'new team' idea is a good one and should achieve positive outcomes for everyone"*

*"This this is beneficial for service users more appropriate input and delivery service"*

The main worries people had were around change and the impact this would have on either themselves or those they cared for. Individuals who attend the current services clearly enjoy what they do and some would like these activities to continue, there are also some who feel that the proposed new service may not meet their needs and are concerned what this will mean for them.

*"I do not like this idea, Like the structure & routine I have at present".*

*"Don't feel comfortable about moving towards employment die to anxiety issues. would possible result in poor mental health issues."*



There was support for creating more employment opportunities and it was encouraging to see people put forward ideas of things the new service could do and gave examples of other services that exist out with West Lothian. Suggested models include those used by Garvald and St Judes in Edinburgh. There were also some suggestions around how the facilities at Pathways, particularly the café could be used to create training opportunities.



*"The café in Pathways could be used by employment team could be a training area for service users to start with then lead to volunteer work or employment in other areas"*