

Consultation on the remodel of day services

3 October to 23 December 2011

People who need care and support outside of their home sometimes go to a day service. This consultation is about proposals to remodel some of the Council's day services. The proposals include:

- Changing the way we provide day services for people with mental health needs and
- providing day services for different care groups in the same building.

▶ **The Council wants to provide high quality day services for people of all ages.**

▶ **We want our day services to be delivered in excellent premises.**

▶ **We want service users to choose our day services.**

What's new?

● The way the Council pays for people to be cared for has changed. Service users now have choice and control over how they receive their care, including having their own **personal budget**. They can spend this budget on any activity or service that will meet their needs. They do not have to buy services provided by the Council.

How does this affect our services?

● The Council wants to encourage people to buy alternatives to traditional day care. We believe that if they are able, people should be independent and part of the community. We want to continue to provide building-based day care, but only for those that need this type of facility; for example for people with profound learning disabilities, who need specialist equipment and accessible facilities.

What does this mean for the future of the day service buildings?

● Ellerslie Road is a state-of-the-art day centre. It is accessible for wheelchair users and has lots of space, so it could host many people. We want it to be full of activity and opportunity for the borough's residents that have day care needs.

At the moment the Ellerslie Road building is for people with mental health needs only. There is a lot of space in the building, but it is used by very few people. It hosts only mental health services: a Drop-in, a Social Inclusion service and a Reablement service. None of these services have enough users to keep them running and only the Drop-in needs to be based in a centre.

● The Council wants to turn the Ellerslie Road building into a Resource Centre, to be used by people with different needs. We want the whole building to be used by many people, everyday of the week. This proposal would mean the building would host a service for adults with learning disabilities (currently called **Options** and provided in-house), an all-age physical needs service (currently an older person only service and provided by **Nubian Life**) and a mental health drop-in.

● **Options** is currently based in 280 Goldhawk Road, which is a Grade II listed property. The Grade II listing and structure of the property means that it cannot be fully adapted to suits the needs of the learning disability service users. The building is under-used because there are areas of it that cannot be accessed by those with physical disabilities.

● **Nubian Life** is currently based in 50 Commonwealth Avenue, which is a building that is in a poor state of repair. It is small and has poor facilities for disabled people, making it hard for the service to provide for people with physical needs.

● **Ellerslie Road** is a superior building and we think it is large enough to host a service for people with learning disabilities, a service for people with physical needs and a mental health drop-in for those who currently use it. This would mean the **Options** and **Nubian Life** services could move to Ellerslie Road. 280 Goldhawk Road and 50 Commonwealth Avenue would therefore no longer be needed, so could be disposed of.

Learning disabilities day service (Options)

Mental health drop-in

Ellerslie Resource Centre

All-age physical needs day service (Nubian Life)

Other support services

Where would the current Ellerslie Road service users go?

● They would all be offered an assessment for the opportunity to attend the new intensive recovery service. Mental health service users also have two other day services in H&F: Blythe Road, which is run by Mind and the Barons Court Centre. Both of these services offer drop-in support and activities for people with mental health needs. We are interested to hear your views on how these services would complement the changes at Ellerslie Road.

● There is a small number of long term Ellerslie Road Drop-in users and a group that use a weekend service known as the Blakafe. They are very reliant on the venue to get support from their peers. The Council understands their needs and wants to continue to provide space at Ellerslie Road for these long term users. The drop-in would no longer have lunch provided, but the weekend Blakafe would continue to have use of the kitchen.

Why does the Council want to remodel the day services?

● The Council wants people with day care needs to be included in community life, rather than being separated in a day centre. We want to provide services that enable recovery, i.e that will help people to manage in the community and prevent them from needing long-term care.

● The Council is proposing to create a **short-term, intensive recovery support service** for mental health users, to replace the Reablement service at Ellerslie that very few people wanted to use. The existing service users of Ellerslie Road would be able to access this new service, as would many other people with mental health needs.

● This new intensive recovery service for mental health users would not need a purpose-built day centre to operate from; the groups and training would be based in community halls and venues. Therefore, as proposed above, Ellerslie Road could be used by other services.



-  **Ellerslie Road**
50 Ellerslie Road
London W12 7BW
-  **Nubian Life**
50 Commonwealth Avenue
London W12 7QR
-  **Options**
280 Goldhawk Road,
London W12 9PF
-  **Mind day service**
62 Blythe Road
London W14 0HP
-  **Barons Court Project**
69 Talgarth Road
London. W12 7BW



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Questionnaire



We would like to know what you think of our proposed changes to day services. We invite you to complete the following eight questions and come to one of our consultation meetings to tell us your views.

Q1. The small number of mental health day service users do not need the whole of a large, purpose built day centre. This means Ellerslie Road can be used by other day service users. Do you agree?

Strongly agree Agree Disagree Strongly disagree

Q2. The learning disabilities day service (Options) and a day service for people with physical needs (Nubian Life) cannot stay in their current buildings. We want both services to move to Ellerslie Road and use separate areas, so both will benefit from the modern, purpose-built day centre.

What do you think the Council should do to make sure this works for both services?

Q3. The Nubian Life service is currently only for older people. We think that day services should welcome all adults who need day care, whatever their age. Do you agree?

Strongly agree Agree Disagree Strongly disagree

Q4. The Council believes it should continue to provide space at the Ellerslie Road centre for the existing, long-term service users of the Drop-in service. Do you agree?

Strongly agree Agree Disagree Strongly disagree

Q5. Do you have any concerns about the impact of these proposals for any particular communities in the borough?

Yes No

If you have answered yes, which communities and how will they be affected?

Q6. How could the Council make sure that the proposed changes will not impact negatively on people?

Q7. Are you a user of:

Options Ellerslie Road Nubian Life

Q8. Are you answering this on behalf of a service user who lacks mental capacity?

Yes No

Q9. Any comments? If you have any further comments please use a separate piece of paper.

This proposal is subject to a twelve week consultation period from 3 October to 23 December 2011. You can make your views known in one of the following ways:

1. Consultation questionnaire - you can complete the questions on this document and return it:

- in the pre-paid envelope supplied
- via a day centre worker
- via a council staff member
- at any council reception point

You can ask a council staff member, a family member or a friend to help you complete the questions.

2. Consultation events - you can express your views at one of the day services consultation events.

Each day centre has a meeting arranged – please ask the staff for details of your event.

There will also be a series of consultation meetings with service users, carers and stakeholders. Details of consultation events will be posted on the council website www.lbhf.gov.uk

EQUALITIES INFORMATION

AGE

- Under 16 16-24 yrs 25-29 yrs
 30-39 yrs 40-49 yrs 50-59 yrs
 60 yrs or over

DISABILITY

Do you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities?

- Yes No

GENDER

- Female Male Transgender

Ethnic group I would describe myself as:
(Please mark one box only)

ASIAN OR ASIAN BRITISH

- Indian Pakistani Bangladeshi
 Any other Asian background (please specify):

BLACK OR BLACK BRITISH

- Caribbean African

Any other black background (please specify):

MIXED RACE

- White and black Caribbean
 White and black African
 White and Asian

Any other mixed background (please specify):

WHITE OR WHITE BRITISH

- White British White Irish
 Any other white background (please specify):

CHINESE OR OTHER ETHNIC GROUP

- Any other ethnic background (please specify):



RETURN QUESTIONNAIRE TO

London Borough of Hammersmith & Fulham
Community Services Department, 4th Floor, 77 Glenthorne Road, London W6 0LJ

Many thanks for taking the time to complete this questionnaire.

For further information, or if you would like any part of this document interpreted into your own language, or produced in large print, easy read or Braille, please email hannah.carmichael@lbhf.gov.uk or telephone Hannah Carmichael on 020 8753 5384.