



New Options

Phase one

Fact Finding Feedback Summary

1. Introduction

Telford and Wrekin's Adult Care and Support services recognise that the personalisation agenda presents considerable opportunities for improving the lives of disabled people. This new approach requires services to be more flexible, personalised, with greater emphasis placed on the promotion of independence, enablement and self care.

A review of In-House Provider Services, which is broadly defined as those services provided mainly to Adults with Learning Disabilities in; Residential Care, Day Opportunities Shared Lives and Community Support is currently being undertaken as part of the Adult Care and Support Transformation delivery plan. The review is looking to explore 'options' that will best ensure services can deliver cost effective, competitive, good quality services that meet with future requirements of personalisation and enabling services, at a time when the council is facing significant financial pressures.

Unlike many other Local Authorities provision of Adult Social Care, Telford and Wrekin still has a large in-house service provision which currently provides care and support to over 300 individuals who have been assessed as having eligible care needs. Current services are delivered mainly to Adults with Learning Disabilities. However, the Shared Lives and Supported Lodgings schemes also support other client groups including mental health, older people and younger people leaving care

The first stage of the project has involved compiling and analysing detailed operational and financial information about the current services, specifically information about the people who use them.

The project steering group recognised the importance of hearing the views of people involved in services. This information has been sought through interviews, workshops, and questionnaires at engagement events with service users, family carers, staff, and professionals (see appendix 1 for timetable)

2. Stakeholder Engagement

During November/December 2012 a programme of fact finding engagement sessions took place with Service Users, family carers, Shared Lives carers, staff and supporting agencies, the table below details the levels of engagement:

Table of engagements sessions and interactions:

	Engagement Sessions	Number Engaged	Completed Questionnaires
Service User's	7	81	81
Family/Carer's	5	38	11
Staff	12	121	36
Totals	24	240	128

During the engagement sessions three questions were posed to seek views on:

- What works well with the service/s you are currently involved in?
- What do you feel doesn't work so well and why?
- What services need to be developed in the future to help services become more personalised, offer choice and control and be more cost effective?

From the engagement sessions a snap shot of number of recurring comments and statements from service users, family carers and staff occurred with these being collated into 'themes' and used to inform the review.

Overview of themes:

- Need New Focus – in house services can be good value and excellent quality if we have the right direction and resources
- Services should be based of needs not activities
- Are we meeting the needs of service users – do we know what they are?
- Concerned about change
- Respite – vitally important for Carers and Families
- Transport
- Communication
- Buildings & facilities lack of investment
- Workforce development – culture change
- Social Enterprise, Traded Company - Need freedom to grow the service and support more people

The following is a listing of common 'Themes' with some of the comments received during the engagement sessions which was used to inform the project review:

- Promotion/Advertising/Marketing of service

"General lack of advertising and promotional material of services"

"I didn't know the other services/activities existed"

"Marketing – Sales/Outlets for sales of goods/products made at TEN"

"How would I know what service I could access"

- Transport

"We (Service Users) are on the buses for too long travelling too far"

*"Should stop double funding of Service User's with Mobility allowance who also use ITU"
[provided transport i.e. a bus service]*

Service locations not on public transport routes – "you disable me because I can't use my bus pass"

We need more travel training

- Meeting the needs of Service User's

"We don't want any changes"

"I would like to try new things"

"Service not appropriate/too diverse for Service User's [age, ability, needs]"

"Service User's attending when they don't want or need to be there, don't want to take part in activities"

Confusion about direct payments and personal budgets

"I haven't had a review in a long time"

"Concerns about transition from children's to adult services what services are available?"

Day services – are for older people, too much repetition, not outcome focused – little evidence of progression"

"In residential services – I don't want to go to day services, when unwell want to be able to go home"

"Too much protection from family/carers, social workers"

"We need more help from health services"

- Communications

"Poor communication between family carers and services"

"Poor Communication between all service centres"

"Improve paperwork, reduce time - Use computers to store and share information"

"Communications of Service User information to other agencies"

"Poor systems and processes"

"Poor communication with social work and health professionals"

- **Staff**

"Listen to/consult with staff - not just telling them "

"Too many seniors and managers per building"

"Stop enhanced sick pay [for weekend payments etc]"

"Hope this review WILL make a difference"

"Give us opportunity to be community/social enterprise"

"Need to be free from council red tape"

"Residential services should provide day activities"

We should look at what we provide are there are services that could do it

"We need better training".

"We need agreements about what we can and cannot do especially with health services"

- **Carers**

"We don't want change - services offer excellent support, our sons and daughters don't like change"

"Don't understand personal budgets"

"Services are good, day services offer us respite very important to us".

"We need more flexible respite – evenings and weekends, would be happy to pay"

"There should be local services – Newport"

"one size doesn't fit all"

"Buildings not good"

"Services give us a break"

"Need more support from health"

"Residential services – not enough staff"

"Need peripatetic staff teams to deliver activity programs in local communities"

"If people attending services are to become customers using their personal budgets - quality of services need to be improved".

"Too much waiting around, spending time on buses"

"Groups too big, noisy etc difficult for some"

"Bring back contract work – meaningful activity"

"Need specific services for autism"

"Need to focus activities on exercise and diet"

"Work with housing - need more supported local housing provision "

"We think services should be more local – community buildings should have better resources"

"Too much time wasted travelling"

- **Buildings & Facilities**

“Buildings/facilities not designed with Service User’s in mind”

“Not all located with easy access by Public Transport”

“Too old, big and noisy”

“Should have local, community based centres”

“Downing House good facility should be more”

“Community centres and buildings don’t have facilities we need”

- **Cost Savings & Efficiencies**

“Residential to provide own activities i.e. Service User’s not to attend to Day Opportunities, double funding?”

“Charge for spare space to be used by external agencies/organisations”

“Increase cost of food – Service User’s and staff only charged £2.00p for a meal”

“Don’t provide hot meals”

“Charge for ITU transport”

“Charge others for our services – health, forensic”.

“Enablement support will reduce care packages”

“Sell our services to other councils”

“Focus services on people with highest need”

- **Future Services**

“Services do need to change – they are old fashioned – don’t meet needs”

“Need services for younger people support to be more independent”

“Don t want to go into day services want to learn to live independently, family carers want assurances”

There should be services for young people as well as old”

“Need to do more for PMLD, better equipment, more links to health”

“TEN shouldn’t be a day service, it should be for all disabled people who want to think about work, it should be business”

“Would like to do more things like TWIGS and get help to get a job”

“There should be flexible support in the evening or weekends to do things like go to the cinema”

“Carers need more respite especially at weekends, we rely on day services”

“Need more Shared Lives carers”

“Need community drop in centres”

“Services should be more local”

“Need a service for Aspergers”

What did we do with this information?

A review of the information gathered from the engagement and feedback received led to the development and appraisal of a number and range of options which went on to form the New Options proposal.

The proposal will be launched in September 2014, when all stakeholders will be invited to contribute as part of a 90 day consultation.

We would like to thank everyone who contributed to the programme of initial fact finding

Engagement Timetable - 22/01/2012 Stakeholder Group	Date	Time	Venue	Facilitators	Attendees	System
Service Users	27/11/2012	10.15 – 14.30	TEN	Taking Part, Deb Williams Tim O'Shea	25	✓
Service Users	28/11/2012	10.15 – 14.30	Soc Ed	Taking Part, Deb Williams	22	✓
Provider Services T/L	28/11/2012	12.30 – 17.00	Stirchley LC	Sharon Barnett, Deb Williams	9	X
Service Users	28/11/2012	10.15 - 14.30	Severns	Taking Part Tim O'Shea	15	✓
Carers – Shared Lives	28/11/2012	11:00 – 12:00	Darby Hse	Mary Coultas	17	X
Service Users	29/11/2012	10.15 – 14.30	Halesfield 22	Taking Part, Deb Williams, T O'Shea	10	✓
Staff – Comm Serv - Serv Coord	30/11/2012	10.30 – 12.00	Darby Hse	Deb Williams	3	X
Staff – Incl Leisure	30/11/2012	15.00 – 16.00	Halesfield 22	Deb Williams, Tim O'Shea	14	✓
Parents /Carers	04/12/2012	12.00 –16.00	VIP Suite	Karen Kalinowski, Deb Williams	5	✓
Staff - Shared Lives	04/12/2012	9.30 – 10.30	Darby Hse	Deb Williams	3	X
Parents/Carers	05/12/2012	17.30 – 19.30	VIP Suite	Karen Kalinowski, Deb Williams	2	✓
Staff – Comm Serv	05/12/2012	13.00 - 14.00	Downing Hse	Deb Williams, Tim O'Shea	11	✓
Service Users – Comm Serv	06/12/2012	10.00 – 12.00	Darby Hse	Taking Part, Tim O'Shea	3	✓
Parents/Carers	06/12/2012	14.00 – 16.00	VIP Suite	Karen Kalinowski, Deb Williams	7	✓
Staff - Day Opps – Ed	07/12/2012	15.00 – 16.00	Soc Ed	Deb Williams	12	X
Service Users – Resid	10/12/2012	17.30 –19.30	Downing Hse	Taking Part, Deb Williams	5	✓
Staff – Resid - Serv Coord	11/12/2012	09.30 – 12.30	Carwood	Deb Williams, Tim O'Shea	14	✓
Staff – Day Opps – Ed	11/12/2012	11.00 – 12.30	Soc Ed	Deb Williams, Tim O'Shea	4	✓
Staff – Resid	12/12/2012	10.00 – 12.00	Downing Hse	Deb Williams, Tim O'Shea	11	✓
Staff – Day Opps - leisure	14/12/2012	15.00 – 16.00	Severns	Deb Williams, Tim O' Shea	12	✓
Service Users – Shared Lives	17/12/2012	13.00 – 15.00	VIP Suite	Taking Part, T O'Shea	1	✓
Staff – Day Opps – TEN	11/01/2013	15.00 – 16.00	Unit Ten	Deb Williams, Tim O'Shea	9	✓
Staff - Day Opps – Serv Coord	25/01/2013	15:00 – 16:00	Lakeside	Deb Williams, Tim O'Shea	9	✓

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Note above includes a meeting and response from Carers Meeting (Newport)