

## **Appendix 2: Responses from Organisations**

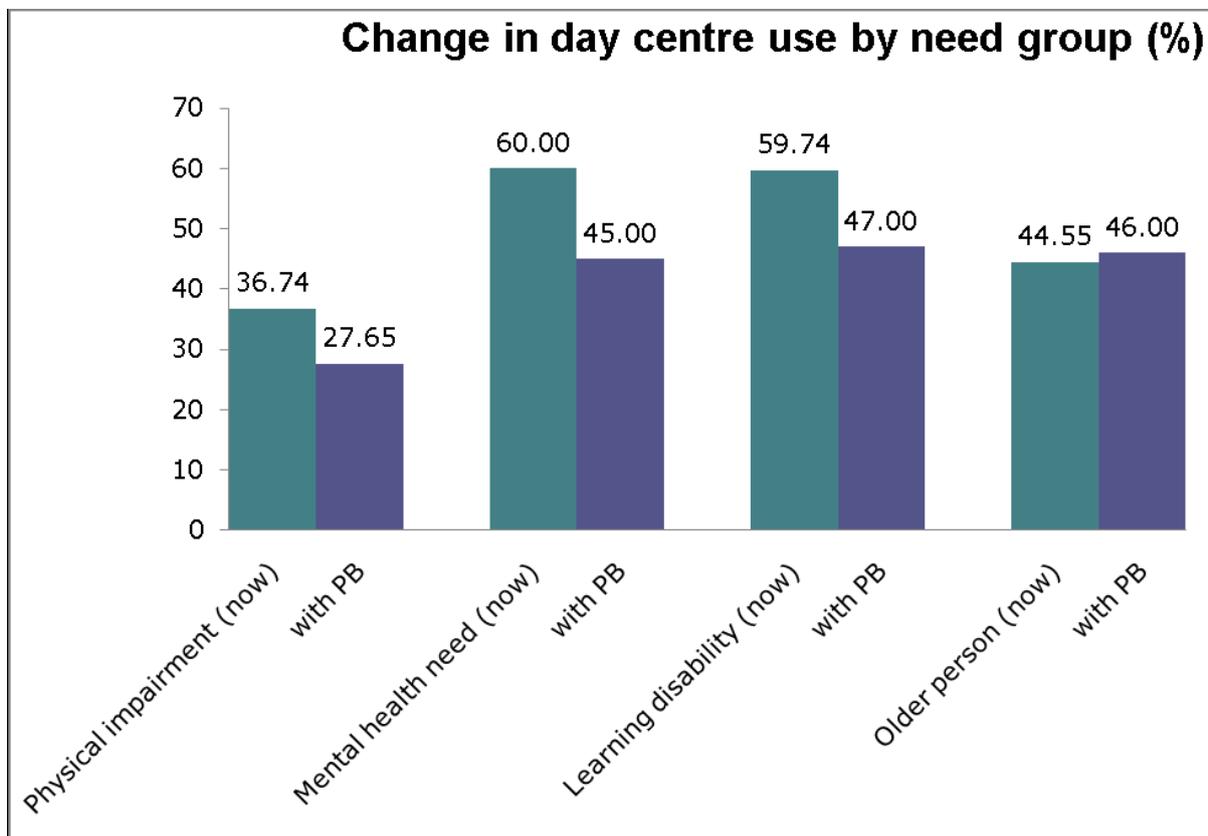
## Representations from Organisations

### Improvements to Adult Social Care Services Age UK Cheshire East's Response to Consultation

Age UK Cheshire East understands and supports the rationale and principles behind the changes being proposed to service delivery for Adult Social Care. Where changes are being made that improve service quality, choice and control, and reduce travel time for the majority of older people in Cheshire East, we recognise that those changes need to be made.

We believe that there will be ongoing demand for some level of day care for older people. Research published by DEMOS in 2009 found that 33% of older people, if they had a personal budget, would prefer to use day centre services. In 2010, they published the findings of further research which built on this, exploring the preferences of a larger group of people with the aim of providing intelligence and an insight into market changes for both providers and commissioners. When asked what sorts of activities older council funded social care users would like to carry out if they had a personal budget, 54% said socialising, 48% said meeting new people and 43% said help going out.

When asked about services they would purchase, 46% of older people said they would use day centres. Currently 45% of council funded older people use day centres, so this shows a slight increase. Around 40% of self-funding older people said that they use day centres. The chart below shows that other user groups said they would use day centres less if they had a personal budget, whereas older people with personal budgets would use them slightly more.



The research noted that people with learning disabilities and older people give very different responses. For example, although the data suggest a general decline in their use, day centres remain a popular service. A third of care users say they will still use day centres after receiving a personal budget, and older people may use them slightly more than they do now.' Caution should, therefore, be exercised when generalising from other research based predominantly on choices made by different user groups.

The Lifestyle Activities detailed in the consultation covering physical activities, social and community activities, and activities which help a person in their day to day life, are a very similar approach to the activities provided by Age UK Cheshire East. Our Healthy Lifestyle service provides a wide range of physical activities, such as walks, keep fit classes, chairbics, Tai Chi, Zumba, and golf. It also provides social activities including arts and crafts groups, scrabble, and reminiscence sessions, and activities which help people in their day to day life, such as cookery courses. Other services such as Help at Home and Information and Advice provide these activities too, such as helping people getting to and from shops, and assistance with filling in forms. Age UK Cheshire East has a Health and Wellbeing Centre in Macclesfield as a focus for this approach to service delivery, and plans to replicate this model to create hubs in other towns in Cheshire East, as funding opportunities are identified. We also use a range of community venues such as sheltered accommodation, libraries, village halls and community centres. Due to demand, we are currently seeking additional funding to expand our Healthy Lifestyle activities.

It would make sense for us to work together in supporting the health and wellbeing of the older population. As the Lifestyle pilots focused on people with learning disabilities, we could offer our experience of working with older people in the planning and development of services. We are currently working with Cheshire East Council to deliver a range of activities, including Be Steady Be Safe falls prevention classes, Nordic Walking, and badminton. We have delivered activities in Leisure Centres and can offer to do more of this. We can also offer our community buildings as venues for activities. We are also in a position to provide training based on our extensive experience of working with older people. We are a registered Centre for delivering the Royal Institute of Public Health's Understanding Health Improvement course, an NVQ Level 2 which enables staff to work as health advocates, and support people in making choices about their health. We are also a training centre for the walking the way to health programme, and can train people as walk leaders. Our training services have a range of courses available, including on dementia awareness. Finally, as a charity, we can access sources of funding to support service development.

Our main priority is that older people have opportunities for physical, mental and social activity, and, as long as they are accessible, the locations in which services are based is not as important as their availability. However transport is a key issue for many older people in this area, and we feel that the consultation on adult social care services need to liaise closely with the transport workstream of the Ageing Well programme to ensure that a whole system approach is taken to the issue. Macclesfield Leisure Centre, for example, is out of town and difficult to access as it has no bus stop outside it. Also, transport options for people with dementia need to reflect that the majority will need help from door to door, and can't safely use public transport and taxis.

We would like to work with Cheshire East Council in whatever capacity is appropriate to develop long term solutions to the challenges of an ageing population, and to harness the assets of an ageing population in finding those solutions.

**Age UK Cheshire East  
Head Office  
New Horizons Centre  
Henderson Street  
Macclesfield  
SK11 6RA**

[www.ageukcheshireeast.org](http://www.ageukcheshireeast.org)

## Response to the consultation from Audlem and District Community Action

I am writing on behalf of Audlem & District Community Action as its Chairman to respond to the consultation on proposed changes to adult social care services with specific reference to day services.

Our local charity was established in March this year and successful in bidding to take over the community day care for older people which operates one day per week in our village. We have a contract with your council to do this and are also in the process of expanding services to include a Friday morning coffee club and a befriending service.

We currently have 20 people attending our day club each Tuesday, approximately half of whom have substantial or critical needs.

Our committee have discussed the day service changes proposed and, and whilst we are not directly involved with the day centres included in your consultation, would like to make the following general points about day services for you to consider as part of the consultation process.

1. We agree that use of ordinary community building is a good thing so as to integrate people with a wide range of activities. This is what we do in Audlem by using Wulvern Housing sheltered accommodation complex for our day club
2. However, we understand the need to retain some specialist centres, on a multi- use basis, for people with complex needs which need specialist equipment and staffing.
3. We want to stress the importance of continuing to contract with local voluntary organisations to provide day activity and support particularly in rural areas like ours. We do certainly provide value for money as our costs are significantly less than those charged by larger national VOs. We also provide easily accessible local services including for people who already receive a care package funded by the Council and who, therefore, have significant needs.
4. We understand and support the development of more personalised services, hence the development of our own befriending service, but would want to stress the continuing importance of providing communal activity for people as in a day service. Not only does this help

physical and mental stimulation but prevents social isolation. It also, vitally, provides respite to carers.

I hope these comments are helpful

yours sincererly

Roger Millns

Chairman ADCA

---

**KNUTSFORD TOWN COUNCIL  
HEALTH AND SOCIAL CARE  
PUBLIC CONSULTATION RECOMMENDATIONS**

---

November 2011



**Knutsford Town Council**

Knutsford Council Offices  
Toft Road  
Knutsford  
Cheshire  
WA16 6TA

**T. 01565 653929**

[www.knutsfordtowncouncil.gov.uk](http://www.knutsfordtowncouncil.gov.uk)  
townclerk@knutsfordtowncouncil.gov.uk



# Health and Social Care Public Consultation Recommendations

## Background

In September 2011 a report, compiled by Cheshire East Council [CEC] Officers, was put forward to CEC Cabinet on the re-organisation of Social Care provision within east Cheshire. Within this report was the recommended permanent closure of Bexton Court and the Stanley Centre, both located on the current Bexton Road Community Hospital site. Relocation of these services to various locations across east Cheshire; Wilmslow, Macclesfield and Congleton was proposed.

Meanwhile, the NHS Central and Eastern Cheshire Primary Care Trust [CECPCT], have engaged a consultant to look into the viability of providing a new medical centre in Knutsford, encompassing the existing GP surgeries, bed facilities and other social and health care services, with the possibility of private sector/commercial facilities, all under one roof.

Knutsford has undergone several consultations over the past number of years with no progress seen. The most recent consultation in 2009 ending without result.

Knutsford Town Council resolved that a joined up thinking procedure was required, bringing together the knowledge and expertise of CEC Social Care, CECPCT, Knutsford GP's, Knutsford Town Plan, and Knutsford Town Council, with input from those who use the facilities, the residents of Knutsford and surrounding areas.

Knutsford Town Council established a panel consisting of the above bodies, and invited members of the public to come and talk to them about their health and social care needs.

Two sessions were held, first on 16<sup>th</sup> November in Jubilee Hall, Toft Road. The panel included; Mike Houghton and Andrew Malloy of Knutsford Town Council; Jason Oxley of CEC Social Services; Geoff Wood and Andy Bacon (Knutsford Programme Director) of CECPCT; and Peter Rose from the Knutsford Town Plan. Nine individuals or groups presented to the panel on this occasion.

The second session was held on 25<sup>th</sup> November at the Tatton Room of Knutsford Civic Centre with Mike Houghton and Andrew Malloy of Knutsford Town Council; Geoff Wood of CECPCT. Again, nine individuals or groups presented to the panel on this occasion.

Representatives from each of the three GP surgeries were invited to sit on and present to the panel, but decided they were happy to be represented by Andy Bacon.

This report is a summary of the findings, culminating in a summary of the consensus for the way forward.



**This report is broken down into the following sections;**

- GP Surgeries and proposed Medical Centre
- Day Care - Stanley Centre and Stanley House
- Tatton Ward - Hospital Beds
- Dementia Care - Bexton Court
- Transport
- Additional Observations
- Overall Summary & Conclusion



**Knutsford Community Hospital, Bexton Road**



## GP Surgeries and proposed Medical Centre

From all of the presentations received, it was clear that no-one was dissatisfied with the services currently provided by any of Knutsford's GP Surgeries. The majority of people felt that the buildings, although not state of the art, were adequate for their needs. There were a few concerns raised about operating over two floors, but most were happy that this was managed well by the surgeries.

One comment was made that surgeries operating from 'Victorian premises' were unlikely to attract newly qualified medical professionals who would be seeking modern premises to practice from and this could be to the detriment of medical care within Knutsford moving forward. Medical professionals have assured us of their belief that services would be greatly improved with a new medical centre.

The Town Plan survey appeared to produce mixed views on the subject, confirming that patients were happy with the medical care they received, some raising concern over being able to see their own GP, and that services could actually suffer. Travel to the new medical centre location was also a concern.

This Working Group feels that there are a number of items which must be assured should a centralised Medical Centre proceed;

- i. The existing GP Surgeries must be allowed to continue to operate individually, with separate waiting areas, and consultation rooms.
- ii. Transport to and from the new centre and adequate parking, must be in place before the move is finalised.
- iii. The centre must be designed to last long into the future. It is not acceptable to get 25 years down the road to find the facilities are out-dated and redundant.
- iv. A centralised medical centre, should it replace the existing Community Hospital, must retain all existing but improved and updated services, and additional services. For example a minor injuries facility has been mentioned by many.

Any commercial partners which may be brought on board to help make the facility financially viable should be closely matched, with sensitivity. Partners such as Dentists, Pharmacies, Holistic Treatments even Private medical care should be considered before retail or hospitality, which could detract from the purpose of the site and potentially take business away from the town centre.

However, it has been made perfectly clear by CECPCT that there is no funding available to build any new facilities. As such an alternative financial model is required should a new medical facility be built in Knutsford.

Durrows, CECPCT's consultants (specialists in health services management), are due to report on the financial model, options and viability by the end of the year.



## Day Care - Stanley Centre and Stanley House

One point was made perfectly clear by the sheer volume of comment and love of this facility, which is that the facilities provided at the Stanley Centre by CEC Social Care, MUST be retained in Knutsford. CEC Social Care professionals themselves have also confirmed during this consultation that it is their preferred option to retain either the Stanley Centre or at least its services in the town.

CECPCT have also stressed that a new Medical Centre could be built without touching the land on which the Stanley Centre stands.

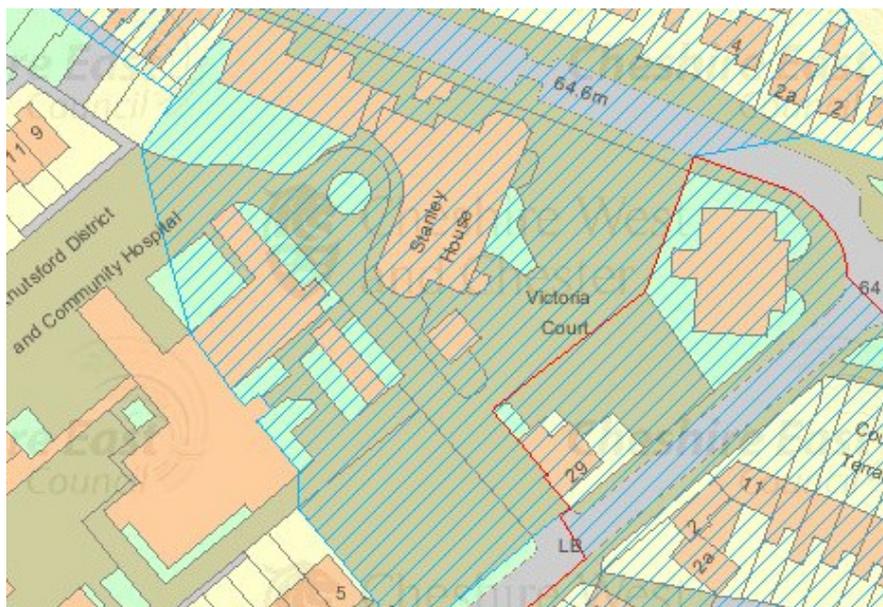
The Stanley Centre would benefit from greater utilisation, with most use occurring weekdays between 9am and 4pm. CEC should therefore consider greater use of the building outside of these hours, be it for additional events for the existing attendees, or potentially letting the premises in the evening to other groups – but the majority if not all of the time during the day ('office hours') should be kept for its current use.

Concern remains over Stanley House. Part of the ground floor is currently used by Stanley House attendees, but it is felt this is not essential for the continuation of Stanley Centre.

The Stanley Centre recently received a glowing report by Cheshire East LINK (8<sup>th</sup> November 2011). The report states; "the older part of the building is not really fit for purpose. However, we understand that it would be possible, with some adjustment... to run the current service using only the newer building." Link would "strongly recommend that this is seriously considered by the Local Authority."

LINK go further, highlighting the facilities that the Stanley Centre users were offered as an alternative at the local Leisure Centre. The facility offered was a squash court, which was accepted by all as wholly inadequate.

Stanley House is the "older part", and is an old and interesting building. Formerly a nurse's home for the old Cranford Hospital, in recent years it has struggled to find a full purpose. Both the Stanley Centre and Stanley House and a small part of the Community Hospital are within the Knutsford Town Centre Conservation area, so ideally they should be protected.



Part of Knutsford Town Centre and St Johns Conservation areas (blue hatching)

Stanley House is fitted with a fully functioning lift, so should be deemed accessible. It is undeniable that the building would require some alteration to make it usable for social or medical care. For example, to enable use by people with mobility issues, consideration must also be given to adequate escape facilities such as disabled refuge or upgrading the existing lift to a fire fighting lift.

Alternatively, the building could be converted for commercial use, and provide either an income or become an asset to the community. Conversion for serviced office space as provided by organisations such as Regus (a national office management company), should also be considered. Meeting space remains in limited supply in Knutsford.

Stanley Centre users lost their mini bus facility earlier this year at very short notice. Parents of attendees offered to buy the bus, as did Knutsford Lions, but this offer was rejected by CEC for some unknown reason. This bus service provided an important service to the attendees, allowing them to get to and from the centre and take part in excursions beyond the local area.

It has been highlighted that a mini bus at the Leisure Centre often sits unused, and options should be explored to see whether this could be shared by the Stanley Centre. Alternatively, other offers or fund raising should be encouraged. Consultation with local charities (e.g. Dementia Care, MS Society, Age Concern, Mind, Mencap, Caring for Carers, to name a few) might lead to co-operation.



## Hospital beds and intermediate care - Tatton Ward

Tatton Ward (operated by CECPCT rented from CEC) 'temporarily' closed in August 2010 due to insufficient Consultant cover. Due to the shared nature of services, this resulted in the later 'temporary' closure of Bexton Court in November 2010.

Both centres were set to open in early 2011, but this did not happen.

Since then there has been much speculation about the future of both facilities.

CECPCT have confirmed they have now appointed the consultant needed to re-open Tatton Ward, however, due to uncertainty over the future of the site and a potential medical centre, it was decided to hold off re-opening the ward until the future was more certain.

Durrows, a consultancy employed by CECPCT, are due to report on the viability of a new medical centre toward the end of 2011.

It is the feeling of this working group that nothing is likely to happen to the Bexton Road site for at least two years, during which time funding, design, planning permissions and other issues would need to be resolved, and as such, we see no reason why Tatton Ward should not re-open as soon as possible.

CECPCT have stated that any new medical centre would include beds, although the number is to be determined. Opening Tatton Ward would surely help determine the demand required to finalise this decision, while providing the much needed care Knutsford people so obviously crave.



## **Dementia Care - Bexton Court**

Unfortunately, this working group did not receive representation relating directly to this facility, however below is a summary of readily available information.

As stated earlier in this report, Bexton Court, temporarily closed in November 2010 due to the closure of Tatton Ward.

Since that time, patients of Bexton, have had to find care elsewhere, either in other parts of Cheshire East or in private facilities in the Knutsford area.

Sadly, the status of these patients appears to be unclear, with none coming forward to speak to our panel.

Prior to the 'temporary' closure of Bexton Court, a Cheshire East report – Dementia Strategy – Building Based Services Review, 20<sup>th</sup> April 2010 – identified Bexton Court as having an average bed use (23 beds) of 80%, higher than any of the other Cheshire East facilities in Handforth, Macclesfield, Congleton and Crewe. It has not however been possible to determine from which areas these users reside nor how they access similar services now.

It is evident that Knutsford has an aging population. A recent CEC Profile for the Knutsford Ward identified 14.6% as elderly, higher than the borough average of 9.3%. It also identifies 8.3% as "active elderly people living in pleasant retirement locations", again higher than the borough average of 4.5%.

A number of nursing or residential homes also either exist or are proposed for Knutsford.

As such, it is clear that Knutsford has its need for the services of centres such as Bexton Court.

Due to the lack of evidence provided during the Town Council's consultation, we do not feel able to summarise the feelings of Knutsford's residents towards Bexton Court, except for that of historic concern for the facility.

This working group would therefore urge CEC to provide this type of facility within Knutsford, and should Tatton Ward re-open suggest that Bexton Court is also opened, at least until the future of the Bexton Road site is known, and an alternative venue secured.

Alternatively, the Stanley Centre and Stanley House could be considered for this facility.



## Transport

Knutsford has a limited number of public transport facilities. Although the town benefits from a Train Station, it is not actually possible to access any other major Cheshire East town directly by train. This leaves buses, taxis or cars.

Bus services appear reasonable, but infrequent, and often several different buses are required to reach relatively nearby locations.

If a centralised medical facility is to be built in Knutsford, local bus services must be improved, especially to outer lying areas of the town and local villages who look to Knutsford for their services. A joined up, integrated approach to public transport is required. This would benefit the town in far more ways than providing access to medical facilities. Knutsford is known to suffer from large amounts of traffic, and parking issues. Improved public transport could alleviate the already evident problems our town suffers.

Mini-bus services are also important to the more vulnerable in our society, whether giving them access to services, or simply a day out with friends.

Cheshire East Council have removed their fleet of mini buses earlier this year, with no viable replacement provided. Options need to be seriously considered.



## **Additional Observations**

It must be remembered that Knutsford has many unsung heroes – carers, volunteers and fund raisers. Many times in the past, the people of Knutsford have joined forces in order to provide facilities which could not be provided any other way.

The Knutsford League of Hospital Friends, for example, have long raised funds for equipment at Bexton Road.

Knutsford's Cottage Hospital (Memorial Hospital) was also funded through public subscription. It was later sold off, with reduced services provided at the old Cranford Hospital site.

We must also remember that carers are often not volunteers, but family members thrown into the situation through fate who either accept the caring responsibility out of love or because they have no alternative. Many would not give up the responsibility, but would appreciate help and support in return in order to assist them in managing their demanding role.

Views expressed included;

How long will the people of Knutsford continue fund raising and volunteering, only to have services taken away?

We urge Cheshire East Council and Central and Eastern Cheshire Primary Care Trust to give a little back to Knutsford.



## Overall Summary & Conclusion

This Working Group recommends that, should the promises made to the people of Knutsford in relation to equal and improved services, be kept, a medical centre in Knutsford be given the backing of Knutsford Town Council.

Such a centre must include some or all of the existing GP Surgeries, bed provision, and at least the existing services currently provided by Knutsford Community Hospital. Any additional services to be considered should include a minor injuries ward.

This WG further recommends that the Stanley Centre is retained in the current building with some alterations to move out of Stanley House, and increase usage out of current hours. Leisure Centres cannot provide adequate facilities for the users of the Stanley Centre. If the Stanley Centre remains at risk, KTC should act to help ensure its future. Stanley House should ideally be retained as a facility for the community, with options considered for relocating other services into this building, whether they are a temporary provision of beds while the new medical centre is built, or admin facilities.

Tatton Ward should be re-opened as soon as possible now that Consultant cover has been secured, and remain in place while the future of the Bexton Road site is confirmed. Should temporary closure be required in the future, suitable local provision or adequate transport facilities must be provided to users.

Dependent upon the above we suggest that Bexton Court also re-open along with Tatton Court, or an alternative local facility provided.

Finally, transport options must be provided for the most vulnerable within our society.

It is accepted that Macclesfield General Hospital as the primary centre of medical care in this area, must also be protected. Knutsford's services must act to support MGH rather than take services away.

We would also like to thank all those who assisted this working group during this consultation.

## LINK



### **Cheshire East Council Consultation Premises based care for Service Users with Learning Disabilities: Response from Cheshire East LINK**

We understand the Consultation to looking at reprovision of services in three areas:

1. Life Style concept
2. Traditional premises based support
3. Respite care

In an attempt both to ascertain the current provision, and to understand the proposed changes, Cheshire East LINK has undertaken Enter and View visits to facilities and also sat in on some consultations with users and carers. Other feedback has reached the LINK by contacts expressing concern.

All of the Enter and View Reports together with observations on user and carer consultation are submitted in support of this overall comment.

An over riding concern is the cost and lack of transport and we are told that some users have had to reduce their attendances at Centres due to cost. In one instance we were told of a user paying £100 per week. We understand the intention is to ensure care as near to home as possible and users tell us that there has been an assurance that travel will not be more than 10 miles. However

one widely expressed concern in the Nantwich area is the proposal to close the Queens Avenue Respite Centre reproviding the care at Mount View Support Centre in Congleton . There is much concern here regarding the distance users and carers would have to travel, certainly more than ten miles.

We applaud the Life Style concept for those users for whom it is appropriate and who are able to benefit. Many of the users with whom we have spoken are most enthusiastic. However we do have concerns regarding the current accommodation, although we understand there are plans to improve this. Even among the most enthusiastic users there is a dislike of rooms without windows and to some this is the reason they do not wish to use this facility.

As regards access, in one case Macclesfield Leisure Centre, there is currently no possibility of disabled access and the Council is in breach of its own policies. We understand there to be architect plans pending the results of this consultation.

We understand the problems in continuing to provide services within short distances of each other but in one instance, the Stanley Centre at Knutsford there would appear to be no clear alternative proposals as to where the service would be provided should this centre close. It was in visiting this centre that we encountered marked anxiety and distress on behalf of the users who approached us, as strangers wearing badges, with the plea, "Don't close us down". In this instance we would most strongly urge that the service continue to be provided on this site using the newer build, which we understand to be a possibility. Please find the attached reports in support of this overall comment.

## Feedback from Cheshire East LINK

<b>Cheshire East LINK</b>	
<b>Observation of</b>	<b>Consultation for users of Cheyne Hall and their carers concerning the proposed closure of Queen's Drive Respite Centre in Nantwich</b>
<b>Date</b>	<b>7/11/11</b>
<b>Authorised Representatives</b>	<b>Celia Bloor and Ian Bloor</b>
	<b>Thanks to the Consultation team, staff and service-users for allowing us to observe</b>
<b>Background</b>	<p>Representatives for 4 service users, out of 40, were at the meeting; two couples, one father and one sister. There had already been one meeting held at the Civic Hall Nantwich. We were told that 18 people attended but do not have details except that Cllr Flude was there.</p> <p>A few service users attended. They had to be reassured that it was not their homes which would be closed or moved.</p> <p>There have been no further proposals involving closure of Dedicated Day Care centres in the Crewe and Nantwich area. This might come in a 'Phase 2' of the moves to improve Adult Care Services in the area, but there would have to be separate consultation.</p> <p>Several Buildings in the area have been closed already.</p> <ul style="list-style-type: none"> <li>✦ Santune House (Dementia respite transferred to the new wing at Lincoln House in Crewe)</li> <li>✦ Jubilee House (Older people day care transferred to The Hilary Centre)</li> <li>✦ Primrose Ave, Haslington NHS respite centre (was available for emergency beds and for those with severe health needs) .....</li> <li>✦ 291 Nantwich Rd (Mental Health day centre/activity groups transferred to The Hilary Centre and The Oakley Centre)</li> </ul> <p>As local leisure centres and other buildings are already being used there is no argument for change. Nantwich only has one Learning Disabilities Day Care Centre. The users of Cheyne Hall have choice and control already. It is important they should be advised that direct payments cannot be used for care provided by the council, and that a mixture of payment methods can be arranged if they wish to retain council services.</p> <p>The discussion mainly centred on the transfer of respite care from Nantwich (6 beds) to Mount View, Congleton. It should be remembered that a few beds should always be available for use in emergency (e.g. Carer illness).</p>
<b>Observations</b>	At least one person uses Queen's Drive for Day Care, because their complex

## Feedback from Cheshire East LINK

needs were not suited by Cheyne Hall when first tried some years ago. They have been going to Queen's Drive ever since. There has been no suggestions about the future for this service-user should Queen's Drive be closed.

All the carers agreed that Queen's Drive is like a 'family home' and that the users enjoyed their stays there. It was acknowledged that this 'family' feel would be lacking at Congleton, but indicated that 'economies of scale' are necessary.

The lack of a lift at Queen's Drive is not usually a problem, but it has been suggested that one could be installed to the exterior of the building to improve accessibility. At present there is no 'waking night' service which would cost about £45,000 p.a. (using council's stated charge of £125 for a waking night to an individual). It was said that 20 to 30 users were needed to make waking night staff economic.

At Mountview, Congleton, a wing would be dedicated to users with Learning Disabilities and 24 hr care provided during their stay.

It was suggested that a separate wing at Lincoln House would be preferable, as it is in the Crewe and Nantwich area, but apparently Lincoln House is over-subscribed at present.

At the Macon House consultation it was stated that people with Learning Disabilities could use Lincoln House if they wished. Some liked mixing with other users but some felt there were too many old people there.

The difficulty of transport was cited as a major problem; taxis costing £36, or more, for a single journey. Some carers do not drive or are not sufficiently confident to go as far as Congleton. Many service-users are not able to travel on public transport, even if there was a convenient bus. The length of the break for carers, when they have to take a service-user a great distance is dramatically shortened, by the time taken to get the user to a respite centre. During respite, users would prefer to spend time at their familiar centre during the day, which would not be possible if the respite centre is far away.

An important point was made that service-users in respite at a great distance from their 'home', would be taken out of their GPs area, which would cause difficulty if they were taken ill. Apparently some users at present travel from Congleton to Nantwich for respite (no figures given).

The question of travel during the winter was raised. From the geography of the area it would seem more sensible to locate respite centres on the lower, more level areas, than to move them closer to the Peak District.

It was felt that South Cheshire was always neglected. The reply was that each area feels itself neglected.

There was general dissatisfaction with penalising this vulnerable minority who have little if any voice and, often, no vote.

The view was expressed that consultations are a waste of time.

## Feedback from Cheshire East LINK

	<p>There was concern that service-users' and carers' views were ignored as evidenced by the alterations to transport arrangements.. One family is paying £100 a week for taxis.</p> <p>In addition, the implications of removing 'guides' from buses did not seem to have been considered. A person in a wheel chair would be at risk whenever the driver had to leave the vehicle, or if a passenger was taken ill, seizures being quite common.</p> <p>It was said that Alsager had managed to keep their transport.</p>
<b>Summary</b>	<p>Those at the meeting did not want Queen's Drive to be closed and certainly did not want to have to take service-users to Congleton.</p>
<b>Conclusions</b>	<p>So far as service-users and carers who use Cheyne Hall are concerned, the only immediate effect of the proposed changes would be the closure of the Queen's Drive respite and day-care facility, which would impact seriously on the quality of life, and safety, of both the service-users and their carers, simply through the extra distances that they would be required to travel.</p> <p>It will also be difficult for many service-users to find alternative, local, alternatives.</p> <p>It was said that Service-users and Carers in Knutsford have generated enough pressure to force a re-think of the proposals that affect their services.</p>

## Feedback from Cheshire East LINK

<b>Cheshire East LINK</b>	
<b>Observation of</b>	<b>Consultation for users of Macon House and their carers concerning the proposed closure of Queen's Drive Respite Centre, Nantwich.</b>
<b>Date</b>	<b>9/11/11</b>
<b>Authorised Representatives</b>	<b>Celia Bloor and Ian Bloor</b>
	<b>Thanks to the Staff, Service-users, Carers and the Consultation team for allowing us to observe</b>
<b>Background</b>	Some Macon House service-users have respite at Queen's Drive, Nantwich. Cheshire East's proposals for 'Improvements to Adult Social Care Services' include closure of Queen's Drive and the creation of a specialist Learning Disabilities wing at Mountview in Congleton.
<b>Observations</b>	<p>5 service users and 6+ carers attended the Consultation Meeting.</p> <p>Carers raised a number of questions about proposals, and about some of the the data presented in the 'Improvements to Adult Social Care services' Information Pack.</p> <p>The occupancy figures for Queen's Drive given on p16 of the Information pack were challenged, because it had been revealed that they were for the period from Jan 2011 to end of August 2011, rather than for a full year, thus excluding a time when occupancy might be high. It is also important to analyse figures for preceding years so as to identify long-term trends.</p> <p>It was suggested that since the NHS facility at Primrose Avenue has closed , some of those users might need respite.</p> <p>The need for 'Emergency beds' must be considered too, as we should not be tempted to rely on 'out of county' to supply them.</p> <p>It was suggested that another ground-floor bedroom could be created at Queen's Drive, if the office was moved upstairs. Apparently this would have been costed already and been rejected.</p> <p>Mountview would be able to have 8 or 10 fully accessible bedrooms devoted to Learning Disability respite.</p> <p>It was claimed that the journey to Mountview, from Crewe, would not be significantly longer than the journey to Queen's Drive. In fact, taking Crewe Rail Station as a typical point in Crewe, the distance to Mountview is twice the distance to Queen's Drive.</p> <p>It was pointed out that, using the figures given on p14 of the proposals, the population of Crewe and Nantwich, which have for a long time been considered as a single area, is 32.5% of the population of Cheshire East. making it the largest 'town' in the unitary authority, and yet Crewe and Nantwich is losing facilities. It was suggested that any new, alternative respite centre should be in Crewe or Nantwich.</p>

## Feedback from Cheshire East LINK

	<p>The presenters suggested that Lincoln House could be used for respite, but acknowledged that demands on the facility for respite for older people and those with dementia is very great, and that a specialist Learning Disabilities wing cannot be created, under the present circumstances.</p> <p>When a service user is able to live in their own home, with paid carers rather than with parents or other family members, then respite is not needed.</p> <p>The point was made that at present there is no known private provision in the area for respite for Learning Disabilities, which makes it impossible for respite to be arranged by families.</p> <p>Because it is not possible to use a 'Personal Budget' to pay for 'council' services, any service user who wants to access council services should turn down a personal budget or ask for a mixed budget. One carer stated that it had taken 2 years of argument with Social Services to get a mixed budget.</p> <p>Shavington and Oakley Leisure centres may get investment in the next phase of changes. It is the aim that all leisure centres will eventually have a 'changing places' toilet.</p> <p>It was noted that no councillors were present at the meeting, and the view was expressed that this showed contempt for the ratepayers and service users.</p>
<b>Summary</b>	<p>The main concerns of the carers present were that:</p> <ul style="list-style-type: none"><li>✦ Closure of the Queen's Drive in Nantwich, and transfer of the respite facility to Mountview would be stressful for service-users who had become accustomed to the 'family feel' of the Queen's Drive unit, and would involve more travelling for family carers, these effects combining to significantly reduce the effective length, and effectiveness of the respite stay.</li><li>✦ The justification for the closure of Queen's Drive on the basis of low 'occupancy' was based on incomplete data.</li><li>✦ The proposals do not include provision for the development of any new facilities in Crewe and Nantwich, although it is the largest single centre of population in the Unitary Authority.</li><li>✦ The absence of Councillors was a matter of great concern.</li></ul> <p>Service-users from the Oakley Centre groups expressed support of the activities and experiences that they are involved in under the 'Life Style' Approach.</p>

## Cheshire East LINK - Enter and View Report

<b>Enter and View Visit to</b>	<b>Stanley House Community Support Centre, Knutsford</b>
<b>Date</b>	<b>8<sup>th</sup> November 2011</b>
<b>Authorised Representatives</b>	<b>Geoff Gray and Barrie Towse</b>
<b>Background</b>	<p>Stanley House is a Day Care Community Support Centre for those with Learning Disabilities run by Cheshire East Council. In the light of the ongoing Consultation by Cheshire East Council into the use of these facilities the intent of the visit was to understand the current provision of service.</p>
<b>Observations</b>	<p>This was an unannounced visit and the Centre Manager, Andy Brandon was busy, although we did manage to have a conversation with him later. Julie Fox, Supervising Senior Support Worker kindly showed us round the facility.</p> <p>The centre consists of two parts, one part extending into the ground floor of Stanley House and a newer build joined by a link corridor. We arrived at the same time as some of the service users and were able to observe the pleasant manner with which the Receptionist dealt with them as they were paying for lunches etc. We understand that with the increase in prices more users now bring a packed lunch. At this time we were also able to exchange pleasantries with those arriving.</p> <p>The centre caters for 48 service users with learning disabilities, usually about 37 a day. We understand that the majority of users are from the Knutsford area with six coming from Macclesfield, one from Congleton and two from Wilmslow. This we were told is user choice.</p> <p>One of the Centre's special skills is in coping with challenging behaviour. It also provides an older people's centre and we were able to visit the rooms at the end of the older part of the building and speak briefly with this small group of service users. Again this is a service not provided elsewhere.</p> <p>We did note that the rooms at this end of the building smelt a little of damp and there was water leakage through one leaded window.</p>

We were shown into all the rooms and the activities which take place there were explained. There is an art room, a library which tends to be a quieter room. A computer room is used in the main for playing games. "Who wants to be a Millionaire" is very popular and one service user likes to type.

There is a Salon catering for hair, make up and nail care. A TV lounge caters for quiet times for example after meals when users like to watch TV and at the end of the week they can watch a video of their choice. This room also has a wii console and dancing is very popular. There is the provision for music in every room.

In the "Green Room" there were several partially completed jigsaws and these are very popular with some users.

There is a "Sound and Light" room with floor cushions and a massage couch. This was in use at the time of the visit.

The service users are very keen on recycling and we noticed a notice board in the corridor with photographs and the names of "Your Recycling Officers". Waste is separated into different containers and users walk to the Leisure Centre with this. In the past when the Centre had the use of their bus this was taken to Waste Disposal Centre. Since the loss of the bus the Centre has had to look at innovative ways of continuing external activities.

There was cooking activity ongoing in a small kitchen and users showed us the recipes they were preparing. The finished result is taken home for tea. On one day a week users can prepare their own lunch.

We visited the dining room and were able to see the kitchen where lunch, chicken curry, was being prepared. One user helps in the kitchen.

Service users choose which of the many group activities in which they wish to participate. We were able to see the time table for these activities.

Many life style activities take place outside the Centre. Some service users are supported in the use of public transport and small numbers visit the Leisure Centre to use the gym. The high usage of the swimming pool by school groups prohibits the use of this by the Centre service users. There are walking and rambling groups. The loss of the bus has meant the rambling group's activities are restricted. Groups volunteer at the Farm at Tatton Park and also with litter collection at Lower Moss Wood.

	<p>Gardening is popular and there is a well stocked greenhouse.</p> <p>We understand that there is soon to be a Coffee Morning with the funds raised going to Macmillan.</p> <p>We understand that a small group of service users visited the Leisure Centre to explore the possibility of using the facilities for a “sports group” once a week. However the facility on offer was a squash court without any external light source and this and the noise factor was felt to be oppressive. It was decided that the facilities on offer were not suitable. The Leisure Centre is used for sports activities.</p>
<p><b>Summary</b></p>	<p>This was pleasant visit and we valued the opportunity to speak with service users.</p> <p>We were most concerned to note that the current Consultation is causing anxiety and distress to some users. We were approached, as strangers wearing badges, almost as soon as we arrived by a user asking on several occasions, “Get us back our bus”. “Don’t close us down”.</p> <p>.</p>
<p><b>Conclusions</b></p>	<p>We agree that the older part of the building is not really fit for purpose.</p> <p>However we understand that it would be possible, with some adjustment in the usage of the rooms, to run the current service using only the newer build.</p> <p>Particularly with the uniqueness of the provision of “older care” and the experience in dealing with challenging behaviour we see this as a viable alternative for the Centre and strongly recommend that this is seriously considered by the Local Authority.</p> <p>The Representatives would like to thank Julie Fox and Andy Brandon, and indeed all the staff, for their time and courtesy particularly as this was an unannounced visit.</p>

## **Mencap Summary 13-12-11**

### **Stanley Day Centre – A true representation**

#### **Introduction**

- Mencaps document outline concerns by Mencap and also families/carers and clients affected by the proposal relating to the Stanley Centre.
- The document criticises the consultation claiming it includes factually inaccurate information and that it hasn't been made accessible to people with a learning disability.

#### **Impact Assessments'**

- The document includes impact assessments: four statements by parents of people attending the Stanley Centre. They outline what the impact would be, on their son/daughter and also on themselves as carers, if the Stanley Centre were to close. The common themes are;
  - They all strongly oppose the proposal to close the Stanley centre and express the anxiety the proposals have caused.
  - The clients are very happy at the Stanley Centre as it meets their needs, provides a safe environment where they see people they know and trust. It also provides varied activities to suit different interests and capabilities.
  - If the proposals went ahead this would cause much distress to the clients.
  - The lifestyle option would not be suitable for various reasons (accessibility, staffing, appropriate activities, security)
  - Moving to a different day centre wouldn't be a good option as they felt it is important to have a service local to Knutsford and that the other centres wouldn't offer the same personal and specialist provision as they would be bigger and mixed client groups.

#### **Personal Budgets**

- It is Mencaps view that personal budget are not a valid option for the vast majority who attend the Stanley Centre. This is partly due to a lack of information about whether there are activities accessible in the community that people could spend their personal budgets on.
- The document includes a timetable of activities at the Stanley Centre such as: Art, Numeracy, Keep Fit, Wii, Computers, Crafts, Cooking, Sensory, Dance, Walking Group and the staff/client ratio for each activity.
- A statement by Nicola Thomson (mother of Ben who attends the centre) explains that she has looked to see what activities (out of those provided at

the centre and cited in the Cheshire East consultation are available in Knutsford community. A limited amount was found and of those available many were inaccessible for a lot of the people who attend the centre. She concludes that there is nothing in the community that comes close to offering what is provided at the Stanley centre.

### **Alternative Venues in Knutsford**

- This section summarises the views of attendees of the Stanley centre and their families over the use of other buildings in Knutsford as an alternative to the Stanley Centre. It concludes that none of them are appropriate, so the only option is to retain the Stanley Centre or a centrally located purpose built building.

### **Evaluation from consultation with people with a learning disability and there families**

- This summarises feedback from Mencaps 'easy read' questionnaire.
- For people attending the centre it is an integral and essential part of their life. They feel comfortable, safe and secure at the centre.
- The building is fit for purpose and in a convenient location.
- Staff at the centre understand individual needs.
- They are happy with the activities offered at the centre – a far cry from “old fashioned” day service provision.
- Felt the consultation is tokenistic and information is misleading. People attending the centre lack comprehension about the proposals.
- For majority of attendees personal budgets and lifestyle option would not be appropriate.

### **Conclusion**

- The centre provides a safe, social & educational environment and is conveniently located.
- Personalisation, while often championed by Mencap is not appropriate for the majority of clients at the Stanley Centre.
- If the Stanley Centre were to close the next nearest centre would be Wilmslow. The council would have a duty to provide transportation to and from this centre which could prove very costly and would add a substantial amount of travel time for attendees.
- Mencap will continue to campaign against closure by a variety of means.



## **Analysis of feedback from the Cheshire East Partnership Boards for Adults with Learning Disabilities**

There are three Partnership Boards, the main Partnership Board is made up of Commissioners from statutory services, carers and self advocates and is chaired by the Associate Director for Joint Commissioning, Central and Eastern Primary Care Trust. The two local Partnership Boards are sub groups to the main Board. They have a wider representation including advocacy services, provider services in house and independent and are chaired by carers.

The feedback is from three meetings in October, November and December.

### **Cheshire East Partnership Board meeting on 24 November 2011**

#### **Disruption to Service Uses and Carers**

One of the self advocates at the meeting representing the Macclesfield Speaking Up Speaking Out Group raised concerns from the group about the proposal to close Peatfields. The proposals are affecting people's lives and creating a lot of concern.

#### **Transport**

This was highlighted as an important factor when closing buildings. The cost to some people will be a lot higher. There are several people who walk to their day service and with the changes will have to take a bus or taxi and will need support. This will take away their independence.

#### **Lifestyle Services**

A member of the Time Out Group said that it is a good idea for people to have better access to community facilities. The Time Out Group (a charity) support adults to go out in the evenings. This has been very successful but it does mean that they don't have space for more people to join. The Time Out Group model can be shared with the Partnership Board and it was suggested that voluntary services and statutory services could work together on this.

### **North and South Cheshire Local Partnership Boards – meetings on**

#### **Disruption to Service Users and Carers**

The Stanley Centre closing would be a huge disruption for all the people who use it that live in Knutsford. There are no suitable options in the area.

There were two very different opinions from carers at the North meeting. Some carers feel that they need day centre especially as they, the carer gets older. Another opinion was that you can set up trust funds etc which means the cared for does not need to go to a day centre even if the parents are no longer around. People with complex needs and lack of capacity can still have a personal budget and pay someone to manage the budget for them.

## **Transport**

There will be a cost implication for travelling to different buildings. Higher costs will stop people going to day centres because they can't afford to.

## **General**

Rumours have been around for some time that the Stanley Centre is to close. This could account for low referrals.

A response from an independent provider – “I went to all the public meetings which I thought were very good but the vision is blinkered when it comes to other providers of social care. There are other providers and alternatives. Ideas should be fed into the consultation.”

The response to this from a carer – “I was not aware of other options especially in the Knutsford area and now I find that there are quite a few community options available.”  
The council has done a disservice by not mentioning private providers in the consultation.

Concerns from the South Local Partnership Board were that the changes are mainly in the North for now but will the South be the next target.

Comment:

*Cheshire East is not very creative when it comes to respite / short breaks - there other options, carer comment.*

## **Lifestyle Services**

Several service users agreed that people need to be given the choice to do more with their lives.

A carer's comment:

*The council is not pushing personalisation enough and is actually encouraging people to use day centres.*

Some of the comments about the changes were very positive. A service user said she likes the idea of doing different things in the community.