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CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

**Date and Time
of Meeting** WEDNESDAY, 20 JANUARY 2016, 5.00 PM

Please find below correspondence send by the Committee Chair following the meeting,
together with any responses received.

For any further details, please contact scrutinyviewpoints@cardiff.gov.uk

7 **Correspondence following the committee meeting** *(Pages 1 - 6)*

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My Ref: Scrutiny/Correspondence/Cllr McGarry

25 January 2016

Councillor Susan Elsmore
Cabinet Member
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Susan

Community & Adult Services Scrutiny Committee – 20 January 2016 – Stakeholders comments

As you know, the Community & Adult Services Scrutiny Committee held a special meeting on 20 January 2016 in order to hear from stakeholders who had asked to address Committee regarding the budget proposals issued in December 2015 for consultation. Members heard from stakeholders affected by the proposals with regard to Oldwell Court, Penylan (contained in Budget Proposal 149 'Reshape Day Services for Older People') and Pedal Power (contained in Budget Proposal 147 'Review of Commissioned Services').

Members have asked that I write to you capturing the comments made by stakeholders and the issues raised. We hope that this will be of use to you when reflecting on the final budget proposals due to be issued into the public domain in February 2016. A separate letter will also be sent to you to seek clarification on some points Members discussed in the way forward.

With regard to Oldwell Court, a specialist dementia day centre run by the Alzheimer's Society, stakeholders made the following points:

Impact on existing service users

- A change in routine, such as having to move from Oldwell Court, will cause disruption and distress to people with dementia.
- Moving existing service users from Oldwell Court will break friendships formed with staff and other service users – these friendships are essential to tackle isolation and bring joy back into the lives of service users.
- Some service users will refuse to attend a new centre; this will impact on their well-being, increase their isolation and contribute to a decline in their functioning.
- The new centres may not have staff who are as experienced in dealing effectively with people with dementia as those at Oldwell Court; council staff in generic day centres have not been able to cope with some of the service users who are currently at Oldwell Court. This will affect service users who need specialist care to maintain and improve functioning.

Impact on carers and families

- The disruption and distress caused to service users will be felt by their carers and families and the burden on carers and families will increase as a consequence.
- Where service users refuse to attend a new centre, the burden will increase for carers.
- Two carers reported that they had built a relationship of trust with those at Oldwell Court, which they had not been able to build with the generic day centre that their Mother attended.

Issues with the consultation process

- The literature sent to all older people service users was poorly drafted, with typographical errors
- The consultation literature does not make it clear what day services will be provided to people with slight or moderate dementia in terms of whether these services would be provided by the day opportunities team staff and/ or at the specialist dementia day centre or the generic day centres.
- The consultation literature is inaccurate in its statement that Oldwell Court provision does not meet the needs of the individuals with the highest needs; it actually caters for people with slight, moderate and severe dementia needs. 64% of current service users fall within the severe end of dementia need. This is evidenced by Cardiff Council's case managers' in their referrals for 'late stage dementia', 'advanced dementia' etc.
- The timing of consultation events, so near to Christmas, made it difficult for some carers to attend events.
- At one consultation event, carers arrived to find a room had not been booked; officers were late and, when they arrived, carers then had to help them to set the room up. Officers then stated that there was not enough time to give the planned powerpoint presentation. Some attendees reported feeling devalued and outraged by this experience.
- At one consultation event, witnesses stated that attendees were not given the opportunity to check the notes of the meetings; when attendees requested this opportunity they were informed it was not standard practice for this to happen at Council consultation events and that attendees were not to worry as their points would be captured. This left some attendees feeling patronised.
- One attendee queried whether she could ask questions as the presentation was given and was told that she would have to wait till the end of the presentation. Her response was that she would probably have forgotten her questions by the end of the presentation, as she had dementia. Those organising and running the consultation events should have recognised that attendees may well have dementia and should have accommodated their needs accordingly.

Impact on existing Oldwell Court staff

- There are 14 staff currently employed at Oldwell Court who are highly skilled at providing dementia care and support. Their posts would no longer be funded if the Council withdrew the £161,000 funding and they would lose their jobs.

Fit with Council strategy and policy

- The Corporate Plan 2015 – 2017 highlights a commitment to the co-operative value of fairness. This principle does not seem to have been followed if the

Council can write off £4.4 million debt to Glamorgan Cricket Club and then seek to make a saving of £161,000 from closing a dementia centre.

- The Corporate Plan 2015- 2017 prioritises supporting people in vulnerable situations. The proposal to close a dementia centre does not accord with this.

Impact on public finances

- The increased burden on carers will mean that some carers will need more support from social care services and/ or the NHS.
- The Alzheimer's Society charges approximately £30 per person per session; whilst it is acknowledged that this will need to increase to ensure the service is sustainable in the longer term, the Alzheimer's Society would be able to provide the service for a lower cost than quoted in the Day Opportunities Strategy, which is £40 per person per session.

Fit with Welsh Government strategy and policy

- Minister for Health Mark Drakeford AM has made it clear that he wants Wales to be a dementia – friendly nation. The proposal to close a dementia centre does not accord with this.

Future Need

- National statistical and demographic studies conclude that the scale and rate of dementia will increase significantly in Cardiff in the next five years and beyond. The additional monies provided by the Welsh Government to Welsh Health Boards to improve diagnosis rates will also increase the demand for dementia services.

In addition, some comments were made with regard to the wider Day Opportunities Strategy, as follows:

- Council staff in existing generic day centres, including Minehead Road, have stated that they are unable to cope with some service users with dementia. This is known by witnesses as it is stated on the social worker referral forms when these service users are referred to Oldwell Court. There is therefore concern that staff at the two generic day centres referred to in the Day Opportunities Strategy (Minehead Road, Llanrumney and Fairwater) will not be able to cope with service users with dementia.
- Dementia is a progressive condition; individuals with dementia cope better when their routines are maintained and they have the comfort of knowing an environment and people. Therefore, it works best for people with dementia to be in a familiar environment where care and support can be increased as required, rather than having to move from a generic day centre to a specialist day centre as their condition worsens.
- The Day Opportunities Strategy is based on a re-abling model, which is not applicable to people with dementia as this condition is progressive and not reversible. In its current form, the proposed Day Opportunities Strategy does not meet the specialised needs of people with dementia.
- The Day Opportunities Strategy is silent as to how the Council will respond to the substantial growth in need for dementia support services, which is well researched and inevitable.

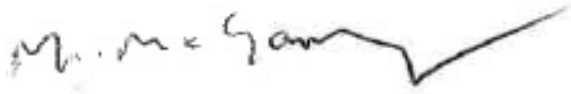
With regard to Pedal Power, the following points were made:

- The proposed saving, of £10,000 this year and £13,000 next year by ceasing the service for Adults with Learning Disabilities referred by Cardiff Council Social Workers, will have a big impact on service users and carers as Pedal Power does not have the financial resources to absorb these costs and will have to pass the costs onto those using the service, for example by charging carers.
- Passing costs onto service users and carers will mean that less people are able to take up the service. This will reduce their health and well-being not only because of a reduction in physical activity but because of decreased opportunities to make friendship groups, have social interaction and practice social skills in a supportive and inclusive environment. Exercising outdoors has also been proven to improve and maintain mental health wellbeing.
- It is recognised that it is harder for adults with learning disabilities to exercise. Pedal Power provides an important opportunity for them; it grew out of services provided from Ely Hospital and has years of experience in providing bespoke solutions to meet a wide range of needs.
- Service users will also be affected by the change in their routine if they are no longer able to come to Pedal Power; this in turn will have an impact on carers, who will have to cope with their loved one's confusion and anger.
- The proposed saving runs contrary to Welsh Government policy that local authorities have a responsibility to enhance health and well-being, as set out in the Social Services and Well Being (Wales) Act 2014 and the Well Being of Future Generations Act 2015.
- Pedal Power receives funding from organisations such as the Lottery and Children in Need but these funds are ring-fenced to provide specific services and cannot be used to meet the costs of providing the current service for Adults with Learning Disabilities.
- Costs to the Council will increase if adults with learning disabilities do not take exercise, both short term costs as carers will require more support, and long term costs, as exercise such as cycling helps to prevent the onset of dementia etc.
- The success of Pedal Power has led to similar services being established in Wrexham, Swansea and Aberdare. In Wrexham and Swansea these were funded by the local authority and Health services; in Aberdare the local authority's Learning Disabilities team funds the service.
- The finances of Pedal Power are also being affected by the requirement to pay their staff the Living Wage.
- In the light of the above, Pedal Power ask whether it would be possible for the savings to be phased and Pedal Power to be given longer to see if their fundraising activities can raise the monies required to continue providing much needed and well valued services for adults with learning disabilities. Pedal Power is also talking to Cardiff & Vale University Health Board but need longer for these discussions to take place.

I hope that you find it useful to receive the above points made by stakeholders at our meeting and that these can be borne in mind when considering the final budget

proposals in February 2016. If you require further information on the above, please do get in touch and I will do my best to assist.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. McGarry', with a long, sweeping horizontal stroke extending to the right.

COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Sarah McGill Jane Thomas Tony Young Amanda Phillips
Liz Patterson Claire Deguara Nick Blake

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