

## Agenda Item No: 16 - Appendix 1

### **Executive Summary of the consultation analysis report. September to November 2016 Northamptonshire County Council. Future of Drayton Centre, Kingsthorpe and Stephenson Court in Kilsby Day Services.**

#### **1. Introduction**

- 1.1 From 26th September 2016 to 7th November 2016, Northamptonshire County Council (NCC) and Olympus Care Services (OCS), entered a period of consultation with day service users, their families and carers, and other interested parties with a view to the termination of the contract for day services with Olympus Care Services at both the Drayton Centre, Kingsthorpe (Northampton) and Stephenson Court in Kilsby. Alternative provision on a like for like basis to be offered if necessary.

#### **2. Background**

- 2.1 The situation has arisen out of the very high number of vacancies over some time in both the Olympus and Shaw day services in the area in which these particular services are situated.
- 2.2 The delivery of this consultation was supported by the service provider, Olympus Care Services (OCS).

#### **3. Consultation Methodology**

- 3.1 The consultation was conducted by the *Engagement, Participation and Involvement Team (EPIT)* within Northamptonshire County Council, who carried out the consultation in compliance with the council's *Consultation and Engagement Policy* and *Standard of Required Practice*.
- 3.2 Identified stakeholders included: residents, residents' families/ carers, OCS and NCC employees, County Councillors, community organisations, interested members of the public, plus others. Due to the breadth of potential stakeholders a questionnaire was devised.
- 3.3 As service users of the Drayton Centre have dementia, a simplified consultation pack was handed to them by OCS staff who explained the contents to them.
- 3.5 The consultation and online questionnaire was also promoted to a large number of key stakeholders, including, Members of Northamptonshire County Council's Consultation Register, Members of the county's Residents' Panel,

Local community and voluntary sector organisations and faith groups, the Clinical Commissioning Group, Specialist Care Centres, Healthwatch Northamptonshire, and Northants 50+ Network and other older people reference groups.

- 3.6 Through stakeholder analysis, key organisations were also asked to help promote the consultation amongst their members and other distribution channels.
- 1.7 As well as being promoted via our partners' communication channels, the consultation was posted and publicised via the Council's Facebook, Twitter and other social media accounts.
- 3.8 NCC and OCS representatives met with 23 service users/ their families, and telephoned a further 7 at Drayton Centre, and met with 10 service users/ their families, and telephoned a further 1 at Stephenson Court.
- 3.9 In addition to the questionnaire, a video booth was set up at the Drayton Centre and Stephenson Court day services. The video booth is a device which asks participants specific consultation questions and then records a video of the participant verbally providing their answers.
- 3.10 Commissioners also offered individual presentations to identified older people, reference groups and Healthwatch Northamptonshire.
- 3.11 The consultation began on 27<sup>th</sup> September 2016 and ended on 7<sup>th</sup> November 2016, giving 6 weeks of consultation.
- 3.12 During the consultation period NCC Commissioners and OCS representatives have been liaising with service users and their carers/families and have offered the opportunity to view potential alternative day service venues should the existing service cease to be delivered in its current location.

## **5 Conclusions**

- 5.1 The consultation team received 89 completed questionnaires, 13 video booth submissions and 43 written letters/emails. A small number of respondents have provided their feedback by utilising more than one of the above channels.
- 5.2 Just over half (51.3%) of respondents stated they also access other formal care services. The majority of these respondents receive some form of home care service, whilst others have accessed other day services or residential respite, most frequently named was Turn Furlong in Northampton.

- 5.3 The feedback on the termination of contract in both venues is similar.
- 5.4 Nearly every respondent felt the termination of the contract would have a significant impact. Only one respondent to the consultation felt the closure would have no impact.
- 5.5 Some respondents thought the day service was being completely withdrawn and not being relocated to an alternative provider/ venue. It was explained this is not the case.
- 5.6 Many respondents praised the current standard and quality of the service and the care given by the staff at both Drayton Centre and Stephenson Court day services. Some expressed concern about the possible quality of the alternatives being proposed.
- 5.7 A significantly large proportion of respondents value the social aspect of the day services and the long-term friendship groups they have established. This social aspect, including the organised social activities is seen as a massive contribution to their quality of life. Carers/ families commented on the importance of the respite that the day service provides for them. Many carers were often elderly themselves, and this short-term day respite helped them to maintain their own health and wellbeing.
- 5.8 Many respondents felt that if the day service was no longer provided the outcome for the current service user would end up with them going into residential care and/or the carer requiring more intensive support services themselves, it was explained the service was still being continued albeit it at a different site.
- 5.10 There was request that a personalised approach was required to meet people's needs, with advocacy support where required to enable service users and carers to express their views and be sufficiently supported with any future development of their support plans.

