

Woolston Day Service Consultation Meeting  
20 October 2014

**PRESENT:**

11 Family members	Five Shared Lives Carers – two services
Steve Hards	ICU
Ricky Rossiter	Acting Service Manager
Helen Woodland	Interim Head of Adult Services

ITEM		ACTION
1.	<u>Introductions</u>	
2.	<p><b>Discussion, questions / answers and comments</b></p> <p><b>Question:</b> We have three people living with us who have LD provisions. What other options are there out there, and who funds this?  <b>Answer:</b> We need to make savings but this is via a different use, and this needs to be done with families and carers. If the council make a change then we would have to reassess.</p> <p>We may need to create new services.</p> <p>A lot of people are telling us that they want employment and friendship.</p> <p>We also know that transitions are difficult for individuals and have to support this.</p> <p><b>Question:</b> Will there be more care managers?  <b>Answer:</b> No, we have enough people within the council, and we would have the day centre staff and advocates.</p> <p><b>Question:</b> If they are eligible for a service and the service closes, what will happen socially for these individuals?  <b>Answer:</b> We have heard this loud and clear. We need to ensure there is the trust as currently there is no CQC service and trust is imperative.</p> <p><b>Question:</b> At the last respite meeting, you suggested Centre Parks, but this is not CQC registered?  <b>Answer:</b> Adults have the right to make choices and sometimes we may not agree with their decisions and SCC needs to get better at this.</p>	

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	<p><b>Steve Hards</b> - Spoke to individuals last week about respite and it was suggested that you could use an agency to deliver respite anywhere and then it is regulated.</p> <p><b>Question:</b> What areas do we have to make the money from?  <b>Answer:</b> We do not have a target but SCC have to save £79 million. We currently do not have a figure. We make up 71% of the whole budget, the Childrens Service and Housing pots are ring fenced but the Adults Team is not, so it is likely we will have to make major savings.</p> <p><b>Question:</b> In the report, you have made financial savings.  <b>Answer:</b> These were indicative budget and we cannot at this point identify the total cost.</p> <p><b>Question:</b> Where will the savings come from?  <b>Answer:</b> It is likely the saving will come from staffing costs and buildings cost. We have also moved on from Brookside and we are now looking at a more social enterprise model.</p> <p><b>Question:</b> If people do not know what is coming, how can people ask what they want?  <b>Answer:</b> I take your point; we have not been great at telling people what else is out there.</p> <p><b>Steve Hards</b> – The carers are saying we need services and we need to help them find out how to find this out.</p> <p><b>Helen Woodland</b> – Not everyone has online access and Carers in Southampton are setting up carers’ lunches.</p> <p>I have done a lot of work with the care management team to ensure their knowledge is up to speed.</p> <p><b>Comment from carer:</b> When Prospect closed we lost our transport and there was no real reason why, and there was no contact to go to.  <b>Response:</b> Transport is a big topic and not consistent across the services. We also need to explain to the carers, how we get to this outcome.</p> <p><b>Comment from carer:</b> I have lived here 61 years and you are making money from council tax and then close older people’s services and when they move to other services they are poor.  <b>Response:</b> You can get a breakdown of how the local authority spend money.</p>	

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	<p><b>Comment:</b> In the past, there have been limited cuts.  <b>Response:</b> Helen Woodland said this is not true; we have been looking at efficiencies over the last 20 years.</p> <p>There is good care and bad care homes and services across the UK.</p> <p>We have a dedicated team of individuals within the local authority who go out and assess the homes.</p> <p><b>Comment:</b> If the respite service at Kentish Road closes, then Shared Lives will not be able to meet the need.  <b>Response:</b> We have the highest cost per person, per night, and provide the highest number of nights across the country.</p> <p>We have a long way to go.</p> <p>More people need respite.</p> <p><b>Comment:</b> There are times when there is an emergency and respite has to be cancelled.</p> <p><b>Question:</b> I am really happy with my service user's services, can you give me any idea what is coming?  <b>Answer:</b> No, not really, but people are saying friendship groups are really important. We could use the community centre better and the staff are good.</p> <p><b>Question:</b> When you say friendship groups, does that mean evenings?  <b>Answer:</b> Whatever happens with the individuals, there needs to be a review to look at the best option for each person.</p> <p><b>Comment:</b> If my service user does not access here, he would need one to one funding which would be more expensive.  <b>Response:</b> It depends, as some will cost more, and some will cost less. If someone attends here it costs yearly £1,000 per day, a centre will be around £120.</p> <p><b>Question:</b> My daughter loves her day service, but we are getting older, what will happen?  <b>Answer:</b> We have been poor at planning for this and we must get better and plan better.</p> <p><b>Comment:</b> She is 49 and has be disabled since birth and we do not know what will happen when we go, and I would</p>	

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	<p>prefer she goes before us.  <b>Response:</b> This demonstrates how poor the planning has been, but services in the city need to help people receive a seamless service to prevent your daughter feeling isolated.</p> <p><b>Question:</b> Will the local authority look at this?  <b>Answer:</b> We have to try with the money we have to meet the needs of these individuals.</p> <p>There will be another meeting after the 9 December to give you feedback.</p>	
	Owner of these minutes: Ricky Rossiter	

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