Appendix B

Frequently Asked Questions

As part of the engagement activities that have taken place, a number of questions about the proposals were received. These are listed below together with an answer.

Q: How will you be letting people who use the services know about the changes?

Staff within the services will let them know and work with them to gather their views in a way that works best for each person. Easy read versions of the information pack and survey were made available.

Q: Will everyone receive a service where they live? What if they live in a rural area?

We want to offer services in the community where people live but understand that this is not possible for everyone. There will be no reduction in the number of spaces available for people. Everyone will be supported to explore the most appropriate options including opportunities for people to do different things if they choose to do so. People in rural areas will continue to be offered a service at the most appropriate location.

Q: Will people get the same care provision that they get now?

A: That is not yet known. Everyone will have a review to assess their needs which should be done annually regardless of any changes to the services. We are not looking to reduce the number of places available in our service.

Q: Will people be given a choice as to where they go?

A: Everyone will have a review to assess their needs and these will be discussed with the person and their family/carers to find the best solution. This may not necessarily be one of the Adults’ in-house social care services.

Q: Is there any risk of people being moved at short notice?

A: No - we want to get the transition of people into new services right and we do not want to rush this. Families and carers can be involved as much as they want to be and we understand that for some people it will be straightforward and others it will not. This is a Five year plan and we will not be doing everything at once.

Q: Will people need to travel further to access their new service?

A: No. The majority of people currently attending our Learning Disability day services will have their travel time reduced as the proposal is to offer more local services wherever possible. The majority of people in the other services should not experience any increase in travel time. We understand that for a few people (9%) there may be an increase in travel time in order to provide a service that meets that person’s needs. We will work closely with these individual’s to ensure we explore all options available to them.
Q: With flexible/mixed services being proposed will spaces be given on a first come first serve basis?

A: There will be a space for everyone in the new model. However everyone will be reviewed and the best or preferred option may not be with the in-house service. The process for new people wanting to join our services has yet to be established.

Q: You are mixing people with learning disabilities with older people. How do you know that they will get along with each other?

A: We have done this before in our day services. We also provide a service based on need (not disability) at our short term reablement service in Selsey (Marjorie Cobby House). For some people the change will be fine but we recognise that many will need support to adjust to a new environment. This is about ensuring we manage the space we have in a different way and we recognise that there will need to be some specialist areas within each building space for example quiet or sensory areas. It is worth noting that within each service we already have a wide mix of people within our services – for example Learning Disability services provide services to many adults over 65 and also those diagnosed with Dementia (over 40% are over 65 in our Learning disability residential homes with 15% - 56 people - who are over 65 in our LD day service provision).

Q: Will there be more respite care?

A: Yes – we are looking to increase short stay/respite services across all of our services. This includes developing an ‘on the day breaks’ service across our day services.

Q: Will day services be open at the weekend to offer respite?

A: It is not planned as part of these proposals but we will continue to work closely with our colleagues to ensure we develop in a way that meets future demand. We will regularly speak with the people who use our services and their families/carers to understand what’s needed and how we can make best use of what we have in each area.

Q: How will you find the community places and opportunities (like the empty plate café in Worthing?) for people to go to?

A: This is something we do already and we will build on our existing resources to do more of this. We are working closely with other colleagues in the county council who have a role in developing community opportunities and we are regularly updating our online West Sussex Connect to Support database which details services in each geographical area across West Sussex. This can be found here.

Q: Will current community based activities continue?

A: Yes community activities will continue and will expand in the future. Please see example of how community opportunities have been developed from our Burnside day centre in Burgess Hill here.

Q: How will people with severe mobility issues be able to access community based services?

A: We want to develop more opportunities for people to use what’s
available in their community whilst having a suitable and local building base for those that need it. We will work with each person to understand what their goals are and put a plan in place to help them achieve those goals. Where people have more complex needs we may need to spend more time to help them achieve this.

**Q: Are you closing the Glen Vue and Maidenbower services?**

A: This is not an exercise in reducing services but making best use of our buildings and other resources and making sure we don’t duplicate services. In the Crawley area our partner (Shaw health care) already provide day services and we will work with them to offer places to people currently using Glen Vue and Maidenbower, at their Burleys Wood and Deerswood lodge services. We understand that not everyone will want to go to Burleys Wood and Deerswood Lodge or that it will suit everyone. We will work closely with everyone affected to identify the available options to ensure the most suitable solution is found.

**Q: Burleys Wood looks very busy, how will people from Maidenbower and Glen Vue Services fit?**

A: We are working closely with Shaw Healthcare to maximise the spaces at Burleys Wood and Deerswood Lodge.

**Q: Will transport be provided for people to get to their new services?**

A: Transport will be provided for those that need it and there will be an increased focus on supporting people to gain the skills and confidence to travel independently where appropriate.

**Q: People have built strong friendship groups - will there be an effort to ensure these stay together?**

A: We recognise that friendship groups are very important and that some may be impacted. We will be looking at this during the first 6-12 months and will work with people who will be transitioning into other services. We can’t guarantee friendship groups will stay but we will do our best to keep them and find other ways for people to maintain them. We will also support people to develop and build new friendship groups where they wish to do so.

**Q: Will the investment in buildings mean that services will cost more?**

The investment will be funded by capital money and it is unlikely that this would impact the daily/weekly cost of services.

**Q: You want to increase the use of Shared Lives services but there isn’t currently any vacancies, how will that work?**

A: We know Shared Lives is busy and we are currently working to increase the number of Shared Lives carers we have including increasing capacity within its staff team.

**Q: You seem to be concentrating on services for people with complex behaviours but what about the people who live independently and live in unsuitable conditions?**

A: The Adults’ in-house social care service provides around 8% of the health and social care services in West Sussex. Our role is to provide services that other organisations struggle to provide. This
tends to be for those with higher level needs and more complex behaviours.

Q: Are we going to provide better services for those who leave school?
A: We are working closely with our colleagues in the county council’s Lifelong Services who are leading on this area to ensure we can support people who are moving into Adults’ Services in a more coordinated and joined up way with a focus on supporting people to live the life they want.

Q: Do you have timescales for each proposal?
A: This is a Five year plan due to changes of building structures. The changes to the day services will happen in the first three years of the plan. We won’t be doing everything at once and will learn from each change activity. The work to plan and rebuild residential homes will not start until 2019 onwards as we need to secure capital funding.

Q: The care industry currently struggles to recruit staff, how will we manage this with all of the changes?
A: We have staff dispersed over 21 sites and reducing the number of sites we have and increasing staff flexibility will hopefully help us improve our staff turnover rate. In addition we will have a clear focus and vision for our service which will inform the way we recruit.

Q: Staff will have to start working with people with learning disabilities, dementia and older people. How will this be managed?
A: A large number of our staff have already worked across all of these groups and staff will be given training, development and support to ensure they have the right mix of skills, knowledge and experience.

Q: Will there be enough room at the Laurels to hold people that currently attend The Oaks and Coastal Workshop?
A: Yes, we only use 45% of the space and we have around 10 people a day in a centre that can take 100 people a day. The Oaks is not a building based service - it is used as a meeting point for community based activities which is the model we want for all of our services in the future.

Q: Will families be involved in designing the new buildings?
A: Absolutely, we want to work closely with families, carers, staff and people who use the services to help design the space and determine how best to use it.

Q: Have you considered any sites for the joint residential and day service in the Horsham area yet?
A: The estates team are aware of the need to keep an eye out for buildings. There is also currently a review of all of the county council’s buildings. Once the decision has been made we will talk to everyone about the options for the new site.

Q: Who will make the final decision on whether the proposals go ahead?
A: Amanda Jupp as the Cabinet Member for Adult and Health will make the decision.
Q: What happens if the proposals are rejected by the Cabinet Member?

A: We know that our buildings are not suitable for the changing needs of people in West Sussex and that services need to be offered differently. We may need to look into options such as closing non-statutory services or outsourcing if the offer of rationalisation and improvement is rejected. It is important to note that our proposals are not about closing services just buildings that no longer meet people’s needs.

Q: What will happen to ‘Friends’ associations which actively support their service?

A: We want to retain support for our services and still want people to be actively involved but that is a conversation each group will need to have with Managers of each of our services. Services will remain it is just the building that will no longer be used.

Q: As people are living longer, more residential homes will be needed in the future. What is the plan to meet this need?

A: The external market provides the majority of these services – the in-house services are positioned to fill the gaps - more respite and more specialist care. Our Commissioners are constantly looking at and mapping the needs of people both now and in the future and understanding what is required in the wider market.

Q: Have we got the finance in place?

A: We are securing the money needed to make any agreed changes to the remaining day centres. The money required for the residential/24hr care is understood and work is continuing to identify how best to fund the needed new builds.

Q: Will there be a formal consultation?

A: There has been extensive engagement and following any Cabinet Member decision there will be no further consultation for day centres. However we will work closely with people that use our services, families/carers, staff and others, to agree how best to use the building space and what needs to be in place prior to moving people. Potential residential/24hr care rebuilds or closures would require a consultation.

Q: What engagement are you doing with other local councils and organisations that support the local area?

District, Borough and Parish Councils have all been sent the proposals as have voluntary organisations and other stakeholders that have an interest in the proposals. Everyone has had the opportunity to feedback on the proposals via the online survey.