

Feedback from Jubilee House Service User Discussions

Discussions were held with all service users at Jubilee House on each day of the week between 17th September and 23rd September.

The purpose of the open discussions was to talk about the proposed move of day service from Jubilee House to the Hilary Centre, and provide answers to questions that had been raised.

59 Service Users took part over the 5 days. People who are currently not attending have been contacted and 10 Carers contacted asked if they have any questions or concerns.

The areas of discussion covered:

Assurance was given that as the Manager is responsible for the Service at both Jubilee House and Hilary Centre, every effort will be made to accommodate people on their current days so that friendships and contacts are not disturbed.

Facilities are available in the Hilary Centre, reassurance was given that there will be room of all the current activities, plus the addition of a garden and conservatory. The building will also be re-decorated in readiness for the additional people, and some furniture and other equipment will be transferred over to the Hilary Centre, to help make the environment feel more familiar.

Meals will be provided of a similar standard as at Jubilee House, and there is a dining area already there.

Transport arrangements will not change, unless there is an authority wide decision or until people have an individual review of their eligibility.

For those people who have used bathing facilities at Jubilee House a home visit by and OT will be requested to see if they can have their shower/bath at home, and if this is not possible, there are facilities already at the Hilary centre, similarly for those people who have used hairdressing facilities at Jubilee House, individual solutions will be sort through mobile hairdressers.

The general feeling following the discussions was that people were reassured by the information and were starting to think through some of their options.



Marion Goddard
Service Manager
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