

Consultation Outcomes – Meal delivery service and day care

1. Introduction and Background

At a meeting of the Health & 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.

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.

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.

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.

This report provides details of the survey results 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.

2. Day Care Services

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

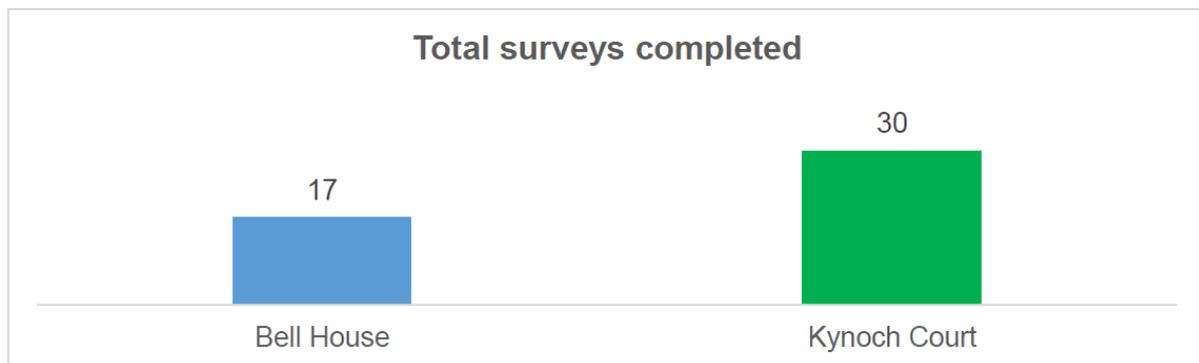
Seven people were unable to take part in the consultation

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

Appendix 1

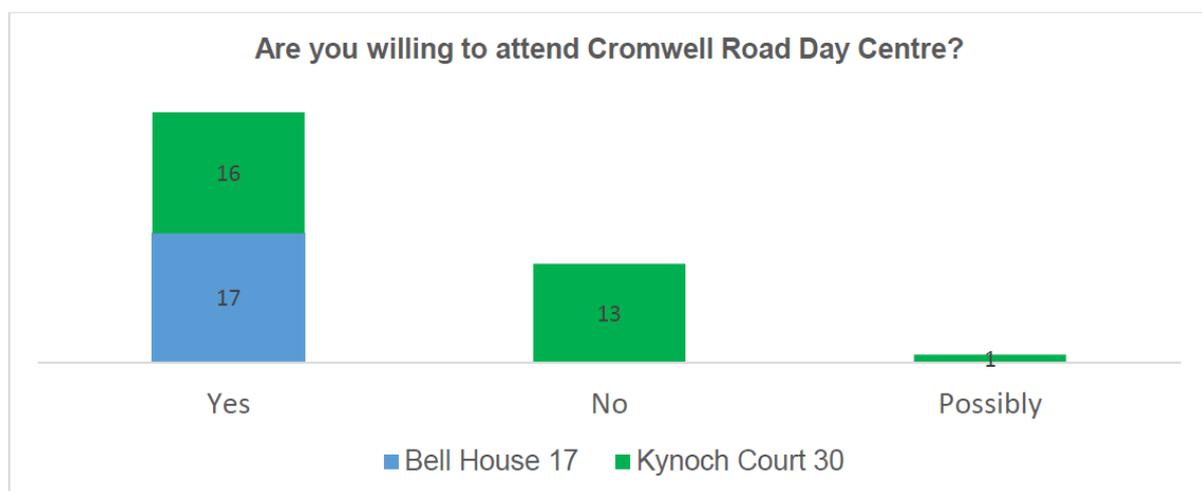
Subsequently, forty-seven people did participate

Total Surveys Completed



Service users were asked if they 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.

Numbers of Service Users Willing to Attend Cromwell Road



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.

Reasons Given For Not Wishing to Attend Cromwell Road



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 |

Appendix 1

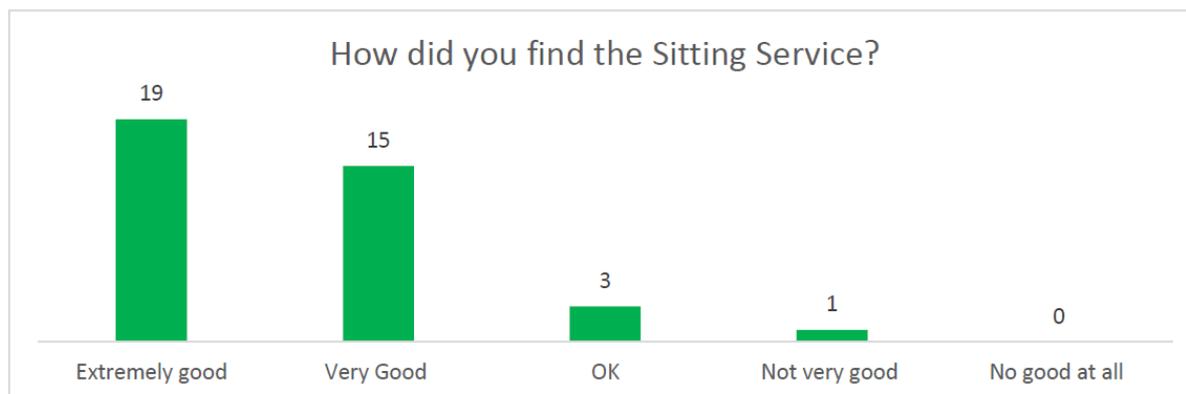
Subsequently, although people indicated they were disappointed, no concerns were identified regarding a lack of care and/or support if the two centres were consolidated into Cromwell Road.

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% |

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.

Experience of the Sitting Service

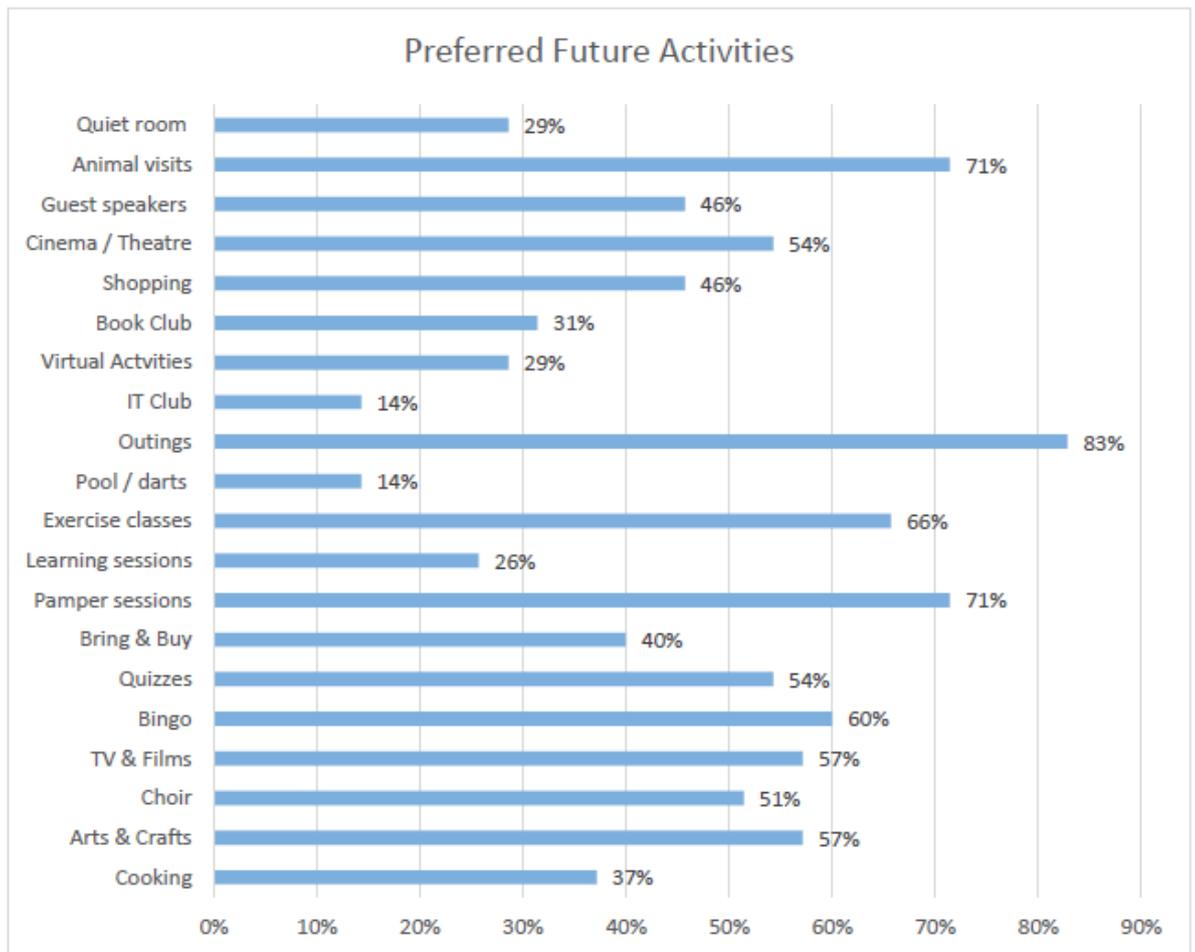


The majority of people are very keen to get back to a centre and excited about the new plans for Cromwell Road.

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.

Preferred Future Activities

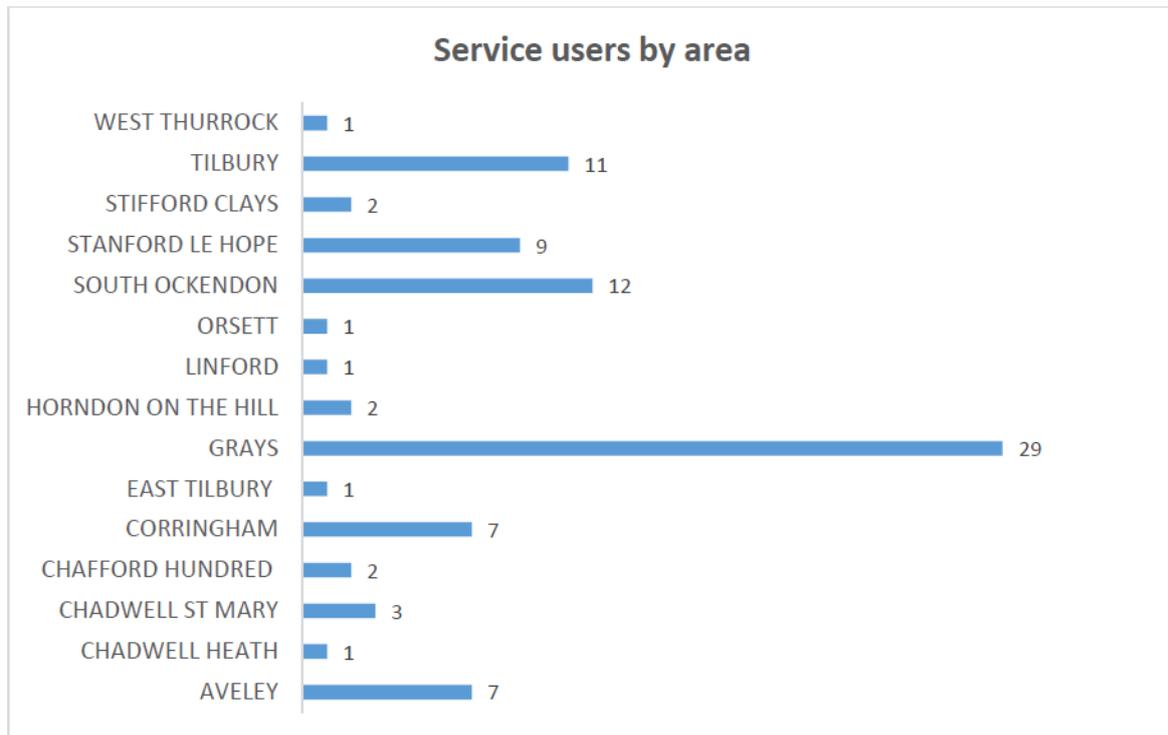


3. The meal delivery scheme

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

Location of Service Users in Receipt of the meal delivery Service

Appendix 1



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.

Appendix 1

- 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.

The resulting recommendations are shown below

Recommendations

