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# HAVE YOUR SAY!

## on the modernisation of Day Care services for older people

The **Consultation starts** on: **14 JANUARY 2019**  
and will **close at 5pm** on: **8 APRIL 2019**

For further information please visit: [www.rctcbc.gov.uk/consultation](http://www.rctcbc.gov.uk/consultation)  
where you can find out the detail of the proposals and take part in a survey.  
If you require a hard copy of the survey please get in touch via:

 **01443 425014**

 **daycare@rctcbc.gov.uk**

 **FREEPOST RSBU-HJUK-LSSS**, Research & Consultation,  
The Pavilions, Clydach Vale, CF40 2XX

**2019**

Available in alternative languages or formats on request.  
Corresponding in Welsh will not lead to a delay.

If you require our advocacy service please let us know



**RHONDDA CYNON TAF**

## **Introduction**

In November 2018, proposals for the modernisation of residential and day care services were considered by the Council's Cabinet and it was agreed that a 12 week consultation on the Cabinet's preferred option be carried out.

The options for day care services are outlined in this booklet. The Council invites you to submit your views on the alternative options in addition to any comments that you may have on the preferred option, as well as your own suggestions on the changes being considered.

**Please take this opportunity to have your say.**

## **Background**

In accordance with national, regional and local drivers for change and improvement the modernisation of adult social care provision is a key priority for Rhondda Cynon Taf Council.

People are living longer and expectations of the care and support people want and expect in later life are changing. More people need support for complex needs, like dementia and want to live independently at home. In line with the principles of the Social Services and Wellbeing (Wales) Act, the Council recognises that it needs to shape services that it delivers internally to meet current and future needs.

The Council's day services, through a day centre model, have for many years provided a traditional form of support for older people to remain independent in their own homes. Many of these day centres are showing their age, not simply in the condition of the buildings, but also in the fundamental design and purpose and therefore they do not all offer the most suitable environment in which to provide a modern service.

A new approach is needed. This should be more consistent with a wider remit that is in line with new statutory requirements and provides an improved, co-ordinated and integrated response to their care and support needs.

At the heart of the proposals is a £50m investment plan to develop extra beds across Rhondda Cynon Taf and the opportunity to create community hubs and provide facilities and services in flexible spaces more suitable for the delivery of day services for older people than currently is the case in traditional day centre models. Such opportunities to create community hubs and reduce the need for traditional older people day centres are being reviewed as part of the extra care development programme.

We have to deliver things differently as we encourage more people to be as independent and self-supporting as possible so we can concentrate our services on those who really need them and have undertaken a review of day care for older people.

## **Current Position**

Current day services for older people in Rhondda Cynon Taf operate from traditional building based day centre settings. Adult Social Care day services for older people with an assessed care need is currently provided through 5 Day Centres:

- Tonyrefail Day Centre, Tonyrefail
- Trecynon Day Centre, Aberdare
- Riverside Day Centre, Pontypridd
- Bronllwyn Day Centre, Gelli
- Ferndale House Day Centre, Ferndale

These day centres have 25 places available per day with the exception of Ferndale House, which has a daily capacity limited to 11 places due to lack of space. They are open 5 days per week between 9.00 am and 4.00 pm with the majority of people accessing them between 10.30 am to 3.30 pm – they are not available at the weekends. The average occupancy level for all Core Day Centres is around 75%, which equates to a large unused capacity across the Service.

All of these day centres are not open to the community generally and are accessed only by people who have been assessed with a care and support need. The average number of people registered at the day centres has fallen by around 60% over the past 5 years.

It is anticipated that the overall demand for, and the level of occupancy, of these day centres for older people will continue to fall further. However, in a similar way to residential care, day service provision also occupies an important position in the spectrum of services commissioned and provided for older people by Rhondda Cynon Taf Adult Social Care.

As a Council, in 2019, we have a duty to reflect on this current model and ask ourselves whether we think it reflects the needs and aspirations of not only our current population, but the generations to come.

## Preferred option

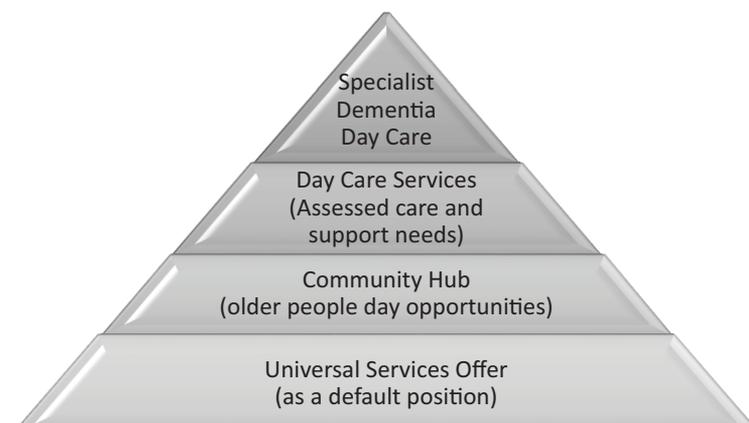
Following the review of day care services for older people, two options were provided. Cabinet's preferred option for consultation was:

### **Option 2: Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model**

This option has been agreed by the Council as its preferred option following an independent review of the current day services model and would require all day service users to be assessed and supported as necessary. A planned transfer of some day care recipients would take place, with support and assessments put in place to assist them with change and to accommodate their choice whenever possible, in line with the extra care development programme.

This option is proposed for the following reasons:

- The age and original design of our 5 existing traditional day centre buildings means they do not all offer a suitable environment in which to provide a modern service. Through this building based day centre model, we have for many years provided a traditional form of support for older people to meet their care and support needs and remain independent in their own homes.
- In line with the requirements of the Social Services and Wellbeing (Wales) Act, service models need to make the best use of the resources available and focus more on prevention, early intervention and enablement to better support older people remain at home longer.
- The new model would enable the transformation of the service to provide enhanced day opportunities and contribute to the development of a day service better able to meet the changing needs and aspirations of older people in Rhondda Cynon Taf and would include the four key elements as shown below:



As part of the new model, the Council wants to change its day services model for older people to focus more on providing our services to those with complex care needs. This means that in the future our day services for older people would only support those with complex care needs and less capacity would, therefore, be needed.

By focusing day services on those with complex needs we would hope to provide a better quality service for people with complex needs, as we would be able to specialise in the needs that people have because we would be able to up skill our staff to concentrate on providing this specialist service in a way that it is currently more difficult to do because of the range of complex and non-complex needs.

People with non-complex needs would be supported by having their needs met in other ways by increasing our offer of activities and the community contribution through an expanded range of services and local area co-ordination to give and receive support.

## **Alternative Options**

### **Option 1: Continue existing arrangements – Do Nothing**

It is considered there would be minimal disruption to the existing day care recipients.

This option is not proposed as maintaining the status quo is not considered to be an option due to the demographic and strategic priorities identified above.

More details on the proposed options can be found at [www.rctcbc.gov.uk/consultation](http://www.rctcbc.gov.uk/consultation)

# QUESTIONNAIRE

This survey asks you to think about the Day Care provision delivered internally by Rhondda Cynon Taf Council as part of shaping the future long term care it commissions for older people. We would like to consult on the proposed options identified regarding the future of the Council's internal provision.

Please read the full detail in the information pack before taking the survey.

**All completed questionnaires must be returned by 5pm on: 8th April 2019**

How we use your personal information

The legal basis for Rhondda Cynon Taf County Borough Council (RCTCBC) processing your information under data protection law is due to a legal obligation to consult on service changes. Responses are confidential and anonymised in the final report.

To find out more about how we use your information, please see the Consultation and Community & Children's Services privacy notices and the Council's data protection policy or contact the Consultation team – [consultation@rctcbc.gov.uk](mailto:consultation@rctcbc.gov.uk)

**Q1.** Are you a:

- Day care user
- Relative/Partner/Friend of a day care user
- Advocate for a day care user
- Member of general public
- Staff member
- Other (*please state*): .....

**Q2.** Do your views relate to any day centre in particular?

- Trecynon Day Centre, Aberdare
- Riverside Day Centre, Pontypridd
- Bronllwyn Day Centre, Gelli
- Ferndale House Day Centre, Ferndale
- Tonyrefail Day Centre, Tonyrefail

## The Recommended Option

**Option 2: Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model – Preferred option**

This would allow the service to provide enhanced day opportunities and to contribute to the development of a day service better able to meet the changing needs and aspirations of the older people of Rhondda Cynon Taf.

This would require all day service users to be assessed and supported as necessary.

**Q3.** Do you agree with option 2?

**Yes**

**No**

**Don't Know**

Please provide any comments for this answer:

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**Q4.** How would the recommended proposal impact upon you or your family?

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**Alternative Options**

**Option 1: Continue existing arrangements – Do Nothing**

**Q5.** Do you think this should have been the preferred option?

**Yes**

**No**

**Don't Know**

Please provide any comments for this answer:

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**Q6.** If you have any other comments that you would like us to consider or have alternative proposals or suggestions please provide them below.

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**About you**

**Q7.** Gender.....

**Q8.** Age.....

**Q9.** Post code.....

**Q10.** Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people because they may have particular characteristics. This question is optional. To find out more about how we use this information please see the 'Equality and Diversity' privacy notice on the council's website.

How would this / these proposal(s) affect you because of:

Gender, Age, Ethnicity, Disability, Sexuality, Religion / belief, Gender identity, Relationship status, Pregnancy, Preferred language?

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**Q11.** The Welsh Language (Wales) Measure 2011 makes provision for the specification of standards of conduct in relation to the Welsh language and consequently the Council has a legal duty to look at how its decisions impact on the Welsh Language.

Please let us know:

- How you feel the proposal could impact opportunities for people to use and promote the Welsh Language (Positive or Negative) and if in any way it treats the Welsh Language less favourably than the English Language?
- How positive effects could be increased, or negative effects be decreased?

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If you **are happy to be contacted** further to discuss your response, please provide your contact details:

Name: .....

Email / Telephone number: .....

**Thank you for taking part in this consultation.**

Rhondda Cynon Taf County Borough Council will process the information you have provided in accordance with the General Data Protection Regulation and Data Protection Act 2018. The information may be used for statistical purposes but all personal details will be anonymous.

**Please click on 'Submit' to complete the questionnaire online or if you are filling out a paper copy, please post it to:**

**Freepost RSBU-HJUK-LSSS,**

Research & Consultation,

The Pavilions,

Clydach Vale,

Tonypany,

CF40 2XX

Alternatively, please give us your general views via: **[daycare@rctcbc.gov.uk](mailto:daycare@rctcbc.gov.uk)**