

Feedback from formal consultation on Day Support Model – 18/09/2020

Overview

This report themes the feedback gathered during the formal period of consultation on Aberdeen City Health and Social Care Partnership's proposed Day Support Model.

Feedback was received from a number of partners:

- The Living Well Café
- Cyrenians
- VSA Carers Support Services
- Craigton and Kingswood day services (Bon Accord Care)
- Archway

ACVO also coordinated responses from the third sector but the findings of this report are not yet available. Findings will be incorporated as they become available.

Themed feedback

Concerns about the review and the consultation round it

- Concerns about the timing of the review during Covid – is this the best time to making significant changes?
- Information/consultation during the review has been lacking and what there has been was woolly and hard to understand
- There is a sense that this consultation is come on board with this initiative because it's happening
- There is considerable conflation of the work being done around day support and the changes that are concurrently happening in care at home. This has led to confusion and increased anxiety

Change

- Apprehension about change – the majority of respondents don't want significant change and wanted to retain most elements of the day care they currently receive. Many people said that they wanted to re-start what they were getting prior to Covid
- Apprehension about technology and it's effective use

Taking responsibility

- Apprehension about taking more responsibility when already under pressure (e.g. acting as an employer, covering sick leave)
- Choice can be a pressure

Things that would support transition to the new model

- In terms of support to adjust to these changes, verbal and written communication were both valued with verbal support being slightly preferred
- Written communication was favoured for making our communities aware of these changes
- We need more concrete information about how this will work (facts rather than vague statements)
- Be honest about pros and cons of this change
- More information and clarity about the Partnership's Short Breaks Statement and how it relates to these changes

Flexibility within the new model

- Having the ability to choose when you get your break would be good
- 'Day' support being available in the evenings/night-time
- Taking full control of your support needs is a lot of work but can lead to good outcomes

Accessing day support

- Will there be day support opportunities in local geographical areas?
- Concerns about access to day support (waiting lists; geography/location/transport)
- Concern that there won't be enough capacity in the day support 'market' to meet the needs of everyone who is looking
- How will the need for transport be addressed within this model?
- What will be the criteria for being able to access day support?
- How will SDS budgets be calculated in relation to day support?
- What are the costs/affordability of day support in this new model?

Things that would allow people to achieve success in the new model

- Good access to information about what's available is essential (verbal and written were particularly highlighted). Maybe a one-stop shop would be the answer?
- Support required to allow people to take more control
- Value of having circles of support round you in being able to take more control of your support (family, friends)
- Staff being knowledgeable and skilled

Incorporating elements of the current model into the new model

- It's hard to see how this new model can meet the needs of people with multiple, complex health conditions and very high levels of need as well as the current model does. They need a safe, caring and stimulating place to be
- For some people stability and routine are the most important things
- 'Traditional' services can work so a mix of this with new additions
- Still being able to have respite *with* the cared-for person, particularly with friends
- Online resources should be an addition, not a replacement for day activities
- There is still the need for groups meeting in suitable buildings – 'social bubbles'

- There is a concern that taking individual control will reduce the opportunities to meet friends and peers. The joint, group activities provided by the current model are essential
- 1-to-1 support in the community can be isolating in that you don't necessarily meet friends and peers – this is where 'overnight' respite can be valuable as people meet friends there

The role of staff in the new model and achieving true control over your support

- Having to get agreement for new spend of a budget out with that previously agreed with the care manager goes against the ethos of taking control
- The Council taking back unspent funds at the end of a financial year also goes against the ethos of taking control
- Could care managers end up spending more time on families trying to manage budgets than those who are not?
- What is the role of care manager/care coordinator in this new model of support?