



**Western Health
and Social Care Trust**

Proposal for the Future of Day Care Services for Older People

Consultation document

23rd February 2015 to 24th April 2015

About the Trust

The Western Health and Social Care Trust was established on 1 April 2007. The Trust provides and will continue to provide health and social care services across the five original council areas of Limavady, Londonderry, Strabane, Omagh and Fermanagh.

The Trust's catchment area extends 292,000 sq. km and serves a population of approximately 300,000, including approximately 38,613 people aged 65 years. The Trust provides a range of health and social care services from a number of hospitals, community based facilities and also in people's own homes.

Our mission statement

“To provide high quality patient and client-focused Health and Social Care services through well trained staff with high morale.”

What we are consulting on?

We want to consult stakeholders on the Reform of Day Care for Older People within the Western Trust area through making them aware of the following and asking their views:

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 clients will have access to Day Care which meets their needs, within their own locality;
3. Providing answers to possible Frequently Asked Questions in order to clarify what the proposed change would mean for existing and future service users and their carers/families.

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

We want to hear your views in relation to the proposed new model for Day Care provision for Older People across all localities within the Trust area.

We want 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 which directly support our clients' assessed needs, and also through linking our clients with other services and supports in the wider community which can help people maintain active citizenship, independence and social wellbeing.

Introduction

“Day Care services aim to provide care, promote independence and strive to maintain individuality by providing a range of flexible services to those clients with assessed need across the Western Health and Social Care Trust within the Directorate of Primary Care and Older People”.

Over the last number of years the climate and context of service delivery has changed. In June 2011 the Minister for Health Social Services and Personal Services announced that there would be a review of the provision of Health and Social Care services within Northern Ireland, Transforming Your Care. The purpose of this review was to undertake a strategic assessment across all aspects of the Health and Social Care services by examining the present quality and accessibility of current services and the extent to which the needs of patients, clients, carers and communities are being met.

Transforming Your Care recommendations included the overall message that the existing model of care is not appropriate in meeting the needs for the future population and as a result set out a number of proposals for future services which puts the individual at the centre of services. Within Transforming Your Care ‘Vision to Action’ Consultation Document section 4.3 Older People proposal number 7 states that “Increase the opportunity for people to have self-directed support and individual budget; this means individuals or their carers would be able to have more choice and control over the services they receive” and proposal number 10 states that, “Enabling individuals to live at home requires a mixed economy of service providers to include community and voluntary, private and statutory sectors. Services should be procured to deliver this outcome.” Both of these proposals are relevant to the reform of Day Care.

The main focus of TYC and general policy direction is that Older People should be looked after in their own home or as close to their own home as possible. The overarching intention of community care is to help people live at home with appropriate and timely support.

Future services therefore need to focus on promoting independence, recovery and rehabilitation, which in turn will contribute to the overall reduction in the care needs and support for older people, thus creating a preventative model which focuses on providing more intensive support to help people live a more active and improved quality of life at home and in the community.

Why do we need change?

We need change for a number of reasons which include the following:

The objective of this review is to examine existing services to secure a service model which will provide a high quality, safe, sustainable, accessible and timely service which reflects the changing nature of support needs of our population as we age. This involves

the particular right of clients to be supported to maintain active living and citizenship, independence and autonomy through self-directed support and the availability of services which can be accessed closer to home and while living in their own home.

Historically the Day Care centres were initially set up as a response to the growing unmet need at the time and we need to ensure that our Day Care service is 'fit for the future' and able to meet future service demands arising from the needs of a growing population of older people within the Western Trust area. In going forward we need to modernise the service and ensure it is consistent throughout the Trust regardless of geographical area. We also need to ensure that the service links with those other supports within local communities which can enrich the lives of our clients.

In modernising the service we will into account the Day Care Regulations 2007 and the recent Day Care Minimum standards 2012 as set out by RQIA. We will ensure whatever we provide meets these legislative and procedure guidelines.

How can we achieve a better, more sustainable model of service for our Day Care Clients now and in the future?

Our proposal

In preparing to improve and modernise our Day Care services, to date we have undertaken the following:

- We have mapped out our current service provision and conducted an analysis of current levels of usage of each facility;
- We have looked at the needs of service users currently assessed as in need of Day Care;
- We have examined how we can develop our services in such a way that we can provide an effective service that meets the needs of older people from a variety of local community areas.

We have also acknowledged the importance of empowering older people regardless of their level of need, to support quality of life. In this sense we recognise that Day Care can be provided in a way which can meet the holistic social, emotional wellbeing needs of older people as well as the needs of those assessed as being in need of more intensive physical care. We recognize that how Day Care is delivered and the nature of the supports provided within a Day Care setting can make a positive difference to people's lives.

The Trust currently delivers Day Care services in partnership with independent sector providers and this will continue.

Current clients of our Day Care services will continue to have their needs met within an appropriate setting which is tailored to their needs.

Additionally, we recognize the importance of the availability in each locality of the Western Trust area, of Day Care of different types to meet different levels of need under current access criteria and also under the access criteria in our new service model proposed below.

PROPOSED MODEL

Three Tiered Model of Day Care

If this proposal were to go ahead, for all existing and future clients of our Day Care services we would introduce a three-tiered model of Day Care provision that focuses on prevention, independence and choice through access to multiple services, increasing the use of voluntary, independent sectors and local resource centres. In addition to assessing need and matching services to the level of need of an individual client, the model proposed has at its core a partnership between the Trusts and the wider community, including community and voluntary organisations whose supports and services can be of benefit to our Day Care clients.

The proposed three-tiered model of Day Care and the types of client services within each of the three levels can be described as follows:

Level 1

Level 1 will focus on providing a service for older people who require support as a result of their frailty, re-ablement needs, complex needs or cognitive impairments. This service will be based on providing support to carers in the form of respite/day clinics to promote opportunities to relieve carers from their intense caring role for periods of time. These clients will also be provided with social interaction activities suitable to their needs.

Level 2

Level 2 will focus on providing a more holistic approach to day services/opportunities to address issues other than health which may have an impact on well-being. This service will aim at supporting more independent service users who require a higher level of social support, inclusion and interaction.

This would involve services that provide social inclusion/ support/ education/ information/advice/meals /drop in centres etc. This service will also provide guidance, support, health and well-being opportunities, therapies, group activities, education and information sessions areas that will be viewed as preventative measures.

Level 3

Level 3 will focus on a service which acknowledges that the over 65's of today (future service users) are increasingly more active and looking for services that are more tailored

towards maintaining them at home and preventing them from being admitted into long term care placements.

This would involve services within local community that would provide active living resources, handy man services, support groups, day clinics, community initiatives, leisure facilities to promote exercise, self-referral agencies, mobility schemes etc.

For clients assessed as in need of Day Care and whose needs are classified as level one, two or three, a summary of the proposed model and the types of services we would provide to clients at the three levels of need is as follows:

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

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

Implementing a three-tiered model of Day Care in a way which 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.

The following changes are proposed:

Limavady proposals:

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

Derry/Londonderry Proposals:

- Foyleville and Creggan to be amalgamated as one level 1 centre;
- Carnhill Resource Centre will be a level 2 centre to include level 2 clients from Creggan and Foyleville;
- Sevenoaks will continue as a Level 1 centre;

Strabane Proposals:

- Strabane will remain as a Level 1 centre;
- Castlederg will remain as a level 1 centre.

Omagh Proposals

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

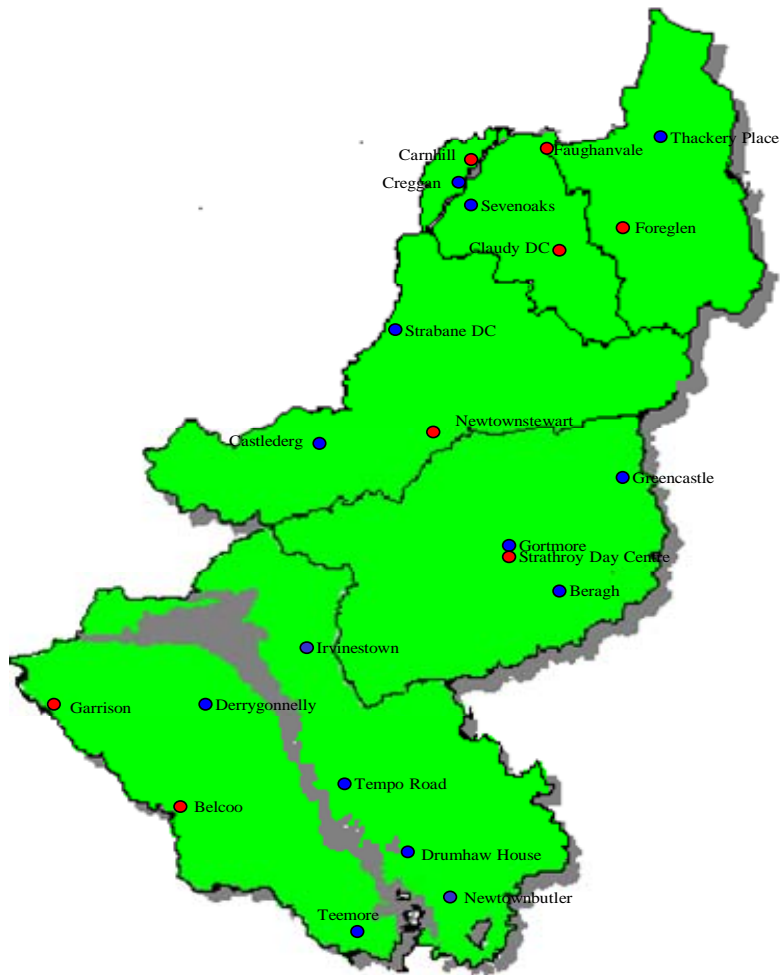
Enniskillen Proposals

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

A small number of centres which currently fall within our Level 1 classification could, over a period of time, potentially be 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

Proposed Day Care Provision in the Western Trust Area



KEY

- Level 1 Centres
- Level 2 Centres

Benefits of the proposed change

The proposed change will:

- Maintain and build future capacity for the quality of all aspects of Day Care at all levels of need, thereby ensuring the right service in the right place for all our Day Care clients in the future;
- Provide a resilient and effective Day Care infrastructure throughout the Trust area which, connected to local communities, can stimulate a growth in voluntary and community sector activities within localities which support the physical, emotional and social wellbeing of our clients at all levels.
- Improve the service provided to our clients;
- Reduce the vulnerability of existing, under-utilised facilities to any future reduction in resources;
- Reduce inequalities as the Western Trust will be able to offer and sustain focused services at all levels of need, within each locality across the Trust area;
- Provide an equitable service to all those assessed as in need of Day Care supports at all levels of need.

Involving You

We are committed to improving the way we provide services for people and we need you to help us to do this. We believe that the people who use the service, their carers and communities and the staff who deliver the service are best placed to tell us what the new service should look like and we are keen to involve these groups specifically in the process.

From April 2009 a statutory duty of involvement and consultation was placed on all Health and Social Care Organisations. The Western Trust is committed to ensuring that everyone who needs and wishes to be involved in the planning, development and evaluation of its services are facilitated to do so. As the Western Trust plans to develop services we seek to involve people who have experience of using these services either as a service user, carer or a member of the public.

We will be guided by carers and families on how best to engage with their relatives and will agree individual arrangements to do so. Over the coming weeks, the Trust will be engaging directly with service users and their carers/family members throughout the Trust area, to discuss how we can best deliver a future service which meets assessed needs for our clients. We will be advised by carers and professionals on the ground on how best to proceed. More Information on Personal and Public Involvement (PPI) is available on the Western Trust Website at www.westerntrust.hscni.net.

Your Views

The Trust wishes to consult as widely as possible on the service changes proposed within this document and the associated Equality Screening Document. We welcome your views on our proposals and a comments form is available on our website for you to complete, however, we welcome your comments in any format. The Trust is consulting with all interested persons over an eight week period from Monday 23rd February to Friday 24th April 2015. In doing so, it will conform with the guiding principles governing consultation contained in Section 6 of the Trust Equality Scheme and the Commission's Guide to the Statutory Duties.

If you would like to respond to this consultation document please complete the Consultation Response Questionnaire attached to this proposal.

Following consultation a summary feedback report will be made available. In compliance with the legislation, when making any final decision the Trust will take into account any comments received on the Equality Screening Template and feedback received from any consultation carried out in relation to this proposal.

Promoting Equality of Opportunity and Good Relations

The Western Health And Social Care Trust is committed to fulfilling its statutory equality duties as set out in Section 75 of the Northern Ireland Act 1998 (the Act) and has undertaken an Equality Screening Assessment on the proposed changes in line with the Equality Commissions Guidelines.

The Trust is also required to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group. The Human Rights Act, which came into effect on 2 October 2000, makes it unlawful to act in a way which is incompatible with the European Convention on Human Rights.

Through the equality screening process the proposed service model was assessed to be Amber and as such the Trust has decided to enter into an 8 week targeted consultation period with its service users. This consultation exercise shall help inform the proposed service model and to help us to ensure measures are put in place to best promote equality of opportunity and good relations in accordance with Section 75 duties.

The Trust is also committed to the safeguarding and promotion of human rights in all aspects of its work, in particular Article 8 of the European Convention on Human Rights. The Trust fully accepts its obligations to take appropriate steps to mitigate any adverse impacts, if as a direct result of this consultation a full EQIA is deemed required the Trust shall undertake this in accordance with statutory equality duties.

This consultation paper, the Trust Equality Scheme and a copy of the Equality Screening template for this proposal are all available upon request, in alternative format or in languages for those who are not fluent in English by contacting the Equality & Involvement Team as follows;

Equality & Involvement Office
Tyrone and Fermanagh Hospital
Omagh
BT70 0NS

Tel: 028 8283 5278
Textphone: 028 8283 5345
Email: equality.admin@westerntrust.hscni.net

Affected staff

We value and respect our staff and will keep them informed at every stage of the process. The principles of the Trust's Management of Change Human Resource Framework provide a robust and transparent process for supporting staff through the change process. The principles of fairness, dignity and equity of treatment will be applied in the management of staff undergoing this change process. Steps will be taken to ensure that the implementation process in no way conflicts with the requirements of existing equality and antidiscrimination legislation. Existing arrangements such as reasonable adjustments for individual staff will remain. All staff will be kept fully informed and supported during the change process.

Questions and Answers

Why does the Trust need to change its existing services?

The Trust must ensure that services are available that can support the growing numbers of service users and increased number of older people, both now and in the future, who need Day Care or supports linked to their home now and in the future. It is therefore timely to review this service that has been in place for some time. In putting forward this proposal the Trust is convinced that the proposed reformed service will improve access and responsiveness to users' assessed level of need. The Trust also considers that it is important to put in place a robust and resilient network of Day Care provision and associated supports across the Trust geographical area to meet the assessed needs of older people, and to enhance quality of life, self-directed support and overall wellbeing. We firmly believe in equity of provision and consistency across the whole Trust area to ensure that every locality is able to offer Day Care services at Levels One, Two and Three within the proposed Three-Tier Model.

Will the level of service be less than currently offered?

No. The proposed new service will improve the current service and ensure that value can be added to services through concentration of key centres on either Level 1 or 2 provision. No client will lose their entitlement or access to Day Care services which match their level of assessed need.

I currently attend a Day Care Centre. Will I still be able to access transport to my Day Care Centre?

Yes. All Day Care providers are required to provide clients with transport to and from Day Care centres. Additionally, all providers are required to ensure that RQIA Guidelines are adhered to regarding travel time to and from Day Care centres.

Will I still receive the same level of Day Care Service?

Yes. You may receive this in a different location but it will still be in your locality and at a centre which is dedicated to meeting your level of assessed need.

I currently attend a Day Care centre. Will I still be able to attend a centre that meets my needs in my locality?

Yes. The location of your Day Care centre within your locality may change for some people who will receive a service tailored to their level of assessed need in a centre dedicated to supporting them and other service users with that level of assessed need. Transport will continue to be provided for those who currently access transport to their Day

Care Centre. Across each locality in the Western Trust area, everyone who is entitled to access Day Care services as a result of a formal assessment of need will be able to access these. Furthermore, the provision of Transport to and from Day Care will be in line with RQIA quality standards relating to travel time and distance. The new service will remove inequalities around access and allow for more effective support of key groups of clients with specific levels of need in a single location.

How will I know specifically if things will change for me as a result of the proposed change?

We envisage that the majority of existing Day Care clients will continue to receive the service at their current Day Care Centre. However, if you would like to seek further clarification on how this will affect you, you or someone you nominate can contact the Manager of your current Day Care centre. They will confirm how we will ensure that you continue to access Day Care and will tell you specifically how this proposal will affect you.

(I am/a relative of mine is) waiting to be assessed for Day Care eligibility: What will this proposal mean for me/them?

If this proposal is implemented, following the outcome of your assessment of need for Day Care services, you will be placed with a Day Care Centre within your locality, which is dedicated to supporting people assessed to have your level of need.

I'm entitled to some Day Care supports but would prefer to access those from my own home. How can I ensure this?

You can contact any of the following, who will talk you through your options for accessing supports and services which can support you to maintain your independence at home. You can contact:

- Adult Social Services
- Your GP
- Your local community/resource centre
- Local Action Groups for Older People

Your options may include how you can use direct payments to access the kind of supports that you need. Those contacts highlighted above can assist with connecting you with others in your local community who can help you maintain your physical and social wellbeing.

What are the benefits of the proposed new model?

This proposal will bring numerous benefits to users which include the following:

- It will maintain the quality of all aspects of Day Care at all levels of need;
- It will ensure that for existing and future clients in need, we have a resilient and effective Day Care infrastructure throughout the Trust area which, connected to local

communities, can stimulate a growth in voluntary and community sector activities within localities which support the physical, emotional and social wellbeing of our clients at all levels.

- It will reduce the vulnerability of existing, under-utilised facilities to any future reduction in resources;
- Reduce inequalities as the Western Trust will be able to offer and sustain focused services at all levels of need, within each locality across the Trust area;
- Provide an equitable service to all those assessed as in need of Day Care supports at all levels of need.

What are the timescales for making final decisions?

The consultation started on 23rd February 2015 for an eight week period and will end on Friday 24th April 2015. All the views gathered during this consultation will be considered before any final decisions are made. A consultation feedback report, detailing the feedback and how the Trust considered it, will be put on our website.



Western Health
and Social Care Trust

Proposal for the Future of Day Care Services for Older People

Consultation Response Questionnaire

Consultation from Monday 23rd February 2015 until Friday 24th April 2015.

We welcome your views on our Proposal for the Future of Day Care Services for Older People. You may find it convenient to use the following questions as a framework for your response.

Please return completed responses by Friday 24th April 2015:

Mrs Bernie McCafferty
Strategic Change and Performance Improvement Manager
Spruce Villa
Gransha Park
Londonderry
BT47 6TF

TEL: 028 71 863912 Ext 21 7572

Email: bernie.mccafferty@westerntrust.hscni.net

Before you submit your response, please read the information sheet at the end of this questionnaire regarding the Freedom of Information Act 2000 and the confidentiality of responses to public consultation exercises.

So that we can acknowledge receipt of your comments please fill in your name and address or that of your organisation if relevant. You may withhold this information if you wish but we will not then be able to acknowledge receipt of your comments.

Name:	
Position:	
Organisation:	
Address:	
Telephone:	
Fax:	
Email:	

I am responding:
as an individual _____
on behalf of an organisation _____
(please tick)

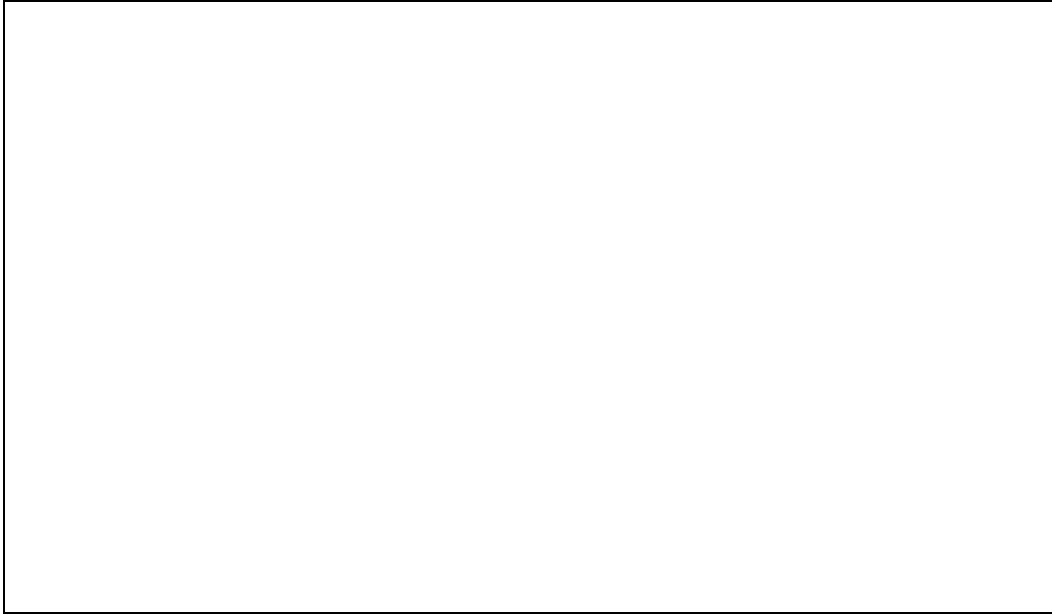
Question 1

Can you identify any additional relevant evidence or information which the Trust should have considered in assessing the equality impact of this proposal.

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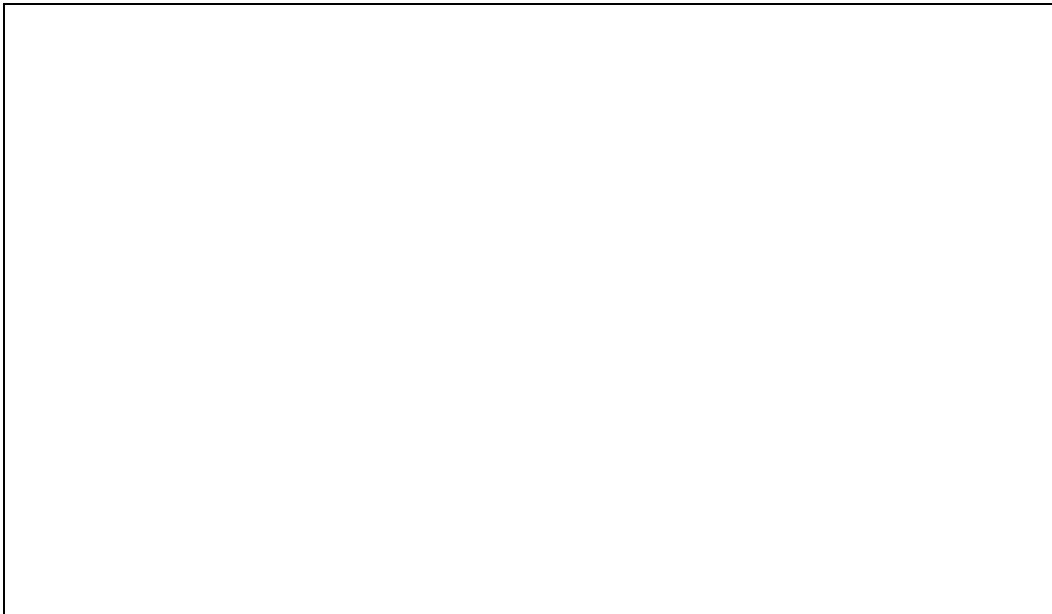
Question 2

What is your view of our assessment regarding this proposal having minor equality impacts? Please specify your reasons.



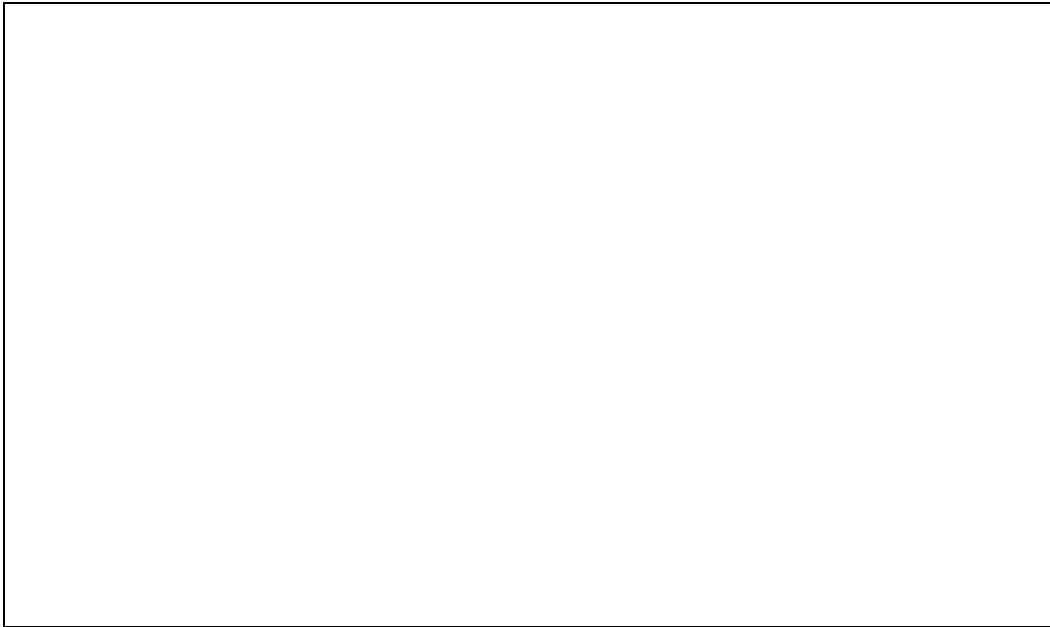
Question 3

Please comment on our proposal as outlined in pages 4-8 of this document detailing your reasons and include any suggestions you may have.



Question 4

Do you have any alternatives to our proposal that you would like us to consider?



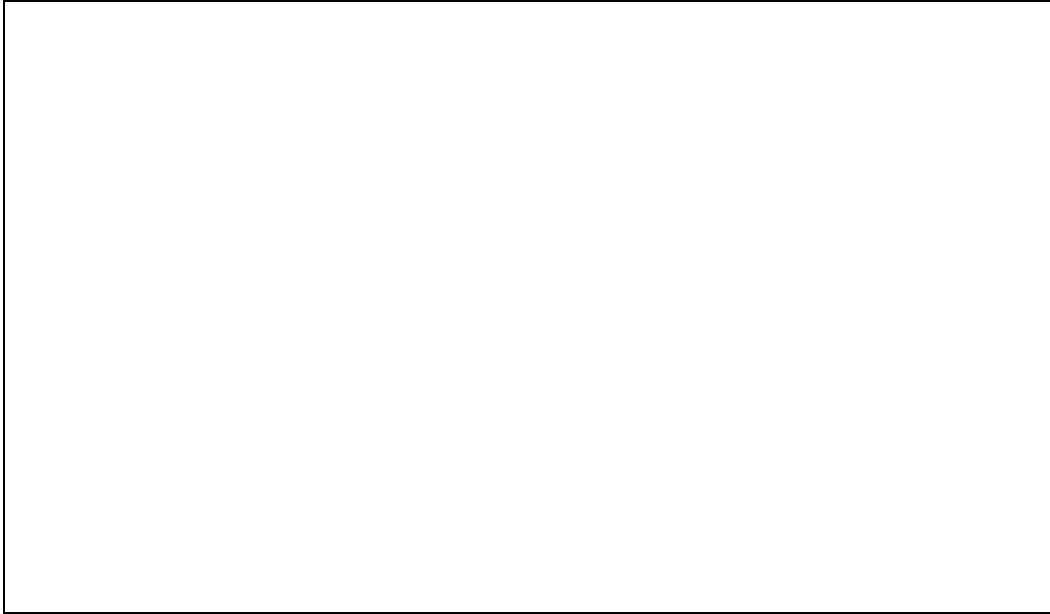
Question 5

Do you have any other comments to make on the Proposal for the Future of Day Care Services for Older People?



Question 6

We would also appreciate any views you may have on the approach used by the Trust for carrying out this consultation, including ways in which you think it could be improved for the future.

A large, empty rectangular box with a thin black border, intended for the respondent to provide their views on the consultation approach.

Thank You

FREEDOM OF INFORMATION ACT 2000 – CONFIDENTIALITY OF CONSULTATIONS

The Trust will publish a summary of responses following completion of the consultation process. Your response, and all other responses to the consultation, may be disclosed on request.

The Trust can only refuse to disclose information in exceptional circumstances. Before you submit your response, please read the paragraphs below on the confidentiality of consultations and they will give you guidance on the legal position about any information given by you in response to this consultation.

The Freedom of Information Act gives the public a right of access to any information held by a public authority, namely, the Trust in this case. This right of access to information includes information provided in response to a consultation. The Trust cannot automatically consider as confidential information supplied to it in response to a consultation. However, it does have the responsibility to decide whether any information provided by you in response to this consultation, including information about your identity should be made public or treated as confidential. This means that information provided by you in response to the consultation is unlikely to be treated as confidential, except in very particular circumstances. The Lord Chancellor's Code of Practice on the Freedom of Information Act provides that:

- the Trust should only accept information from third parties in confidence if it is necessary to obtain that information in connection with the exercise of any of the Trust's functions and it would not otherwise be provided;**
- the Trust should not agree to hold information received from third parties "in confidence" which is not confidential in nature; and**
- acceptance by the Trust of confidentiality provisions must be for good reasons, capable of being justified to the Information Commissioner.**

For further information about confidentiality of responses please contact the Information Commissioner's Office (or see web site at: <http://www.informationcommissioner.gov.uk/>).