



Western Health  
and Social Care Trust

# **Reform of Older People's Day Care Services**

**Consultation Feedback Report -  
FINAL**

**July 2015**

This document can be made available on request and where reasonably practicable, in alternative formats, such as large print, Braille, Easy Read, Audi, Accessible html, DVD or other languages to meet the needs of those for whom English is not their first language.

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## BACKGROUND

### What We Were Consulting On

The Western Health and Social Care Trust was consulting on proposals for the reform of day care for older people and asking stakeholders for their views on:

- 1 A new three-tiered model of day care provision relating to 3 Levels of service, directly linked to 3 Levels of assessed need
- 2 Re-organisation of the provision of day care for older people within all localities in the Trust, ensuring that all our current and future service users will have access to day care that meets their needs, within their own locality

### Putting a Three-Tiered Model of Day Care in place for all Western Trust Day Care Service users:

Implementing a three-tiered model of Day Care in a way that ensures appropriate provision of Level 1, 2 and 3 services within each locality will involve some changes relating to the reclassification of the service at key Day Care Centres in line with three Levels of need.

<b>Level of Assessed Client Need:</b>	<b>Proposal that Day Care Services would include:</b>
<b>High Level</b> Level 1	<ul style="list-style-type: none"> <li>→ Full Day Care</li> <li>→ Personal care</li> <li>→ Day clinics</li> <li>→ Reablement</li> </ul>
<b>Low Level</b> Level 2	<ul style="list-style-type: none"> <li>→ Social club</li> <li>→ Luncheon club</li> <li>→ Education</li> <li>→ Information</li> <li>→ Mobility schemes</li> </ul>
<b>Lower Level</b> Level 3	<ul style="list-style-type: none"> <li>→ Active living groups</li> <li>→ Handyman services</li> <li>→ Support groups</li> <li>→ Self-referrals</li> <li>→ Leisure facilities</li> </ul>

The following changes in localities/areas were proposed:

### ***Limavady Proposals***

- 1 Thackeray will provide a full Level 1 Day Care service to include service users from Foreglen and Faughanvale;
- 2 Faughanvale, Foreglen and Claudy will be Level 2 Day Care centres.

### ***Derry/Londonderry Proposals***

- 3 Foyleville and Creggan to be amalgamated as one Level 1 centre;
- 4 Carnhill Resource Centre will be a Level 2 centre to include Level 2 service users from Creggan and Foyleville;
- 5 Sevenoaks will continue as a Level 1 centre;

### ***Strabane Proposals***

- 6 Strabane will remain as a Level 1 centre;
- 7 Castleberg will remain as a Level 1 centre.

### ***Omagh Proposals***

- 8 Gortin and Newtownstewart will merge in Newtownstewart which will remain as a Level 1 centre one day a week;
- 9 Gortmore to remain as a Level 1 centre;
- 10 Dromore to close and service users can avail of services in Gortmore and Irvinestown (both these services will be Level 1)
- 11 Beragh to remain as a Level 1 Centre
- 12 Greencastle to become a Level 2 centre (social/luncheon club)

### ***Fermanagh Proposals***

- 13 Tempo Road to be a Level 1 Centre
- 14 Drumhaw to be a Level 1 Centre
- 15 Roslea to close and service users can go to Drumhaw/Tempo road
- 16 Garrison and Belcoo to merge with Derrygonnelly and Derrygonnelly to become a Level 1 centre
- 17 Garrison, Belcoo and Newtownbutler to become Level 2 Centres (social/luncheon club)
- 18 Teemore to remain a Level 1 Centre
- 19 Teemore and Derrygonnelly to become a 2 day service

20 A small number of centres that currently fall within our Level 1 classification could, over a period of time, potentially developed as Level 2 Centres, providing that such a development reflected and met the need in the locality at that future point in time. These centres are:

- Beragh
- Teemore
- Derrygonnelly

The paper was subject to Equality Impact Screening and the Trust initially commenced a targeted 8-week consultation period, commencing on Friday 23 February 2015. The Trust subsequently took the decision to extend the consultation period for a further 4 weeks, ending on Friday 22 May 2015 to ensure adequate time was provided to facilitate as many responses as possible.

The Trust undertook a series of meetings in each of its statutory and independent sector day centres in relation to this consultation. These events were attended by both service users and their relatives/carers as well as staff members.

The document was made widely available. Copies were provided to each day care service user. The Trust also sent a copy of the consultation proposal to its consultee list.

All responses were returned to the Directorate's Strategic Change and Performance Improvement Manager. Responses were returned in a number of formats (questionnaire, letter, email, DVD, audio cassette and telephone).

## THANK YOU TO THOSE WHO RESPONDED

The Trust would like to take this opportunity to say *'Thank You'* to everyone who took the time to respond to this consultation exercise.

## THE PROPOSAL

Stakeholders were consulted on the following proposals

- 1 A new three-tiered model of Day Care provision relating to three Levels of service directly linked to three Levels of assessed need
- 2 Reorganisation of provision of Day Care for Older People within all localities in the Trust, ensuring that all our current and future service users will have access to Day Care that meets their needs within their own locality

The proposed Reform of Day Care for Older People will allow the Trust's Day Care services to support our service users across all Levels of assessed need, in a way that ensures the service is sustainable for our service users now and in the future.

Views were sought in relation to the proposed new model for Day Care provision for Older People across all localities within the Trust area.

The Trust wishes to ensure that our resources are used in the best and most focused way to ensure that people's assessed needs at different levels can be met. We want to deliver Day Care services for Older People that directly support our service users' assessed needs, and also through linking our service users with other services and supports in the wider community that can help people maintain active citizenship, independence and social well-being.

## CONSULTATION RESPONSES

The consultation attracted 1268 responses before the closing date of 22 May 2015. These included individual responses and jointly signed letters/petitions/other forms of responses. Two of the joint responses included a DVD and audio cassette recording of service users providing their feedback on the consultation proposals.

The 1268 responses received were from the following groups:

Group	Number	% of Responses Received
Service Users	917	72.3%
Relatives	197	15.5%
Individuals	67	5.3%
Staff	46	3.6%
Organisations	34	2.7%
Elected Representatives	7	0.6%
	<b>1268</b>	<b>100%</b>

### Overall Summary of Themes Raised in Consultation Responses

Responses included multiple recurring themes as shown below.

Theme	Number of responders who included themes in their response	%
Importance of Day Care in Preventing Social Isolation	919	73%
Impact on Travel Time/Distances under New Proposals	865	68%
Impact on other Transport Issues under New Proposals	618	49%
Importance of Accessing Other Forms of Health and Social Care in Day Care (District Nurse; Podiatry, etc)	438	35%
Importance of Day Care on Mental Well Being	438	35%
Importance of Day Care as Respite for Families/Carers	288	23%
Adverse Equality Impact of Day Care Proposals	240	19%
Opposition to Proposals on Segregating Mixed Levels of Ability	199	16%
No Other Services in the Local Area	181	14%



Theme	Number of responders who included themes in their response	%
Importance of ability to Access Meals in Day Care	150	12%
Educational/Environmental Links to Health and Social Care	89	7%
Impact of proposals on Staff	77	6%
Lack of Timely/Poor Communication about the Consultation Process	73	3%
Welcomed the proposals contained in the consultation document	54	4%
Rurality of Responders	49	4%
Requested an Increase in Service	40	3%
Proposed alternative facility not suitable	29	2%

## SPECIFIC RESPONSES TO PROPOSALS

The following section provides an overview of responses to the proposals in each of the locations outlined in the proposal and includes a summary of responses from each day centre as well as an overall summary of responses in the geographical areas (Limavady; Derry/Londonderry; Strabane; Omagh and Fermanagh). The Trust's recommendations and response to each proposal are shown at the end.

### *Limavady Proposals*

- 1 Thackeray will provide a full Level 1 Day Care service to include service users from Foreglen and Faughanvale;**
- 2 Faughanvale, Foreglen and Claudy will be Level 2 Day Care centres.**

### *Responses Regarding Limavady Proposals*

The table below provides a breakdown of the number of individuals who responded to the consultation with regard to the Limavady proposals

<b>Group</b>	<b>Faughanvale Day Care</b>	<b>Foreglen Day Care</b>	<b>Thackeray Place Day Care</b>	<b>Total</b>
Service Users		62	14	76
Relatives		3	4	7
Individuals				
Staff		3	4	7
Organisations	1			1
Elected Representatives				
	<b>1</b>	<b>68</b>	<b>22</b>	<b>91</b>

The tables below show the main themes recorded in the responses regarding the Limavady proposals.

<b>Thackeray Place Day Centre - Theme</b>	<b>% of responders who included themes in response</b>
Impact of Proposals on Travel Times/Distances	68%
Importance of Attending Day Care on Mental Well Being	55%
Alternative Facility Not Suitable	23%
Importance of Mixed Levels of Ability in current Day Care Facility	18%
Importance of Ability to Receive Meals in Day Care	18%

<b>Foreglen Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Importance of Attending Day Care on Mental Well Being	91%
Importance of Ability to Receive Meals in Day Care	88%
Importance of Accessing Other Health and Social Care Services in Day Care	84%
Importance of Attending Day Care on Preventing Social Isolation	15%

**Faughanvale Day Centre** – the Trust received 1 response regarding Faughanvale Day Care which included the following themes:

- Importance of Accessing Other Health and Social Care Services in Day Care
- Importance of Attending Day Care on Mental Well Being
- Importance of Attending Day Care on Preventing Social Isolation
- Importance of Mixed Levels of Ability in current Day Care Facility
- Adverse Equality Impact of Proposals

### ***Summary of All Responses to Limavady Proposals***

Outlined below is a summary of the main themes raised in the responses to the proposals for the reform of day care in Limavady. Also included are comments from those who responded.

82% of responses indicated the importance of attending day care on their mental well being

*Comment from service user:*

*“Attending the centre gives me a reason to get up in the morning and give me a purpose to live my life”.*

70% of responses indicated the Importance of being able to get a meal at the day centre.

*Comment from relative of service user:*

*“My aunt is unable to cook a hot meal for herself and getting a 3-course meal at the day centre gives us peace of mind”.*

63% of responses indicated the positive benefits of being able to access other forms of health and social care whilst attending day care

*Comment from service user:*

*“There are frequent visits from health professionals who advise us and show us exercises that keep us active”*

19% of responses indicated issues/concerns about the impact of the proposals on travel times/distances

*Comment from service user:*

*“The day centre is close to where I live and I could not travel longer distances to another centre out in the country”*

**Trust Recommendations and Response to Limavady Proposals**

	Limavady Proposals	Trust Recommendation and Response
1	Thackeray will provide a full Level 1 Day Care service to include service users from Foreglen and Faughanvale;	All Level 1 day care for the Limavady and surrounding areas will be provided in Thackeray Place Day Centre, with Level 1 service users currently in Foreglen; Faughanvale and Claudy, in the future receiving their day care in Thackeray Day Centre.
2	Faughanvale, Foreglen and Claudy will be Level 2 Day Care centres.	Level 2 service users in the Limavady area will receive day care in Faughanvale, Foreglen and Claudy Day Centres - whichever is closest to their home.

### ***Derry/Londonderry Proposals***

- 3 Foyleville and Creggan to be amalgamated as one Level 1 centre, with service users transferring from Foyleville Day Centre, which will then close**
- 4 Carnhill Resource Centre will be a Level 2 centre to include Level 2 service users from Creggan and Foyleville;**
- 5 Sevenoaks will continue as a Level 1 centre;**

### *Responses Regarding Derry/Londonderry Proposals*

The table below provides a breakdown of the number of individuals who responded to the consultation with regard to the Derry/Londonderry proposals

<b>Group</b>	<b>Foyleville Day Centre</b>	<b>Creggan Day Centre</b>	<b>Total</b>
Service Users	27	38	65
Relatives	20	32	52
Individuals	3	0	3
Staff	4	1	5
Organisations	1	2	3
Elected Representatives*	1	0	1
	<b>56</b>	<b>73</b>	<b>129</b>

\*Elected representative referred to both Foyleville and Creggan in response and counted in the Foyleville figures.

The tables below show the main themes recorded in the responses regarding the Derry/Londonderry proposals.

<b>Foyleville Day Centre - Theme</b>	<b>% of responders who included themes in response</b>
Importance of Attending Day Care on Mental Well Being	93%
Importance of Attending Day Care in Preventing Social Isolation	36%
Importance of having Mixed Levels of Ability in current day care	25%
Adverse Equality Impact of Proposals	20%
Proposed Alternative Facility Not Suitable	34%

The Trust also received a DVD recording of service users providing feedback on their response to the consultation.

Creggan Day Centre - Theme	% of responders who included themes in response
Importance of Attending Day Care on Mental Well Being	99%
Adverse Impact on Staff	73%
Importance of Accessing Other Health and Social Care Services in Day Care	33%
Importance of Attending Day Care in Preventing Social Isolation	16%

### **Summary of All Responses to Derry/Londonderry Proposals**

Outlined below is a summary of the main themes raised in the responses to the proposals for the reform of day care in Derry/Londonderry. Also included are comments from those who responded.

96% of responses indicated the importance of day care on maintaining mental well-being

*Comment from Service User*

*“The day centre is good for all our age group because a lot of us suffer from depression and we would find it hard if we had to move somewhere else”.*

43% of responses highlighted the impact on the staff working in the centres

*Comment from Service User*

*“The staff here are brilliant and helpful. I would be very upset if I had to get used to new members of staff. Where would they go?”*

25% of responses highlighted the Importance of attending day care has on preventing social isolation:

*Comment from Service User:*

*“I didn’t leave the house for 2 years and didn’t see anyone. I then started coming to the day centre and my life has changed for the better. I really look forward to coming each week”.*

16% of responses indicated concern if the facilities at Creggan Day Centre could accommodate the service users transferring from Foyleville.

*Comment from Service User:*

*“I love it here at Foyleville and the lovely bright space. Would they be able to fit us in at Creggan?”*

### **Trust Recommendations and Response to Derry/Londonderry Proposals**

	<b>Derry/Londonderry Proposals</b>	<b>Trust Recommendation and Response</b>
3	Foyleville and Creggan to be amalgamated as one Level 1 centre	<p>The Trust has reassessed the facilities at Creggan Day Care and has listened to feedback from service users on the proposal to transfer services currently provided at Foyleville Day Centre to Creggan Day Centre.</p> <p>In addition, the Trust had previously given consideration to alternative uses for statutory residential homes.</p> <p>On the basis of both these factors, the Trust will now conduct a separate targeted consultation with service users at Foyleville Day Centre and residents in William Street Residential Home with a view to providing Level 1 day care in William Street Residential Home and not Creggan Day Centre.</p> <p>Services currently provided at Creggan Day Centre will therefore be unaffected by this proposal.</p>
4	Carnhill Resource Centre will be a Level 2 centre to include Level 2 service users from Creggan and Foyleville;	The proposal to provide Level 2 day care in Carnhill Resource Centre will proceed.
5	Sevenoaks will continue as a Level 1 centre;	No change in service

## **Strabane Proposals**

**6 Strabane will remain as a Level 1 centre**

**7 Castledearg will remain as a Level 1 centre**

The table below provides a breakdown of the number of individuals who responded to the consultation with regard to the Strabane proposals

<b>Group</b>	<b>Strabane Day Centre</b>	<b>Castledearg Day Centre</b>	<b>Total</b>
Service Users	2	87	89
Relatives	11	3	14
Individuals		2	2
Staff	5		5
Organisations		1	1
Elected Representatives			0
	<b>18</b>	<b>93</b>	<b>111</b>

The main themes recorded in the responses to the Trust's proposals for Strabane are outlined below:

<b>Strabane Day Centre - Theme</b>	<b>% of responders who included themes in response</b>
Importance of Attending Day Care on Mental Well Being	56%
Importance of having Mixed Levels of Ability in current day care	50%
Lack of timely/poor communication about consultation process	33%
Adverse Impact of proposals on staff	28%
Importance of Day Care on providing respite for Families/Carers	22%

<b>Castledearg Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Responses that welcomed the proposals for Strabane	58%
Importance of Attending Day Care on Mental Well Being	27%
Importance of Receiving Personal Care in Day Care	26%
Importance of Attending Day Care in Preventing Social Isolation	20%
Requested an Increase in current service provision	11%

### **Summary of All Responses to Strabane Proposals**

Outlined below is a summary of the main themes raised in the responses to the proposals for the reform of day care in Strabane. Also included are comments from those who responded.



49% of responses indicated their support for the Trust’s proposals for the reform of day care in Strabane.

*Comments from Service Users*

*“We the service users of Derg Valley Care Day Centre welcome wholeheartedly the proposal for the future of day care services in this area and we are delighted that our day centre will continue to provide the same number of days as we currently have”.*

25% of responses indicated the Importance of receiving personal care as part of day care.

*Comment from Service User:*

*“All individuals’ hygiene is looked at and they can get a shower if necessary”*

32% of responses indicated the Importance of attending day care on their mental well being

*Comment from Service User:*

*“It’s a long day at home with no-one to talk to and getting to the day centre keeps my spirits up”.*

21% of responses indicated the Importance of attending day care on reducing social isolation.

*Comment from Service User:*

*“I have bad depression and I love going to the day centre because I live out in the country on my own”.*

12% of the responses received highlighted lack of timely/poor communication about the consultation process

*Comment from Service User*

*“Please give information in an easy to understand form”*

**Trust Recommendations and Response to Strabane Proposals**

	<b>Strabane Proposals</b>	<b>Trust Recommendation and Response</b>
6	Strabane will remain as a Level 1 centre;	Following an analysis of current service provision, the Trust has taken the decision to offer both Level 1 and Level 2 day care in Strabane Day Centre for older people.
7	Castledearg will remain as a Level 1 centre	Following an analysis of current service provision, the Trust has taken the decision to offer both Level 1 and Level 2 day care in Castledearg Day Centre for older people.

## ***Omagh Proposals***

- 8 Gortin and Newtownstewart will merge in Newtownstewart which will remain as a Level 1 centre one day a week;**
- 9 Gortmore to remain as a Level 1 centre;**
- 10 Dromore to close and service users can avail of services in Gortmore and Irvinestown (both these services will be Level 1)**
- 11 Beragh to remain as a Level 1 Centre**
- 12 Greencastle to become a Level 2 centre (social/luncheon club)**

The table below provides a breakdown of the number of individuals who responded to the consultation with regard to the Omagh proposals

<b>Group</b>	<b>Beragh</b>	<b>Dromore</b>	<b>Gortin</b>	<b>Gortmore</b>	<b>Greencastle</b>	<b>Total</b>
Service Users	13	7	13	32	13	78
Relatives		47				47
Individuals			201			201
Staff	2	5	6	2		15
Organisations		1				1
Elected Representatives			2			2
	<b>15</b>	<b>60</b>	<b>222</b>	<b>34</b>	<b>13</b>	<b>344</b>

The main themes recorded in the responses to the Trust's proposals for Omagh are outlined below:

<b>Beragh Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Adverse Impact of Proposals on Travel Times/Distances	100%
Adverse Impact of Proposals on other Transport Issues	100%
Importance of Attending Day Care on Mental Well Being	100%
Importance of Day Care in Preventing Social Isolation	100%
Adverse Equality Impact of Proposals	100%
Importance of Mixed Levels of Ability in current day care	100%

<b>Dromore Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Importance of Day Care in Preventing Social Isolation	95%
Importance of Attending Day Care on Mental Well Being	92%
Adverse impact of proposals on Travel Times/Distances	87%
Importance of receiving personal care in day care	82%

<b>Greencastle Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Importance of Attending Day Care on Mental Well Being	100%
Importance of Day Care in Preventing Social Isolation	100%
Adverse Impact of proposals on Staff	69%
Importance of receiving meals in day care	62%
Adverse impact of proposals on transport Issues	46%

<b>Gortin Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Adverse Impact of Proposals on Travel Times/Distances	100%
Adverse Impact of Proposals on other Transport Issues	91%
Importance of day care in preventing Social Isolation	100%
Importance of day care in providing respite for families/carers	98%
Adverse impact of proposals as no other services in local area	9%

<b>Gortmore Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Importance of day care in preventing Social Isolation	65%
Importance of receiving meals in day care	32%
Lack of Timely/Poor Communication on Consultation Process	24%
Adverse impact of proposals on Travel Times/Distances	21%
Importance of Mixed Levels of Ability in current day care	18%

### ***Summary of All Responses to Omagh Proposals***

Outlined below is a summary of the main themes raised in the responses to the proposals for the reform of day care in Omagh. Also included are comments from those who responded.

86% of responses indicated that the proposals for the reform of day care in Omagh would have an adverse impact on travel distances and times for current service users.

*Comments from relative of service user:*

*“I am very concerned with the potential relocation of the day care centre as my father is on medication which is essential for his illness and if my mother forgets to include his medication on departure from the house she would have to travel some distance to deliver same to him”.*

67% of responses indicated the adverse impact of the proposals on other transport issues relating to attendance at day care.

*Comment from relative of service user:*

*“I have concerns about the proposed alternative to Dromore, in terms of the distances involved, the availability of transport and how fit some of these patients are for the longer journey and the earlier morning start”.*

95% of responses indicated the Importance of day care on preventing social isolation particularly in rural areas of Omagh

*Comment from service user:*

*“I live in a rural area and getting to day care 2 days a week is the highlight of my week as I have no family living nearby and don't see anyone else during the week.”*

33% of responses indicated the Importance of day care on mental well-being

*Comment from service user:*

*“Without the care and support of the staff in my day centre I would be concerned for my own mental well-being as I really need this social interaction and would feel very alone and isolated as I live in a rural area.”*

64% of responses indicated the importance of day care on providing respite for carers/families

*Comment from service provider*

*“Family members have stated their concern to me stating that their family member will refuse to go to the other facility, which will have a negative impact on both the client and their carers, who use this time as a much needed respite.”.*

### **Trust Recommendations and Response to Omagh Proposals**

	<b>Omagh Proposals</b>	<b>Trust Recommendation and Response</b>
8	Gortin and Newtownstewart will merge in Newtownstewart which will remain as a Level 1 centre one day a week;	Gortin Day Centre will close.  Level 1 service users will be offered alternative day care in Newtownstewart Level 2 service users will be offered alternative day care in Greencastle
9	Gortmore to remain as a Level 1 centre	Level 2 service users currently in Gortmore will be offered alternative day care provision in either Beragh or Greencastle – whichever facility is closest to their home.  Gortmore Day Centre will be relocated to Oak B at the Tyrone and Fermanagh Hospital site, where it will continue as a Level 1 centre. This will enable the Trust to vacate the entire Gortmore site and provide day care services that will be located beside the local enhanced hospital.
10	Dromore to close and service users can avail of services in Gortmore and Irvinestown	Dromore Day Centre will close.  Level 1 service users in Dromore will be offered day care in either Gortmore or Irvinestown – whichever facility is closest to their home. Level 2 service users will be offered day care in either Beragh or Greencastle – whichever is closest to their home.
11	Beragh to remain as a Level 1 Centre	Level 1 service users will continue to receive their care in Beragh, but Level 2 users will be offered alternative provision in Greencastle.
12	Greencastle to become a Level 2 centre (social/luncheon club)	Level 2 service users will continue to receive their day care in Greencastle. Level 1 service users in Greencastle will be offered day care in Gortmore

### **Fermanagh Proposals**

- 13 Tempo Road to be a Level 1 Centre**
- 14 Drumhaw to be a Level 1 Centre**
- 15 Roslea to close and service users can go to Drumhaw/Tempo road**
- 16 Garrison and Belcoo to merge with Derrygonnelly and Derrygonnelly to become a Level 1 centre**
- 17 Garrison, Belcoo and Newtownbutler to become Level 2 Centres (social/luncheon club)**
- 18 Teemore to remain a Level 1 Centre**
- 19 Teemore and Derrygonnelly to become a 2 day service**
  
- 20 A small number of centres that currently fall within our Level 1 classification (Beragh, Teemore and Derrygonnelly) could, over a period of time, potentially developed as Level 2 Centres, providing that such a development reflected and met the need in the locality at that future point in time.**

The table below provides a breakdown of the number of individuals who responded to the consultation with regard to the Fermanagh proposals

<b>Group</b>	<b>Belcoo</b>	<b>Derrygonnelly</b>	<b>Drumhaw</b>	<b>Garrison</b>	<b>Irvinestown</b>	<b>Newtownbutler</b>	<b>Roslea</b>	<b>Teemore</b>	<b>Total</b>
Service Users	19	7	32	9		16	16	17	116
Relatives	2	2		2		1	8	10	25
Individuals	5				1	1	392	1	400
Staff	1			2			7	3	13
Organisations				9	4		3		16
Elected Representatives				1			2		3
	<b>27</b>	<b>9</b>	<b>32</b>	<b>23</b>	<b>5</b>	<b>18</b>	<b>428</b>	<b>31</b>	<b>573</b>

The main themes recorded in the responses to the Trust's proposals for Fermanagh are outlined below:

<b>Belcoo Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Adverse Impact of proposals on Travel Times/Distances	85%
Importance of Mixed Levels of Ability in current day care	70%
Lack of Timely/Poor Communication about Consultation Process	70%
Adverse Equality Impact of proposals	44%
Importance of day care in preventing social isolation	41%

<b>Derrygonnelly Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Adverse Impact of proposals on Travel Times/Distances	67%
Adverse Equality Impact of proposals	67%
Lack of timely/poor communication about the consultation process	67%
Importance of Mixed Levels of Ability in current day care	44%
Lack of consideration for rurality of local area	44%

<b>Drumhaw Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Adverse Impact of proposals on Travel Times/Distances	100%
Importance of accessing personal Care in current day care	72%
Importance of accessing meals in current day care	72%
Importance of attending day care on Mental Well Being	72%
Importance of day care on providing respite for Carers/ Families	72%

<b>Garrison Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Adverse Impact of proposals on Travel Times/Distances	100%
Importance of day care in preventing social isolation	65%
Importance of Mixed Levels of Ability in current day care	61%
Adverse Equality Impact of proposals	26%
Importance of attending day care on Mental Well Being	26%

<b>Irvinestown Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Importance of day care in preventing social isolation	80%
Adverse Equality Impact of proposals	80%
Importance of Mixed Levels of Ability in current day care	80%
Lack of timely/poor communication on Consultation Process	80%

<b>Newtownbutler Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Importance of accessing Personal Care in current day care	89%
Importance of day care in preventing Social Isolation	67%
Requested Increase in current Level of Service	67%
Importance of Mixed Levels of Ability in current day care	56%

<b>Roslea Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Adverse impact of proposals on Travel Times/Distances	99%
Importance of day care in preventing Social Isolation	99%
Adverse impact of proposals on other Transport Issues	71%
Importance of accessing Personal Care in current day care	70%
Adverse impact of proposals are no other services in place in local area	29%
Adverse Equality Impact of proposals	34%

<b>Teemore Day Care - Theme</b>	<b>% of responders who included themes in response</b>
Importance of Mixed Levels of Ability in current day care	71%
Adverse impact of proposals on Travel Times/Distances	68%
Importance of attending day care on Mental Well Being	61%
Importance of day care in preventing Social Isolation	39%
Importance of accessing meals in current day care	48%

### **Summary of All Responses to Fermanagh Proposals**

Outlined below is a summary of the main themes raised in the responses to the proposals for the reform of day care in Fermanagh. Also included are comments from those who responded.

92% of responses indicated that the proposals for the reform of day care in Fermanagh would have an adverse impact on travel distances and times for current service users.

*Comment from Service user:*

*“I would not be able to travel to a day centre 15 miles away as I am 91 years old and the journey over the mountain would be too hard on me.”*



89% of responses indicated the Importance of day care on preventing social isolation particularly in rural areas of Fermanagh

*Comment from Service User:*

*“I feel closing my local day centre would be taking away the only social contact and stimulation I have left, leaving me lonely and isolated”*

63% of responses indicated the adverse impact of the proposals on other transport issues relating to attendance at day care.

*Comment from individual:*

*“X has difficulty in access local transport routes due to them being highly limited and with further cuts proposed to local transport in the area this is unlikely to improve. This will create barriers to alternative service provision.”*

62% of responses indicated the Importance of accessing personal care in their current day centre.

*Comment from service user:*

*“I live alone. The girls here look after me great and I get help with my personal care.”*

32% of responses indicated that the proposals would have an adverse equality impact.

*Comment from service user:*

*“I do not consider this proposal to have a minor equality impact on the most vulnerable group in society”*

22% of responses indicated that the current day care service had a positive impact by mixing the different Levels of ability:

*Comment from service user:*

*“There is no equality when we are being segregated into categories according to our health issues. I don’t want to be judged by how well I can walk”*

6% of responses regarding Fermanagh proposals indicated a lack of timely/poor communication on the consultation process:

*Comment from relative of service user:*

*“The forms are too difficult, please use language we can understand.”*

### ***Trust Recommendations and Response to Fermanagh Proposals***

	<b>Fermanagh Proposals</b>	<b>Trust Recommendation and Response</b>
13	Tempo Road to be a Level 1 Centre	Level 1 service users will continue to receive their day care in Tempo Road Level 2 service users will be offered day care in either Derrygonnelly or Belcoo – whichever is closest to their home
14	Drumhaw to be a Level 1 Centre	Level 1 service users will continue to receive their day care in Drumhaw. Level 2 service users will be offered day care in Newtownbutler
15	Roslea Day Centre to close	Roslea Day Centre will close. Level 1 service users will be offered day care in Drumhaw Level 2 service users will be offered day care in Newtownbutler
16	Garrison and Belcoo to merge with Derrygonnelly and Derrygonnelly to become a Level 1 centre	Derrygonnelly Day Centre will be a Level 1 facility. Level 1 service users receiving day care in either Garrison or Belcoo will receive day care in Derrygonnelly Garrison and Belcoo Day Centres will be Level 2 facilities. Level 2 service users in Derrygonnelly will be offered day care in either Garrison or Belcoo – whichever is closest to their home.
17	Garrison, Belcoo and Newtownbutler to become Level 2 Centres (social/luncheon club)	Level 1 service users in Newtownbutler will receive their day care in Drumhaw. Level 2 service users in Garrison, Belcoo and Newtownbutler will continue to receive their day care in these centres
18	Teemore to remain a Level 1 Centre	Level 1 service users will continue to receive their day care in Teemore. Level 2 service users will be offered day care in Newtownbutler
19	Teemore and Derrygonnelly to provide a 2 day service	No change in service.

***Trust Recommendations and Response to Additional Proposals for Day Centres in Omagh and Fermanagh***

	Additional Proposals	Trust Recommendation and Response
20	A small number of centres (Beragh; Teemore and Derrygonnelly) that currently fall within Level 1 classification could, over a period of time, potentially developed as Level 2 Centres.	The Trust will continue to assess and monitor Beragh, Teemore and Derrygonnelly day centres as Level 1 centres and if appropriate, will develop them as Level 2 centres, if that meets the needs of the local population at that point in time.

## ***General Responses to Proposals for the Reform of Day Care Services***

In addition to the responses to the consultation regarding specific day centres, the Trust also received a number of responses providing general comments on the Trust's proposals for the reform of day care.

<b>Group</b>	<b>Number of Responses</b>
Service Users	1
Relatives	1
Individuals	4
Staff	1
Organisations	12
Elected Representatives	1
	<b>20</b>

The main themes covered in these responses included:

- Concerns about the adverse equality impact on older people
- Concerns about the impact of the 3-tiered model of day care on people of different Levels of ability
- The important role of day care in preventing social isolation, particularly in rural areas, and how these proposals may impact on this.

## Next Steps

The Trust will undertake to feedback to the responders on the consultation process. It is the Trust's obligation under the consultation to *have regard to* views expressed and decide whether to adjust the proposal.

The Trust is committed to implementing its plan by 31 March 2016 and will include the following actions:

1. Discussion with service users to ensure minimum negative impact
2. Further discussion with affected staff
3. Re-profiling of the workforce
4. Discussions with affected independent providers
5. Rescheduling of transport services to ensure that all service users can be accommodated in a timely manner

## Conclusion

The most significant response from current day care service users was to highlight the positive impact that attending day care had on preventing social isolation. The Trust gives assurance that current day care service users will continue to have their day care needs met within an appropriate setting that is tailored to their individual assessment of need.

Another recurring theme highlighted in consultation responses was concern about the impact of the proposals on travel times and distances if services users were required to transfer to another day centre, particularly those in more rural areas.

The Trust is required to adhere to DHSSPSNI Minimum Day Care Standards (2012), which outlines requirements for service users' travel times from home to day centre and vice versa.

Standard 12, paragraph 12.4 states:

*"If possible, service users' journey to and from the day care setting should not normally exceed 45 minutes."*

All service users accessing Trust/ independent provider transport have a transport assessment completed prior to attendance at day care and RQIA standards apply to highlight any issues that will impact on their ability to access transport and their individual transport time.

Trust Transport and taxi services currently complete a number of journeys to ensure travel time standards are adhered to.

A review of the impact of adverse weather conditions over the past 2 years has indicated that no centre in either urban or rural areas has had to close because of inaccessibility due to adverse weather. In instances where a facility has had to close, this has occurred because of operational problems within the day centre, ie, faulty heating system/power failure, etc.

The Trust has a duty of care as well as a contractual and legal responsibility to all its employees. Where change affects current employees with regards to service change the Trust will apply a re-deployment process where appropriate to secure employees on going employment and meet its obligations. Redeployment will only be considered for posts that are suitable in terms of pay, location, skills and health needs.

The impact of the change on service users is acknowledged and the Trust will minimise this where possible, based on individual assessment of need.

**The Trust has therefore concluded that the appropriate way forward is to proceed with the recommendations outlined in the consultation document.**

The Trust acknowledges the hard work and dedication of its statutory and independent sector day care providers and staff, particularly those who are subject to the impact of the proposals.

The Trust again wishes to thank service users, staff, other organisations and elected representatives for their participation in the consultation and for their valuable contributions.

### **Appendix 1 – Summary of Trust Recommendations and Response to the Consultation**

	<b>Proposal</b>	<b>Trust Recommendation and Response</b>
	<b>Limavady Proposals</b>	
1	Thackeray will provide a full Level 1 Day Care service to include service users from Foreglen and Faughanvale;	All Level 1 day care for the Limavady and surrounding areas will be provided in Thackeray Place Day Centre, with Level 1 service users currently in Foreglen; Faughanvale and Claudy, in the future receiving their day care in Thackeray Day Centre.
2	Faughanvale, Foreglen and Claudy will be Level 2 Day Care centres.	Level 2 service users in the Limavady area will receive day care in Faughanvale, Foreglen and Claudy Day Centres - whichever is closest to their home.
	<b>Derry/Londonderry Proposals</b>	
3	Foyleville and Creggan to be amalgamated as one Level 1 centre	The Trust has reassessed the facilities at Creggan Day Care and has listened to feedback from service users on the proposal to transfer services currently provided at Foyleville Day Centre to Creggan Day Centre. In addition, the Trust had previously given consideration to alternative uses for statutory residential homes. On the basis of all these factors, the Trust will now conduct a separate targeted consultation with service users at Foyleville Day Centre and residents in William Street Residential Home with a view to providing Level 1 day care in William Street Residential Home and not Creggan Day Centre. Services currently provided at Creggan Day Centre will therefore be unaffected by this proposal.
4	Carnhill Resource Centre will be a Level 2 centre to include Level 2 service users from Creggan and Foyleville;	The proposal to provide Level 2 day care for service users in Carnhill Resource Centre will proceed.
5	Sevenoaks will continue as a Level 1 centre;	No change in service

	Proposal	Trust Recommendation and Response
	<b>Strabane Proposals</b>	
6	Strabane will remain as a Level 1 centre;	Following an analysis of current service provision, the Trust has taken the decision to offer both Level 1 and Level 2 day care in Strabane Day Centre for older people.
7	Castledearg will remain as a Level 1 centre	Following an analysis of current service provision, the Trust has taken the decision to offer both Level 1 and Level 2 day care in Castledearg Day Centre for older people.
	<b>Omagh Proposals</b>	
8	Gortin and Newtownstewart will merge in Newtownstewart which will remain as a Level 1 centre one day a week;	Gortin Day Centre will close, with service users offered alternative day care in: Level 1 – Newtownstewart Level 2 - Greencastle
9	Gortmore to remain as a Level 1 centre	Level 2 service users currently in Gortmore will be offered alternative day care provision in either Beragh or Greencastle – whichever facility is closest to their home.  Gortmore Day Centre will be relocated to Oak B at the Tyrone and Fermanagh Hospital site, where it will continue as a Level 1 centre. This will enable the Trust to vacate the entire Gortmore site and provide day care services that will be located beside the local enhanced hospital.
10	Dromore to close and service users can avail of services in Gortmore and Irvinestown	Dromore Day Centre will close.  Level 1 service users in Dromore will be offered day care in either Gortmore or Irvinestown – whichever facility is closest to their home. Level 2 service users will be offered day care in either Beragh or Greencastle – whichever is closest to their home.
11	Beragh to remain as a Level 1 Centre	Level 1 service users will continue to receive their care in Beragh, but Level 2 users will be offered alternative provision in Greencastle.
12	Greencastle to become a Level 2 centre (social/luncheon club)	Level 2 service users will continue to receive their day care in Greencastle. Level 1 service users in Greencastle will be offered day care in Gortmore



	Proposal	Trust Recommendation and Response
	<b>Fermanagh Proposals</b>	
13	Tempo Road to be a Level 1 Centre	Level 1 service users will continue to receive their day care in Tempo Road Level 2 service users will be offered day care in either Derrygonnelly or Belcoo – whichever is closest to their home
14	Drumhaw to be a Level 1 Centre	Level 1 service users will continue to receive their day care in Drumhaw. Level 2 service users will be offered day care in Newtownbutler
15	Roslea Day Centre to close	Roslea Day Centre will close. Level 1 service users will be offered day care in Drumhaw Level 2 service users will be offered day care in Newtownbutler
16	Garrison and Belcoo to merge with Derrygonnelly and Derrygonnelly to become a Level 1 centre	Derrygonnelly Day Centre will be a Level 1 facility. Level 1 service users receiving day care in either Garrison or Belcoo will receive day care in Derrygonnelly Garrison and Belcoo Day Centres will be Level 2 facilities. Level 2 service users in Derrygonnelly will be offered day care in either Garrison or Belcoo – whichever is closest to their home.
17	Garrison, Belcoo and Newtownbutler to become Level 2 Centres (social/luncheon club)	Level 1 service users in Newtownbutler will receive their day care in Drumhaw. Level 2 service users in Garrison, Belcoo and Newtownbutler will continue to receive their day care in these centres
18	Teemore to remain a Level 1 Centre	Level 1 service users will continue to receive their day care in Teemore. Level 2 service users will be offered day care in Newtownbutler
19	Teemore and Derrygonnelly to provide a 2 day service	No change in service.
20	A small number of centres (Beragh; Teemore and Derrygonnelly) that currently fall within Level 1 classification could, over a period of time, potentially developed as Level 2 Centres.	The Trust will continue to assess and monitor Beragh, Teemore and Derrygonnelly day centres as Level 1 centres and if appropriate, will develop them as Level 2 centres, if that meets the needs of the local population at that point in time.

## Appendix 2 – Analysis of Travel Distances and Times between Day Centres

Day Centre	Current Level of Day Care Provision	Proposed Level of Day Care Provision	Current Level 1 Service users Proposed Alternative Provision	Current Level 2 Service users Proposed Alternative Provision	Mileage Between Day Centres (based on Google Maps on the shortest distance)	Travel Times Between Day Centres (based on Google Maps on the shortest distance and non-stop journey)
Thackeray	1 and 2	1	No Change - will remain in Thackeray	Faughanvale or Foreglen	Thackeray to Faughanvale = 7.7 miles Thackeray to Foreglen = 13.7 miles	Thackeray to Faughanvale = 13 minutes Thackeray to Foreglen = 20 minutes
Faughanvale	1 and 2	2	Thackeray	No Change	Faughanvale to Thackeray = 7.7 miles	Faughanvale to Thackeray = 13 minutes
Foreglen	1 and 2	2	Thackeray	No Change	Foreglen to Thackeray = 13.7 miles	Foreglen to Thackeray = 20 minutes
Claudy	1 and 2	2	William Street Residential Home	No Change	Claudy to William Street = 10.4 miles	Claudy to William Street = 22 minutes
Foyleville	1 and 2	<b>To Close</b>	William Street Residential Home	Carnhill	Foyleville to William Street = 0.6 miles Foyleville to Carnhill = 2 miles	Foyleville to William Street = 3 minutes Foyleville to Carnhill = 9 minutes
Creggan	1 and 2	1	No Change	Carnhill	Creggan to Carnhill = 2.8 miles	Creggan to Carnhill = 13 minutes
Carnhill	1 and 2	2 (social/luncheon club)	Creggan	No Change	Carnhill to Creggan = 2.8 miles	Carnhill to Creggan = 13 minutes

Day Centre	Current Level of Day Care Provision	Proposed Level of Day Care Provision	Current Level 1 Service users Proposed Alternative Provision	Current Level 2 Service users Proposed Alternative Provision	Mileage Between Day Centres (based on Google Maps on the shortest distance)	Travel Times Between Day Centres (based on Google Maps on the shortest distance and non-stop journey)
Sevenoaks	1	1	No Change			
Strabane	1 and 2	1 and 2	No Change			
Castleberg	1 and 2	1 and 2	No Change			
Gortin	1 and 2	<b>To Close</b>	Newtownstewart	Greencastle	Gortin to Newtownstewart = 7 miles Gortin to Greencastle = 7.3 miles	Gortin to Newtownstewart = 15 minutes Gortin to Greencastle = 13 minutes
Newtownstewart	1 and 2	1	No Change - will remain in Newtownstewart	Castleberg or Greencastle	Newtownstewart to Castleberg = 11.4 miles Newtownstewart to Greencastle = 14.2 miles	Newtownstewart to Castleberg = 20 minutes Newtownstewart to Greencastle = 27 minutes
Gortmore	1 and 2	1	No Change - will remain in Gortmore (transferring to Oak B, Tyrone & Fermanagh Hospital – see main body of report)	Beragh or Greencastle	Gortmore to Beragh = 9.9 miles Gortmore to Greencastle = 12.2 miles Gortmore to Tyrone & Fermanagh Hospital = 2.2 miles	Gortmore to Beragh = 17 minutes Gortmore to Greencastle = 24 minutes Gortmore to Tyrone & Fermanagh Hospital = 8 minutes

Day Centre	Current Level of Day Care Provision	Proposed Level of Day Care Provision	Current Level 1 Service users Proposed Alternative Provision	Current Level 2 Service users Proposed Alternative Provision	Mileage Between Day Centres (based on Google Maps on the shortest distance)	Travel Times Between Day Centres (based on Google Maps on the shortest distance and non-stop journey)
Dromore	1 and 2	<b>To Close</b>	Irvinestown or Gortmore	Beragh or Greencastle	Dromore to Irvinestown = 8.2 miles Dromore to Gortmore = 9.2 miles Dromore to Beragh = 14.3 miles Dromore to Greencastle = 21.2 miles	Dromore to Irvinestown = 12 minutes Dromore to Gortmore = 16 minutes Dromore to Beragh = 28 minutes Dromore to Greencastle = 36 minutes
Beragh	1 and 2	1 (but over time will become Level 2)	No Change at present - will remain in Beragh	Greencastle	Beragh to Greencastle = 14.4 miles	Beragh to Greencastle = 27 minutes
Greencastle	1 and 2	2	Gortmore	No Change	Greencastle to Gortmore = 12.2 miles	Greencastle to Gortmore = 24 minutes
Tempo Road	1	1	No Change - will remain in Tempo Road	Derrygonnelly or Belcoo	Tempo Road to Derrygonnelly = 10.4 miles Tempo Road to Belcoo = 12.3 miles	Tempo Road to Derrygonnelly = 22 minutes Tempo Road to Belcoo = 23 minutes
Drumhaw	1 and 2	1	No Change - will remain in Drumhaw	Newtownbutler	Drumhaw to Newtownbutler = 6.6 miles	Drumhaw to Newtownbutler = 11 minutes

Day Centre	Current Level of Day Care Provision	Proposed Level of Day Care Provision	Current Level 1 Service users Proposed Alternative Provision	Current Level 2 Service users Proposed Alternative Provision	Mileage Between Day Centres (based on Google Maps on the shortest distance)	Travel Times Between Day Centres (based on Google Maps on the shortest distance and non-stop journey)
Roslea	1 and 2	<b>To Close</b>	Drumhaw	Newtownbutler	Roslea to Drumhaw = 13.3 miles Roslea to Newtownbutler = 12.6 miles	Roslea to Drumhaw = 24 minutes Roslea to Newtownbutler = 22 minutes
Garrison	1 and 2	2 (social/ luncheon club)	Derrygonnelly	No Change	Garrison to Derrygonnelly = 12.5 miles	Garrison to Derrygonnelly = 24 minutes
Belcoo	1 and 2	2 (social/ luncheon club)	Derrygonnelly	No Change	Belcoo to Derrygonnelly = 12 miles	Belcoo to Derrygonnelly = 29 minutes
Derrygonnelly	1 and 2	1 (but over time will become level 2)	No Change - will remain in Derrygonnelly	Garrison or Belcoo	Derrygonnelly to Garrison = 12.5 miles Derrygonnelly to Belcoo = 12 miles	Derrygonnelly to Garrison = 24 minutes Derrygonnelly to Belcoo = 29 minutes
Newtownbutler	1 and 2	2 (social/ luncheon club)	Drumhaw	No Change	Newtownbutler to Drumhaw = 6.6 miles	Newtownbutler to Drumhaw = 11 minutes
Teemore	1 and 2	1 (but over time will become Level 2)	No Change - will remain in Teemore	Newtownbutler	Teemore to Newtownbutler = 14.6 miles	Teemore to Newtownbutler = 26 minutes
Irvinestown	1 and 2	1 and 2	No Change			

### **Appendix 3 - Current Day Centres**

<b>Day Centre</b>	<b>Locality</b>	<b>Provider</b>
Claudy	Waterside	Claudy Rural Development
Castledearg	Castledearg	Derg Valley Care
Faughanvale	Limavady	Faughanvale Community Project
Foreglen	Waterside	Fold Housing Association
Sevenoaks	Waterside	Fold Housing Association
Teemore	Fermanagh	Lakeland Community Care
Garrison	Fermanagh	Lakeland Community Care
Derrygonnelly	Fermanagh	Lakeland Community Care
Belcoo	Fermanagh	Lakeland Community Care
Newtownbutler	Fermanagh	Lakeland Community Care
(Lowtherstown) Irvinestown	Fermanagh	Inspire
Roslea	Fermanagh	Inspire
Gortmore	Omagh	WHST
Beragh	Omagh	WHST
Dromore	Omagh	WHST
Gortin	Omagh	WHST
Newtownstewart	Omagh	WHST
Greencastle	Omagh	WHST
Strabane	Strabane	WHST
Tempo Road Day Centre	Fermanagh	WHST
Drumhaw	Fermanagh	WHST
Foyleville	Cityside	WHST
Creggan	Cityside	WHST
Carnhill	Cityside	WHST
Thackeray	Limavady	WHST