

Cyngor Sir CEREDIGION
ADRAN GWASANAETHAU CYMDEITHASOL

... yn gofalu i wneud gwahaniaeth

A Parry Davies
Cyfarwyddwr
Director



CEREDIGION County Council

SOCIAL SERVICES DEPARTMENT

...taking care to make a difference

Min Aeron, Rhiwgoch, Aberaeron, SA46 0DY
☎ 01545 572616
Fax 01545 572619

William Powell AM
Petitions Committee Chair,
Petitions Committee,
Welsh Government,
Cardiff Bay,
Cardiff.
CF99 1NA

Dyddiad
Date

30 April 2012

Gofynnwch am
Please ask for

Llinell Uniongyrchol
Direct line

FY nghyf
My ref

AJ/BD/ED

Eich cyf
Your ref

P-04-366

Dear Mr Powell,

Re: Petition P-04-366 Closure of Aberystwyth Day Centre.

With reference to your letter dated 19th April 2012 please find below the information that you have requested regarding meeting the needs of vulnerable people and meeting statutory requirements.

The Departmental Aims and Expected Outcomes for service users are laid out in the Department's **Business Plan (2012-2013)** as follows:

Ceredigion Social Services is committed to improve continuously in the following areas:

- ***Promoting and supporting independence and inclusion***
People are supported in the community or in a family setting rather than in institutional care, wherever possible.
Effective support for carers (numbers of carers assessments, outcomes, use of carer's grant)
Services in place to support independence and develop life skills (e.g. health services, education, training and employment opportunities, progress with person centred planning)
Equality and diversity promoted effectively (including hard to reach groups)
Direct payments used appropriately
- ***Safeguarding/Protecting vulnerable people***
Effective response to allegations of abuse or neglect, in terms of good quality risk assessment and risk management processes (including out of hours).
Services needed in place to safeguard vulnerable people.
Multi-agency procedures and safeguarding bodies that work well.
Effective working arrangements for safeguarding vulnerable groups from abuse by staff and others in positions of trust.
- ***Access to services***
Comprehensive and accessible information available to the public, about all services, in relevant languages and formats.
Effective arrangements for members of the public to make contact with social services (prompt and effective response to enquirers and referrers, during the working day and out of office hours).
Effective arrangements for receiving and managing referrals.

Well managed Waiting Lists.

Systems in place for monitoring and assessing the effectiveness of access arrangements.

- ***Assessing people's needs, managing people's care and ensuring regular review.***
Effective systems for deciding eligibility and prioritising assessments.
Compliance of Assessments with guidance/standards in respect of timeliness, quality, content and updating.
Service users and carers involvement in assessments and sharing of assessments.
Progress and monitoring with the provision of carers' assessments.
Availability of specialist expertise to contribute to assessments as necessary.
Social Services appropriately allocate, transfer and close cases.
Views of users and carers considered in developing and agreeing care plans.
Care Plans specify the services to be provided, the intended outcomes and how risks will be managed.
Service elements of plans properly costed.
Arrangements for undertaking effective reviews timeliness, quality of reviews, delivering agreed changes.
- ***Developing an appropriate range of good quality services.***
Social services ability to identify gaps and what needs improvement (e.g. delays, unmet need, excessive costs).
Partnership arrangements that works well for delivering services.
Arrangements in place for consulting about the range of services provided or the development/design of future service provision.
Services provide reliable standards of care.
Quality consistent across services, sectors and communities.
Views and circumstances of service users and carers (including ethnicity) sought and reflected in the services provided.
Services responsive to problems and emergencies.
Complaints, representations and compliments used to improve the quality of services.

Services are provided to adults experiencing difficulties in the following areas:

- Adult in need of protection
- Adults with physical disabilities, visual and sensory impairment
- Adults with learning disabilities
- Adults living with autism
- Adults living with mental health issues
- Adults who misuse substances
- Older People in need of support

The Department also has a specific Carers Strategy but the Joint Carers Strategy effectively came to an end in 2011/12 as is the case in many parts of Wales. There will not be a full replacement of the Strategy but there will be a move towards a Business Plan model with Action Plans. The principles will carry forward linked to the on-going Business Plan (as quoted above) whilst we await the development of the Carers Measure Strategy and the Welsh Government's Carers Strategy Review during 2012/2013.

Services for Older People are also underpinned by the Ceredigion Strategy for Older People 2004. It has not been a requirement to provide a strategy since then and following Welsh Government's rationalisation of plans, the Strategy for Older People objectives have formed part of the Health, Social Care and Well Being Strategy. The Strategy content is still valid given its emphasis on accommodation and independence for older people and given the prevention

agenda. The Health, Social Care and Well Being Strategy can be viewed on the Ceredigion County Council web-site by following the Health and Well Being link or by using the following web-address.

http://www.ceredigion.gov.uk/utilities/action/act_download.cfm?mediaid=31782&langtoken=eng

There is no specific Policy for the non-statutory provision of Day Centres in the County therefore there isn't a separate Policy for Park Avenue Day Centre. However, Park Avenue Day Centre does have its own Information Leaflet (updated January 2010) for its service users and is copied below:

This brochure is designed to give you an idea as to what happens at the Day Centre should you decide to attend. It will also tell you how attendance can be arranged.

We try to ensure that the Centre is a warm, friendly, welcoming place and encourage our service users to help us achieve this.

Uniquely, for residents of Ceredigion over 50 we now operate an Open Access Day every Wednesday. You will be required to complete a simple registration form on your first attendance, purchase a lunch ticket and serve yourself.

How is the Centre staffed?

The Centre is run by a Manager, supported by a Clerical Assistants, Care Assistants, Catering and Domestic staff. All care staff are trained to NVQ Standards and are expected to follow the Codes of Practice, thereby ensuring a high quality service.

How is attendance arranged?

Day Centre attendance can only be provided to service users once they have received a Community Care Assessment which is in accordance with various statutory regulations. To arrange a Community Care Assessment you need to contact the Social Services Contact Centre on 01545 574000. This assessment will be completed by a Health or Social Care Professional and a Care Plan will be drawn up indicating that attendance at the Day Centre is required. On receipt of this referral the Manager will visit you to discuss your proposed attendance. If appropriate, arrangements will be made for your attendance, including transport if this is required. There is an additional fee for this service.

What happens on the first visit?

You will be allocated a Keyworker, who will help you to settle into the Centre and will work with you to draw up a plan of the service you will receive whilst at the Centre. The support you require will be established and how this will be achieved will be discussed with you. At all times our aim will be to ensure you maintain your independence. This care plan will be regularly monitored, reviewed and changed, as your needs change, working together to achieve the desired outcome.

What if I need help to move about?

The Health and Safety of both service users and staff is of paramount importance to us and, as part of this, we have to conform with the EEC Regulations on Manual Handling, aimed at

minimising risk to you and to our staff. We will undertake a manual handling assessment when you first attend, at all times encouraging you to be as independent as possible. However, should you require the assistance of our staff to physically support you e.g., to access toilet facilities, this will be included in the assessment. This may involve the assistance of two staff, the use of simple aids or more specialist equipment. Two of our staff are trained as Manual Handling Coordinators and they will carry out this assessment

What activities are provided?

The Centre offers a wide range of activities in which you can choose to participate. These include, bingo, gentle exercise with a trained member of staff, basic toe nail cutting by trained staff, knitting, board games, art classes, jigsaws, word games, dominoes, music quizzes, Holy Communion, internet access and basic computer skills etc. We also try to arrange additional activities and entertainments e.g., music sessions, craft work, talks and discussions. We also have regular visits by a hairdresser for the benefit of service users.

A bathing or showering service is available for users who are either experiencing difficulties in accessing their own facilities or waiting for adaptations to their homes. Our aim is to support you to be as independent as possible at all times encouraging you to do as much as you can for yourself. The centre also provides a laundry service for a nominal fee.

What meals are provided?

All lunches, for a nominal fee, are freshly prepared on the premises with a varied choice of menu daily, catering for all special dietary needs. Mid-morning and afternoon snacks and drinks are available for a small charge from the tea bar which is run by WRVS volunteers.

Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and Carers.

We are in the process of developing Advocacy Services and if possible, we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

In relation to Adult Services, "Eich Dewis Chi" offers an Advocacy service for people who suffer with:

- *Mental Health problems*
- *Have a Learning Disability*
- *For people who are Elderly and Mentally Infirm*
- *For Vulnerable Adults.*

Information Sharing and Confidentiality

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent, unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others.

Representations/Complaints/Comments

If at any time you are unhappy with the service you receive, please discuss your concerns immediately with the Manager. We sincerely hope that the problem can be resolved at this stage. However, if your concerns have not been resolved, then you are able to make a formal complaint via the Complaints Officer, Social Services at Min-Aeron, Rhiw Goch, Aberaeron, SA46 0DY

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I can confirm that the Day Centre has always operated on a referred basis for four days a week with one day, Wednesdays, being classed as “open access day” for non-referred individuals who can drop in to the Centre.

The referred service users have all undergone a Unified Assessment by Care Assessors or Social Workers in line with Welsh Government legislation and will have been deemed eligible for the service based on either a Critical or Substantial risk to their independence. There are four eligibility criteria defined by Welsh Government – Critical, Substantial, Moderate, Low. Local Authorities have discretion to operate at their chosen level and Ceredigion is currently operating on meeting the needs of individuals assessed as Critical or Substantial. This applies for all services provided in Adult Services.

Wednesdays at Park Avenue Day Centre were defined as “open access days” which allowed non-referred older people to attend and utilise the facilities. The intention of this arrangement was to promote the Day Centre as a resource for people and to encourage people to partake in activities with the support of staff at the Centre. However, the reality has been that the individuals that visited the Day Centre on a Wednesday arrived just before lunch and left shortly after. It was essentially, therefore, a Luncheon Club for people. Given that the Town Hall will not have a producing kitchen this arrangement was no longer feasible and a Social Services employee was tasked with consulting specifically with the Wednesday attendees and has been exploring options, one of which is using the Town Hall as a “drop-in” facility outside of referred service users’ core hours.

The Football Club is now providing an appropriate substitute for lunches – it is in the same area and close to the services which are convenient for Park Avenue Day Centre and it was therefore considered a suitable venue for the sole provision of a Luncheon Club.

There are two Cabinet Reports that considered Park Avenue Day Centre and then concluded that Park Avenue Day Centre should be demolished as part of the Mill Street development and the Town Hall used as a replacement. These are dated 9th November 2010 and 1st March 2011.

The November 2010 report included a **detailed analysis of the day service functions, the numbers of attendees at Park Avenue Day Centre and the overall needs of those attending**. This illustrates that the needs of the service users were well considered and informed the decision-making process.

An Equality Impact Assessment (EIA) also commenced in November 2010 and as part of this process the Council carried out a Service User Needs Analysis which considered both the current and future needs of service users. When carrying out the EIA, officers considered all 5 criteria but were of the view that there was no impact in 4 of those categories.

Combining the Day Centre facilities with the Library and County Archives opens new possibilities for service users. Day Centre users will have access to excellent computer resources and experience taster sessions in using the internet and more advanced IT classes that suit them. The co-located Library and Archive's other resources will provide additional access to materials that will entertain and enthuse. The presence of all these services will result in a community-focused centre that will promote inter-generational activities.

The option of re-providing day services at the Town Hall was, therefore, made on the basis of enhanced provision and opportunities for older people who need day care and need to be supported to live ordinary lives. In this respect the relocation demonstrates a corporate, forward thinking and innovative vision which retains the Authority's commitment to the provision of day services in Aberystwyth rather than close a Day Centre because of budgetary pressures - as is the case in some other Authorities.

I hope that this response serves to answer your questions and alleviate your concerns.

Yours sincerely,

Mr Allan Jones
Assistant Director
Commissioning & Business Support