

4 November 2021		ITEM: 10
Health and Wellbeing Overview and Scrutiny Committee		
Adult Social Care - Consultation feedback on the meal delivery and day care services		
Wards and communities affected: All	Key Decision: Key	
Report of: Dawn Shepherd, Strategic Lead, Adult Social Care Provider Services		
Accountable Assistant Director: Les Billingham, Assistant Director of Adult Social Care and Community Development		
Accountable Director: Ian Wake, Corporate Director of Adults, Housing and Health		
This report is public		

Executive Summary

At a meeting of the Health and Wellbeing Overview & Scrutiny Committee on 17 June 2021, proposals were discussed regarding the closure of the Council's meal delivery scheme and the consolidation of the three existing day care centres into one at Cromwell Road. Members requested further service user consultation.

Consultation started in July 2021 involving face-to-face and telephone discussions with service users and their families.

This report outlines the outcomes of that consultation and indicates that:

- Out of the 47 service users who attended the two closing day care centres only 5 would not be willing to attend Cromwell Road centre because of the distance but all 5 had alternative support in place;
- Out of the 89 service users receiving meals from the delivery scheme, only 24 had no alternative support in place. Each of these 24 people will be assessed and options identified to provide a bespoke alternative solution.

1. Recommendation(s)

- 1.1 That the Health and Wellbeing Overview and Scrutiny Committee notes the consultation outcome.**

2. Introduction and Background

- 2.1 At a meeting of the Health and Wellbeing Overview & Scrutiny Committee on 17 June 2021, proposals were discussed regarding the transformation of the Council's Provider Services. These proposals included the expansion of the successful and popular Wellbeing Teams pilot, closure of the Council's meal delivery scheme and the consolidation of the three existing day care centres into one at Cromwell Road.
- 2.2 Rationalising the three day-care sites into a single site at Cromwell Road will allow us to create a much more comprehensive offer at Cromwell Road including a refurbished building, longer opening hours and better services. It will also allow the council to retain the highly popular 'sitting service' that commenced during COVID-19 lockdowns as an alternative to day care. The sitting service provides an out of hours' flexible service that fits better with how residents live their lives.
- 2.3 Limited information was available at the time of the June report regarding service users' needs and the most appropriate alternatives. Members requested further consultation with users of the services to ascertain better the impact on an individual basis.
- 2.4 Subsequently, a consultation process started in July 2021 involving face-to-face and telephone discussions with all service users and their families where appropriate. This consultation was undertaken by staff who were independent of the service involved, including an independent social worker.
- 2.5 This report provides details of the survey results.

3. Issues, Options and Analysis of Options

3.1 Day Care Services

- 3.1.1 Prior to the Covid-19 pandemic there were 54 people attending the day care centres at Bell House and Kynoch Court.

Seven people were unable to take part in the consultation:

- 3 had passed away
- 3 were in residential care, respite or hospital
- 1 was uncontactable

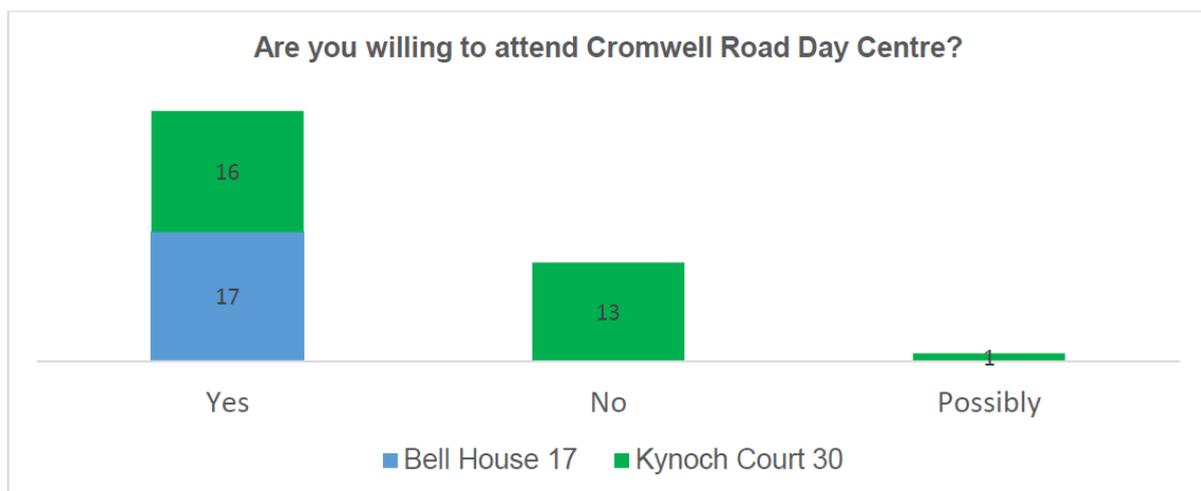
Subsequently, forty-seven people did participate – see Chart 1.

Chart 1: Total Surveys Completed



3.1.2 We asked whether the service user would be willing to attend the Cromwell Road site if their existing centre were no longer available. The results are shown below and indicate that 13 people (24%) would not return to Cromwell Road, whilst 76% would. (Chart 2).

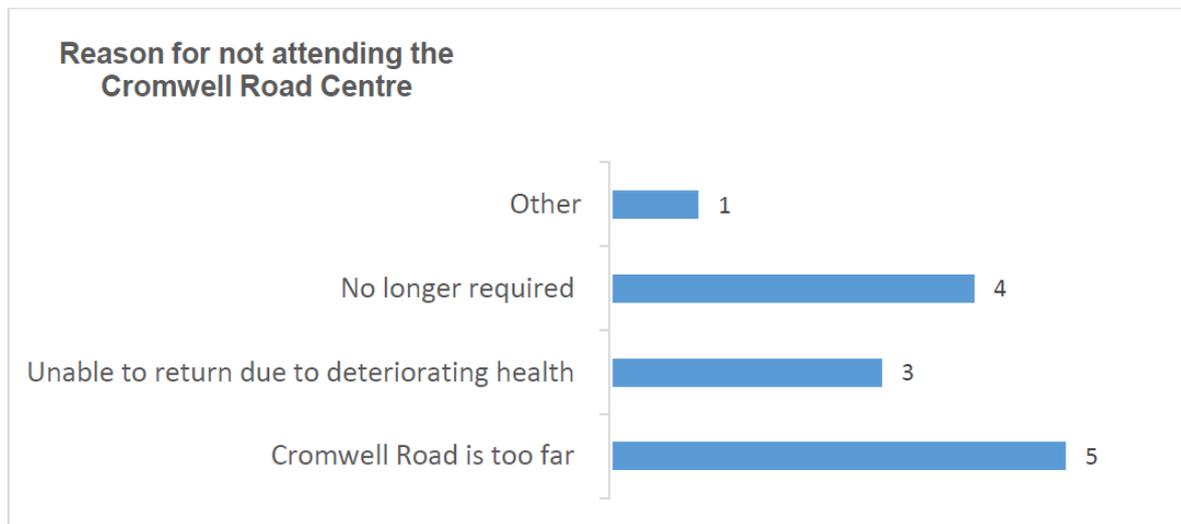
Chart 2: Numbers of Service Users Willing to Attend Cromwell Road



3.1.3 The 13 people who answered "no" are all from the Kynoch Court Centre.

Eight residents who stated that the service was no longer required or they were unable to return due to deteriorating health or other reason, all wished to continue with the Sitting Service instead. See Chart 3.

Chart 3: Reasons Given For Not Wishing to Attend Cromwell Road



3.1.4 Only five people (9%) indicated that their reason for not returning was due to the distance. They had various additional reasons for not attending or receiving the service as follows:

1	Does not wish to return now as in a new routine	Lives at home with family who say that since lockdown a new routine has been developed and they are happy with this and no longer require day care	Support provided by family who are happy to continue
2	Previously tried Cromwell Road but didn't like it and does not wish to go there	Now living in Residential care	Support provided in residential care
3	Lost friends who used to meet with and now visits others instead	Lives at home with spouse but visits other friends as well – feels the service is not suited for her anymore	Supported by family and friends who are happy to continue
4	Only attended because spouse wanted him to – not a sociable person and doesn't wish to attend day care – but may do so in the future	Lives with spouse	Supported by family who are happy to continue
5	Grays is too far to travel to and friends have now passed away	Lives with spouse who provides care and says they have a very supportive family	Supported by family who are happy to continue

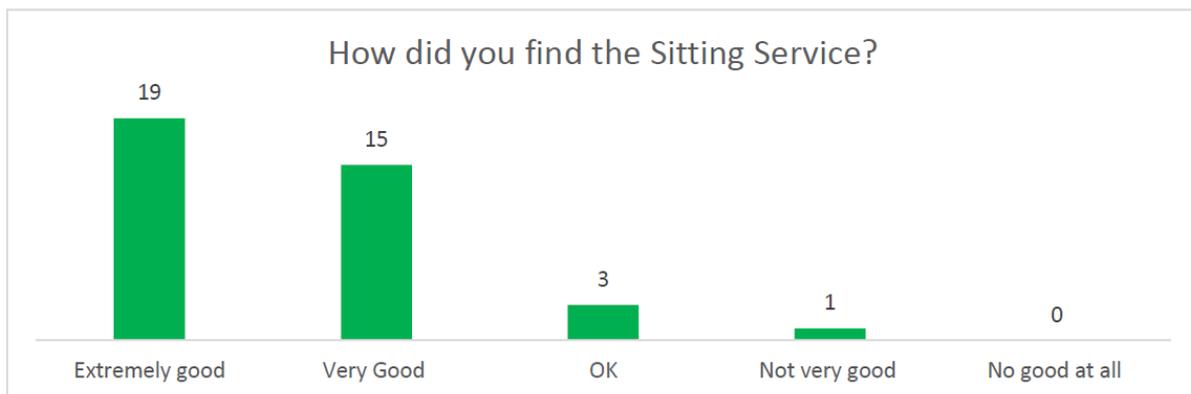
3.1.5 Subsequently, although people indicated they were disappointed, no concerns were identified regarding a lack of care and/or support if the two centres were consolidated into Cromwell Road.

3.1.6 Overall, most people reported feeling isolated and lonely during the pandemic and for many their health had deteriorated:

Mobility has deteriorated	Physical Health has deteriorated	Mental Health has deteriorated
49%	43%	64%

3.1.7 People were asked how they had found the increased Sitting Service provided during the pandemic. 38 of the 54 people in the survey had used this service and their response to the provision is shown below, indicating that 89% had found this to be extremely or very good. Many indicated it had been a lifeline for them. (Chart 4).

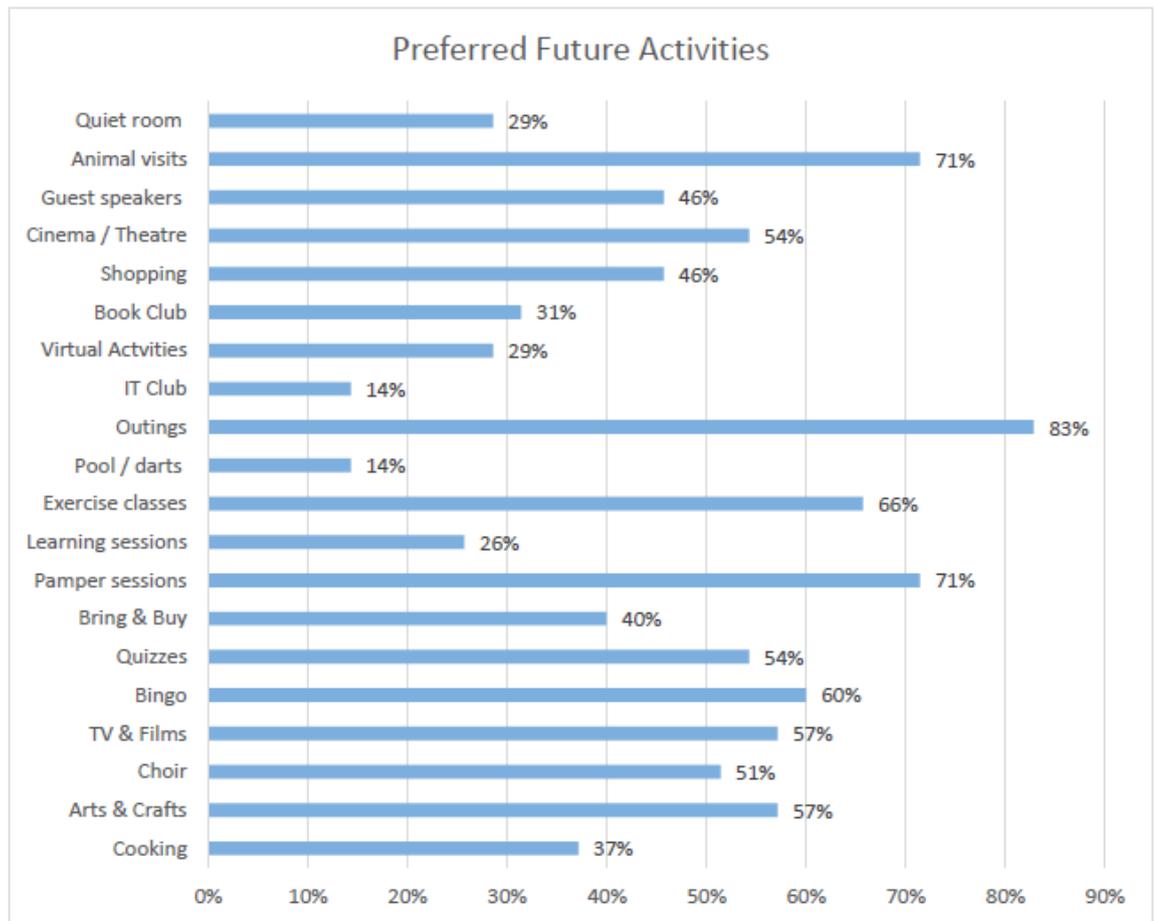
Chart 4: Experience of the Sitting Service



3.1.8 The majority of people are very keen to get back to a centre and excited about the new plans for Cromwell Road.

3.1.9 The survey included a question about which activities service users would like to engage in; the results will enable the service to design a new menu of activities around the service users' preferences. The results are in chart 5.

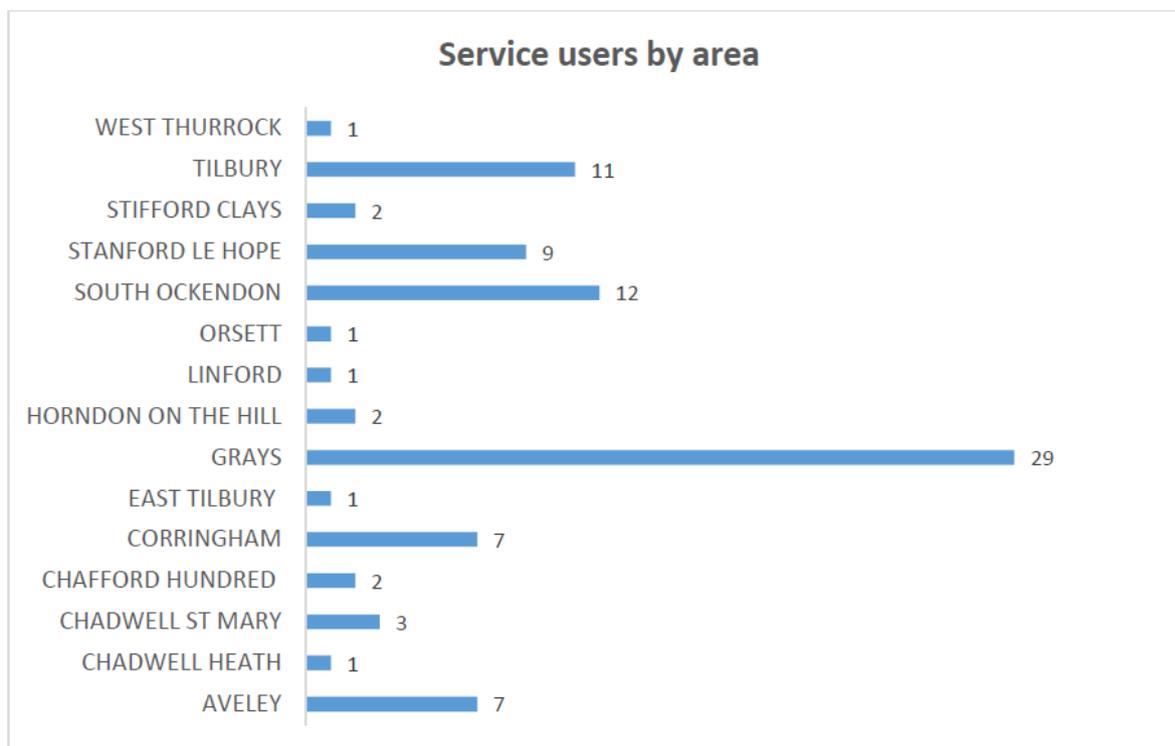
Chart 5: Preferred Future Activities



3.2 The meal delivery scheme

3.2.1 At the time of the survey there were 89 regular service users – broken down by area as shown in chart 6.

Chart 6: Location of Service Users in Receipt of the meal delivery Service



3.2.2 All of the service users were contacted for an initial assessment of their needs. At the end of each assessment, one of the following recommendations was identified:

- The service user is able to buy and cook their own meal

Some had already decided they did not need the meals any longer and have subsequently cancelled. Others discussed alternative private suppliers and brochures were provided to these people to make their own arrangements. These people were able to heat up their own meals and had the ability to (or someone else who could) purchase the meal.

- The service user already has a package of care and support

This group of service users were already in receipt of care – some with carers attending three or four times a day. Some even had carers on site when the meals were delivered and others could have their care adjusted to ensure that someone could be available to assist with the meal. This group have been referred to the Adult Social Care Reviews team to carry out the adjustments. The team will make contact with service users and their providers to ensure a sufficient package is in place. They will also consider other options which are discussed below.

- The service user does not receive any other care and requires a Care Act assessment.

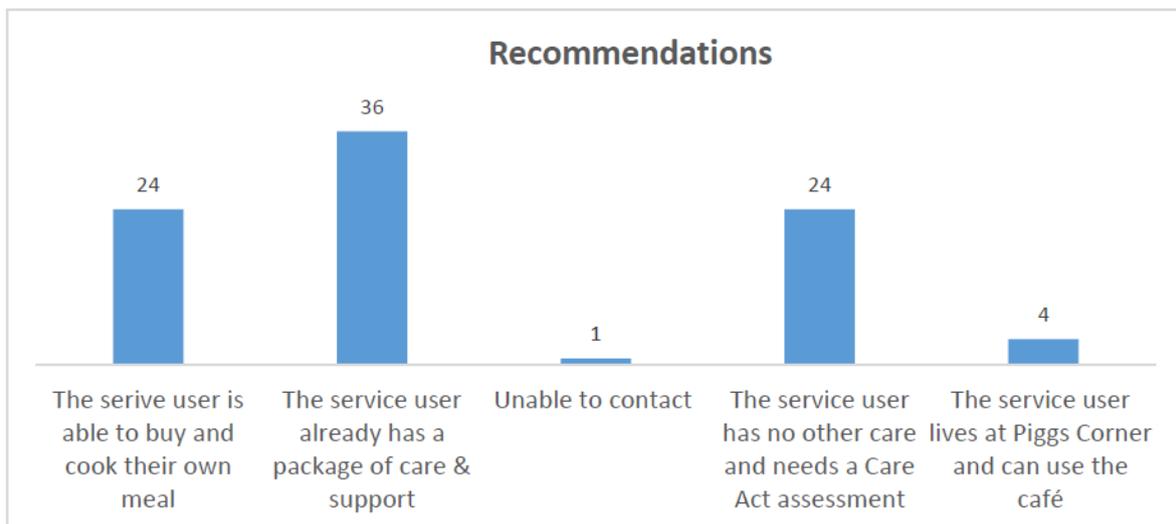
This group consisted of people who currently do not receive any other care. They have been referred to the Review team to look at alternative options including community options discussed below.

- The service user lives at Piggs Corner and can use the Café

The Café at Piggs Corner provides a hot lunchtime meal for residents Monday to Friday; where necessary it will provide a meal for the weekend that carers on site can heat up. For the residents living at Piggs Corner this is a good alternative as it also offers the option to meet up with others in the dining room if wished rather than having the meal delivered to the flat, which is still an option. The Café is also available to non-residents and may provide a good alternative for people in the Grays area.

3.2.3 The resulting recommendations are shown in chart 7.

Chart 7: Recommendations



3.2.4 As the Reviews Team continue to assess individuals and seek alternative arrangements, they will be looking at the providers within the community that can meet some of the needs. Our Community Led Support Teams will be involved in this, both for the existing service users and any potential future users needing assistance with meals. The Local area Co-Ordinators are also involved.

There are also other options such as day care and lunch clubs - including the Café at Piggs Corner and the Friendship Cafe at Cromwell Road when this re-opens. These services can provide a meal outside of the home, which will also help to tackle the issue of isolation. Transport can be arranged, including for wheelchairs, where required.

Some service users will not be able to (or wish to) leave their home e.g. those who are bedbound, but all options will be explored.

- 3.2.5 On 16 September, a “Come and Share” event was held where small providers in the borough (including micro-enterprises) shared details about their services with social workers and commissioners so that service users can be matched up to a service that is right for them.

Raising awareness of these groups is key to ensuring those who commission care consider all options both for now and the future.

- 3.2.6 The initial assessment has indicated that out of the 89 current service users only 24 will need a service in the future.

We will now move to the 2nd phase i.e. undertaking a more detailed assessment and tailoring of packages and options for those who still need a service.

We do not have one service that will take over the entire meal delivery scheme – rather we will be introducing multiple options in order to find bespoke outcomes in line with our desire to be person-centred and to offer choice and control to service users. Members can be assured that the meal delivery scheme will only cease when all current service users have an alternative suitable service in place. We will be communicating this to our service users and their families in due course.

4. Financial impact

- 4.1 This report provides consultation feedback only. Financial implications are shown below.

5. Reasons for Recommendation

- 5.1 Health and Wellbeing Overview and Scrutiny Committee’s comments on the consultation can be included in the final report scheduled for December 2021 Cabinet to allow Cabinet to make a final informed decision on the proposals.

6. Consultation

- 6.1 Formal consultation with all service users from both service areas has been undertaken – the results are outlined above.

7. Impact on corporate policies, priorities, performance and community impact

- 7.1 This report provides consultation feedback only.

8. Implications

8.1 Financial

Implications verified by: **Mike Jones**
Strategic Lead – Corporate Finance

Reductions in staffing in the new structure will result in annual savings of around £339k. Current vacancies and assimilations will reduce the need for redundancies; however, it may be impossible to completely avoid redundancies.

Closing of the meal delivery service will result in annual savings of £190,000 i.e. annual cost of running the service including staffing.

A reduction in the use of buildings will be achieved. Bell House Day Care is accommodated in a shop in South Ockendon that, if vacated, could be let commercially. The Council building at Corran Way sits on land that could be developed or sold. Both buildings are assets maintained by the General fund and once vacated will be handed back to the Assets team. Additional savings are achieved through the reduction in building maintenance and utilities.

The savings identified will be include as part of the Council Medium Term financial strategy, and form part of the Department savings target.

8.2 Legal

Implications verified by: **Tim Hallam**
Deputy Head of Legal and Deputy Monitoring Officer

The Council has a statutory duty to provide some services under the Care Act 2014. The services proposed to close or reduce are non-statutory services but alternative measures will be undertaken to ensure any statutory duty is met e.g. the provision of nutrition can be met through alternative options within the community or other existing services.

Our evaluation shows that transforming services in the way set out in the paper will make it easier for the council to deliver its legal statutory duties under the Care Act (2014) and that better outcomes for residents will be achieved.

8.3 Diversity and Equality

Implications verified by: **Becky Lee**
Community Development & Equalities Team

A full diversity and Equality impact assessment for service users was presented at the Overview and Scrutiny meeting on 17 June 2021 outlining the impacts on service users. A further Community Equality Impact Assessment for staff has been completed as part of the formal consultation process.

8.4 Other implications (where significant) – i.e. Staff, Sustainability, Crime and Disorder, Health Inequalities and Impact on Looked After Children

Increased use of the Cromwell Road site could affect parking and neighbours since the Centre sits in a busy residential street and has already been in use as a day centre for many years. It has a small car park but parking for staff is also available in a small Council carpark next to the Theatre just a few minutes' walk away, whilst parking for minibuses will remain on site. The centre is self-contained and outside activities such as gardening will only be carried out during the day. The longer opening hours proposed will not be beyond 9pm. Therefore, it is unlikely there will be any extra noise impact for neighbours.

Health and Safety requirements for the building. The Covid-19 pandemic has resulted in new measures regarding social distancing and other requirements in workplaces. Health and safety requirements in a setting for older and vulnerable people will need to be even more stringent. An initial visit from the health and safety team has indicated there is sufficient space for the service to run but extra precautions around infection control will be vital. Advice from infection control specialists will be sought prior to opening, and ongoing training and monitoring of compliance will be essential. The Council's health and safety team, public health and Directors Board will be required to sign off the proposals before the building can re-open in line with current practices.

9. Background papers used in preparing the report

9.1 Health and Wellbeing Overview and Scrutiny report – 17 June 2021.

10. Appendices to report

10. None

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Adult Social Care