

Easy Read



A report about day opportunities and respite services in Ceredigion

What people said



This document was written by the **Practice Solutions** on behalf of **Ceredigion County Council**. It is an easy read version of 'Review of Day and Respite Opportunities Report'.

November 2023

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 29**.



Where the document says **we**, this means the **Client**. For more information contact:

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Contents

About this report	4
What people said.....	7
What the different groups said.....	14
What we think should happen next.....	27
Hard words	29

About this report



We are a company called **Practice Solutions**.

Ceredigion County Council asked us to look into:



- day opportunities



- and **respite** services in Ceredigion.

Respite is when someone who needs support stays somewhere for a short time. It may be to give a carer a rest.



This report is about what the people of Ceredigion said.



We spoke to over 400 people. We spoke to:

- people of all ages
- people who use services
- people who work for services
- and others.

There are lots of day services in Ceredigion. For example:



- 3 day service centres for people with learning disabilities.



- Services for children.



- Services for older people and people living with **dementia**.

Dementia is a condition that affects the brain. It can cause memory loss, confusion and other issues.

Ceredigion County Council wants day services to achieve these 3 things:



- To support people early on to help stop health issues getting worse.



- To support people to be independent and learn new skills.



- To make sure people get the information and advice they need. In a way they understand.

What people said

1. Transport



Most people had their own vehicle. For example, car.



But many people rely on buses or family and friends.



Some people were not happy with public transport.



Some people use a minibus.



Transport is a very important issue in Ceredigion.

2. Changing who uses day services



Ceredigion County council want more people to use day services.



They want more groups to use the facilities of the day services.



Day services would be used throughout the week at different times.



Most people agreed with this.



Ceredigion would need to think about staffing and how to support people well.

3. Changing hours



People were asked what they thought about changing the hours of day services. For example, having half day sessions, evening sessions and weekend sessions.



It would depend on the activity. It would be based on the peoples assessment and needs.



Most people agreed with the changes.



Some people had worries about it.



It is important to think about the needs of people who use day services and their carers.

4. Changing the name of 3 day services



People were asked if they agreed to changing the names of:

- Canolfan Steffan
- Padarn
- Meugan



Most people did not have an opinion on this.



Ceredigion County council may need to get more views on this.

5. Sharing views



People were asked if they had enough chances to tell the council their views.



Most people said they didn't get enough opportunity to say what they thought.



People gave ideas for how they could share their views more. For example, if groups were run to get views.

6. Activities



People were asked what kinds of activities they would like at day services.



We looked at different ages and groups when asking this question.

The 3 most important activities were:



- Keeping healthy and well.

- Day and overnight trips.



- Outdoor activities.

7. Comments



People were asked if they had any other comments to make.



Some people said they wanted to see extra services.



Some people were worried about services. They gave lots of different reasons.



People gave lots of different ideas about the services they would like to see.

What the different groups said

Adults with a learning disability



We asked adults with a learning disability what they thought about day services.



Many people enjoy them and what they offer.



People liked the minibus. People who do not have the minibus anymore said it affected them badly.



People gave examples of activities they liked. For example, learning skills and getting out.



It was very important to people to be given a choice.



Many people said they missed activities that were on before Covid.



Some have not gone back to their day centre. This is because of lack of staffing or transport availability.



A lot of people were upset about Padarn day centre closing.



People want to have a say about:

- what new services look like
- and how they are run.



Transport was a big issue for many people.



People also said they needed a routine.



A lot of people said they would like activities in the evenings and on the weekend.



It was also very important to keep them and their families updated about changes.

Children and young people



This group said they enjoyed having people to play with.



Some did not like how they were treated by other children.



When asked what they thought services should look like they said:

- Do things with animals.
- Stay somewhere longer.
- Go to theme parks.



They were interested in weekend activities and short breaks.



Few wanted school holiday activities or after school activities.

Young people aged 16 to 24



Most people did not know what services were available for them.



A lot of people had a physical or mental health condition.



They said it was important for them to be able to make their own choices.



They wanted control over their own support.



They said they wanted to be with people their own age and be out in the community.



Most felt their experiences of day services were good.

People with dementia



People said they like activities about their interests.



They did not always want to go to day centres.



There are no council run day activities for people with **dementia**.



They said they did not want to go to care homes for **respite**.



People felt there were not enough activities for them.

Family members and carers



They said day services were really important.



They spoke warmly of staff. They felt they understood the people they supported well.



Some had concerns that services would be taken away.



They said it would help them if they could book **respite** services in advance.



Carers also said **communication** was an issue.

Communication is the way we give people information. It includes speaking and writing.



Carers want to be involved in saying what happens to services.

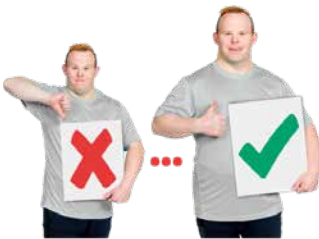
Foster carers



Foster carers look after children when they do not have parents who can care for them.



They were concerned that they no longer got **respite** services.



They said they needed better **communication**.



They also said social workers kept changing.

Community organisations providing support to disabled people

We spoke to over 20 organisations who provide support to adults and children. And organisations who support people with:



- mental health issues



- learning disabilities



- physical impairments



- **dementia**



- substance misuse issues. This means having a problem using alcohol or drugs.



They were happy to have training from the council.



Some were worried about a lack of funding to be able to keep running.



They said there was a lack of **respite** services. They said families needed much more support.



Some said they had little **communication** from the council.



They felt more use could be made of buildings in the community for day services.

Staff



We spoke to a lot of different staff. For example. Staff from:

- the council
- day centres
- NHS.



Council staff said the work of staff at day and **respite** services was important.



But they were concerned they were still running like they did during Covid.



They agreed with changes to day services.



Staff who worked for day services felt they had not been given enough information about changes.



They were worried about service cuts and the effect on jobs.



They thought care needed to be taken about mixing groups of people. They have specific care and support needs.



NHS staff valued day and **respite** services. They said their patients did too.



They would like to see health and social care services work together with day services more.

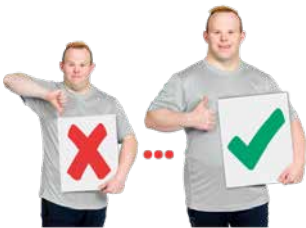


They thought more community services and transport are needed.

What we think should happen next



These are some of the things we think need to happen next.



Ceredigion County council should make changes to day and **respite** services.



Someone should be given the job of carrying out this work.



The council should keep talking to people and working together to make changes.



The council should work with other organisations to help make sure this work is done well. For example, the NHS and charities.



The council should develop community hubs. These are centres that provide advice and support in the community. They would include day services.



The council should make a plan for transport.



The council must make sure it listens to what people want and put their needs first.



The council should make sure people are supported while the changes take place.



The council should ask people again what they think about re-naming the day centres.

Hard words

Communication

Communication is the way we give people information. It includes speaking and writing.

Dementia

Dementia is a condition that affects the brain. It can cause memory loss, confusion and other issues.

Respite

Respite is when someone who needs support stays somewhere for a short time. It may be to give a carer a rest.



Cyngor Sir
CEREDIGION
County Council