

**OPTIONS FOR CHANGE – TOWARDS A STRATEGY FOR CARE SERVICES**

Appendix 4

**CONSULTATION 10 AUGUST 2009 – 30 OCTOBER 2009 - EASY READ VERSION**

SECTION	RESPONSES	NAME/ORGANISATION
<b>SECTION 1 - PROJECT BACKGROUND</b>		
<b>Question 1-</b> Was this the right way to get information about how things are now and look at how they may change?	No	Enabling and Fulfilling Lives
	No	EFL Co-chair
	Yes	Anonymous 1
	Yes	Anonymous 2
	Yes	Parent - Riverside
<b>Question 2</b> – Is there any other information we need to look at to help make these decisions?	Yes as in looking and using your own information to find out what working Life & Star Design are separate services . This is as the manager of Working Life is Christine Mann and the manager of Star Design is Gareth Williams. The reason why I say no is because people with Autistic Spectrum Condition has been missed off. There is a draft plan being consulted on. also the is some information on people with this disability coming through schools and the numbers are scary. Also there are issues with some of these services as there is a transport issue. as in public transport someone could live in Highcroft and need to get to Wallasey to use a services or to go to the centre there it can take about an hour and need to get to 2 buses to get there. need to keep people independent as long as we can.	Enabling & Fulfilling Lives

	<p>There is no mention of people with autism in any of the above. This tells me that no autism services or people who use them were spoken to. Do not forget about them in this process. The reason why I say no to the first question is that as I understand it, Working Life was left out of this. Please do not forget them. They have a right to have a say in this as everybody else</p>	<p>Enabling &amp; Fulfilling Lives</p>
	<p>The consultation appears to have taken account of all the necessary aspects of social care</p>	<p>Anonymous</p>
	<p>Consultations should continue throughout the process to ensure new ideas, are in fact, delivering an improved service.</p>	<p>Anonymous 2</p>
	<p>Individual users own needs and wishes and not what other people think they need. Some people have difficulty expressing this. The group descending on centres supposedly to get opinions seem to know that certain decisions have already been taken i.e. the comment "all centres will be closed" some consultation seeing as how this is an infringement of the centre users "Human Rights" and will be fought on this basis all the way to Brussels if need be. Drop in centres do not cut it with some centre users.</p>	<p>Parent - Riverside</p>

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SECTION	RESPONSES	NAME/ORGANISATION
<b>SECTION 2 – NATIONAL AND LOCAL INFORMATION</b>		
<b>Question 1</b> – Have we understood the national and local policy direction right?	Yes Yes Yes Yes Yes	Enabling & Fulfilling Lives Enabling & Fulfilling Lives Anonymous 1 Anonymous 2 Parent - Riverside
<b>Question 2</b> - Is this a fair view of the services given by the council against national and local policy?	Yes Yes Yes Yes Yes	Enabling & Fulfilling Lives Enabling & Fulfilling Lives Anonymous 1 Anonymous 2 Parent - Riverside
<b>Question 3</b> - Does this say the right things about people who in Wirral?	Yes Yes Yes Yes	Enabling & Fulfilling Lives Enabling & Fulfilling Lives Anonymous 2 Parent - Riverside

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SECTION	RESPONSES	NAME/ORGANISATION
<b>SECTION 3 - ORGANISATIONAL FORMS AND SERVICE MODELS</b>		
<b>Transport</b>		
<b>Question 1</b> – Are these ideas for the Transport service the right ones?	Yes	Enabling & Fulfilling Lives
	Yes	Enabling & Fulfilling Lives
	Yes	Anonymous 1
	Some users do not use Council transport	Parent - Riverside
<b>Question 2</b> – What else can we do to make sure people get a service that meets their needs? How can we make sure it is good value for money for people who have personal budgets?	Ensure that the rest of the service is affordable to those on personal budgets.	Anonymous 1
	I consider the current transport service to be excellent. It is used for day centres for LD. It is very reliable. Staff are good. Clients feel safe and secure. I do not believe the service can be improved. The vehicles appear in very good order. The office staff for transport contact are polite and responsive. This service should stay within the control of the LA	Carer
<b>Question 3</b> – Are there any barriers in respect of disability, age ethnicity, gender, religion or sexual orientation?	Yes this is that people could be forced to use this service as they live to far away to access the service that they are suppose to use, this will not give choice as people need the choice of how to get somewhere. Also people may become to dependent on this service because of this. We do not want that. Also as there may only be a certain amount of capacity it may not meet demand. people should be able to keep there independence as long as they can	Enabling & Fulfilling Lives

	I am not aware of any barriers. The vehicles seem well adapted for all disabilities and the staff seem well able to cope with clients' needs and behaviour	Carer
<b>Question 4</b> – Have you any other ideas?	Need to have some travel training with this, this will help people become independent	Enabling & Fulfilling Lives
	Transport service currently used is bus service to day centres. The advantage of this service is the same group use the bus each morning and afternoon providing routine and building up relationships with students and staff. This is very important. The bus service is reliable – previously used taxi service and communication has broken down meaning no-one turning up or not knowing where they are going.	Anonymous 2
	Regarding the day centres instead of dismissing them because they are not flavour of the month, use them wisely. There are problems with transition from school to adulthood. Why not put school leavers into centres for say 2 years, taking into account their wishes, they could take up a training course in the centres say in woodwork, horticulture or retail. All these subjects are already covered in the existing centres. This would also mean they could learn the work ethic instead of continuing the school ethic. It may mean strengthening some staff and instituting a programme of practical skills possibly with a NVQ at the end.	Parent - Riverside

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SECTION	RESPONSES	NAME/ORGANISATION
<b>SECTION 1 - PROJECT BACKGROUND</b>		
<b>Supported Living</b>		
<b>Question 1 – Are the ideas for the Supported Living service the right ones?</b>	Yes	Enabling & Fulfilling Lives
	No	Enabling & Fulfilling Lives
	Yes	Anonymous 1
	No	Anonymous 2
	No	Parent - Riverside
<b>Question 2 – What else can we do to make sure people get a service that meets their needs? How can we make sure it is good value for money for people who have a persona; budget?</b>	No	Enabling & Fulfilling Lives
	Maybe still keep 1 or 2 services in the Council as well as the Local Authority Trading Company. This would mean that people can have a choice about whether they want a Council service or not.	Enabling & Fulfilling Lives
	Ensure any changes in staffing levels have to be affordable in the long term	Anonymous 1
	Routine and consistency are very important – having different people supporting in the home means it would be harder to build relationships between pupils and staff. Also, having a day centre to go to each day provides a place for meeting friends and socialising together in groups rather than on-to-one support at home. Need to continue to offer group activities.	Anonymous 2

	Some people require day centres as their only friends are in day centres and the community is a hostile place to them	Parent - Riverside
	My greatest concern of a "Floating Service" is the amount of RISK a client would be exposed to. A highly detailed understanding of the clients capabilities must be acquired prior to their care assessment. I am very concerned to the amount of time the clients would spend alone as this could lead to isolation, loneliness and danger.	Carer
<b>Question 3</b> – Are there any barriers in respect of disability, age ethnicity, gender, religion or sexual orientation?	Yes, there could be transport issues. This is to get around.	Enabling Fulfilling Lives
	We would assume all staff would be CRB checked	Anonymous 1
<b>Question 4</b> – Have you got any other ideas?	No	Enabling & Fulfilling Lives
	Having 1 single manager is not really a good idea. The reason why I think this is although it would be good for the staff as they would only have 1 person to report to, it would be a lot of responsibility for the manager and things may not get done. Also the manager may go off with the stress of the job. Having locality managers maybe better and would stop this problem from happening.	Enabling & Fulfilling Lives
	Do not fix something that does not require fixing	Parent - Riverside

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SECTION	RESPONSES	NAME/ORGANISATION
<b>SECTION 3 - ORGANISATIONAL FORMS AND SERVICE MODELS</b>		
<b>Intermediate Care and Respite Services</b>		
<b>Question 1</b> – Are these ideas to buy intermediate care from independent care homes the right ones?	Yes Yes Yes Yes	Enabling Fulfilling Lives Anonymous 1 Parent - Riverside Carer
<b>Question 2</b> - Have you any worries if Pensall and Poulton House no longer give respite and intermediate care? – If you do please tell us what they are and what we could do about them.	No Yes Is it all affordable? No No. Closing Pensall House and Poulton House would give better choice to people requiring intermediate care. No choice is offered by WBC for where people will be placed. These two locations service the whole of the Wirral. In many cases the people concerned do not know the areas and feel isolated and alone, as the locations are difficult to get to on public transport for visitors. Elderly people are best placed and cared for in areas that they know and are accessible to relatives. Pensall House doe not even provide TVs, people would be better looked after in privately run residential homes.	Enabling Fulfilling Lives Anonymous 1 Anonymous 1 Parent - Riverside Carer



<b>Question 3</b> – What do you think about having a dementia Centre in Wallasey?	I think this is a good idea there is issues with it see below no 5	Enabling & Fulfilling Lives
	This is a good idea in that if someone has dementia they would know where to go for help. However there are some concerns. 1. If there is only one centre then places would fill up very quickly and staff may not be able to cope and people would not be accepted onto the service anymore. 2. Again there is another problem with there only being one centre. A centre in Wallasey would be hard to get to for someone who lives in Eastham for example. Especially if he or she has to come by public transport. 3. People with dementia can sometimes be forgetful. So if they have to get 2 buses to get to the centre, after the end of one journey they may forget which bus to get.	Enabling & Fulfilling Lives
	Would it be preferable to have a location which is more central to the whole of Wirral?	Anonymous 1
	Good idea	Parent - Riverside
	Excellent idea. There is a growing need for specialist care for dementia patients	Carer
<b>Question 4</b> – What else can we do to make sure people get a service that meets their needs. How can we make sure it is good value for money for people who have a personal budget?	Have at least 3 centres maybe 2 big ones and one smaller one.	Enabling & Fulfilling Lives
	Maybe instead of just one in Wallasey maybe have 4 centres to cover each part of Wirral (North, south east and West). This would mean that if 1 centre was full then there would be another. Also people would not have to travel far to get to their nearest centre.	Enabling & Fulfilling Lives
	Constant checks and re-assessments should be carried out	Anonymous 1
	Everyone would benefit from having a choice as to where they are laced. People want to stay in areas they know, and near to friends and family. This is best served by using privately run residential homes.	Carer

<b>Question 5</b> – Are there any barriers in respect of disability, age ethnicity, gender, religion or sexual orientation?	Yes if the person has a disability it has to be easy to get to and access. Also easy to get to on public transport. As if you live in the south of Wirral you have to get to Wallasey, this you need to get 2 busses. If the person is in the early stages of dementia the person may not be able to get the transport services as they may not meet the rules needed to get the service which would mean that they would possibly get the bus. they may get lost or simply forget what bus they need to get home.	Enabling & Fulfilling Lives
	Please see above	Enabling & Fulfilling Lives
	No	Anonymous 1
<b>Question 6</b> – Have you got any other ideas?	Have the centres close to where people live and maybe share the cost with National Health Service Wirral.	Enabling Fulfilling Lives

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<b>SECTION 3 - ORGANISATIONAL FORMS AND SERVICE MODELS</b>		
<b>Mapleholme</b>		
<b>Question 1</b> – Are the ideas the right ones?	<p>Yes.</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Enabling &amp; Fulfilling Lives</p> <p>Enabling &amp; Fulfilling Lives</p> <p>Anonymous 1</p> <p>Anonymous 2</p> <p>Parent – Riverside</p> <p>Carer</p>
<b>Questions 2</b> – Do you have any worries? If you do, please tell us what they are and what we could do about them	<p>Yes How people will get there as mentioned below the is an issue.</p> <p>Yes It is a good idea to bring services together as this would give more choice to people who use these services. However, there is a concern that Pensall House is very out of the way transportwise as there are only 2 buses that serve the area and anyone who does not live on the route to Birkenhead or Pensby will have to get 2 buses. Remember you may have the best service but if nobody can get to it, nobody will use it.</p> <p>Yes, Define the above statement "this would make the service better" How and why?</p>	<p>Enabling &amp; Fulfilling Lives</p> <p>Enabling &amp; Fulfilling Lives</p>

	Yes, define the above statement "This would make the service better". How and why?	Anonymous 1
	No	Anonymous 2
	No	Parent - Riverside
	Yes. Although I recognise that respite is primarily for the carer I do believe that it should be a pleasant experience for the client hence there needs to be some entertainment and socialising within the respite care both internally and externally. So is Pensall House suitably situated for outings with the clients? I do not consider Mapleholme currently is in a very desirable location but I was led to believe it was well placed for social amenities. So, will the move be detrimental?	Carer
<b>Question 3</b> – What else can we do to make sure people get a service that meets their needs. How can we make sure it is good value for money for people who have a personal budget?	May be useful to look at short breaks. Could be somewhere as simple as going to somewhere in Wirral for the day or a place they can go for a few days and stay over. The service gives the person ideas of different forms of respite. This is with there personal budget.	Enabling Fulfilling Lives
	Frequent reviews of their needs and the services	Anonymous 1
<b>Question 4</b> – Are there any barriers in respect of disability, age ethnicity, gender, religion or sexual orientation?	Public Transport for people who live in the East and North side of the Wirral could struggle to get to Pensby as it takes 2 buses to get there. Also most people would need to go through Birkenhead to get there	Enabling & Fulfilling Lives
	Yes please see above for reasons	Enabling & Fulfilling Lives
	No	Anonymous 1
<b>Question 5</b> – Have you got any other ideas?	I think this is a good idea but I think that short breaks where people can go should be developed with this. This is so people can have a choice of what they want to do. As if someone does not want a personal budget this may not mean they like going to the place for respite.	Enabling Fulfilling Lives
	Yes please see above for reasons	

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<b>SECTION 3 - ORGANISATIONAL FORMS AND SERVICE MODELS</b>		
<b>Meadowcroft</b>		
<b>Question 1</b> – Are the ideas the right ones?	Yes	Enabling & Fulfilling Lives
	No	Enabling & Fulfilling Lives
	Yes	Anonymous 1
	Yes	Parent - Riverside
<b>Questions 2</b> – Do you have any worries? If you do, please tell us what they are and what we could do about them	Yes, Transport and how people can get to the service	Enabling & Fulfilling Lives
	People may have problems getting to the new care homes. Reasons	Enabling & Fulfilling Lives
	No	Anonymous 1
	No	Parent - Riverside
<b>Question 3</b> – What else can we do to make sure people get a service that meets their needs? How can we make sure it is good value for money for people who have a personal budget?	Review needs and services frequently	Anonymous 1

<b>Question 4</b> – Are there any barriers in respect of disability, age ethnicity, gender, religion or sexual orientation?	Transport	Enabling Fulfilling Lives
	No	Anonymous 1
<b>Question 5</b> – Have you got any other ideas?	I cannot comment as I do not have enough understanding of this service. Although anything brought from the private sector needs to be easy to get to for people. This is by Public Transport.	Enabling Fulfilling Lives

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<b>SECTION 3 - ORGANISATIONAL FORMS AND SERVICE MODELS</b>		
<b>Fernleigh</b>		
Question 1 – What do you think of this service?	I think it is a good idea but as I said before I do not have enough understanding to comment	Enabling & Fulfilling Lives
	Cannot comment as I have never used this service.	Enabling & Fulfilling Lives
	Joint funding could result in an inadequate service	Anonymous 1

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<b>SECTION 3 - ORGANISATIONAL FORMS AND SERVICE MODELS</b>		
<b>Girtrell Court, Manor Road and Sylvandale</b>		
<b>Question 1 – Is this idea the right ones?</b>	Yes	Enabling & Fulfilling Lives
	Yes	Enabling & Fulfilling Lives
	Yes	Anonymous 1
	Yes	Parent - Riverside
<b>Question 2 – Do you have any worries? If you do please tell us what they are and what we could do about them</b>	No	Enabling & Fulfilling Lives
	No	Enabling & Fulfilling Lives
	No	Anonymous 1
	No	Parent - Riverside
<b>Question 3 – What can we do to make sure people get a service that meets their needs. How can we make sure it is good value for money for people who have a personal budget?</b>	Remember to make sure that the person still has the choice and that they can say no to something if he or she wants to.	Enabling Fulfilling Lives
	Continual assessment and ensure that the service is affordable 4. no	Anonymous 1



<b>Question 4</b> - Are there any barriers in respect of disability, age ethnicity, gender, religion or sexual orientation?	I do not know	Enabling Fulfilling Lives
	No	Anonymous 1
<b>Question 5</b> – Have you got any other ideas?	I do not have enough understanding of this service	Enabling & Fulfilling Lives
	Remember to make sure that the person still has the choice and that they can say no to something if he or she wants to.	Enabling & Fulfilling Lives

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<b>SECTION 3 - ORGANISATIONAL FORMS AND SERVICE MODELS</b>		
<b>Day Services</b>		
<b>Question 1</b> – Do you think that some day services should have the opportunity to develop into Social Enterprise?	Yes	Enabling & Fulfilling Lives
	Yes	Enabling & Fulfilling Lives
	Yes	Anonymous 1
	Yes	Anonymous 2
	Yes	Parent - Riverside
<b>Question 2</b> – Is the idea about developing a Community Bridge Building Service for people with learning disabilities and physical or sensory disabilities the right one?	Yes	Enabling & Fulfilling Lives
	Yes	Enabling & Fulfilling Lives
	Yes	Anonymous 1
	Yes	Anonymous 2
	Yes	Parent - Riverside
<b>Question 3</b> – Is the idea about Mental Health services the right one?	No	Enabling & Fulfilling Lives
	No	Enabling & Fulfilling Lives
	Yes	Anonymous 1
	No	Anonymous 2

	Yes	Parent - Riverside
<b>Question 4</b> - What do you think about day services developing a Local Authority Trading Company?	I think this is a good idea. Although Working Life should be in the council. As it would developed into a service that people can drop into for support and help. Also if the company goes under the council can pick it up. Needs to supported for at least 5 years.	Enabling & Fulfilling Lives
	Very good idea because if the company that works with the Council suddenly goes bust, then there would still be a service as the Council would then be running it.	Enabling & Fulfilling Lives
	It could give a better service with adequate financial incentives.	Anonymous 1
	If it offers greater choice of services then that will be a good thing, Need to ensure users are properly informed of all the options available to them.	Anonymous 2
	Seems like a good idea	Parent - Riverside
<b>Question 5</b> – What else can we do to make sure people get a service that meets their needs. How can we make sure it is good value for money for people who have a personal budget?	Be flexible around the person. Maybe train people to use public transport	Enabling Fulfilling Lives
	Regular assessments and monitoring of needs.	Anonymous 1
<b>Question 6</b> – Are there any barriers in respect of disability, age ethnicity, gender, religion or sexual orientation?	Need to make sure it is close to where people live and is on a bus and train route. So people do not become to dependant on the transport service. It may be the best service in the world but if the person cannot get to it the is no point it being there	Enabling & Fulfilling Lives
	Yes as if the Community Bridge Building Service is only in 1 place, people may have problems getting to it. This is particularly true for people with disabilities or people with dementia	Enabling & Fulfilling Lives
	No	Anonymous 1

<p><b>Question 7</b> – Have you got any other ideas?</p>	<p>Yes I have. Where is Star Design I all this? Working life should be looked at separately as it is an Employment Support Service not a service that gives care. Can I just explain what each one is? Working Life Manager is Chris Mann. It is for everyone with a disability. In the past this service was only for people with learning disabilities and was a self referral service. Star Design manager is Gareth Williams. This service is mostly a woodwork project for people with a mental health need. Not sure if there is an employment support side to this. If these are split Working Life can be taken out of the proposals as it should be. I think that the Design and Viability project has not looked at these services separately. I think with this information all the day services need to looked at again with this information in mind. The project completely misunderstood this and everyone doing this project totally ignored this. Working Life should be put in Maura’s branch. This is so a project can take place to look at what employment initiatives are out there. Also part of this can be developed into a service like Promoting Older People’s independence but for younger people. Remove Fair Access to Care from this service then it can be open for everyone who needs it. Part of this service could be a drop in service. Then it can be truly shaped right and be a great service of the future.</p>	<p>Enabling &amp; Fulfilling Lives</p>
	<p>As I said above I do not think having just 1 single locality manager. I have suggested something instead further back in this document. Working Life should be a service for all disabilities. Not just mental health. Where does Star Design some into this? Maybe flexible around the person.</p>	<p>Enabling &amp; Fulfilling Lives</p>
	<p>New Independent or Voluntary Service Sector Page 47. Not so much ideas as concerns regarding students 'Out in the Community doing voluntary work without the support of a training centre. 1. The point of responsibility ensuring the student is correctly trained. 2. At what point does the voluntary sector assume responsibility for the student - upon leaving their place of residence or when they report for duty. 3. Who is responsible for reporting absence to the work place. Students could be lost in the community without the necessary warning. 4. Who updates the necessary risk assessments and the six monthly appraisal reports. etc. 5. Recruitment within the voluntary sector. 6. A clearly defined paper on the liability of the voluntary sector. There is need for a duty dealing solely with students working within the voluntary sector to cover the above mentioned legal responsibility and health &amp; safety matters. We do not feel we are in a position to offer opinion on any of the other items. Thank you for allowing us this input.</p>	<p>B. Blackman</p>

