

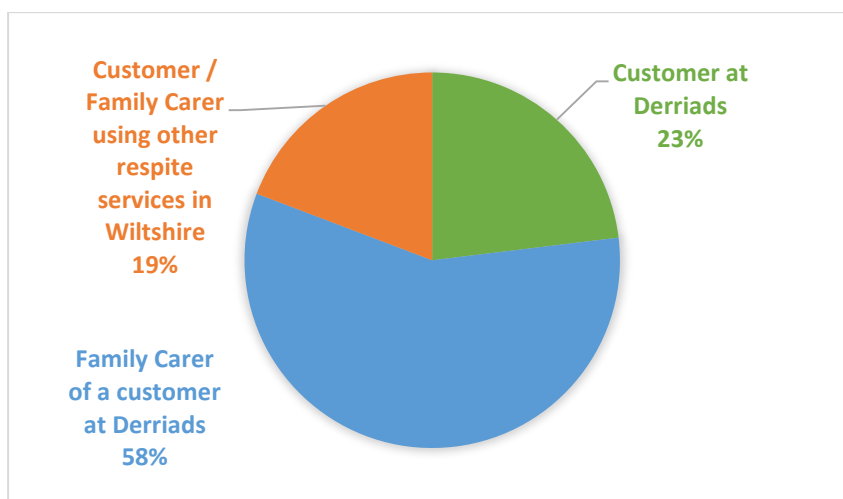
## Proposed Changes to Respite – Consultation Responses

### 1. Introduction

- 1.1 The consultation took place between 12 February and 12 March with all customers and their family carers of all in-house residential respite services. Customers and their family carers were notified of the consultation by letter and a questionnaire that included background information about the proposal to close 70 Derriads Lane.
- 1.2 This document includes views expressed by customers, their friends and family which officers believe fairly reflect the opinions expressed during the consultation, all the correspondence and feedback can be made available if requested by elected members.

### 2. Response Rate

- 2.1 In total, there were 26 responses received out of a potential 240 questionnaires that were sent to customers and family carers (10.83% response rate). Of the 30 people (15 customers and 15 family carers) who are directly impacted from the proposals there were 20 responses received (66.66% response rate).



- 2.2 In general people are unhappy with the proposal to close 70 Derriads Lane with 75% of responses stating they disagree or strongly disagree with the proposal.

#### **Q) To what extent do you agree with the proposal to close Derriads Respite Unit?**

Response	Percentage	Percentage of Customers / Family Carers using Derriads
Strongly agree	3.85%	0%
Agree	7.69%	10%
Neither agree nor disagree	19.23%	15%
Disagree	19.23%	20%
Strongly disagree	50.00%	55%

### 3. Key Issues

#### 3.1 The key points raised were:

- Impact of closure of the provision will have on families who rely on respite and the impact this would have on the availability of respite in Wiltshire.

*As part of the review that was completed on respite usage across Wiltshire it was highlighted that there has been:*

- *Year on year reductions in the number of people accessing respite*
- *Year on year reductions in the number of nights used for respite*

*The reduction has been due to more people accessing Direct Payments and more people being supported in their own home (after moving out from the family home).*

- Impact of customers having to travel further to other respite units, however some people also highlighted that the changes will result in less travel for them.

*Wiltshire Council also operates Meadow Lodge respite service in Chippenham. Where this is appropriate, people will be offered this as an alternative resulting in almost no impact on travel times.*

*Where this is not an option the Council will work with families to look at alternative options. For some people, this will result in longer journey times and for others this will result in shorter journey times.*

*We will monitor this and work with families to minimise the impact where ever we can.*

- Value of respite for family carers with people saying that overnight respite stays helps them as a Carers to continue in their caring duties. People also complimented the staff skills and expertise in all respite services with people requesting that they want staff from Derriads to be retained in other services due to their skills and expertise.

*If the proposal to closure Derriads is approved, Wiltshire Council will try to minimise any staff redundancies by looking at redeployment opportunities across the other respite provisions.*

**4. Comments / Concerns and Council Response**

Topic	Comments / Concerns	Response
Impact on Customers	<ul style="list-style-type: none"> <li>• People have raised concerns at customers having to move - the overall change.</li> </ul>	<p>Wiltshire Council will work with and plan any changes in a person-centred way to ensure that any impact of changes is minimised.</p>
70 Derriads Lane - Building	<ul style="list-style-type: none"> <li>• Positive comments for Derriads:               <ul style="list-style-type: none"> <li>• Being a small “family style” respite home</li> <li>• Being a normal house in the community.</li> </ul> </li> <li>• People have made comments about the building and if it is not suitable for people it’s better to use another building.</li> <li>• People have expressed concerned at the lack of investment in Derriads Lane to keep it open in the longer term.</li> </ul>	<p>70 Derriads Lane has been adapted over many years and was initially two bungalows. As a result, there are a number of issues with the building making it difficult to further adapt the property to meet people’s needs in the longer term. As there are more people with complex needs who require respite, the building is no longer suitable for their needs.</p> <p>In addition, there has been a reduction of 20% in the number of people using Residential Respite and a fall of 13.8% in the number of nights used. This has been partly due to more people moving out of the family home into their own accommodation.</p> <p>Due to the difficulties in further adapting the building (including the investment that would be required) along with the reduction of the overall usage in people using Residential Respite the Council has decided to close 70 Derriads Lane as part of its commitment in ensuring best value for money.</p> <p>Wiltshire Council will be offering Meadow Lodge as an alternative that is a “traditional house”, that is in Chippenham near 70 Derriads Lane where this is suitable. For people that require a fully adapted building, Bradbury Manor will be offered. In addition, people will also be offered a Direct Payment to arrange alternative services.</p>
Booked Respite	<ul style="list-style-type: none"> <li>• People have concerns regarding the dates that have been booked in and plans being made around this (holidays abroad etc).</li> </ul>	<p>Where dates have been booked in for Respite and plans have been made, Wiltshire Council will ensure that they are able to honour these bookings.</p>

<p>Travel</p>	<ul style="list-style-type: none"> <li>• People are concerned at the impact of customers having to travel further to other respite units.</li> <li>• People have highlighted that the changes will result in less travel for them.</li> </ul>	<p>Wiltshire Council also operates Meadow Lodge respite service in Chippenham. Where this is appropriate, people will be offered this as an alternative resulting in almost no impact on travel times.</p> <p>Where this is not an option the Council will work with families to look at alternative options. For some people, this will result in longer journey times and for others this will result in shorter journey times.</p> <p>We will monitor this and work with families to minimise the impact where ever we can.</p>
<p>Staff skills and experience</p>	<ul style="list-style-type: none"> <li>• People have made Positive comments about the staff skills and expertise in all respite services</li> <li>• People have said that they want staff from Derriads to be retained in other services due to their skills and expertise.</li> </ul>	<p>Wiltshire Council is committed to staff who provide a high standard of care and support. We ensure that all staff are experienced and well trained to provide the best possible care for our customers.</p> <p>If the proposal to close Derriads is approved, Wiltshire Council will try to minimise any staff redundancies by looking at redeployment opportunities across the other services provided by Wiltshire Council.</p>
<p>Impact of the Closure</p>	<ul style="list-style-type: none"> <li>• People have raised concerns over the closure the provision will have on families who rely on respite.</li> <li>• People have also raised concerns about the closure and the impact this will have on the availability of respite in Wiltshire.</li> <li>• People feel that there needs to be more respite services, not less.</li> </ul>	<p>As part of the proposal to close 70 Derriads Lane a review was completed on respite usage across Wiltshire. The review highlighted:</p> <ul style="list-style-type: none"> <li>• Year on year reductions in the number of people accessing respite</li> <li>• Year on year reductions in the number of nights used for respite</li> </ul> <p>The reduction has been due to more people accessing Direct Payments and more people being supported in their own home (after moving out from the family home).</p> <p>The Council will keep on monitoring the usage of respite to make sure that there are available options in Wiltshire to meet the demand.</p>

		At certain times of the year there are additional demands for respite and we will continue to manage this to ensure that respite is able to be accessed fairly for everyone.
Direct Payments	<ul style="list-style-type: none"> <li>• People have feedback that providing a Direct Payment is not an option and does not compensate for the closure.</li> </ul>	As part of our commitment to personalisation, all people are offered a Direct Payment that allows them to arrange and purchase their own services. We recognise this is not for everyone and will continue to support customers to either arrange Direct Payments or arrange services on their behalf, such as respite provision.
Value of Respite	<ul style="list-style-type: none"> <li>• People have said that overnight respite stays helps them as a Carer to continue in their caring duties.</li> </ul>	<p>Wiltshire Council recognises the invaluable contribution made by family carers to ensure the sustainability of the health and social care system. We also recognise that, in a time of reducing resources and increasing demand, we will need family carers to continue to provide care and to do so in increasing numbers and that for them to do so, carers need and deserve our support.</p> <p>The Council is committed to ensuring respite breaks are available to eligible family carers either via a direct service or direct payment to ensure that they are able to have a break from their caring duties.</p>
Privatisation	<ul style="list-style-type: none"> <li>• People have expressed concerns at any “privatisation” of the service.</li> </ul>	The proposal to close 70 Derriads Lane is not part of any plans to privatise the in-house provision. Bradbury Manor, Bradbury House and Meadow Lane will remain Council owned and operated.