



CEREDIGION COUNTY COUNCIL

Review of Respite and Day Opportunities

Report v5.1

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Executive Summary

Ceredigion County Council is undertaking a review of day and respite services. This is being done to ensure that the Council best meets the needs of current and future service users. The work undertaken by Attain on behalf of Ceredigion County Council to develop its Dementia Engagement and Service implementation Plan Project, predicts a significant increase in the number of people living within the County with a dementia due to its ageing population. Furthermore, a review conducted by the Association of Directors of Social Services (ADSS) identified within Wales, an increase in the complexity of those requiring social care support due to several factors. This increase in both anticipated incidence of dementia and increasing levels of complexity among children, adults and older adults, contributed to the need for the Council to undertake this review and develop an action plan to address changing needs.

The review forms part of the Council's work to deliver their [Through Age Wellbeing Strategy](#) and action plan 2021-2027, which was agreed at Council in October 2021. Practice Solutions Ltd. were commissioned to support the council's consultation approach to transforming services, undertake desktop research and deliver independent engagement activities that underpin this report.

A mixed methods approach was used in the review. A desktop exercise analysing reports on local services was undertaken, as was a review of legislation relating to person centred planning and the duties placed on organisations to ensure the wellbeing of future generations.

A wide range of stakeholders were engaged in the work, including people that access respite and day opportunities, families and carers, service delivery organisations, council employees working in social care and day opportunity centres, health employees and people with learning disabilities, dementia, children and young people and those with complex needs. A survey was distributed widely to those using services their families and other unpaid carers council staff and staff in the council's partner organisations.

A consultation survey was initiated through the council website and was open to the general public throughout the engagement period with 205 responses. Alongside that, Practice Solutions engaged with 206 people in person, both face to face and online. In total, 411 people total took part in the review.

Having completed the engagement and desktop exercises the data were analysed and the following key findings were identified. From these key findings a number of recommendations have been developed, for the council to consider. The recommendations are set out below:

Key Findings

The views expressed by participants in the review identified virtually all issues highlighted in the ADSS Cymru national review. Many of the issues faced within Ceredigion are common to many local authorities in Wales. However, some issues mentioned in the national review were not raised within the Ceredigion review. Most notable in the issues that did not generate much discussion was the use of video technology, social media and communication Apps to augment day opportunity services. In some areas these approaches enabled the creation of WhatsApp groups for service users and carers to continue to meet outside formal services.

The key findings of the Ceredigion review fall into several themes. Many of them are replicated across age and client groups but some were more specific to individual client groups. The key themes are therefore set out below using headings. Unless specified they are common throughout services.

The Importance of day occupation and respite services

Day opportunity and respite services were universally perceived as vital in meeting the social, occupational and activity needs of those people using them. They were also identified as being critical in enabling unpaid carers to continue to provide their essential role. Without the services carers would struggle to care and without unpaid carers services would not be able to plug this gap. This would likely lead to many people needing statutory service interventions particularly among those people with complex needs.

The impact of COVID-19

Similarly, to authorities across Wales and the UK services were significantly impacted by the pandemic. Many had to close or restrict services and some people, especially those living in supported housing were reported to have lost their services due to the prioritisation of those who were unsupported. Services have not returned to pre COVID-19 levels and some people who left services have not returned. The national review found that this was widespread across Wales with some services using augmentations such as video conferencing and support outside place-based services were used to plug gaps. Many initiatives that had been previously planned were brought forward by some local authorities to address the need for continuing support. Many places in Wales have retained these approaches as part of a service redesign.

Complexity and stratified need

Throughout the review a comment that frequently emerged was that one size does not fit all. This reflects both people's individuality in needs and tastes and the fact that a high level of complexity exists in the care needs and arrangements for some people. Among people requiring services a spectrum of needs exists, which requires a stratified response.

Commentary in the national review strongly suggested that complexity is increasing for a variety of reasons, and this is impacting on the demand for services and the capacity of services to meet need.

Within Ceredigion descriptions were given of people having become more frail during lockdown and more anxious about using services for fear of contamination. These issues are not unique to Ceredigion but were reported across the country. These factors and the increasing complexity of need demonstrates further the need for person centredness and the necessity to prioritise those in greatest need and their unpaid carers.

Transport

An issue that was continuously addressed by stakeholders was that of transport. The national review highlighted the necessity for transport and the impact of COVID-19 and its social distancing and the recent escalation in fuel prices on the availability and suitability of existing transport. It highlighted the centrality of these issues in rural communities. The evidence gathered in the Ceredigion review bore this out.

This was a live topic for participants who see transport as the fulcrum on which access to services swings. Several potential solutions were offered by different groups. These will need to be considered possibly by means of a formal strategy reflecting the needs of different individuals and groups to find workable solutions to this challenge.

Staffing

The availability of staffing was raised as an issue by all sectors. In the third sector problems were described as having been worsened by the necessity due to financial pressures to introduce short term and zero hours contracts. This has led to staff leaving and risks that further staff may leave. Social Worker availability was reported as leading to a lack of continuity in care for people using services and reduced liaison with unpaid carers and staff in other agencies. Staffing problems were highlighted in the national report and the issues identified nationally are evident in Ceredigion.

Having access to well trained, committed staff is vital to enable post COVID service recovery and to assist with service redesign. Some of the improvements some stakeholders sought are dependent on an available workforce. This may require the necessity to review the multiagency workforce and the application of prudent health and social care approaches to maximise the utility of the combined workforce.

The national report was informed that the workforce was universally perceived to be an asset in the transformation of services but that members of the workforce can be a barrier to change. It identified that some staff may need additional support in change management training and training in the application of person centeredness and co-production. Ceredigion may need to consider these issues as they consider service transformation.

Service alignment

The staff that engaged with the event had a great deal of mutual respect. However, they believed that delivery of services could be improved and more efficient if the agencies and staff worked more closely together. Several suggestions were made these include third sector organisations utilising council buildings when not in use, greater use of commissioned services from the third sector, provision of health and personal care in some day opportunity settings, a greater unified approach to paid employment opportunities by working together as employers and with employers and joint approaches to the use of other community facilities.

Communication

This was an issue for all participant groups. Some felt that communication has suffered during the pandemic both between agencies and between those using services, their carers and the services themselves.

Communication specific to the introduction of the proposals was highlighted. Some staff felt that they would have preferred to have been engaged sooner. For some the proposals were not known about until their involvement in this review. However, all sectors welcomed their involvement in the review and the communication that this has facilitated. Moreover, they are committed to participation and want to continue to be involved as the process moves on. Some people were, however, sceptical as to whether the Council will genuinely listen to their views and concerns.

Some people identified fora and advocacy that previously existed having weakened in recent times. These it was felt could be revisited and reinvigorated to enable people such as carers, people using services and staff to have their say.

The introduction of new phone lines by the council drew criticism from agencies that work in partnership with it. People described long waits to get through and engaging with call handlers who were not as aware of services as individual practitioners are and with whom staff in other agencies previously had close working relationships.

Direct Payments

Direct payments were referenced by many groups. They were viewed positively in their ability to allow greater flexibility, the tailoring of provision to individual needs and greater choice. However, they were seen by many to be overly complicated and with little support for people to manage their administration. Furthermore, a shortage of personal assistants to employ with direct payments significantly impacts on their potential benefits within the current employment climate.

Ceredigion County Council service redesign proposals

Views among review participants on the proposals to reform services were mixed. Some people welcomed the proposals, recognising the need for reform to respond to a more community-based service offering and

meeting the needs of changing and future demand. Others were sceptical about their workability most significantly through age care and the mixing of client groups within the same environment. These concerns focussed predominantly on the necessity for specific skills to work with specific client groups and potential safeguarding issues. Many who were sceptical were not opposed but felt that such changes would need to be carefully managed.

Broadly speaking people wanted more information and detail on how the proposals would be designed and how the changes would be introduced. Ensuring the input of people using services, their unpaid carers and staff in all relevant organisations could be facilitated within consultation exercises and would be likely to assist in addressing uncertainty and people's concerns.

The expansion of the range of activities was broadly welcomed but all parties believed that this should be driven by service user choice and the application of person-centred planning.

On balance, most agreed that having more activities centred around meaningful opportunities which develop life skills employment and potentially paid employment would be very positive. Such activities offered before the pandemic should be prioritised and expanded in the future. Extending hours was welcomed but many groups did not want this to be at the expense of core service hours.

Hub and spoke models

During the national review the concept of hub and spoke services were frequently discussed. Many of the issues raised in these discussions chime with those issues raised in Ceredigion most notably the use of a mix of place-based, day service support and access to community facilities. The hub and spoke model, which uses the day centre as a community resource connected with other community facilities, offers a blend of place based and community opportunities to people using day opportunity and respite services. Exploring these models may significantly support the expressed choice by service users and their families to a blended approach to meeting need. The availability of the hub allows people with complex personal care needs and some behavioural challenges to have some aspects of their support provided in an environment that protects their privacy and dignity supported by the availability of the necessary aids and adaptations.

Person centred planning (PCP)

Wales specific legislation, most notably the SSWBA and the MHM together with strategy and policy, embrace the principles of PCP and for some people make it a statutory duty. The provision of voice and choice can be dependent on the use of PCP. Moreover, many of the discussions concerning the expansion of the range of activities and the places in which these should take place can be addressed by the application of PCP. Some staff stated that PCP is already in use. However, national reviews of SSWBA and the MHM have questioned the quality overall of Care and Support Plans and Care and Treatment Plans. Keeping PCP under review to ensure quality could therefore reap benefits both in terms of ensuring tailored packages for individuals and informing change management processes.

One issue highlighted in the national review when considering peoples individual plans was that of the needs of the person using services and their unpaid carers not always entirely aligning. The benefits accrued from day opportunities and respite for the unpaid carer are often expressed as providing respite for them. Allowing them to work, undertake their critical tasks and to have some time for themselves including the opportunity to meet with other unpaid carers.

However, when planning revised service offers that may not offer the duration, frequency, or location of support for those using services but based upon their wishes, can create tension between services, staff and in particular unpaid carers. This is not easily resolved but the need to plan in the best interests of the service user is vital and where service revision leads to some of these changes careful planning and engagement of both the service user and their carer will be necessary. If this impacts on unpaid carers their

needs should also be appropriately addressed and assessed. The review found that currently this is not always the case.

People with dementia and memory loss

This group of people felt they were underserved by council services. As services are developed their preference is to receive support in non-stigmatised, community-based facilities with the ability to pre plan respite

Adults with learning disabilities

Many people within this group stressed the importance of routine, continuity of support, and the need for a calm environment.

Children and Young people

Children and young people were clear that their preference is for activities that support skills development, are activity based and make use of community resources. They also do not want to be prevented from undertaking some activities that children not in the care of the local authority can participate in for example trampolining.

Young People in Transition

This group expressed a strong desire to have their needs and changing circumstances to be addressed earlier in their pathway of care to prevent gaps in support and the need to struggle to access adult services as they leave young adulthood and move into services directed at working age adults.

Change of name for some day centre facilities.

Almost half of respondents 43% expressed no opinion on this matter. Of those that did, a small majority 25% opposed the idea. It should not be assumed that those that did not respond did not oppose the idea.

If the Council wishes to proceed in making a name change to reinforce proposed changes of use and an expansion of its service offer and they wish to work with a mandate from the local population, those using services and their families, they will need to re-cavass opinion.

The need for change

Increasing complexity among service users, the impact of the pandemic, the impact of the cost of fuel, food and resources generally, the availability of staff both professionally affiliated and non-affiliated, changes in the appetite from service users to use more community-based services and community assets in addition to place-based services, transport challenges, the need for greater agency alignment between social care NHS and third sector services all strongly suggest a need to reform service provision in Ceredigion. These same factors were identified in other parts of Wales as drivers for change.

Staff are the single greatest asset in the planning and delivery of services and unpaid carers provide the foundation and core relationships that sustain those served within day occupation and respite services. It is imperative therefore that staff and unpaid carers work in tandem with the council and its partners as they work to overcome the challenges services face. This requires that they remain part of the process and are truly heard.

Paramount however are the needs and wishes, choices and voices of those who use services. They must be engaged in an ongoing dialogue to ensure that genuinely person-centred planning is used to meet their needs in an environment that enables them to grow and to meet their full potential.

Furthermore, as required by the Wellbeing of Future Generations Act 2015 the council and its partner agencies must ensure as they plan and take forward those service reforms deemed necessary that they are

considering the needs of those who will require services in the future and that these services are efficient, effective, evidence based, and sustainable.

Recommendations

1. Ceredigion County Council should pursue its plans to revise the provision of day opportunity and respite services drawing upon this report and its accompanying action plan.
2. The Council should consider developing the role of a transformation lead to oversee to drive the change management and implementation processes.
3. Ceredigion County Council should work with its partner agencies including the NHS and third sector service providers to ensure that any efficiencies that may be gained by joint operational and strategic planning may be attained. This will need to include the consideration of innovative approaches to resource sharing.
4. Ceredigion County Council should review its person-centred planning processes to ensure that these are effective, not overly bureaucratic and genuinely capture and promote service user voices and choices in individually tailored plans and in line with any statutory duties enshrined in the SSWBA and the MHM. All people using these services should have a high-quality person-centred plan. Where necessary it should review the care and support plans of those people impacted by service changes introduced during the pandemic. The reform should address as a priority, groups such as those with dementia, carers and foster carers for whom services have been identified as underdeveloped.
5. Ceredigion County Council needs to ensure that as service reform impacts upon provision that the needs of families and other unpaid carers are addressed with meaningful assessments and the provision of adequate support.
6. Ceredigion County Council together with its partners should consider adopting a hub and spoke model which utilises service centres as community hubs whilst drawing upon a range of community facilities to provide day opportunities that can provide those activities that people would like to access as close to their homes as possible. This should include supporting and enabling people to access paid employment and formal learning where appropriate.
7. Ceredigion County Council, together with its partners, should develop a transport strategy that ensures that the most efficient methods are used to enable access to day opportunity and respite services. This will need to consider public and private transport together with Council provided transport.
8. In pursuing its reform agenda, the Council will need to engage with service users, carers, council staff and those working in other agencies via formal and informal consultation. Fora previously used to engage these groups should be reviewed and where appropriate reinstated to enable the processes of partnership working in the delivery of the agreed Action Plan.
9. The Council should consider canvassing opinion on the proposal to rename its day centres as part of its wider consultation on service reform.

Introduction

Ceredigion County Council is undertaking a review of day and respite services. This is being done to ensure that the Council best meets the needs of current and future service users. It is part of the Council's work to deliver their [Through Age Wellbeing Strategy 2021-2027](#) and its accompanying action plan. These were agreed at Council in October 2021. The strategy aims to deliver services that will enhance the social, economic, environmental and cultural well-being for the people of Ceredigion. A key priority is to enable individual and family resilience.

Action 4.2.5 within the Action plan sets the intention to review the range of respite provision for through age, day provision, residential care and third sector provision, in order to develop a plan for future services according to a *through-age* model. The intention is to ensure that there is a range of **appropriate respite support** available to maintain independence and support for carers, reducing the need for longer term care and support services.

Whilst the Ceredigion, Through Age Wellbeing Strategy, covers a range of client groups it is important to note related work taking place in services for those people with a learning disability. This includes, the recently published Welsh Government [Learning and Disability Delivery and Implementation Plan 2022-26](#), and an ADSS Cymru review of Learning disability services in Wales as outlined in more detail.

'Day Opportunity Services' include:

- Activities that take place during weekday, daytime hours at designated centres across Ceredigion.
- People having access to a support worker who takes them out to undertake activities.
- Accessing events, training, social activities, and other types of programmes in the community

'Breaks for adults / Respite for carers' includes:

- Residential stays in a care home
- Day activities including sitting services, going out with a carer / direct payment that give carers a chance to have a break from the caring role

'Short Breaks' includes:

- Going to activities that include overnight stays
- Visiting local places within Ceredigion
- Staying in a hotel, residential home or self-catering accommodation
- Visiting places outside of Ceredigion such as the countryside or city breaks
- Spending time with people of similar age or with similar interests, or with friends

Purpose of the report

This report describes what people living in Ceredigion would like to happen with day and respite services in the future. It describes the views of residents in Ceredigion – both those who use services now and those who might use services in the future. We heard from people of all different ages and who have a wide variety of needs and interests. We learnt more about the types of activities people would like to take part in, what they like about services now, and changes that they would make going forwards.

We considered legislation and policy that directs how people's care should be planned and delivered and considered the findings of national approaches such as the Association of Directors of Social Services (ADSS) report which explored the factors influencing the future direction for respite and day opportunity services.

Using the views expressed by people in Ceredigion together with a desktop analysis of factors influencing practice, a number of conclusions have been established and recommendations made to Ceredigion County Council for consideration of what should happen in the future.

Background

The Council has traditionally offered a range of support services to people according to either their age group or their needs. For example, the three-day centres Canolfan Meugan, Canolfan Steffan and Canolfan Padarn are for adults with learning disabilities during regular weekday hours.

The Council also offers support to children through schools and to young people of transition age through the Camu M'laen service, play schemes and short breaks.

Other examples of day and respite care services include people with dementia accessing respite care in a residential home.

The impacts of Covid

During the Covid pandemic, delivery of usual services was suspended due to national restrictions and a virtual platform was established offering welfare calls to vulnerable residents. Staff provided guidance, support, and advice during that time, as well as working alongside schools to support families. People living in supported accommodation were offered support from their homes. A resource list was kept active on the internet via the Council website to make residents aware of sources of support.

Since the easing of Covid restrictions, most services have re-opened, including some day service provision and respite services. However, not all services have re-opened, and this has created challenges across communities around service provision.

The [Through Age Wellbeing Strategy 2021-2027](#) sets out the key priorities for Ceredigion County Council. The aim is to *'enable the delivery of services that will enhance the social, economic, environmental and cultural well-being for the people of Ceredigion.'*

Key components are:

- Providing early help and support to prevent deterioration
- A focus on developing skills that support independence and wellbeing
- Providing easy access to information, advice and assistance based on need

The Through Age Well-being programme was established in 2021. It consists of four services:

- **Clïc:** online and telephone support, information, and assessment
- **Porth Cymorth Cynnar:** early help and wellbeing services

- **Porth Gofal:** Assessment and specific support such as home care and direct payments, fostering, day and residential care. Porth Gofal is a partnership between the local authority, Hywel Dda UHB and third sector organisations. A multidisciplinary team offers support to individuals – focusing on promoting independence
- **Porth Cynnal:** a service for people of all ages with complex needs who receive planned care

The Council has been thinking about the best ways to meet more people's needs.

On 6 December 2022, the Cabinet approved a decision that the Council should undertake a wider consultation in 2023 focused on the re-design of Day Services and Respite provision. Councillor Alun Williams, Ceredigion County Council Deputy Leader and Cabinet Member for Through Age Wellbeing said

“Things have changed a lot in recent years. So, it's a good time to consult again with our service users and carers to see how we can best help in the modern world. We are committed to improving the lives of all our vulnerable people in the county. We think the best way to do that is to help people to live as independently as they are able to, whilst providing excellent services when they need it.”

Following this the Council contracted Practice Solutions Ltd. to provide independent expertise around engagement and consultation with stakeholders and support the review of day and respite opportunities.

Review Methodology

The approach undertaken by Practice Solutions used a range of approaches to reach its conclusions and to formulate its recommendations.

These included:

- Desktop analysis of local reports into local service provision
- Gathering details on key stakeholders and access to engagement participants
- Production of a survey, its dissemination to participants, collation of responses and analysis
- Holding a number of engagement events, face to face, using video conferencing and telephone calls.
- Gathering additional written material from the people we spoke with.
- Analysis of the ADSS national report and the most relevant legislative and policy changes that effect the way person centred planning is carried out.
- All of the information gathered was analysed in order to produce this report.

The Council asked us to make recommendations about what actions can be taken to support the development of day and respite services. Once we had looked at all the evidence and considered what would be most helpful, we agreed on a list of recommendations and finished writing our independent report. It will be given to the Council for consideration alongside a developed action plan to be considered around the next steps.

Wider policy context

We have outlined the broad national policy context that this review takes place in ensuring our recommendations are underpinned by the policy areas outlined below.

The Future Generations (Wales) Act 2015

The Well-being of Future Generations Act requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities, and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.

The Act establishes 7 wellbeing goals and 5 ways of working. This approach underpins our understanding and context of this review. The wellbeing goals are:

- A Prosperous Wales
- A Resilient Wales
- A More Equal Wales
- A Healthier Wales
- A Wales of Cohesive Communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

The five ways of working are:

- **Long-term:** The importance of balancing short-term needs with the needs to safeguard the ability to also meet long-term needs
- **Integration:** Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their objectives, or on the objectives of other public bodies
- **Involvement:** The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves
- **Collaboration:** Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
- **Prevention:** How acting to prevent problems occurring or getting worse may help public bodies meet their objectives

The Social Services and Wellbeing (Wales) Act 2014

The Social Services and Well-being (Wales) Act came into force on 6 April 2016. The fundamental principles of the Act are:

- Voice and control – putting the individual and their needs, at the centre of their care, and giving them a voice in, and control overreaching the outcomes that help them achieve well-being.
- Prevention and early intervention – increasing preventative services within the community to minimise the escalation of critical need.
- Well-being – supporting people to achieve their own well-being and measuring the success of care and support.
- Co-production – encouraging individuals to become more involved in the design and delivery of services.

The Mental Health (Wales) Measure 2010

Among the provisions of the MHM Part 2 places duties on health and social services to provide a Case Manager to all people, of any age, using secondary mental health services. This can, and frequently does, include some people with co-occurring conditions such as learning disability, substance misuse problems

and some people who are neuro diverse. People subject to part two of the Measure must be provided with a care and treatment plan setting out how their care is to be provided.

In order to deliver the statutory duties enshrined within the 2014 Act and the 2010 Measure, the Council must meet those needs identified within individual assessments and care plans. It will therefore need to review and plan its directly provided services and those commissioned from third sector and independent service providers. Where appropriate it should revise provision to ensure the efficiency, effectiveness and sustainability of service provision giving due regard to changing needs and the availability of financial resource and workforce.

Behaviour Support Planning

A Behaviour Support Plan provides carers with a step-by-step guide to managing challenging behaviour. It is based on the results of a behaviour assessment. Two important parts of the plan are:

1. Proactive strategies. These are used to make sure that the person has got what they need. They also describe ways to teach the person communication and other skills.
2. Reactive strategies are designed to keep the person and those around them safe.

The ADSS National Review of Respite and Day Opportunity Services 2023

Key to the development of our recommendations is the consideration and context of wider national projects recently taken place. We have outlined some of the key findings that underpin and inform our understanding. ADSS Cymru commissioned a review of respite and day opportunity services considering the impact of the COVID-19 pandemic and the need to ensure that these services are maximising innovative approaches to improve and enhance the delivery of services to those who use them, their unpaid carers and those who will such services in the future. The reviews conclusions were:

The need to review day opportunities, respite, and short break services

Many agencies had, prior to the pandemic, identified the need to review and potentially reform day opportunity and short break services to ensure that the model of provision was continuing to meet current needs.

Some participants believed that a national debate on the future of day opportunities and short break services would assist in bringing about change at scale and pace. Some advocated the potential value of national guidance, whilst others felt this could stymie local initiatives and lead to unintended consequences.

The impact of the pandemic on day opportunity and short break services

The provision of day opportunity and short stay services was profoundly disrupted by the pandemic. Many services were forced to close for a period. Some having re-opened offer a reduced service compared with pre-pandemic levels, for example offering fewer or shorter sessions. Evidence suggests that a considerable number of people have not returned to services since they reopened, and many others have reported that since returning the availability of services has reduced in terms of frequency and length of time that the service is available.

The degree to which services closed, the duration of closure and the speed of reopening varied across Wales. The pandemic led to essential revisions to service provision resulting from social distancing requirements. Some of the changes introduced were being considered prior to the pandemic, which was perceived to have accelerated some planned changes. When reviewing services some agencies found that buildings in use prior to the pandemic were not fit for purpose moving forward.

The environments and model of service were also questioned by some. Many participants in focus groups believed that an over reliance on place-based services, i.e., those provided solely or predominantly in a specific building or group of buildings, can lead to 'institutionalised' models and develop a dependency among those that use the service and their families.

Many services described greater use of community assets during the pandemic. This includes local facilities and open spaces. Reduced access to transport and people's preferences have led to this trend continuing for many. However, significant numbers still wish to see services revert to those offered prior to the pandemic.

In some instances, these changes have been sustained since the services entered a recovery phase as restrictions were lifted.

Economic and workforce pressures

Some of the enablers and barriers identified by participants can be addressed by means of effective planning and change management, but some impediments arise from structural and economic factors outside the direct control of those responsible for providing or commissioning the services. Included within these are the inflationary pressures experienced in recent months which are felt to have exacerbated many of the challenges faced.

Workforce challenges and a lack of funding were described as delaying or preventing service change. The provision of a central funding stream that enables local authorities and providers to be equal partners, would offer opportunities to stimulate and enable transformation to take place. The workforce was universally perceived to be an asset in the transformation of services. However, services also identified that members of the workforce can be a barrier to change. Some staff may need additional support in the change management training and training in the application of person centeredness and co-production.

Increased complexity among those using services

Many services reported an increase in the complexity of people being referred to them in recent years. They also highlighted that some people who had used services prior to the pandemic had more complex needs upon their return to services as restrictions were lifted. This is clearly an important issue in relation to partnership and joint commissioning arrangements between health and social care.

Employment as part of day opportunities

The importance of supporting people with disabilities to attain paid employment was raised by some participants in the review; there is a sense that this is not always given due prominence in models of support, despite the obvious potential benefits to individuals and wider society.

Collaboration between day services and other agencies, such as businesses and employment services, and education, will be required to deliver such opportunities effectively, particularly, roles that can navigate people through the various pathways and funding streams to achieve paid employment.

Equal opportunities policies need to be applied by public sector bodies and promoted in other sectors to ensure that the skills and abilities of people with disabilities are recognised and that these people can contribute to the local economy. Resources such as Access to Work funding can facilitate improvements in this area.

Hub and spoke approaches

Hub and spoke approaches adopted in different areas offer helpful, blended approaches combining centre-based support, access to community facilities and the creative use of technology to improve access and optimise outcomes for individuals.

Technology and transport

When services were closed, the use of technology, especially video and telephone conferencing, increased enormously. This had a positive impact on engagement with those using services and their families and enabled people to develop and sustain their own networks using chat groups and other virtual activities. It also assisted inter and intra service communication. For some people using services, and some staff, the use of digital technology was a challenge, due to poor IT skills and limited or no access to equipment and/or the internet.

Transport provided by services was significantly reduced during the pandemic. This was particularly challenging for those living in rural settings. It has been reported that due to the preference of some of those who attend services, increased costs pressures resulting from fuel inflation, as well as the duty local

authorities have to tackle Climate Change, some providers have reduced the use of transport and continue to promote access to services closer to home.

Day opportunities as respite support to family members

A theme which ran through the review was a recognition that day opportunities and short break services frequently benefit both the recipient of the service and their families. However, when services are being planned for individuals, a tension may often arise between the interests of the individual and their unpaid carers in how this service is to be provided. It is important to recognise that the wishes of the assessed individual must come first and when that individual lack capacity, then decisions must be in the persons best interest and those arrangement must be least restrictive.

The importance of person-centred care and the co-production of services

When introducing and evaluating service changes, many agencies recognise the importance of person-centred planning and co-production, and there is a clear sense that such approaches are fundamental to efficient and effective service reform. Co-production principles should also apply to the strategic planning, delivery and review of service models. Person centeredness and co-production are not always clearly understood or applied effectively by services and their staff. Appropriate training and development are required to address this.

The impact of the pandemic on the mixed economy of care provision

The impact of the current financial context on donations presents an existential threat to a number of third sector agencies that are dependent, or part dependent, upon charitable donations.

Commissioning day opportunity and respite services fit for the future

Whilst the variety and diversity of service provision has improved, levels of provision are reported to have declined following the pandemic. However, the review team found it difficult to quantify this reduction in provision due to the lack of standardised and consistently prepared quantitative data on service provision and use.

Greater collaboration within, and between agencies is necessary to commission a range of support that includes community resources outside the direct control of social care and health services. This includes services that support progression to paid employment. The necessity for collaboration is particularly critical as people transition through different stages in the life course, for example when leaving school or college, transferring into services suitable for young adults, or those suitable for older adults at a later stage. To avoid unnecessary disruption to people's lives, some services have begun to take a through-age approach based upon individual need not chronologically age.

Models of effective practice were identified within the review. Learning can be gained from exploring what these services have achieved and how they did so. However, it is important to recognise that directly replicating such models to other areas will not always be appropriate; for example, some approaches may be better suited to urban rather than rural environments. Replicating existing models in a different area will always require planning and the effective change management. Some participants believed that the fact that day opportunity and some short break services are not regulated is inappropriate and that this can place these services at a disadvantage.

The need for effective engagement

Services identified that in order to increase the use of local community facilities, better engagement with local communities and community leaders will be required and there are examples from our field visits where this has worked well. It is essential to ensure that people using services, those referred to services

and families are fully involved in the processes of assessment, planning, delivery and review, especially when changes to the nature of provision are proposed.

Enablers of, and barriers to, innovation

Some contributors reported that the pandemic demonstrated that changes can be made without applying undue bureaucracy or process. The necessity of making rapid changes led to a sense of 'permission' to take risks and introduce creative models. This provides a precedent for more nimble service development moving forward.

Stakeholders were generally aware of the barriers and enablers to service reform identified within the review. Those representing children and young people felt that language used, and issues identified, were not always applicable to their area. Accordingly, the report has attempted to address those issues and services specific to children and their families.

The legislative duties contained within the SSWBA and the MHM together with the use of BSPs offer the potential for enhanced person-centred planning. Co-production approaches are at the heart of these approaches and should ensure that the needs of the people using services and their unpaid carers are paramount in decision making.

The conclusions of the national review are directly relevant to the findings within Ceredigion, addressing as they do many of the objectives of the Ceredigion review.

Consideration has therefore been given to both these legislative changes and the findings of the national review in the analysis of the broad range of opinions gathered through the Ceredigion engagement exercise.

Engagement Summary

The following summary provides an overview of how we have engaged with the identified stakeholder groups, and those who chose to take part. The engagement took place between March and August 2023. It was extended by a further 11 days (16 weeks in total) to ensure we were able to meet with as many people as possible. During the additional engagement time we offered extra workshops to parents and carers, to people that could not attend previous sessions, and to children and young people to ensure their voice was heard.

What did we do?

We read reports and documents that told us about the history of the service.

We met with the Council to understand more about Ceredigion day and respite service. The Council gave us a comprehensive list of people who might want to talk with us about their views, experiences, and opinions.

Following stakeholder analysis that identified a wide range of partners, it was agreed that we would contact people from a wide range of groups. More information on the groups of people we contacted can be found in Appendix B. These included:

- People who use day and respite services now and their families, including young people, people of transition age (18-24) who might access services in the future, adults with a learning disability, and older people with Dementia
- People who work for the services now
- Other people who work in the Council and know about services
- People who have jobs at other community agencies that know about services, and people who work in the NHS with those who access support from the Council.

Between March and 1 August 2023, we talked to people in different ways so that there were no barriers to contributing to the review.

- We met with people in-person
- We met with people over the computer
- We spoke to people on the phone
- We facilitated a survey throughout the engagement period, both online and on paper. The survey was available in Welsh and English as well as in easy read format (details on survey responses are set out below).
- People sent us extra information such as reports by email
- We put posters around the community at places people visit (See Appendix C)
- Community Connectors from the Council helped members of the public with the survey

The team visited Ceredigion on nine different days, visiting the day centres where activities were taking place holding events with staff, carers, and families in the community at different venues located in Aberaeron, Aberystwyth, Lampeter, and Cardigan.

- We attended RAY Ceredigion to meet with people with dementia and their families
- We facilitated events for attendees of the Canolfan Steffan, Meugan and Padarn day opportunity programmes
- We facilitated events for employees at learning disability day centres and other Council employees
- We met with foster carers

- We hosted a parent and carers evening
- We hosted a carers tea and spoke with the carers forum
- We facilitated sessions with transition age people with learning disabilities (Camu M'laen)
- We facilitated a session with looked after children
- We facilitated an event for children during the school holidays
- We offered extra sessions so that people who could not join earlier activities could take part

The team also held several online workshops for community organisations and families / carers. We facilitated many individual calls and conversations with a wide range of stakeholders to hear their views.

The team created resource packs and put posters in community venues such as libraries and GP surgeries. We also circulated the survey link on social media to encourage people to take part.

The Council ran a public survey online throughout the engagement period.

We used various ways to communicate:

- Sending Easy Read and picture photo symbol invitations and inviting participants
- Using visual aids and creative forms of expression.
- Asking participants to bring photos and items that show what is important to them, working with chart paper, markers, and sticky notes.
- Having shared conversations about what and who is important in individual lives through person-centred community mapping tools.

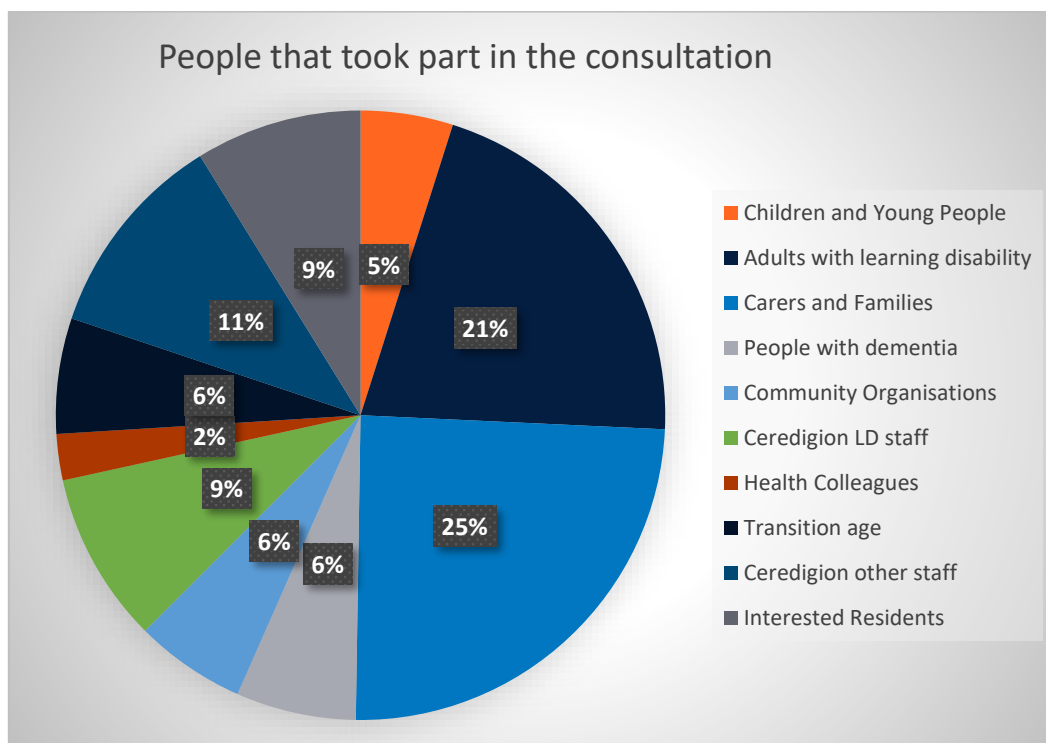
Who we spoke to

Overall, we had a very positive response to the engagement, with numbers as illustrated in the table below.

Group	In person	Online	Survey	Total
Carers and family members	21	5	74	100
Adults with learning disabilities	49	2	44	85
Other staff working in the Council	7	27	12	38
Staff working in learning disability services	34	2	1	37
Interested Residents of Ceredigion	X	X	37	36
People with dementia	21	X	5	26
People of transition age	6	X	21	25
People working in community organisations	X	21	3	24
Children and Young People	14	X	7	20
People working in the NHS	X	9	1	10
	140	66	205*	411

* Some of the people that responded to the survey will also have attended other types of engagement activities.

Appendix B is a list of the people we spoke to.



Conclusions

The number of people who gave their time to talk to us shows how interested people are in respite and day services in Ceredigion. In total 206 people took part in our activities and workshops or had conversations with us, while 205 people answered the survey. A total of 411 people took part.

Not only did a large number of people speak to us, but they came from a wide range of backgrounds. The two biggest groups of people that took part were adults with a learning disability and carers / families.

We also spoke with a lot of Council staff, working both in day services and across other teams. Using different ways to engage with people was helpful and allowed people with communication difficulties to be heard. Several important themes emerged from the engagement of people in Ceredigion. These are highlighted in the various sections of this report.

A summary of other engagement themes

The future of day opportunities and respite services

Below is a summary of key messages from each of the stakeholder groups we engaged with, coming out of Practice Solutions led activities. More detailed commentary can be found throughout the report.

Children: Wish to take part in activities that they enjoy, being active and spending time with friends

Transition age: Self-directed support and choice, support in the community and a focus on social opportunities and skill development and planning for the future.

Adults with a learning disability: those already attending day opportunities reflect that it is a very important part of their lives and like routine. There was a very wide variety of interests and activity suggestions from this group. Choice and safety came through strongly. Adults felt upset about a lack of access to things they previously enjoyed such as gardening, cooking and employment opportunities, and hope to engage with these again soon in the future. Adults wanted further opportunities for short breaks and respite. People spoke very positively about the potential of wellbeing hubs.

People with Dementia: People with dementia enjoy taking part in day opportunities tailored to their interests in community venues. They are not keen on the idea of 'day centres' or residential homes, but prefer time out on short breaks and doing activities. People spoke positively about using SMART technology to stay home as long as possible. There was a strong message that there are not currently many opportunities offered through the council for this group and they mostly access from other places.

Carers: Carers would like to see more support available to keep them well and able to care longer. They do not currently feel there is adequate access to respite and for those with neurodiversity and dementia, carers did not feel there were any day opportunities in place at present. Foster carers noted that they have no access to respite.

Community Organisations and NHS employees: Spoke about a desire to be more closely connected to the council and did not feel that they were aware of the process to access funding. Demonstrated that they are offering a wide range of activities that service users are accessing. Were less clear on what is available through the council and asked whether there could be a community calendar developed for them to access.

NHS staff suggested that it would be helpful to offer clinics / appointments at venues while people were attending them, to save on extra travel time for everyone and to be more convenient to service users.

Ceredigion Day Centre Staff and other Employees: Wished for services to fully resume and noted many activities post covid had not re-started. Reflected that the introduction of a brokerage service would support better coordination of care packages and free up more staff time. Agreed with the principles of extended hours and person-centred care.

Day centre employees felt anxious about potential changes and expressed a wish to be included in conversations that will affect them. They also felt that there should be regular day opportunity hours as well as extended evening and weekend hours. They wished to offer a wide range of activities and were generally positive about trying new things like mixed groups, as long as this was done safely and with careful planning.

The Survey

In addition to speaking with people directly we also produced a survey which we sent to people. The survey allowed those who couldn't or preferred not to meet us to have their say. Some people completed the survey and spoke to us.

Who responded to the survey?

In total, 205 people responded to the survey. This included 156 online surveys, and 49 returned paper surveys. 18 people completed easy read surveys.

1. In which role are you responding to this survey?

- 30 people who have a social worker or use services
- 48 people responding on behalf of a service user (some who identified as carers)
- 48 unpaid carers
- 15 people who might want to access services in the future
- 36 interested residents of Ceredigion
- 6 people who noted they are a foster carer
- 7 people did not respond to this question

We asked some questions to better understand the people responding to the survey. We asked people about:

- Welsh language
- Religion
- Transport
- Gender and sexual orientation
- National identity
- Caring status
- Age
- Disability
- Caring responsibilities

If you would like to read more about the people who responded to the survey, you can find details in Appendix B.

What we asked people

The key questions we asked included:

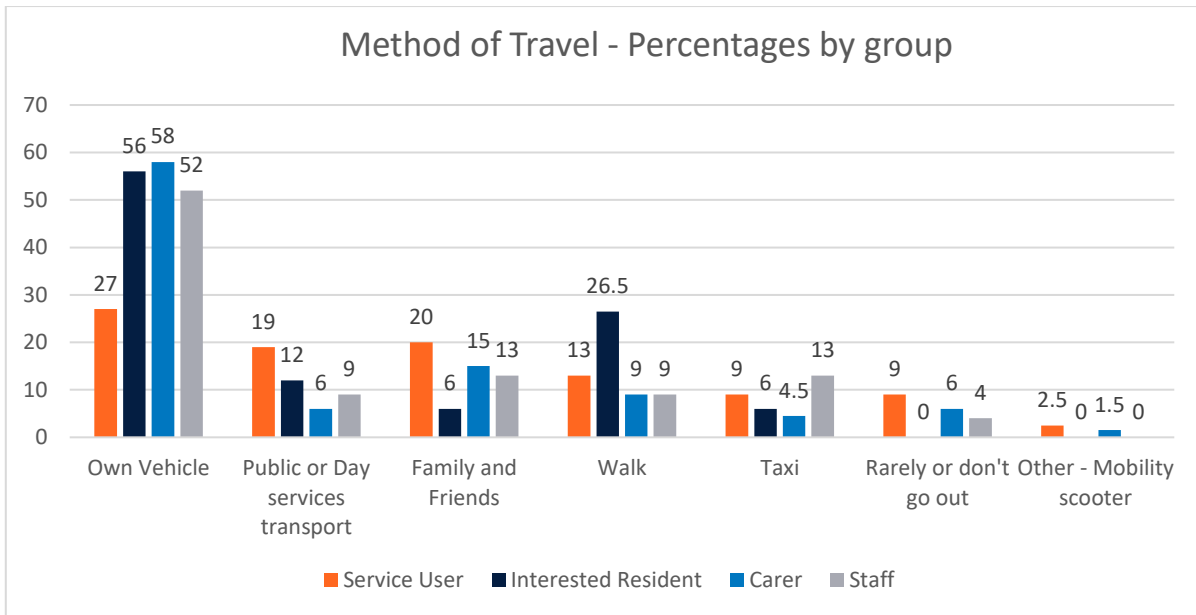
- What people like about day and respite services?
- What people would change about day and respite services?
- Which activities that people would like to see offered?
- Which places in the community would people like to go to?
- What hours of service would they prefer?
- What are the issues they have with transport?
- What do people think about possibly changing the name of some day services?
- How would people like to be involved going forwards?

Survey Responses

The sections below describe the responses to the key survey questions. More information on what people from different groups told us is also included within the other sections of this report.

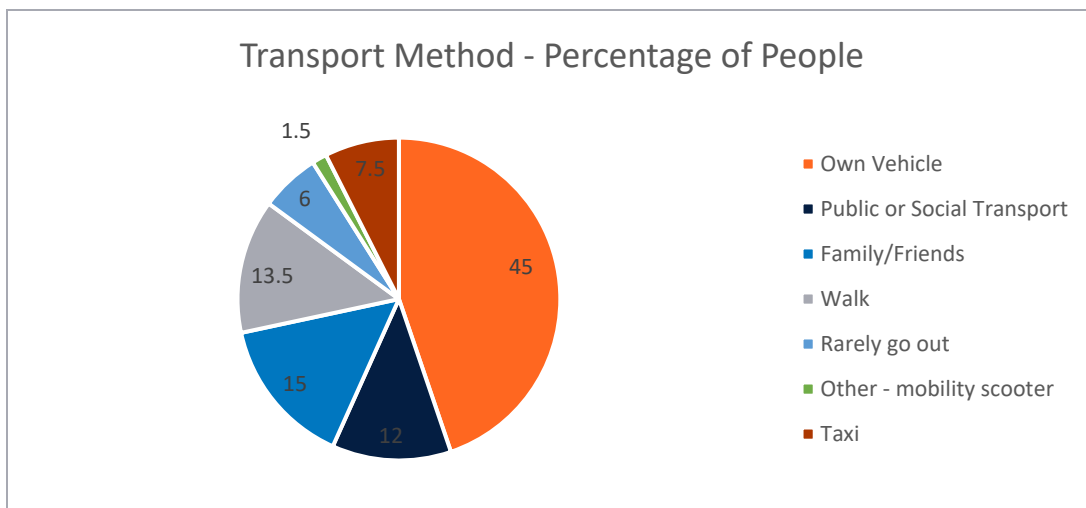
Responses to travel

Most people said that they use several types of transport, however there were some differences between people who access services and those who do not. It should be noted that the day centre minibus was not one of the survey choices and eight people responded in their comments that this is their preferred method of transport.



45% of survey respondents in Ceredigion rely on their own vehicles to get around which was the biggest category of responses. Carers, family members and the general public are more likely to use their own vehicle (55%), while people who access services are less likely to use their own vehicle (27%), and the most likely of any group to use public transport (19%) or to rely on the support of family and friends to travel (20%) The issue of whether those using services have Motability vehicles to enable them to get around themselves or to be driven was not addressed.

Below is a breakdown of the overall preferred travel methods in Ceredigion:



We asked people to share some comments about travel needs. Themes from travel comments included:

Response type	Number of Comments
Unable to use public transport or concerns about its reliability	17
Reference to one of the survey options for travel	10
Use the minibus	8
Used to be offered minibus but no longer available or told not eligible	6
Rural – no public transport available	5
Transported by Ceredigion staff member or Shared Lives	4
Having a car is essential	2
Other modes of transport including electric bike, Motability car	2
Direct payment costs are too low to cover transport	1

Here are some examples of comments made about transport:

“I would prefer if someone can pick me up rather than having to rely on family members.”

“From experience of working with service users who access respite and day services it would be beneficial to provide transport for them.”

“A bus specific for travel to and from day centre. This would enable my carer an adequate break and ensure if I live on my own, I will have a safe and structured way of transport.”

“Access to transport is a major issue within Ceredigion. Raising cost of fuel and diminishing bus services.”

Conclusions

Transport is a critically important issue in both the provision of and access to day opportunity and respite services. This was a key issue identified in the national report but as in Ceredigion the impact was most significantly evident in rural communities.

Rural communities must contend with not only long distances between their homes and services but scant public transport systems.

People are heavily dependent on the use of private cars and buses, but buses are for many inaccessible due to a limited timetable and their ability to board a bus.

Lifts from family members/friends and staff or transport laid on by services is the predominant means of accessing services at distance from people’s homes.

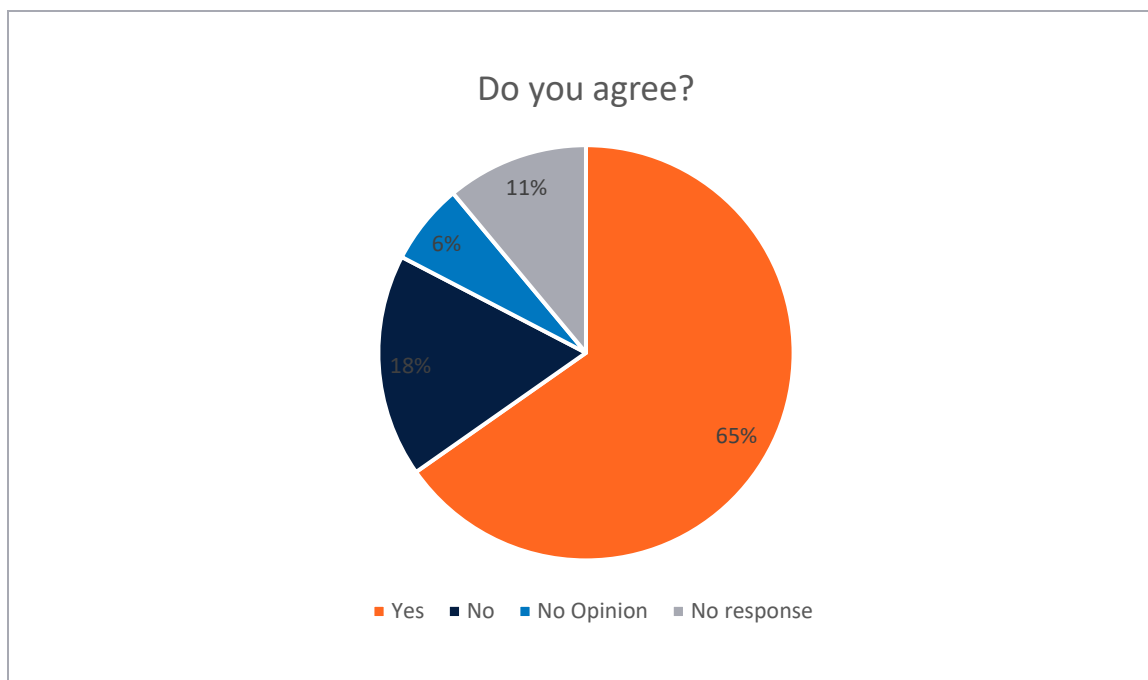
The number of people who have Motability vehicles or benefits specifically designed to enable attend services is not clear from the data gathered.

A strategic approach to enabling access to service hubs or providing services in satellite sights is essential in the planning and delivery of services within Ceredigion.

Responses to proposed wider range of activities

Question 8: We are planning to offer a wider range of activities and opportunities to our service users. To enable us to make sure we meet the needs of everyone who need to use our services, we are proposing to provide opportunities to additional groups from within our community. This will mean that Canolfan Steffan, Padarn, and Meugan will be used differently, with a variety of services available at different times of the day / week and used by different groups. Do you agree?

65% of people responding to the survey said that they agree with the recommendation, while 18% disagreed with it. 17% either did not respond or had no opinion on this matter.



Of those who responded to the survey that did not agree, a summary of their responses is set out in table below together with a sample of the comments received.

Response type	Number of Comments
Services should be kept the way they are	7
Concerns about how the vision will be achieved	5
More information required	3
Concerns that the changes will mean less service for some than there is now	3
Services should return to how they were before covid	2
Other	1

Here are some examples of comments made about the proposed changes:

"I don't want to mix with other groups. I don't like young people who are noisy. I like to be with my friends."

"One size does not fit all either in relation to premises or activities and staff support."

"I'm unsure if it is possible to offer all these different service user groups with a real and substantive service/support with the current work force at the current level of pay and conditions without potentially watering down the service that the current and previous service users are/were receiving."

"Why not make a community hub that is open to a variety of abilities, where people are able to interact with each other regardless of these differences, this would be meeting The Equality Act 2010. A base that individuals are able to feel safe, respected and valued and not 'hot spotting' in an environment they don't feel connected to."

Conclusions

A considerable majority of respondents agreed with some change in the use of community hubs.

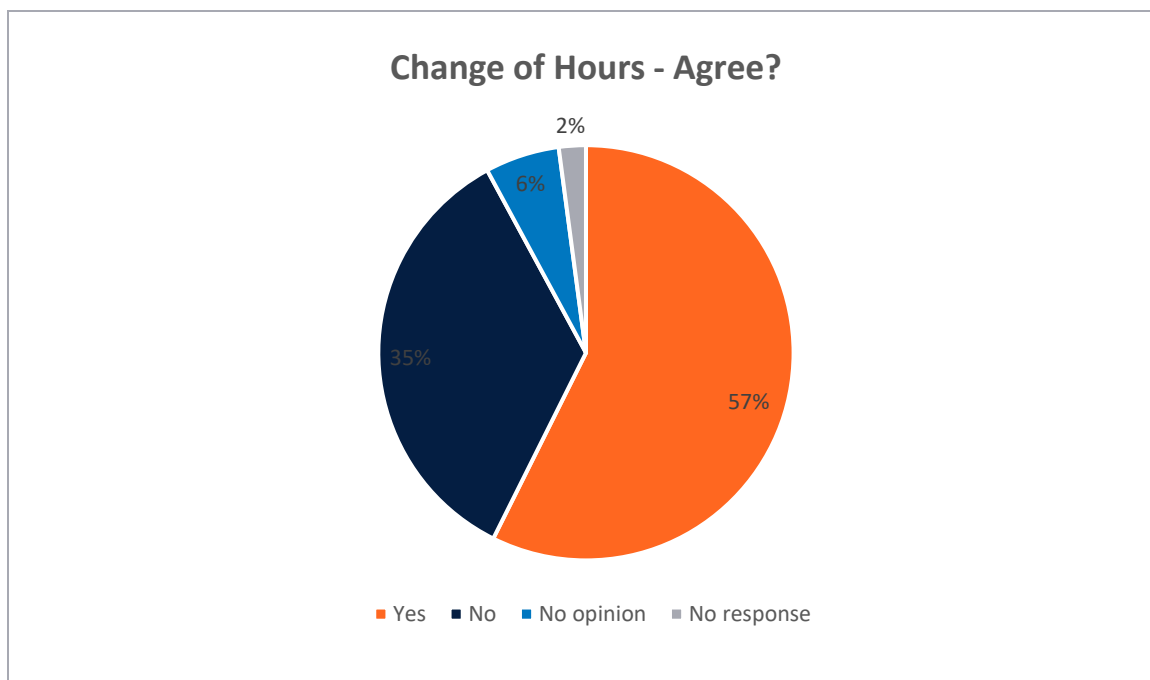
Of those that did not agree their concerns focused on the suitability of staffing to meet the needs of a variety of client groups and an assumption that change would create a one size fits all approach.

If the council proceeds with introducing some changes in use of the resources specified, they will need to consider the workforce implications of expanding use and how the needs of different client groups can be accommodated within the changes.

Responses to changing hours

Question 9. We are proposing to move away from traditional Day Services hours of 9am – 3pm (closed on Bank Holidays). We plan to offer a range of the following based on the needs of the individual. These changes could include: Half day sessions morning or afternoon Sessions specifically for certain activities Early evening (weekdays) Saturday Sunday National Holidays Between Christmas and New Year (excluding Christmas Day, Boxing Day, New Years Day). Do you agree?

57% of survey respondents agreed with the proposed change of hours. 35% disagreed, while 8% either did not respond or had no opinion.



Of those who did not agree, below are a summary of the comments:

Response type	Number of Comments
Services should be kept the way they are	18
Concerns about having enough staff / transport to cover extended hours	12
The importance of routine	7
Weekends and holidays not needed / more appropriate as family time	4
More information needed / not clear why things are changing	3

Here are some examples of comments made about the change in hours:

“Routine is important to me. Half day or evening sessions wouldn't be long enough because I have to travel.”

“I have reservations that there will be adequate transport and staff to cover all that may be planned.”

“I agree that weekends would be beneficial, whether the service is required on national holidays and in between the Christmas period would need to be discussed with the service users and their families.”

“This will place both my wellbeing and my son’s wellbeing at risk. The current arrangements also mirror the times that my other children are in school. My son's provision needs to take place at the same time to support my return to work.”

“During the Covid pandemic his access to the service was severely disrupted. This had a significant effect on his emotional and physical wellbeing - including an increase in his seizure activity, which then affected my wellbeing as his main carer. I am concerned that changes to the times and days that this service is provided on will mean that these difficulties reoccur.”

Conclusions

The majority of those that responded to the question were in favour of changing the hours of service provided.

Some questioned why provision should include weekends, evenings, and public holidays because these are times when families can be together. This presumes that all potential users of services have families with whom to spend time. This demonstrates that the use of extended hours needs to be tailored to individual needs and wishes.

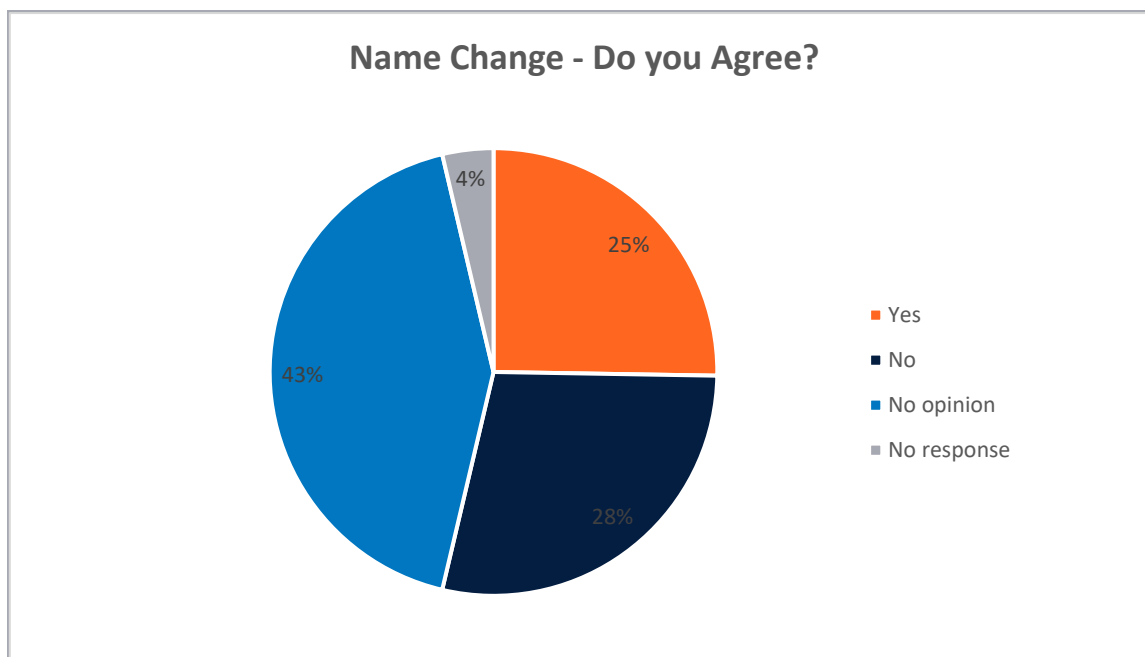
As in the national report the issue of the use of a core of hours during the working day is identified as enabling those who provide unpaid care to work and otherwise carry out tasks to enable them to care for the person using services and others to whom they have responsibilities. This issue demonstrates both the importance of day opportunities and short break services to provide important respite to unpaid carers and the potential that their needs and the person who requires services may not always align.

Addressing the use of extended hours needs to be guided by personalise plans which address both the needs of the user of services and their unpaid carers.

Responses to renaming proposal

Question 10: To reflect the future model and in line with Through Age Wellbeing, we are proposing to re-name Canolfan Steffan, Padarn and Meugan. Do you agree?

43% of people responding to the survey did not have an opinion on this issue. Of those who did respond, there was a close split between people agreeing with the proposed name change (25%), and those who did not agree with this (28%). Therefore, more people did not agree with the proposed name change.



Of those who did not agree with the proposal to re-name the facilities, respondents had some strong opinions as to why.

Below is a summary of the comments by theme:

Response type	Number of Comments
The names should be kept the way they are	26
More information needed / not clear why things are changing	16
Confusing for service users	11
Other – waste of time / concerns about cost	9

Here are some examples of comments made about the proposed name changes:

“These buildings have a history and a resonance for all the people who have accessed support over the years. They have been a community, a safe space, a vital resource for disadvantaged people.”

“The names of the centres have been set to reflect the views of the service users in the centres. The service users through self-advocacy groups decided on the names and it should be the service users that use the centre that decide on the names rather than it being a higher-level management decision. Again, this is destroying the community within which the service users are part of.”

“Local residents know the names of the centre. Name changes will confuse people living in the area. Canolfan Padarn was named due to being situated in Llanbadarn Fawr and Padarn was named after the local Saint who formed the village and parish. Diolch/Thanks.”

“This has been a second home, a place of safety and security to many individuals over the year, giving them a sense of purpose and structure. The name brings nostalgia and memories, with all the disruption and anxiety over the last few years, the name should remain the same.”

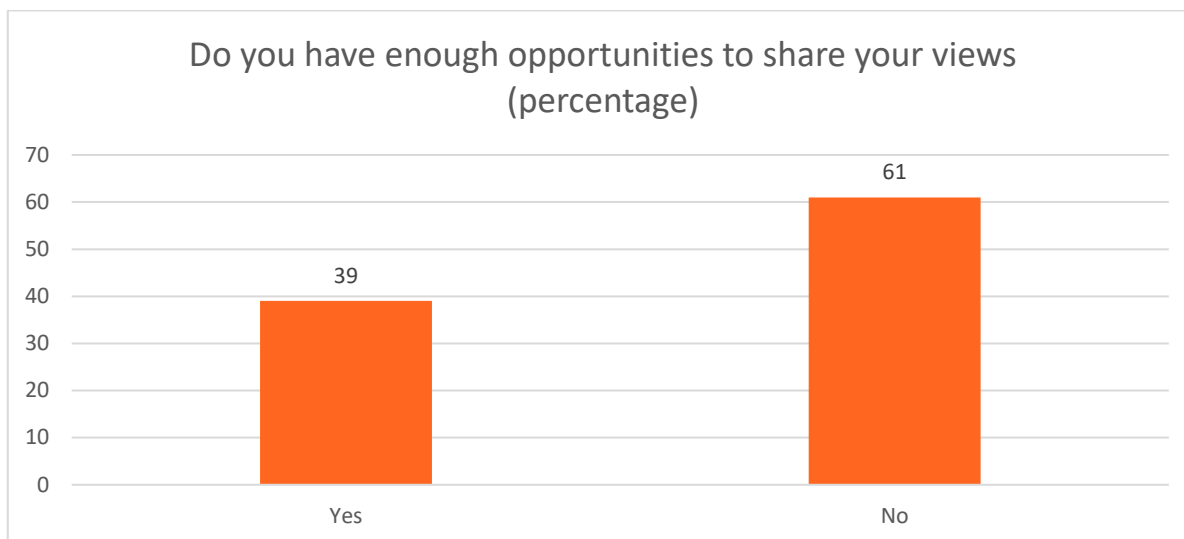
Conclusions

Almost half of respondents 43% expressed no opinion on this matter. Of those that did a small majority 28%:25% opposed the idea. It cannot be assumed that those that did not respond did not do so because they did not oppose the idea.

If the Council wishes to proceed in making a name change to reinforce a potential change of use and expansion of its service offer and they wish to work with a mandate from local population and those using services and their families, they would need to re-canvass opinion.

Responses to opportunities to share your views

Question 24. Are there enough opportunities to share your views?



28 people (39%) said that they felt they have enough opportunity to share their views.

43 people (61%) said that there were not enough opportunities to share views with the Council. Of the options listed, people stated that other ways to involve them could include:

Support groups for different needs	24
Local self- advocacy group provided independently from local authority	23
Support groups for different ages	22
Support groups through the medium of Welsh	9
Other	9

Other suggestions included public meetings, a steering group of service users and families, listening to what people say, having more information provided by the social worker, group advocacy sessions, support workers to talk to me about my views.

Conclusions

Most respondents 61%:39% did not feel that they have sufficient opportunity to share their views.

Several opportunities which may afford a greater opportunity to share views were provided by some respondents.

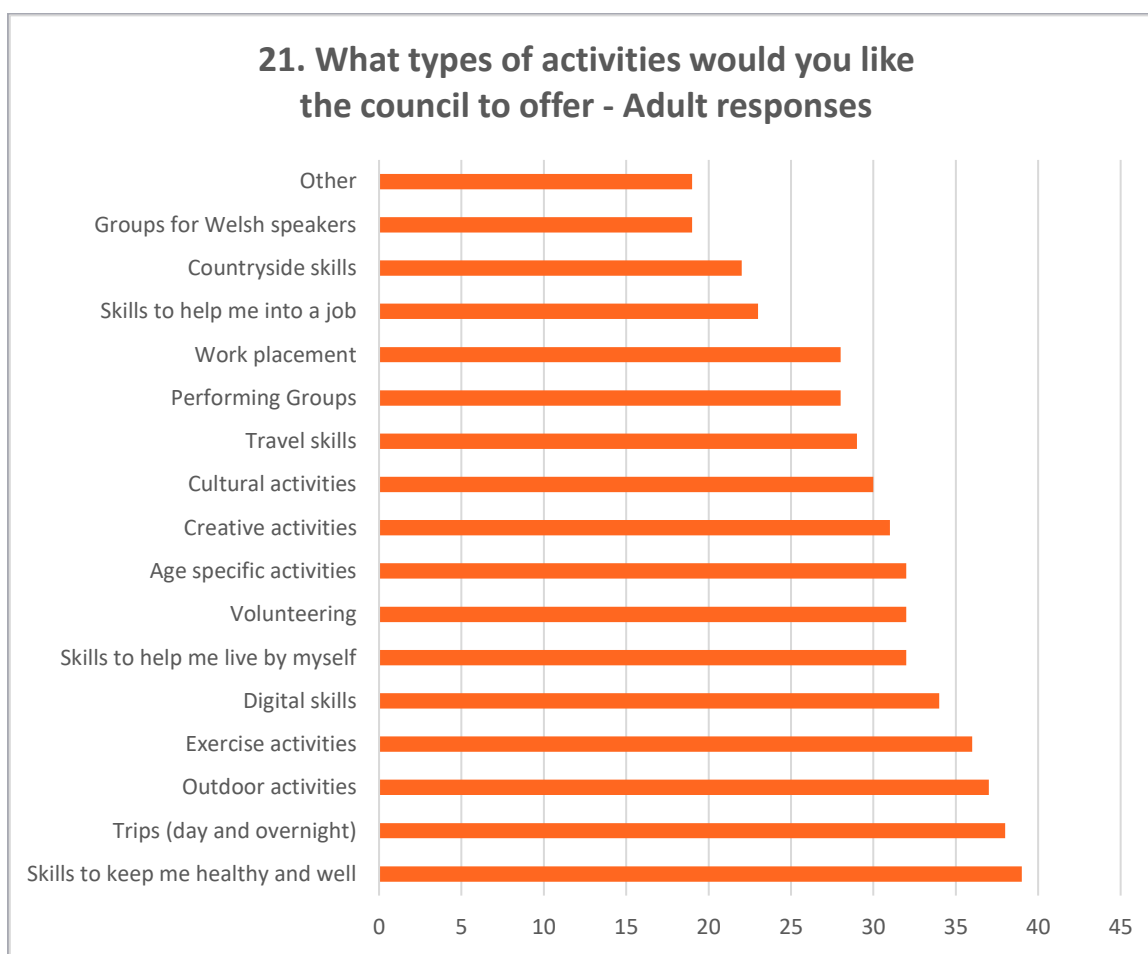
The Council may wish to review their standard approaches to consulting with citizens to ensure that as their plans progress into implementation people's views can be heard and responded to.

Response to the provision of activities

The review captured views on the range of activities that people would like the council to offer for differing client groups in day opportunities and respite short break settings. These were explored by age demographic and stakeholder group. The views are set out below by group.

Adults

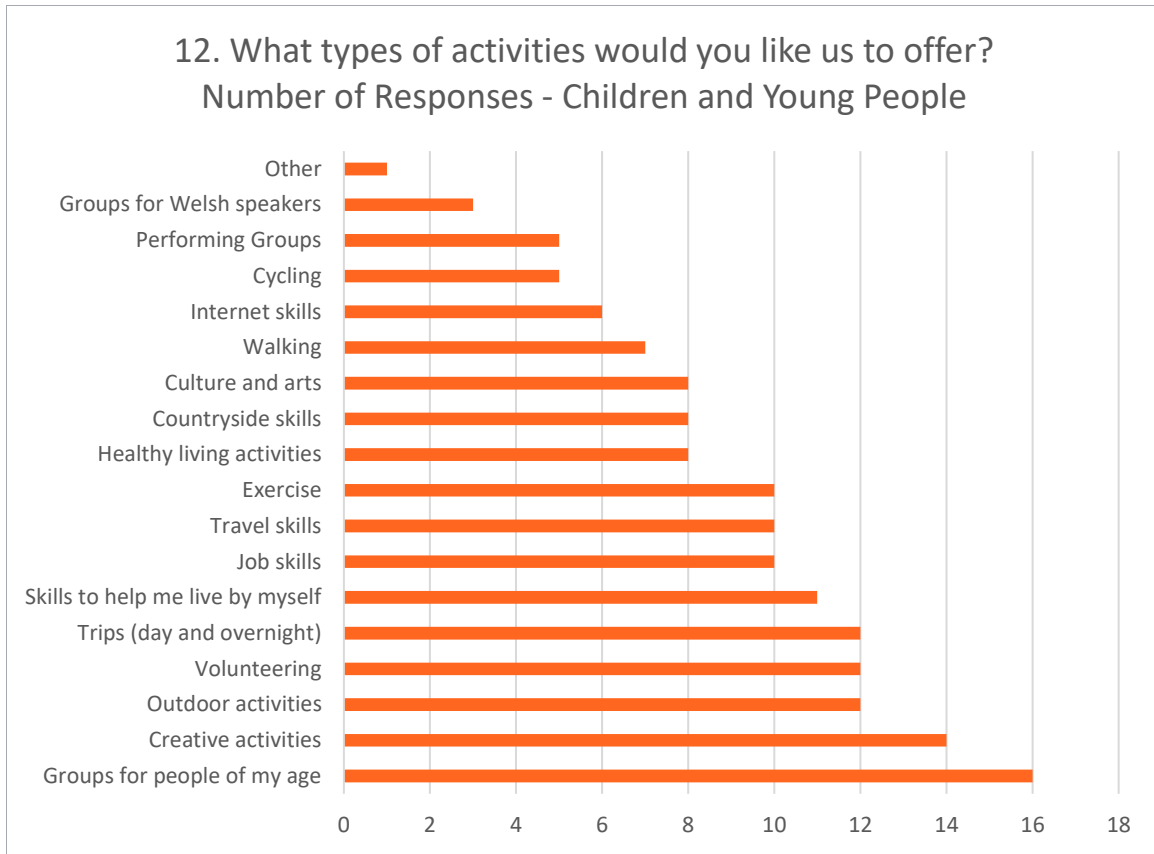
66 people responded to the question about what types of adult activities they think they would like to access. The number times each activity was picked are shown in the chart below, with the three most popular choices being skills to keep me healthy and well (59%), day and overnight trips (58%) and outdoor activities (56%)



Comments included other types of activities, such as sensory room, multisport activities, hairdressing and church-based activities. There were also a couple of comments that more activities needed to be provided for individuals with dementia.

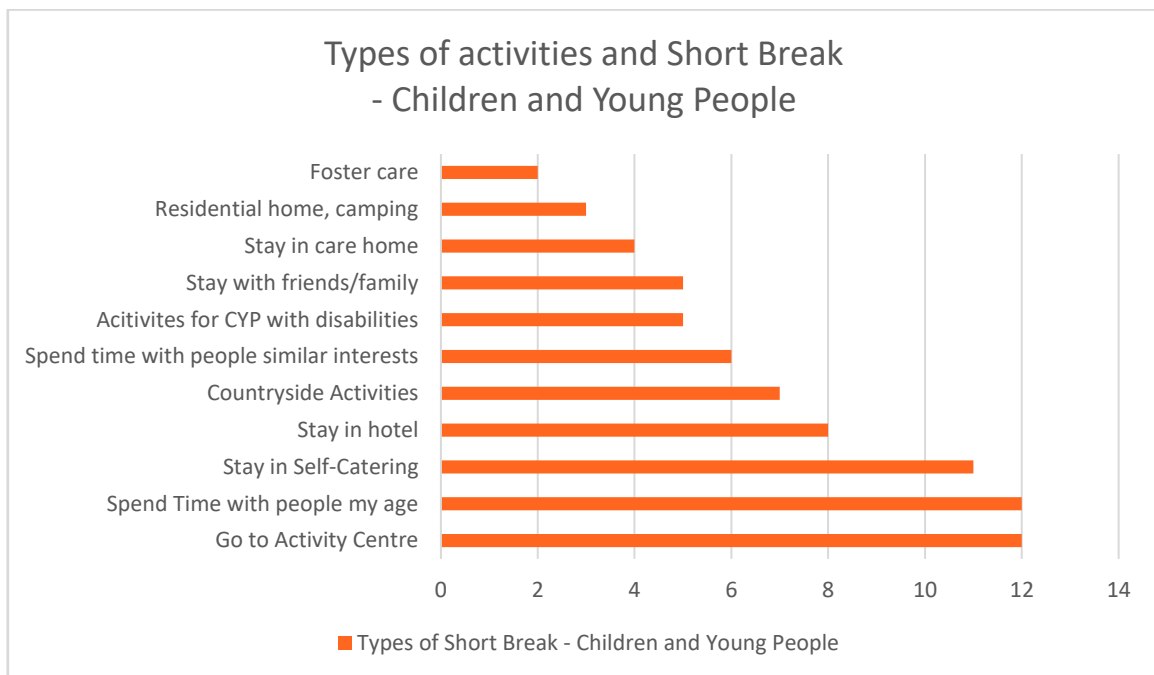
Children and Young People

Within the survey, 21 people responded to the question about what types of activities for children and young people they would like the Council to offer. The results are shown in the chart below, with the three most popular choices including groups for people of my age (76% of respondents), creative activities (67% of respondents), and a tie between outdoor activities, volunteering and day /overnight trips (57% of respondents).



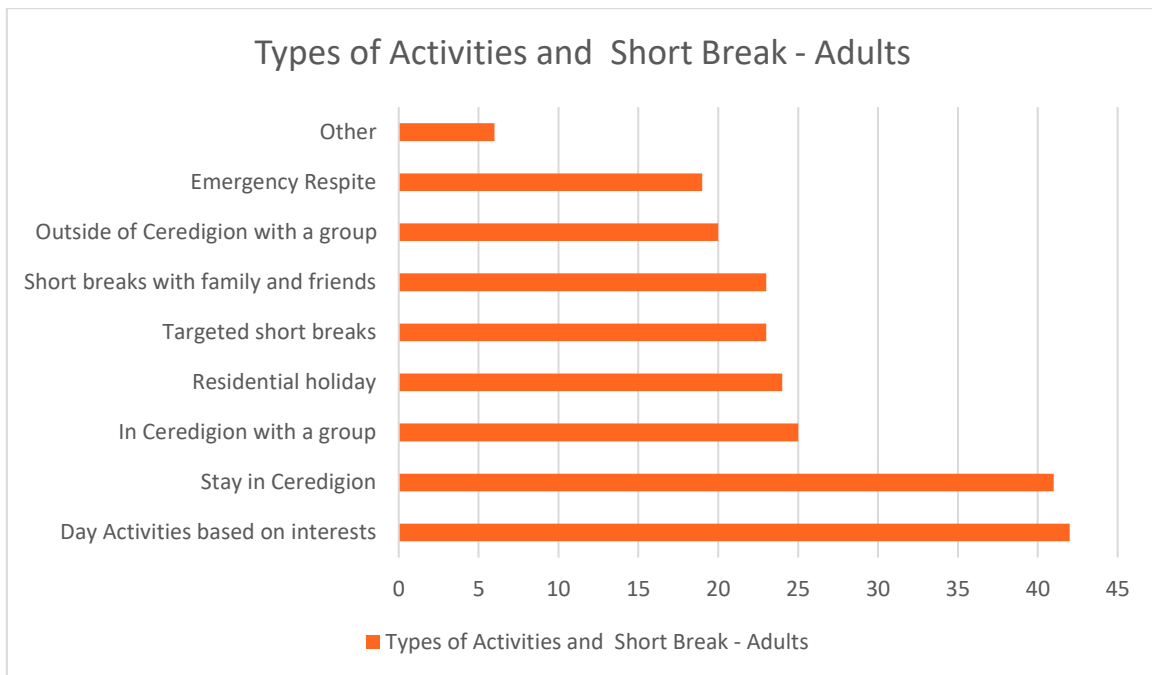
Survey Responses: Short Breaks and Activities – Children and Young People

There were 19 responses to this question. The three most popular choices were go to an activity centre (63%), Spend time with children and young people my age (58%) and Stay in self-catering accommodation (58%)



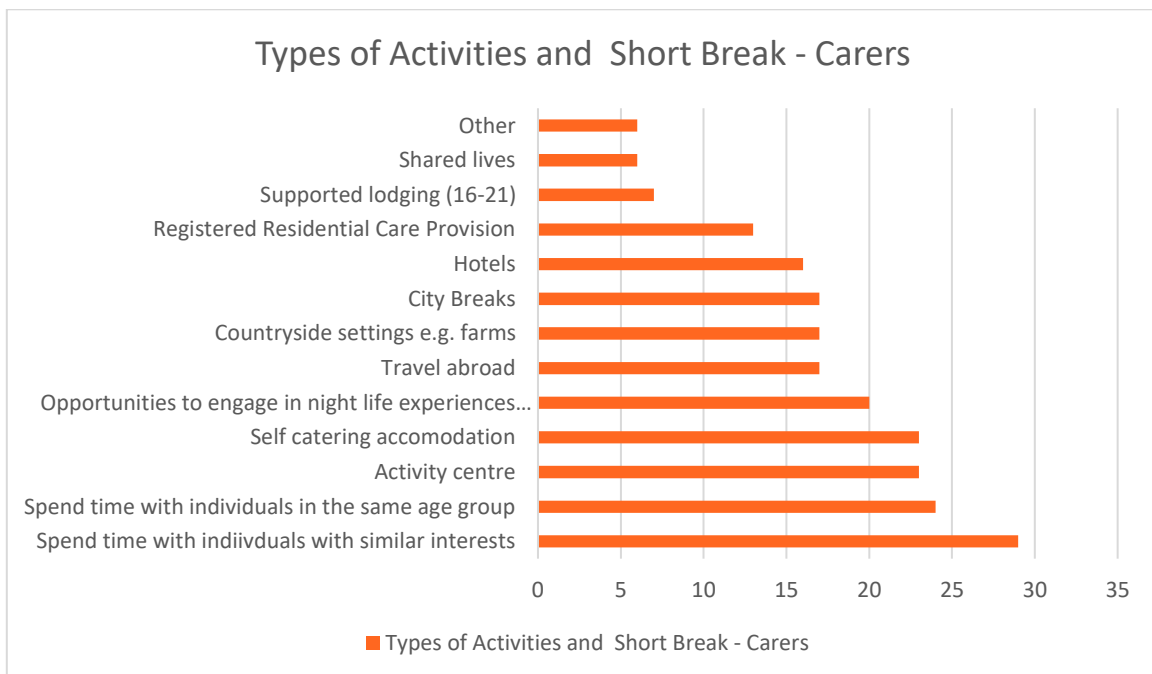
Survey Responses: Short Breaks and Activities – Adults

There were 65 responses to this question. The three most popular choices were Day Activities based on interests (65%) Staying in Ceredigion (63%), and activities in Ceredigion with a group (38%)



Survey Responses: Short Breaks and Activities – Carers

There were 59 responses to this question. The three most popular choices were spend time with individuals of similar interests (49%), spend time with individuals of same age group (41%) and activity centre (39%)



Carers made some additional comments as below:

“Half a day would not be sufficient as there is a lot of prep work needed at home before leaving the person cared for with someone else”

"I don't have any respite for my son"

"Having respite in Ceredigion in an emergency would be useful"

Conclusions

Among adults and Children and young people expressing preferences for activities and respite breaks the needs highlighted were very similar. They focussed upon access to community facilities and spaces, the provision of overnight activities, skills development and spending time with people with similar needs and among children and young people, those of their own age.

Some expressed a desire to use local (within Ceredigion) facilities, and some identified a desire to travel beyond Ceredigion to take part in activities and breaks. It is possible that some expressed a preference for local and distant activities.

General Comments

A lot of people made additional general comments on the survey. There were 117 responses that included general comments. These are summarised below, with some direct quotes (it is important to note that the direct quotes do not necessarily represent a consensus view on the issue raised).

Request for additional services	26
Many people described what an ideal service would look like	22
Several respondents raised concerns about current service provision.	21
Need for activities to return post covid / negative impacts on service users and carers	17
More information needed about the proposed changes	9
Need for council to keep engaging with people going forwards / concerns about not being heard and poor communication	9
Sharing of personal stories and experiences	8
Keep services how they are now	8
Importance of the council offering transport / impact for those that can't access now	5
Concerns about people with different needs mixing – but also comments that this can be beneficial	4
Importance of inclusion of people who speak Welsh	1

26 people said that there should be additional services including:

- Emotional support / anger management
- Day activities for older people / people with dementia x11
- Services for people with autism / neurodiversity x2
- More support for carers x13
- Need for residential respite x3
- More sitting services
- More short breaks
- Preventative services

Examples of comments:

“I wish there was a safe place for an elderly person to go for a day - somewhere that has disabled toilets, care staff that can give a hand, meet friends, have some hobbies or crafts and activities.”

“We need services for autistic children and adults. The Ceredigion Young Carers provides meetings, day trips and short breaks for the carers but there is nothing available for the autistic child/young adult.”

22 people described what an ideal service would look like, including:

- More flexible services
- More choice of activities rather than set routine
- More skill building
- Wrap around service that provides excellent and safe support
- Housing, training, and a great social life

- Somewhere safe and happy
- To be included and not left in the corner
- Gym should be available in school hours
- Ensure adequate staffing
- Offer of regular respite
- Life skills e.g., cooking, budgeting.
- Walking, horse riding, football, rugby, swimming, sewing, art
- Welfare, compassion, stimulation, friendship, exercise, music. Gardening
- Basic skills e.g., Maths/ Welsh/ English
- Ability to receive support for physical health needs too i.e., diabetes clinic, hairdresser, a place to shower, a place to do laundry
- Opportunity to socialise especially for people with impairments
- LGBTQ+ inclusive
- A base to go back to between activities
- Respite care should be pre- bookable, so that carers can plan a break for themselves and their families
- Regular day care should be always on offer, to give much- needed time for carers to have opportunity to schedule their own needs
- Safe environment, integration with health to offer physical health programmes

“More flexible services, more choice of activities rather than set routine. More skill building. Not for us to have to fit into criteria.”

“I feel that the day centre provision was such a beneficial service for people to leave their homes, meet other people, have a meal and be able to speak to other people outside of their families. I also feel that the services such as a bath at the day centre was beneficial.”

“These locations need to be within the community and should provide engagement, warmth, sustenance, and compassion. This will ensure that the pressure on the NHS beds and on social services and placements is reduced.”

21 respondents raised concerns about current service provision. Most comments centred around lack of access rather than the quality of services themselves. Themes included:

- Referral response times
- Some people feeling excluded from access
- Concerns about services being cut
- Need for more staff
- Decline in services available to carers - desire to bring carer forum back, lack of respite for foster carers x4
- Lack of access to specialist equipment and long waits
- Problems filling existing services
- Service withdrawal / discharge of people during covid without notice
- Lack of ability to source carers through direct payments

17 people commented on the need for activities to return post Covid / negative impacts on service users and carers.

“My son had five full days at the centre before its closure due to Covid and has struggled to adapt since. It is hard to see how the changes proposed will benefit him and others like him.”

9 people asked for more information about the proposed changes

“Service users and Families need to have a realistic view and timeline of what is being offered and when. I would hate for people to be promised the earth and receive not a lot due to staffing/financial worries.”

9 people commented on a need for Council to keep engaging with people going forwards / concerns about not being heard and poor communication.

“Services should be designed and implemented in Co-production with the people that use them. Individuals should be able to make their own choices and supported to access those. They should be regularly reviewed, and the individual be allowed to try new and different things if they want as any other person not requiring support can do.”

8 people shared personal stories and experiences:

“My son's level of disability means that Canolfan Steffan and similar support services are not appropriate--he is too challenging. If he were to return to his home community after college (he is in an out of county college as there is nothing appropriate here), very good day services would be key to his sustainability. I know his peers also need this desperately.”

“As a foster carer especially through the pandemic we were granted zero respite. Services are so short now a lot of us still don't have any! Our birth children then are not offered any family activities the same as LAC, it used to happen but since been cut. Government grants have gone to Ceredigion for foster carers, but we are yet to receive!”

4 people had concerns about people with different needs mixing – but also comments that this can be beneficial.

Adult and children services should be separate, and workers should not be expected to work with both

“Client groups. They are very different areas of expertise.”

“I've heard that there is evidence of a benefit when mixing groups of people in a care setting, such as school aged children and older adults. It would be lovely if there were joint activities or services to bring people together.”

5 people commented on the importance of the Council offering transport / impact for those that can't access now.

“Transportation is very important. People in rural areas should be able to access these services without spending a fortune of taxis.”

1 person mentioned the importance of inclusion of people who speak Welsh.

“People should not be excluded because of their Welsh or English language skills.”

8 people want to keep services how they are now.

“The current day services for service users available in centres on a daily basis with specialist workers need to be maintained, supported, and allowed to grow. The impulse to share services and reduce tangible services to save money on tight budgets and to recognise groups of people with complex needs at the same time, is perhaps inevitable and certainly understandable. However, I think that this way will in the medium term, result in alienation of service users and their families from the very provisions this plan hopes to deliver.”

Conclusions

The additional comments included within the survey responses provide a particularly rich seam for the council to use as a reference because they include some critical issues and some very helpful personal views that illustrate the themes covered within the review.

The additional comments focused upon areas where services could be improved addressing both gaps in current services and the manner in which they are provided.

They highlight the need for a safe and welcoming environment and where issues are raised about quality this was frequently in relation to the range of services on offer and access to them rather than the quality of service provision.

People's anxieties were also expressed in terms of requiring more information going forward on some proposed changes together with a desire from some to ensure that as services bounce back from the impact of the pandemic that service levels are restored. A small group expressed a view to see no change.

Stakeholder group feedback

The section below highlights feedback from the different stakeholder groups that responded to the survey together with the views expressed within the various engagement sessions.

Children and Young People

PSL facilitated a workshop on 1 August with 14 looked after children. 4 staff were also in attendance and 7 children responded to the survey.

Children and young people spoke about what they enjoy about day services and respite:

- New people to play with
- Chance to relax
- Get space from siblings

Children and young people shared what they would change:

- One young person commented that they thought generally “some foster carers can be bad – improve foster care”
- Being stigmatised by other children i.e. when they are seen outside school with social worker.
- Young people were keen to lift the ban on some activities. Currently they believed that they can’t do things like trampoline as it doesn’t meet Ceredigion Council health and safety requirements. This made them feel at a disadvantage as they believed other children were allowed to go as the regulation only affected children in care.

We asked children to have a vote about if they a) wanted things to stay as they are now b) wanted more activities or c) wanted less activities. Half of children voted to keep things as now, and half wanted more. None asked for less.

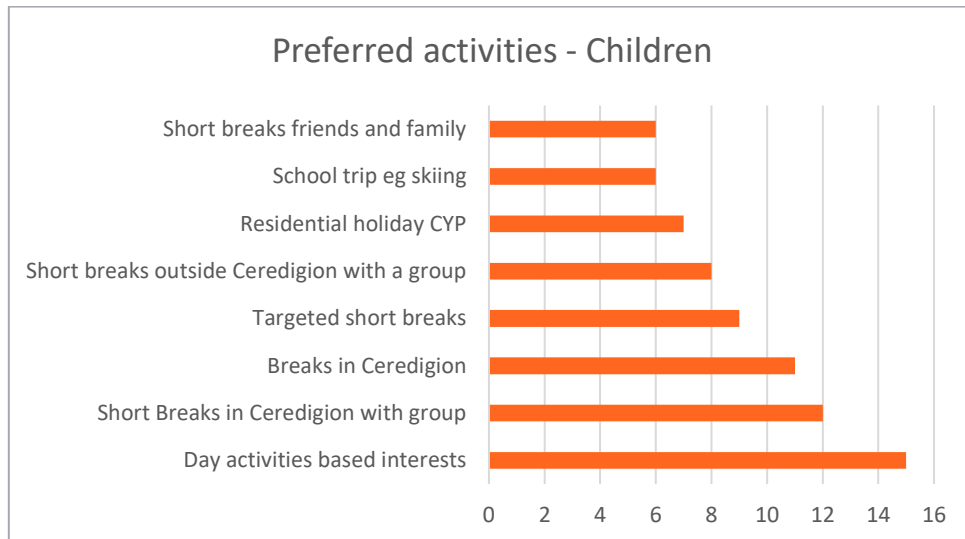
They also had good ideas about what services should look like:

- Do things with animals like helping at a shelter
- Stay somewhere longer
- Go to theme parks and attractions
- Would like to go to places for respite that are not foster carers i.e., friend’s houses
- Really like trips away and days out such as Llangrannog, Boat trips, Zoo, Jump Park, Water Park, Bluestone, Camping

They also spoke about places that are important to them this included places they like to visit but also personal spaces such as their bedroom. These are set out in Appendix D

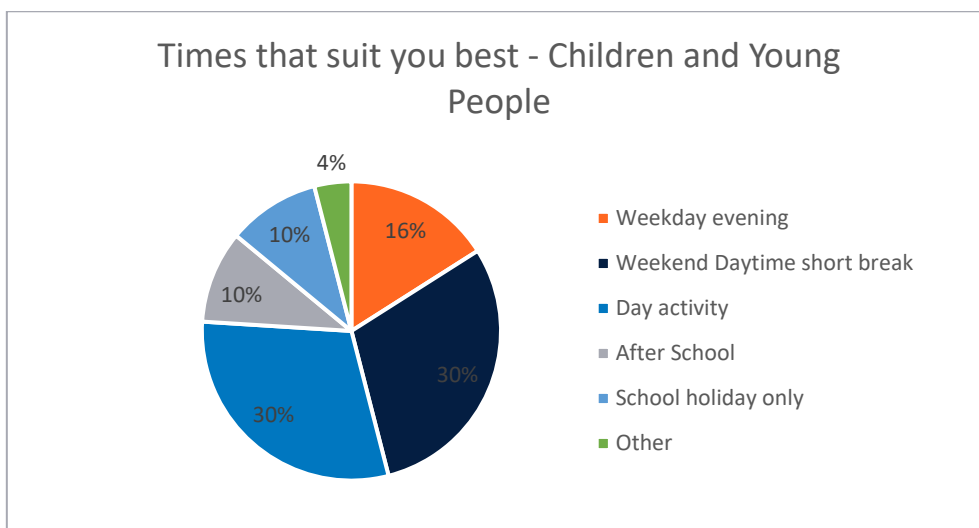
Which of the following would you be interested in?

The most popular choices for activities for children in the survey were day activities based on interests, short breaks in Ceredigion with a group and Breaks within Ceredigion



What times would suit you best?

Survey respondents indicated a preference for day activities and weekend daytime short breaks (30% of responses each). 16% of people also chose weekday evening. Fewer people wanted after school or school holiday activities (10% each)



One person commented that they do not have money to do anything.

Conclusions

The Children and young people that participated expressed views on the things that they would like to change. They included normalising their life experience by allowing those in care to participate in activities open to other children and young people.

They would like to minimise the stigma associated with being looked after by the local authority.

They also set out a range of activities that they would wish to participate in and the places that they would like to do them in and the places that they enjoy being in.

In terms of when they would wish to see additional activities the focus was on weekends and daytime short breaks. Few wanted school holiday or after school activities.

Importantly one person pointed out that a lack of money can prevent people taking part in some activities.

Young people of transition age (16-24 years):

Young people with a variety of issues who were in the age group 16-24 who may therefore transition from young people's services into services for adults were specifically engaged.

21 people of transition age responded to the survey. Only 5 out of those 21 people knew what services were available to people of transition age.

6 people took part in a session facilitated by Practice Solutions.

In the survey, 16 people reported having a physical or mental health condition, 4 had no mental or physical health condition and 1 person preferred not to say. Of those who reported a condition, 6 did not have a care plan.

What people want in the future from services

People that answered the survey told us that it is very important that they can make their own choices. Other things they told us were:

- I should be allowed to self-direct my own support rather than be tied into a service that isn't my choice
- I want to be with people my own age and be out in the community.
- I want to work
- Organised activities for groups of people my age with autism.
- More Personal Assistants so I can access things
- Services that enabled people to access their community, and enable family members to have respite / access work / respite
- A day service which can provide activities, a friend, socialisation, communication, opportunities, change of scenery, a sense of belonging.

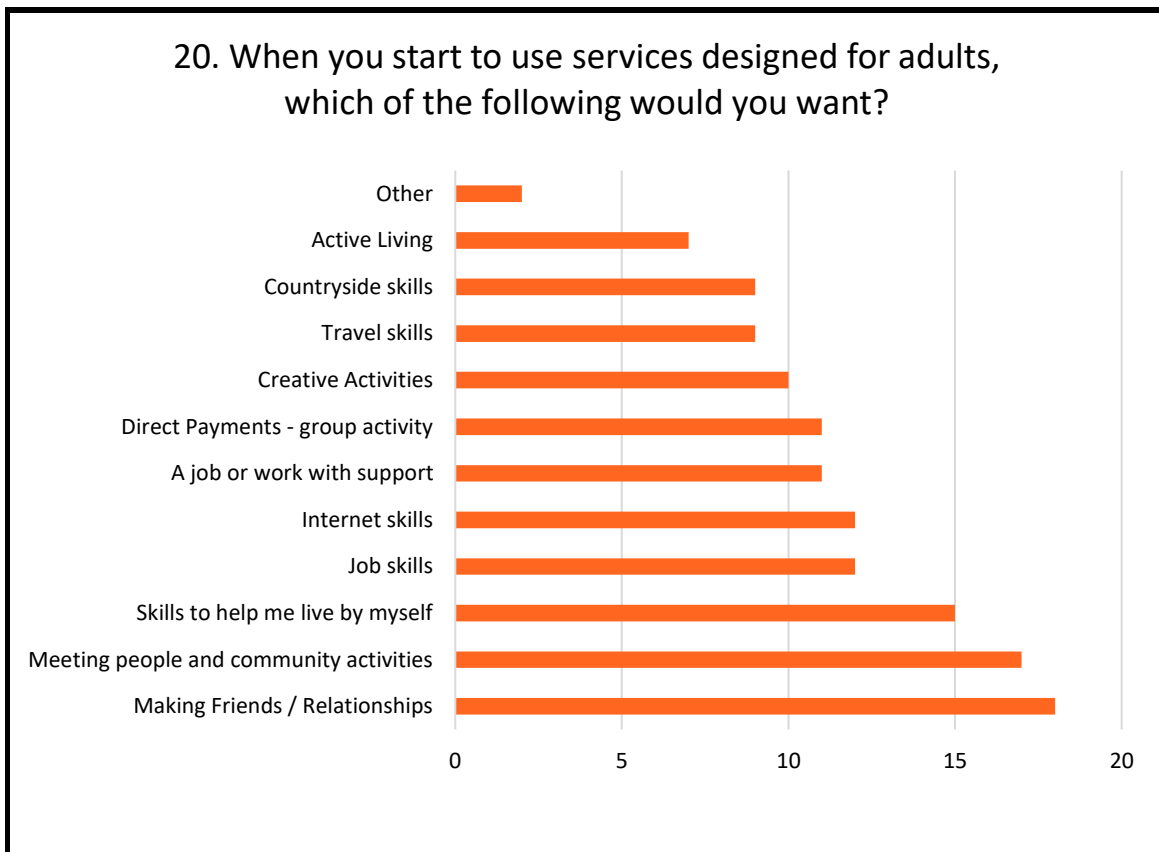
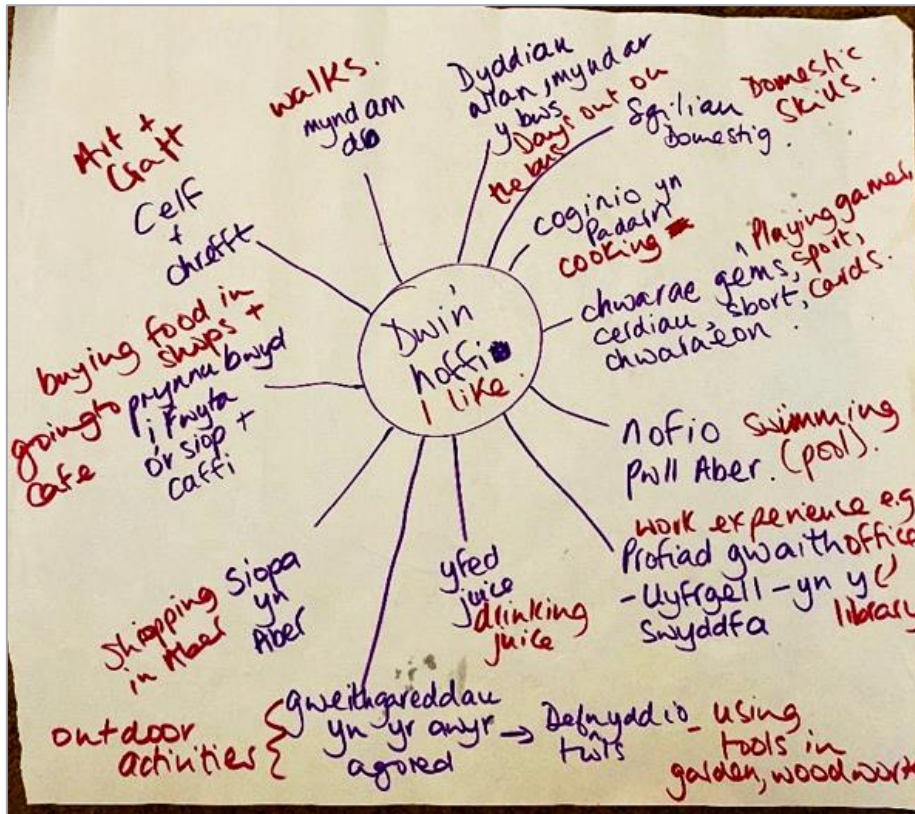
What we would change about day and respite services

Whilst the majority of responses were positive, someone commented that they felt day services were of lower quality than what you can access in school and college.

Survey: Activities that people would like the Council to offer – People of transition age

22 people responded to the question about what types of activities they think they would like to access when they become adults. The results are shown in the chart below, with the three most popular choices including having a job or developing job skills, social skills (making friends and meeting people to do activities), and digital skills.

Sample diagram used to record respondents' views on the activities that people would like the council to offer



The three most preferred activities for people of transition age that they felt they would like to be offered when they access adult services were making friends / relationships (18 responses), meeting people and community activities (17 responses) and skills to help me live by myself (15 responses).

People of transition age also made comments about the types of services they would like as adults and other services.

“It is a scramble to get things in place, no forward planning, no transition social worker in place, never know what’s happening next.”

“Camu M’laen is a really positive structure but what next?”

“Limited access to sheltered housing / hard to access.”

What do you like about day / respite services now?

- Seeing friends
- Staff
- Routine

What would you change about day / respite services?

- Boys and girls in the group
- More visits to national library
- Work experience opportunities
- More day trips/days out
- Go out in community, socialising
- Be with people
- Do life skills and cooking
- Want a bus/ transport
- More consistency is staff working with them
- More consistency with vehicles
- Go to leisure centre
- Less changes in base location
- Interactive screen in centre
- Deep pressure sessions
- Sensory experiences
- No info about what is happening next once these service users leave transition
- They have had to fight to get places at their next place

What hours would you like to be able to access support?

- Uncertainty from some group members
- 1 individual said they would like weekend
- 1 individual said they would not like weekend

How do you travel to activities?

- Bus
- Car
- Taxi

Activities you enjoy

- Art on walls – our artwork and photos of achievements
- Pictorial register of who's in each day
- Cooking communal meal
- Learning new accredited / recognised skills

One parent informed they have returned questionnaires and submitted them to the consultation process: from their son's perspective and from their own.

Conclusions

The people in the young people in transition group focussed their wishes on being more socially and physically active. They want to develop life and employment skills and they want to work. Some said that day services tend to be of lower quality than those provided in school or college.

Some stated that they do not always know what is available to them and that they have to scramble to access services as they move into adulthood.

They stated that they enjoy routine and seeing friends and staff. Transport is an issue as is accessing some facilities.

Adults with a learning disability

93 people with learning disabilities took part in the consultation – 49 spoke to us in person, 2 online and a further 44 people responded to the survey.

What we like about day and respite services

Many participants spoke about enjoying day centres, with positive relationships with the staff. They also mentioned enjoying the range of activities on offer, benefiting from the routine.

What we would change about day and respite services

- Communication
- Activities
- Community Places
- Transport

People with learning disabilities spoke positively about the minibus transport, and those that did not have it anymore said this had had a very negative impact on them.

What types of activities are most important to you?

Many participants told us that they enjoy attending the day centre and that it is a big part of their life.

There were a HUGE number of activities that people feel are important. The range of activities described identifies that people enjoy different things and whilst they are similar to people in general their desires are unique and should be addressed in person centred assessment and planning.

The types of activities that matter to people include:

- Skills development
- Getting out and about and exploring
- Socialising
- The arts
- Relaxing and looking after my emotional wellbeing
- Being outdoors
- Work and learning
- Staying active

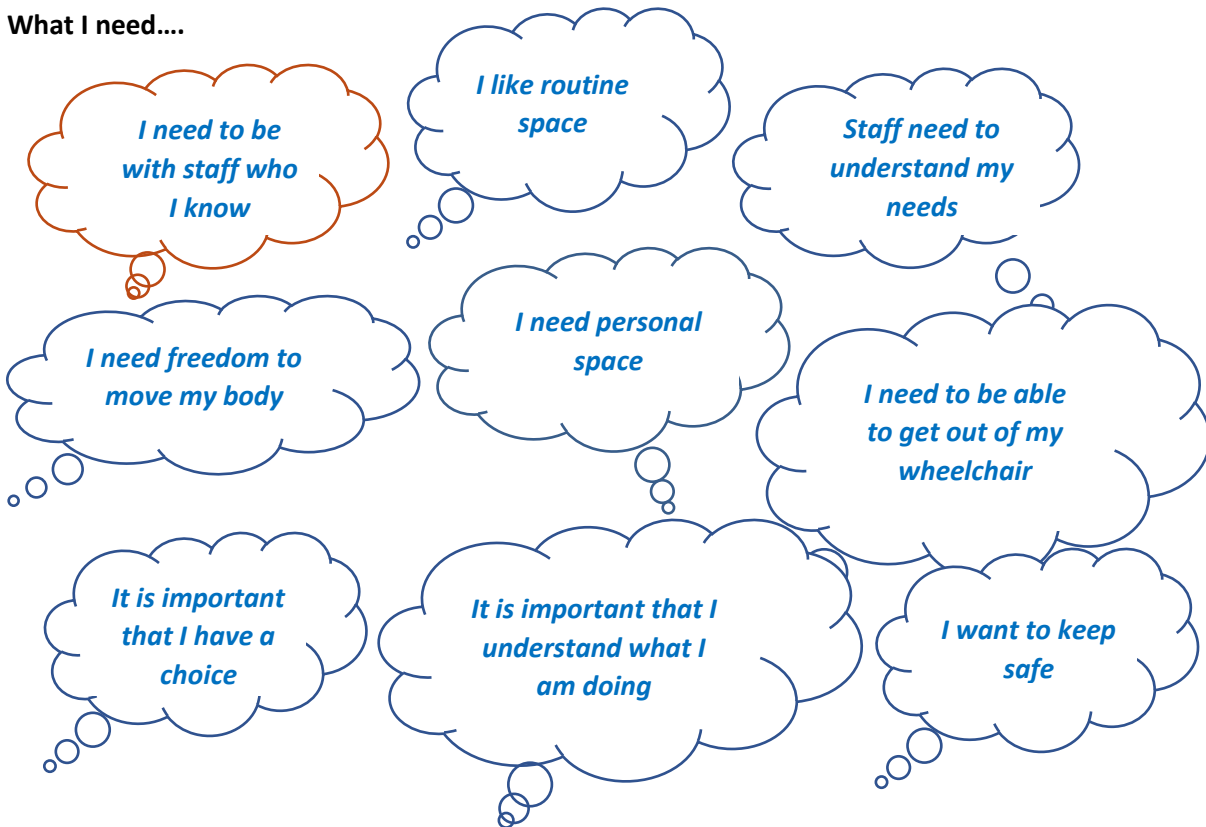
All the activities that participants talked about are things that are meaningful to them. It was very important to participants that they be given a choice of things to do based on their individual interests, goals, and areas for personal development. A full list of activities discussed is available at Appendix D

In addition to the activities that are meaningful to them, people also described the places that matter. These are captured in the illustration below. A full list of places that they identified are included at Appendix D.

What should we know about you?

Participants shared more about themselves with facilitators, telling us about their personality, what they need from day and respite activities, and what they do not like. Some of the themes are illustrated below.

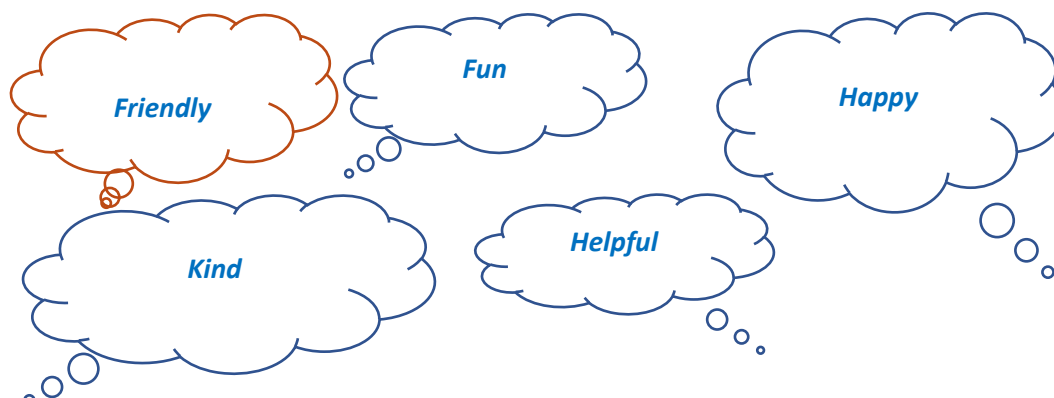
What I need....



I Don't Like...



Describing Me...



What do you like about day and respite services?

Positive relationships with staff

What would you change about day and respite services?

Many people spoke about missing activities that used to be offered before the Covid-19 pandemic that have not come back. They also spoke about friends who used to come to day centre but have not returned. In some cases, this was very upsetting for participants as they felt they were not able to see their friends and did not understand why. Several expressed the importance of asking those living in supported accommodation being able to share their views.

The main worry of those that participated in engagement was that day services would not return to how they had been before the pandemic.

Two people that attend day centre spoke about missing speaking to the elderly like they did before when there was a café.

During our work, we noted major unrest and upset over the closure of Padarn and relocation to an Aberystwyth venue. The Council have advised that the centre was closed due to refurbishment post-Covid-19. Respondents express concerns that there had been Council communications promising its reopening, however it continued to remain closed, and this was causing distress as their belief was the current facility is too small and cannot accommodate as many. There was a belief that services were limited as to the number of activities that can be undertaken at the present venue, including gardening, cooking etc.

Concerns were communicated around significantly reduced and/or scaled back services, access and/or transport and the resultant lack of care/support for many clients post Covid-19. Many clients said they are yet to return to centre provision due to the lack of space and/or transport.

What would ideal day and respite services look like?

Participants in workshops spoke about the importance of people accessing services being involved in the design and delivery of whatever happens next. This is sometimes referred to as coproduction. It is also important that people work with staff to develop their care and support plan.

Transport was highlighted as a key issue for many people – suggesting that an ideal day and respite service would have access to a minibus to activities for those who need it. Travel to and from day centres as well as going out to activities was noted by many as essential to their participation. This was particularly true for those living in more rural areas.

Participants in workshops really valued work experience and meaningful activities. They were also keen to have support around developing life skills like gardening, cooking, shopping, and using local services like the bank and library. Many participants also placed high value on physical exercise and getting out and about.

Structure is very important, and participants asked to have the same schedule each day / week to help them to have a routine.

Those who took part in the engagement workshops asked for longer hours including weekend and evening access overall.

More people who responded to the survey also agreed to extended hours. 32 people with learning difficulties responded to the survey. Of those, 21 responded 'Yes' to extending hours to include evenings and weekends, while 7 did not agree with this change (the others did not have an opinion).

Regular communication was very important – about activities taking place in the community and also to keep people and their families up to date about what is happening with service changes – both online and offline.

Ideal services would have both buildings and also take people out into the community. Accessible buildings with appropriate changing, toileting and mobility features are critical for those with physical care needs.

Short Breaks

- Well trained and experienced staff
- Direct points of relevant Council contacts for carers
- Increase availability of domiciliary care and respite
- Increased training for staff – introduces apprenticeship opportunities to encourage people to the sector
- Provide more local support – explore use of local venues e.g., church halls, community centres
- Increase work placement opportunities for service users
- Reintroduce and focus on meaningful and stimulating activities which promote life skills in particular days out, cooking, gardening, shopping, using local services e.g., bank, library, leisure centres and wellbeing centres

Examples of best practice:

- Men's shed
- Camu M'laen
- Forget me knot
- Arts for wellbeing
- Age Cymru Be-friending
- The Care Society

Service user responses:

"I like coming to the centre to see my friends."

"Don't take our centre(s) away."

"We want our bus back so we can go places and do things."

"Somewhere safe and happy. To be included and not left in the corner."

Conclusions

The range of activities described by those adults with a learning disability who participated in the review was vast. The settings in which they would wish to be active was also varied. This demonstrates people's individuality and the necessity when planning to support people to use person centred planning. People expressly want to be involved in the future planning of services and in the co-production of their care and support plans.

People were also clear that they wish to be communicated with, not only to express their choices but to ensure they understand how their needs will be met.

People expressed a desire for routine, a calm environment and stability including continuity of relationships with staff and with their friends who also attend.

People were concerned about the reduction of services during the pandemic and felt that many had not reverted to previous provision when restrictions were lifted. Particular concerns were raised about the closure of Padarn.

Transport was highlighted as crucial to ensuring access to the centre and community facilities. Centres were identified as particularly important for those with personal care needs. Retention of the centres was highlighted.

People wanted an extension of hours and days when services are available.

People with dementia

26 people with dementia took part in the consultation – 5 completed surveys and 21 spoke to us in person.

What we like about day and respite services

People with dementia told us that they enjoy taking part in day opportunities at venues that are tailored to their interests. They do not necessarily want to go to a 'day centre' and some felt that this was stigmatising. Participants interviewed were attending voluntary sector day activities. There are currently no Council run day activities for people with dementia.

In terms of respite, a few people expressed that it is good for their family members to have a break and that it is best when they can go out to do activities. People with dementia did not wish to go to residential care homes for respite.

Some people reported having positive experiences with direct payments.

People spoke positively about smart technology and how it is supporting them to stay home, including alarms on doors, flood sensors, a tracker watch etc. This also enabled carers to go out a bit more, knowing that their loved one was safe.

What we would change about day and respite services

There was a strongly expressed view that respite and day activities are currently severely limited for people with dementia in Ceredigion. This was expressed by a wide range of people throughout the engagement.

Direct payments were felt to be complicated, with a lot of hoops to jump through and little support around the process.

People spoke about the need for greater accessibility and shorter wait times for respite care.

Additional areas of concerns highlighted in responses include:

- Day centres have not re-opened after Covid
- A feeling that the right things are not being funded
- Two people commented that there is high staff turnover and that they seldom have the same support worker twice, which can be confusing for someone with dementia
- Some People with dementia perceived that respite care means having little to do i.e., don't want to sit in a chair and require stimulation and involvement in activities
- Concern that they will lose skills if no activities are in place

Communication

People with dementia spoke about being unsure what was available locally – some good suggestions about ways to improve communication included:

- Resource packs
- Posters (in libraries, community centres etc)
- Communications activities
- Online information (for some people)

Which of the following would you consider important for your short break opportunity? What types of activities or short breaks would you mostly be interested in? (People with memory problems or dementia)

People with dementia and memory problems identified a range of types of short breaks including:

- With family and / or friends
- Day activities based on interest area x3
- Staying in Ceredigion
- Residential holiday service for adults x2
- Access to targeted short breaks
- Access to emergency respite
- Self-catering accommodation
- Countryside settings
- Residential care provision

Activities Preferred by people with dementia that we spoke to:

A wide range of activities were identified by those we spoke to with dementia including:

- Intergenerational activities with younger people
- Socialising
- Tai Chi
- Singing groups
- Women's Institute
- Walking
- Swimming
- Reading
- Church groups
- Keep fit for dementia
- Arts and crafts
- baking
- music

“There seems to be fewer options since Covid in terms of activities and support.”

Some people felt there were a lack of activities tailored to men such as woodworking. Most activities listed by individuals that they enjoyed were out in the community rather than formal services, most often delivered by the voluntary sector. There was a preference to be integrated in the community, rather than separated in a centre.

Community Places

Overall there was a sense that voluntary sector organisations struggle to receive any funding and are often at risk of closure.

Some people suggested that there could be better use of existing community spaces for activities such as accessible buildings including care homes, community halls etc.

People spoke about the challenge of long waiting times for respite care – they felt that it would be good to be able to access respite in care home for a weekend to try before doing longer periods.

A couple of comments:

“Very confusing to get information and diagnosis.”

“One person to help navigate the system would be positive.”

Transport

Transport is a major challenge for people with dementia, who may not be driving or using public transport anymore and often rely on family members to support getting around.

Conclusions

While day and respite services were described by some as very limited for people with dementia or memory problems. There were also useful suggestions on how communication could be improved.

The perception was that services that are available are provided by the third sector with no specific council provided services.

People said they want less stigmatised activity opportunities in community settings. They want services based in centres that enable them to undertake activities.

Some people had positive experiences of using direct payments whilst others said that their use was too complicated.

People valued the fact that services allow respite as this is supportive of family members, but some felt that wait times are too long. They said that opportunities to sample respite before committing would be welcomed. The use of assistive technologies was believed to be helpful for giving peace of mind to family members.

As with other groups they stated that access to transport goes hand in glove with access to services.

People had clear views of the activities they would like to engage in and where and what type of respite settings they would wish to access.

Family members and carers

100 family members and carers took part in the consultation– 21 in person, 5 online and 74 completed the survey.

What we like about day and respite services

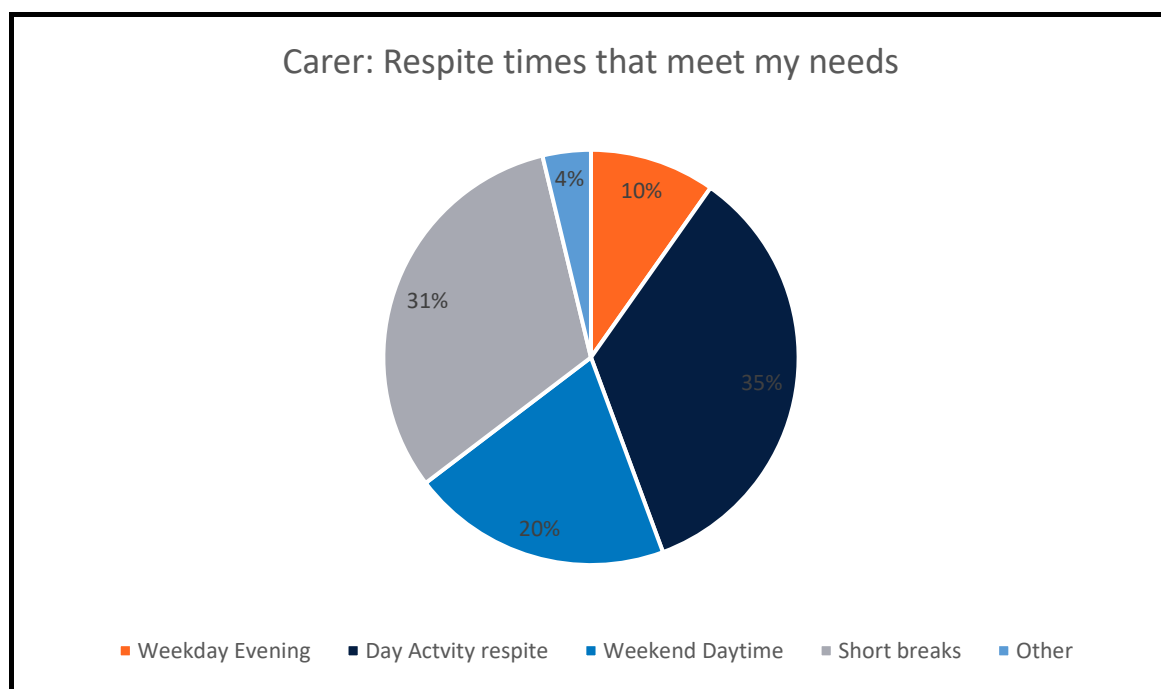
Feedback captured that current services are invaluable and a key support to enable them to continue in caring roles. It spoke warmly about staff and felt they really understood the person they care for well. Employees were also described as highly skilled. All carers felt day services were positive and wanted them to continue.

For those using direct payments, they largely report a positive experience with more flexibility and appropriate support for the person they care for.

“The carer assessment was fairly quick – but the support never came.”

If you are an unpaid carer, which respite service opportunities would best meet your needs?

79 people responded to this question in the survey. People sometimes chose multiple responses. The pie chart below shows that the most preferred types of respite include day activity respite (35%) and short breaks (31%), followed by weekend daytime activities (20%).



Carer comments on the survey also told us that any respite is valuable, and that having flexibility and being able to book ahead is essential. Carers also told us that if there is not a service during the day when they are working it would not allow them to continue caring because they need to be able to pay the bills.

What we would change about day and respite services

Some respondents expressed concerns that existing services might be taken away and a few people concerned about family members might not being able to return to day centres after the covid pandemic. There was a perception from some people that their service has stopped during this period. Families also spoke about the impact of not seeing friends that had been discharged on those they care for, with one person noting their child had been in ‘floods of tears’ many times missing their friend living in supported accommodation because they were not able to attend.

There were some concerns about the lack of private carers available for people on direct payments and some people reported challenges in doing the administrative function. There was a reported lack of support to assist with managing the budget and accounting processes. In a few cases, this led to not taking up direct payments – for two people, they were then discharged due to a lack of engagement - despite still wanting support.

Carers expressed concern about lack of transport in some locations.

Carers felt that some residential homes should be used for only respite and that former care homes be re-opened for this purpose.

Carers asked that day centres re-open as they were before Covid but with the option for other times including evenings and weekends, noting that some people prefer flexible choices.

Carers reported a lot of staff turnover:

“I want to be able to talk to the same person within social services, instead of repeating yourself every time you ring up”

Communication

A concern raised around communications was around the perception that their family member had been discharged from support or had their days reduced at day centre without communication from the council. Many people expressed a desire for improved communication to families about what is happening with the transformation programme. Many had not heard about the consultation until contacted to attend a workshop. It was also believed by some respondents that staff have been unable to answer their queries and were unsure of what was planned.

There was a request from a few people for advocacy services to be more involved with service users and families.

All of those who took part in the consultation were keen to continue being involved in the next steps.

Activities

Some families reported that there continues to be a high level of concern about risk, post Covid-19, with a feeling that activities had not fully resumed. Concerns were raised about it potentially taking months for a risk assessment for new activities to take place. Several people noted that the kitchen has not reopened which means people are not able to learn cooking skills. One person stated that they believed they were advised that they cannot attend any out of county activities even when these are close to the county border. People miss taking part in gardening activities.

Comments include:

“Need for meaningful activities such as life skills and work experience and greater creativity.”

“Carers felt choice should be offered and a range of supports including 1:1, group activities, Gateway club etc. Activities should be meaningful.”

“Carers shared best practice examples of activities including Men’s Sheds, forget me knot, Arts 4 wellbeing, Age Cymru befriending and the care society.”

“Carers were supportive of integration but felt that health and safety need to be considered and felt staff should have training to work with new client groups.”

“Carers asked for more flexible direct payment options.”

Community Places

In the brainstorming sessions, carers asked for longer care calls to allow for clients that require more support, and nighttime care / respite which is currently not available.

Village halls are accessible to smaller communities.

Transport

This has been affected by the lack of transport for those they care for. A couple of carers suggested that car-pooling to activities would be helpful, rather than having individual support workers taking people to activities in the community.

Carers also felt that transport should be easily accessible, affordable, and available for day hire for activities.

Comments from carers:

"We need answers to questions asked and not brushed under the carpet."

"Why can't the day centres be used as before Covid."

"Routines are broken."

Carers felt that staff should be well trained, and administrative staff should support improved communication and be key points of contact.

Conclusions

Carers were clear that day opportunity and respite services are essential to enable them to continue in their caring role. Day time support was highlighted as crucial as it allows people to work. Carers identified those respite opportunities for themselves that would assist them.

Being able to book respite in advance would help as would flexibility which can be enhanced by direct payments. Whilst direct payments were valued, they were seen as complex with no assistance available for carers to support their administration.

Carers are concerned by the impact of the pandemic with services limited or curtailed impacting on continuity of care and friendships.

Limited staffing and venues for respite are a concern as is the availability of transport. Some suggested car sharing, or pool cars could help.

Communication was highlighted as an issue. Carers want to be actively involved in future changes to services.

Foster Carers

We spoke with experienced foster carers, who shared with us that it can be very challenging finding activities for children of different ages, and that respite is no longer available through the Council, where it used to be regularly provided

Carers noted that there used to be project workers that took children out for the day and supported individual needs, but these staff are no longer supporting foster placements.

Covid was a difficult time to be a foster parent as children had no parental contact or support and were off school.

Case Study: Foster carers requested respite once a month, however there are no longer any respite foster carers to support this. They commented:

“We used to all help each other. An emergency respite carer was arranged when things got to breaking point – but they sometimes cancelled last minute, which was very distressing. Now we have nothing.”

One suggestion was that a network of foster respite carers be established to support one another – *The Mockingbird Programme* was cited as an example of good practice.¹

Foster carers noted the importance of continuity around social workers but said there had been a lot of changes recently and often it was an unknown agency worker supporting foster children. In one case a child had 12 social workers in 2 years.

Foster carers also noted that there was a lack of communication from the Council, and that in one case they had never been offered any support or made aware of any activities.

Day trips had reduced, and foster families were no longer invited to meals together. One family noted that having an activity on the weekend once a month would enable the family to have some time away from their fostering role and also introduce the children to others their age.

Foster carers noted that many people were leaving to go to private agencies and that the Council could do more to make fostering attractive such as running recruitment events and flexibility. A couple stated they were feeling quite disconnected and isolated and felt a loss of a sense of community.

Conclusions

Foster carers were concerned that respite to themselves and supportive social events have ended, even though during the pandemic they were under greater strain than previously.

They feel isolated and would welcome more communication. High turnover of social workers and the consequent lack of continuity exacerbates these problems.

¹ [The Mockingbird programme | The Fostering Network](#)

Community organisations providing support to people with disabilities.

We spoke to a wide range of organisations across Ceredigion – 21 different organisations online and a further 3 took part in the survey. The providers run many programmes for people with mental health conditions, learning and physical disabilities, dementia and substance misuse are offered, for both children and adults across Ceredigion.

A few organisations had Council funding and a longstanding positive relationship with the Council. They spoke about being able to access training such as autism awareness, which has been invaluable to their staff. Several of the voluntary sector organisations spoke of the lack of opportunity to access Council funding and expressed the view that they offer a valuable service to people accessing support from the local authority but are at risk of closing without support.

What organisations told us about respite care

There was felt to be a lack of access to respite across Ceredigion, with very few services identified by participants.

Many participants noted that families really need 24/7 specialist respite care, both for children and adults. There need to be emergency spaces for those who need it and regular breaks for families at risk of carer breakdown. There also needs to be some facility to plan ahead for holidays and longer breaks of a week or more. Many get by with only a couple of hours a week to leave the house in which time they need to do all their shopping and chores and do not get any rest.

Communication

One provider spoke about having a longstanding positive relationship with the Council, with key contacts in each department being very helpful and supportive. However, they noted that they are finding the new services (CLIC and call centres) not as helpful and described spending a long time on the phone trying to ask queries that were followed up on immediately before the transition. The Carers Unit in the Council was said to be very good at sharing information with carers registered to them. There had been a perceived withdrawal of community connectors, who seem to have less contact than before.

Several organisations said that they felt out of touch with the local authority and had little communication from them – none of the organisations had heard of the pending changes today and respite services, until they were contacted directly to take part in engagement.

Providers would have liked to be involved with the planning around day and respite activities from the beginning. It was very important to them that they are kept informed throughout the process and given opportunities to help shape and support the work. Many spoke about learning of changes through families - asking them if they had heard what was happening.

The *Connect Ceredigion* website was felt to be a positive step but will only be as up to date, as providers are able to allocate time to update it. It was felt that if community connectors establish positive relationships with providers, they can then learn about upcoming events and activities to share with residents of Ceredigion.

Activities

Those we engaged with advocated a wide range of meaningful activities and felt that the community has a lot to offer, but that most people do not know the breadth of what is available.

There are many activities currently available in the community offered by the services, both via referral from health or social care, or drop in. Of those we spoke to, day and respite services on offer included:

- Exercise programmes and comprehensive wellbeing offer at new leisure centre including pre-diabetes programme, exercise buddies' scheme, and exercise referral (NERS), mostly accessible via referral from NHS
- Healthy living activities
- Bereavement counselling
- Support to carers
- Outreach support to people living in isolated rural areas
- Youth activities such as summer programmes and holiday play scheme
- Respite for children and young people, and weekends away with groups of up to six children
- Drop-in centre for advice on financial matters

Community partners had mixed views on whether through-age activities bringing people with different needs together was a good idea – some felt this was very positive, whilst others expressed concern that staff would not be appropriately trained to work with individuals with different types of needs due to their expertise in the area they currently work.

Supported housing providers spoke about offering a mix of activities to residents – they noted the negative impact of people no longer being able to attend day centres, though some residents still do attend on reduced days. One person in particular living in supported accommodation was said to have felt abandoned, and to cry because they miss their friends and do not enjoy going out with their support worker as much as they liked the centre. The types of activities vary but included support in the home, going shopping, to Gateway club, out for a drive or for food in the evenings.

Two providers noted a gap in the provision of service for people who are neurodiverse or have autism.

There was a suggestion that having a community calendar of upcoming activities would be very helpful for providers to know what is happening locally and to enable people to choose what they would like to take part in.

Challenges

Several organisations spoke about offering activities on very tight budgets and one-year pots of funding. This has meant they often have to ration care, respite in particular is very oversubscribed, and there are long waiting lists for some of activities. Where group activities are offered, the organisations try to plan outings based on what interests the most individuals in the group but are often limited by a lack of transport or funding beyond visits to local parks or seaside. The retention of staff in the voluntary sector in particular has been very challenging due to the lack of contracts of more than one year long, zero-hour contracts and subsequent high staff turnover.

Where referrals for support are received from the local authority, it was felt that there could be more direction around what specific activities are requested and for how long i.e., a request for respite could be a one off but currently once on the list people stay there for life without regular review. Clear goals for individuals and what they hope to achieve could also be more clearly described. Since Covid, the Council has referred far fewer people to activities, and some of the people who used to attend have been discharged and lost touch with services. A play scheme that was previously oversubscribed is not filling spaces. A few people mentioned that they felt the threshold to receive services had increased significantly over the past two years owing to the challenges in the care sector.

Some services described a process where clients were discharged during Covid with the onset of the through-age model in 2021. Where they were at maximum capacity, this is now significantly reduced. Concern was expressed about these clients and what alternatives they may have been offered. Some families have approached external organisations to say they were not informed of their discharge until they

phoned to enquire and were told they no longer have a key worker / are closed to review. This is reported to be causing some distress.

Opportunities

A few providers mentioned that one of their major challenges is covering the costs of buildings with increasing rent and bills due to the cost-of-living crisis. They felt that if the Council made accessible buildings like leisure centres and day centres available to book by community groups outside of normal hours, this would enable a wide range of additional activities and events for the community at a much lower cost, saving both providers and the Council money and increasing the offer of support to those who would benefit from it. Suggestions included youth clubs, cinema nights, and having people who access services run a café or host dinner for the community to gain work experience. The new leisure centre has a lift, hoist in the pool and accessible toilets. Canolfan Steffan in Lampeter is more modern and has changing hoists.

Some buildings such as respite facilities have a kitchen and other amenities tailored to meet the needs of people with a wide range of needs.

Many expressed that these venues could be used in the evenings and at weekends to hold activities without additional cost to the Council.

People spoke positively about the new well-being centres and wanted to know more about when and where the other two would open. There was some uncertainty about how people can access the services available.

A suggestion was made that the creation of a pathway approach to map out possible supports through different ages would be helpful, in planning ahead for individuals.

Providers felt that if the Council involves charities and community groups in service planning, there would be positive partnerships that could support more holistic care, and closer working across services. By working closely with the NHS, voluntary and Council could together provide much more streamlined day and respite support that could ultimately prevent hospital admissions and declining health / quality of life.

Carers

Providers working with carers noted that it can be difficult to find appropriate services. There are not a lot of things on offer for carers, and it can be frustrating and stressful to seek support in the caring role. There was a sense that the unpaid carer workforce is fragile and without regular breaks at risk of being unable to continue, which then puts additional pressure on care services.

Transport

Transport is a key issue and several providers felt better access to a minibus with wheelchair ramp would support more activities given the rural nature of Ceredigion.

It was noted that for people living rurally without a car, public transport is sometimes not available or inappropriate. Alternatives like Country Cars and a discounted taxi service can be oversubscribed, and a barrier for some who cannot afford the rates to travel.

Conclusions

Organisations described a good relationship with the council but fear that services may be under threat due to funding issues.

They identified gaps in respite provision due to a shortage of services can be particularly difficult for carers who sometimes get inadequate support to undertake necessary tasks. Unpaid carers were seen as vital but also fragile due to the amount of support some receive.

Several participants raised issues with communication both operationally, worse since the introduction of CLIC, and strategically. They said they had not been aware of proposed changes until invited to participate in the review.

Organisations stated that a lot of services are available in the community listing a broad range. However, people frequently do not know about them. Connect Ceredigion was viewed as helpful but needs to be up to date to be relevant. Ironically although services are available and funding is tight referrals to some services have dropped since the pandemic.

High turnover of social workers and the reduction in the number of community connectors is unhelpful. Services described a lack of goal orientation once referrals are made with little follow up or review.

The availability of stable staffing is a particular challenge for services, worsened by short term funding streams.

Organisations had mixed views about through age services due to the specialism required for some clients, others welcomed the opportunities that they might afford.

Staff were concerned that since the pandemic some people had services withdrawn and expressed concern as to what has happened to them.

They believe that many community resources such as leisure centres and other public buildings could be used to plug gaps at limited cost. They believe that working in close collaboration with the council and NHS assets could be better used and systems streamlined that would be beneficial to all not least those with support needs and their carers.

Transport was identified as a particular problem due to availability and affordability.

Ceredigion Staff and Council Officers

We met with a wide range of council employees across different service areas.

27 staff met with us online, and 7 in person. 12 also completed a survey.

These included:

- Staff working with older people
- Staff working with carers
- Staff working in Community Learning Disability Teams
- Staff working in extended support
- Staff working with children and young people

What we like about day and respite services

Staff spoke warmly about their colleagues and noted their specific skillsets in working with people who have different needs. There was a belief that staff in day services know clients very well and that changes will be difficult, but positive if done in the right way.

Staff agree with the principle of person-centred care and believe that this is largely done already.

What we would change about day and respite services

Council employees expressed views around how services operate. Some of the key points included:

- Some people expressed a view that services are risk averse, such as keeping Covid restrictions going too long and not trying new activities in case anything happens
- Staff expressed concern that those living in supported accommodation would not be able to access activities, as they were discharged during Covid and not all individuals have returned to day activities
- There is limited availability of appropriate transport for those attending activities – more escorts and vehicles needed (some participants can make their own way / should be encouraged where possible)

Referrals

There is no brokerage service, which means social workers spend a lot of time administratively arranging packages of care and support. This reduces the time they have to engage with service users and to undertake regular reviews.

Staff spoke about needing a streamlined process as there are currently multiple referral forms / inclusion criteria. There was a belief that services could work more closely together and with community and NHS colleagues to deliver wrap around support. It was felt that improvements to the referral process would also help to reduce waiting lists and provide a better service to people.

Future service provision

Choice should be the centre of everything that happens.

Most employees agreed with plans to extend hours to include evenings and weekends and felt staff should be offered a choice of shift patterns and flexible working.

Buildings

- There should be regular buildings that act as a safe base – familiarity and routine were felt to be important
- Buildings should be accessible with good transport links

- Buildings need some special facilities like a sensory room and kitchen

Communication

- Staff would like to be kept informed and involved throughout the process, and valued the opportunity to share their views
- Used to hold advocacy groups with quarterly meeting to involve service users / groups – to bring this back and also to hold workshops / groups throughout process with those accessing services
- Employees spoke positively about the workshops but wondered whether their views would be taken on board by the Council with regards to next steps

Activities

- There was a view that there is a lack of appropriate alternative service provision to the day activities currently in place – Mencap and Shared Lives are in place and a few community activities, though there is no list and sometimes difficult to identify what is going on
- There was a consensus that it would be helpful to offer some activities with a wider range of people taking part, but that this needs to be done in a planned way, rather than 'big bang.' Some attendees at workshops spoke about past positive experiences of offering community events and intergenerational activities. Cooking and gardening also offer potential for a wide range of people to come together and learn new skills / share in a meal and so on
- Some staff suggested running pilots of new activities. It was felt to be important to have enough staff with the right skills present to support those attending. Things to consider include sensory issues, how much space is needed and quiet spaces, noise levels, air flow and temperature, personal care needs, safety considerations
- Many services have not returned post-pandemic, due to ongoing staffing challenges
- There is not enough commissioning of voluntary sector organisations to deliver services – many of them are experts and able to offer activities at less of a cost than through the council
- Staff felt that we could use Community Connectors to greater effect to have regular schedule of activities that people can join
- Should promote a community feel to activities but ensure decisions about which to attend based on individual need
- Direct payments can be useful but hard to get personal assistants to support with this, which restricts access

Types of activities

Activities should be a mix of buildings and community – staff in Ceredigion had a lot of ideas including:

- Cooking, gardening, clubs, activities, sports, food, cinema, exercise, daily living skills, work placements, social groups (Gateway club), holidays, Moulin Rouge, advocacy groups etc.
- Support with communication and developing skills
- Staff felt that there should be a balance social and meaningful activity
- Groups - to be facilitated by staff using skills etc to make choices
- Programme of activities that changes all the time
- There was a suggestion that the voluntary sector could use community day centres in the evening to run their own activities as they are struggling to pay rent currently, or that they could run some activities with service users during the day by being commissioned by the council.

Community Places

Staff spoke about new community connector roles and felt these could be used to better effect to find what is available in the community. They also suggested that community connectors could liaise with businesses to identify employment opportunities and placement experience.

Conclusions

Ceredigion staff and officers value the work of day opportunities and respite care staff recognising their skill, knowledge and understanding of clients. However, they view services as risk averse and slow to revert to pre pandemic levels some people who lost a service have not returned. They see transport as imperative for access to community facilities but recognise that where people can make their own way they should.

They agree with person centred planning stating that they already largely do it. They see people being able to make choices as central to everything that happens.

Referral processes were seen as bureaucratic and could be streamlined.

They were broadly welcoming of proposed changes but viewed buildings as important hubs for aspects of care. They were in favour of a phased introduction and the possible use of pilots for new activities. They wish to be involved in following through on proposals but want to ensure their views are considered.

They believe that more services should be commissioned via the third sector and that a brokerage system for care would reduce time spent seeking services. Community connectors were seen as potentially helpful in both co-ordination and commissioning of the necessary range of services.

Ceredigion Day Centre Employees

Day centre staff felt very upset about the proposed changes, because they felt they had not had enough information about what was happening and were worried about service cuts and the impacts on their jobs. They were also concerned that:

What we like about day and respite services

What LD staff would keep about services:

- Days and hours of the service / work-life balance, routine
- Sense of community / friendship
- Person-centred planning
- How the service was before covid
- Base as 'safe place'
- Access to equipment and transport (for those with a bus)
- Having tier of coordinators to support
- Respite support
- Work in area of expertise
- Advocacy for service users

What we would change about day and respite services

Employees reflected a number of feelings about the proposed changes. The main themes included:

- Being concerned that their voice would not be heard
- Feeling uncertain about what changes might mean for themselves and people that access services

What LD staff would change about services

- Bring back the service users discharged during covid
- Need for respect for professionalism and expertise of staff
- Bring project workers back
- Fewer restrictions around activities (risk aversion)
- Return people's hours to pre-Covid levels
- LD should have a base

What would ideal service look like?

- Regular hours (9am-4pm)
- New staff for evenings / weekends
- Centre as hub / base
- Use of centre for range of activities
- Better connections with community partners and able to access services from voluntary sector etc.
- Both in centre and out in community
- Good transport for all
- Integration with the community
- Cradle to grave transition support
- Help with employment opportunities
- People in supported living able to access activities
- Use of specialised knowledge with sensory needs, communication, and behavioural support from staff
- Person-centred /needs led care plans

- Assistive technology in place
- Good communication between all layers (frontline/managers)
- Training for staff
- Activities that are meaningful, interesting, planned & reviewed
- Canteen

Communication

There is a risk of losing staff to other sectors due to uncertainty over plans going forward.

Staff also feel stronger communication would enable them to discuss plans with those accessing support and their families, who have a lot of questions about what is happening.

- Staff would like to have a chance to influence the future of services
- Staff want to help shape the service
- Staff want to feel valued and heard
- Staff want more information about what it means to them and service users
- Staff want guidance and support
- Staff want managers to engage directly

Activities

- No budget for craft supplies and printing paper
- Some staff felt that restrictions put in place during covid mean that they are more limited in what they can offer to participants now
- Concern about lack of activities post Covid which was frustrating for support workers

Through Age Model

It is unclear to employees what exactly this means, and there are some concerns including:

- Whether there will be an expectation that all staff are 'masters of all things' in terms of understanding a wide range of disabilities / age groups/ equipment and so on
- Whether staff who are highly skilled in their areas of expertise will suddenly have a very large caseload / what it will mean practically speaking if age groups come together
- May be a lack of funding / training / staffing to support the new model
- Could be some issues around managing environment such as those requiring additional safety measures as per DoLs legislation (locked doors and so on) and also needs (diet, toileting, access issues etc)
- Legislation tells us that we can't mix looked after children with adults without particular permissions / risk and safety assessment and so on

Transport

Employees feel that more transport is required – both to assist people in getting to and from the day centres but also taking them out to do activities.

Conclusions

Ceredigion day opportunity and respite staff expressed concern about some of the proposed changes. They felt that they did not have enough information on the proposals and had not been engaged as early as they should have been. They want to participate in the implementation of change and ensure that their voice is heard.

They believe that some caution is required in integrating services due to specialist skills and knowledge being required to work with some client groups and the potential safeguarding issues that may arise not least in intergenerational work involving children.

They valued the pre-pandemic service and were concerned that changes may impact adversely on those who use the service and staff.

They wanted pre-COVID levels of service to be re-introduced and those who were discharged to return.

Whilst they value service bases, they wish to see integration, continued person centred ff, staff training, additional staff to cover extended hours, bigger budgets for activity resources, the use of assistive technologies and access to transport.

NHS Employees

We spoke to NHS staff from different backgrounds working in community and inpatient teams as well as speech and language therapists.

What we like about day and respite services

Patients spoke positively of day centre and enjoyed attending.

What we would change about day and respite services

Provide opportunities to use venues to support people in having integrated health visits to reduce transport challenges for staff and individuals i.e., to receive occupational therapy, speech and language therapy, and other NHS staff in one day.

Day services, along with other types of care, support people to leave hospital. In recent months with a reduction in services available, health staff have noticed that people are waiting in hospital longer for support that will allow them to go home.

NHS staff identified that it would be beneficial if physical health care needs could be met while people are at day services, for example to undertake chiropody and haircuts.

Specific venues referenced included Hafan y Waun and Awel Deg care homes, which could be used for day centre participants and the community to hold events. They were referenced as examples of good practice and their refurbishment means they have a reminiscence room, tearoom, and can accommodate theatre nights etc. but were closed after being field hospitals. These should be re-opened.

There would be more opportunities for carers to come together and to receive support.

There are some difficulties in people finding personal assistants using direct payments, due to a shortage of these staff working in Ceredigion.

One NHS staff member referenced an example of good practice coming out from England's Warm Home schemes, which saw the community attending churches, pubs etc. to gather and stay warm. Many of these have continued, and there was a view that Ceredigion could do the same.

Communication

There is a desire to strengthen relationships between health and social care. Staff expressed that since the pandemic and differing policies on home working / different ways of working, it does feel that the NHS and local authorities have drifted apart a bit. NHS staff noted that it has been harder to reach social workers, and that they often are working from remote locations so cannot attend in person.

Staff spoke about the new Porth Gofal phone line and said this had made reaching the appropriate people in the Council very difficult and time consuming, where they used to have direct lines. GPs have stopped phoning the Council and are instead now turning to social prescribers, with the exception of the most complex cases as they cannot wait 40 minutes to speak with someone about a patient in the office.

There is a sense that most communication is now done through email or referral and is quite 'hands off' which means a lack of personal relationships.

The health board employs a third sector integration officer whose focus is locating activities in the community.

NHS staff noted that there seems to be a shortage of advocacy services for people with complex needs.

There would be more opportunities for people accessing services to have their voice heard.

Staff felt there were a wide range of good community venues that could be used, including Hafan y Waun and Maes Mwldan which are accessible buildings. Community events could be planned at more central locations such as Hafan Deg Lampeter. Staff referenced that people used to gather in care homes and take part in activities.

Activities

NHS employees felt there is scope to work more closely together around care and support planning for individuals with complex needs. They have noticed that there is less availability of day and respite services since the covid pandemic.

Allied health professionals such as occupational therapists noted that they would value hearing more about activities happening through the Council.

“We are standing on the outside looking in.”

The NHS spoke about a previous panel that was held jointly between health and social care to link people to supports. They feel that the introduction of one central phone line has led to delays as they no longer have direct contacts in the local authority and call handlers do not know what is needed every time. They have been turning more frequently to GP social prescribers to assist. The professionals line allowed access without a wait but staff now waiting over 30 minutes for a response and often have to give up and move to the next patient.

Staff spoke about the potential of community connectors to support integrated working but noted that this service had almost entirely withdrawn in recent months. When they reached out to meet with the connectors, they were told this could only be done out of hours as they no longer worked with the health board.

In terms of community activities, NHS staff we spoke to share the view that traditional day centre in daytime hours is vital for carer respite. It offers a social space, relationships, seated exercise, and is good for people with frailty. Since the pandemic, the NHS is seeing many more people with frailty after a period of reduced activities. There was a sense that people are still a bit reluctant to integrate with others as they used to, and more alcohol / substance misuse impacting on wellbeing.

It was felt that wellbeing hubs are a good opportunity but possibly targeted more to younger people. It is vital that the community support older people. Having centres in town is positive to increase integration. NHS staff noted that some defunded community organisations now seem to be closing.

It was noted that it is a big step for people to go from a few care calls a day at home to entering long term care – staff felt that day centre might help to bridge the gap and keep people at home longer. People might also access facilities such as hoisted baths and so on in the care home which would save a lot in equipment costs. They could also access a hot meal and take part in meaningful activities in the care home.

There was a sense that some of the community forums have been disbanded / not resumed since covid, which has a negative impact, particularly on carers. The carers forum used to have 35 organisations but most recently only had 3.

Transport

NHS staff noted that transport is essential for people to attend activities – for carers of people with dementia, they often have to attend with their loved one, which does not afford either person a break.

One staff member noted that rather than car sharing there are often 3 individual taxis with one person each which is not good value for money.

Communication

Participants feel that communication between the Council and NHS has broken down since covid. One reason might be the differences around working from home or the office, which means that social workers do not have as much contact with for example community nurses or occupational therapists as before.

There has been little communication from the Council over the past couple of years. Previously delivered training to staff (many years ago). The team feels out of the loop in terms of opportunities to work more closely.

NHS staff feel frustrated about the new changes that mean they can no longer phone a direct number when they need to reach an employee of the Council.

Conclusions

NHS staff valued the day opportunity and respite service which they added were valued by patients. They viewed these community facilities as crucial to assist discharge from hospital and may delay the need for some people to go into long term care. The reduction in service provision has led to delayed discharges.

They wish to see closer health and social care integration with day services being available for the delivery of some health and physical care services. They were concerned that there has been drift since the pandemic in health social care liaison and communication including G.P. referral patterns. This has been worsened by the introduction of the Porth Gofal phone line leading to a preference by health staff to use email which does not enable professional relationships to build. This they view as impacting on joint formulation of care and support packages. Improvements in communication are essential for closer working between staff and for those who use services and their carers.

They stated that some services used as field hospitals need to reopen.

Greater use of community facilities could add a range of options and transport was seen as essential to enable access to services and facilities.

Recommendations

1. Ceredigion County Council should pursue its plans to revise the provision of day opportunity and respite services drawing upon this report and its accompanying action plan.
2. The Council should consider developing the role of a transformation lead to oversee to drive the change management and implementation processes.
3. Ceredigion County Council should work with its partner agencies including the NHS and third sector service providers to ensure that any efficiencies that may be gained by joint operational and strategic planning may be attained. This will need to include the consideration of innovative approaches to resource sharing.
4. Ceredigion County Council should review its person-centred planning processes to ensure that these are effective, not overly bureaucratic and genuinely capture and promote service user voices and choices in individually tailored plans and in line with any statutory duties enshrined in the SSWBA and the MHM. All people using these services should have a high-quality person-centred plan. Where necessary it should review the care and support plans of those people impacted by service changes introduced during the pandemic. The reform should address as a priority, groups such as those with dementia, carers and foster carers for whom services have been identified as underdeveloped.
5. Ceredigion County Council needs to ensure that as service reform impacts upon provision that the needs of families and other unpaid carers are addressed with meaningful assessments and the provision of adequate support.
6. Ceredigion County Council together with its partners should consider adopting a hub and spoke model which utilises service centres as community hubs whilst drawing upon a range of community facilities to provide day opportunities that can provide those activities that people would like to access as close to their homes as possible. This should include supporting and enabling people to access paid employment and formal learning where appropriate.
7. Ceredigion County Council, together with its partners, should develop a transport strategy that ensures that the most efficient methods are used to enable access to day opportunity and respite services. This will need to consider public and private transport together with Council provided transport.
8. In pursuing its reform agenda, the Council will need to engage with service users, carers, council staff and those working in other agencies via formal and informal consultation. Fora previously used to engage these groups should be reviewed and where appropriate reinstated to enable the processes of partnership working in the delivery of the agreed Action Plan.
9. The Council should consider canvassing opinion on the proposal to rename its day centres as part of its wider consultation on service reform.

Appendix A: Demographics

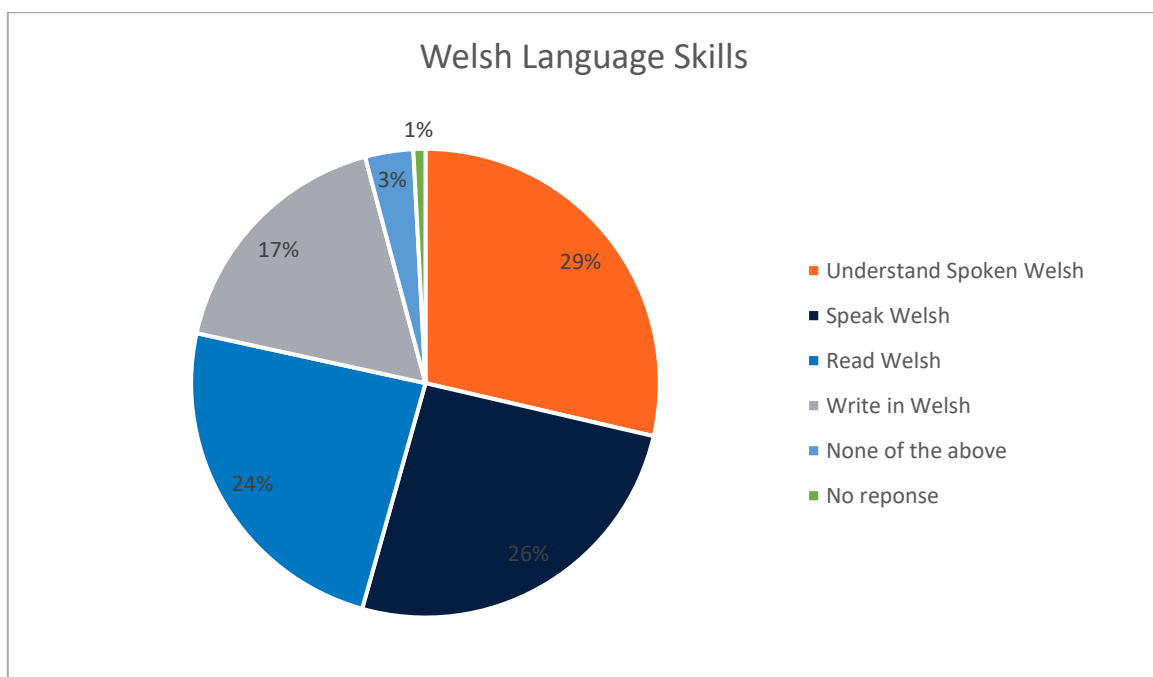
Welsh Language

6% of people (11 individuals) completed survey in Welsh, while 18% indicated a preference for the Welsh language

93% of people completed survey in English (179 people), while 73% indicated a preference for the English language

17% prefer Welsh verbal communication from the Council, while 10% prefer Welsh written communication

In terms of the Welsh language skills expressed by survey respondents, below is a breakdown of self-reported confidence levels



Religion

The majority of survey respondents (55%) identified themselves as Christian, with the next biggest categories being no religion (19%), prefer not to say (19%) and atheist (6%). Only three people (2%) identified as another religion (Wiccan, Buddhist and Omnist).

Gender and sexual orientation

21% of survey respondents were male and 66% were female – less than 1% identified as other. (13% did not respond or preferred not to say).

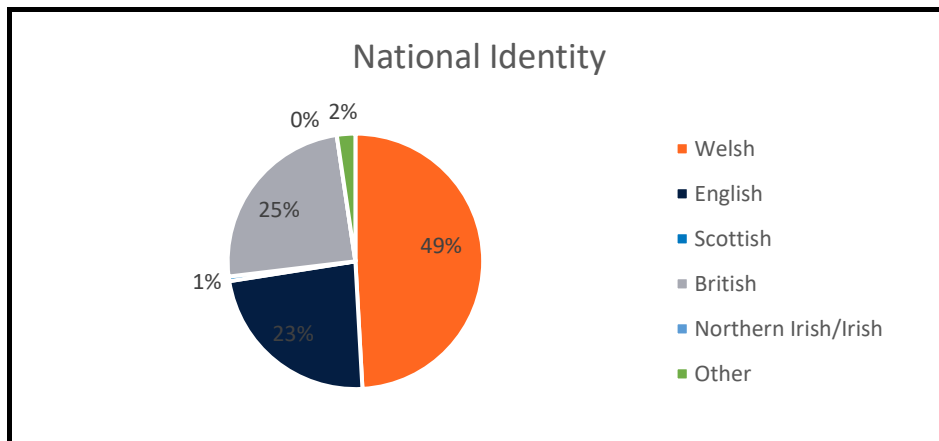
65% of people said they are the same gender as at birth, while 5% of people said they were not the same gender as at birth (30% did not respond/ preferred not to say)

74% of those who responded said they were heterosexual or straight, while 3% said they were gay or bisexual. (25% did not respond / preferred not to say)

National Identity

Approximately three quarters of respondents identify as Welsh or British (74%). While about a quarter of respondents identify as English (23%). 4 people (2%) identified as other national identities including European and Canadian. There were no survey respondents from ethnic minority groups.

167 respondents to the survey identified as white. Only one person identified as being from a mixed background. 21 respondents did not answer this question. None of the respondents identified as being from other ethnic backgrounds.

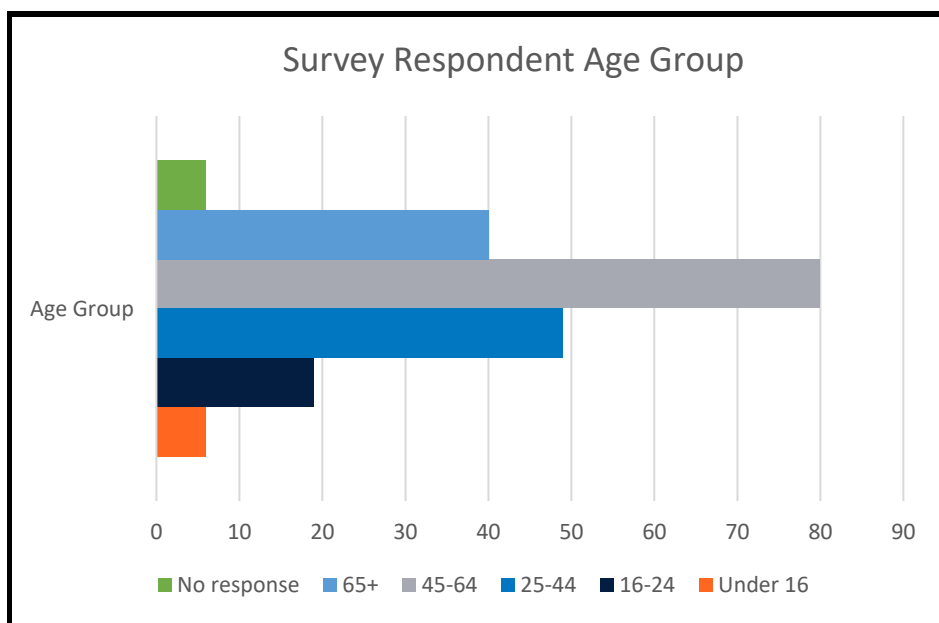


Caring Status

Of those that responded to the question (84%), 57% reported having caring responsibilities, while 43% do not.

Age Group

The largest group of survey respondents were adults aged 45-64 (40%). A breakdown of age groups is seen in the table below:



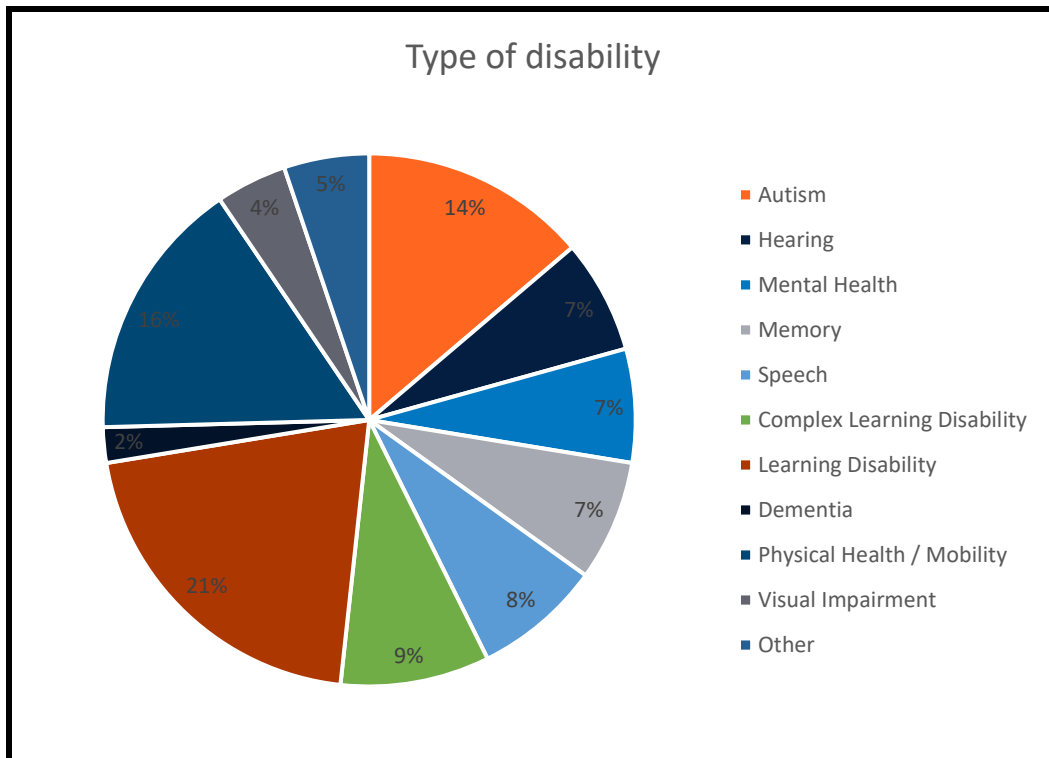
Disability

89 people responding to the survey reported having a disability (47%)

80 people responding to the survey stated that they did not have a disability (42%)

21 people preferred not to say (11%)

Of those who identified as having a disability, 66% stated that they have a care and support plan while 34% do not



A wide range of conditions was reported, and many people listed several conditions on the survey. Of those who selected 'other' they listed Down's syndrome, ADHD, epilepsy, brain injury, mutism, heart, and lung conditions.

Children and Young People

There were 19 responses to this question. The three most popular choices were: go to activity centre (63%), Spend time with children and young people my age (58%) and Stay in self-catering accommodation (58%)

Carers

There were 59 responses to this question. The three most popular choices were: spend time with individuals of similar interests (49%), spend time with individuals of same age group (41%) and activity centre (39%)

The council asked whether people felt they have enough opportunity to share their wishes and feelings, and how more opportunities could be created

28 people (39%) said that they felt they have enough opportunity to share their views.

43 people (61%) said that there were not enough opportunities to share views with the Council. Of the options listed about ways to get involved, the 3 most popular choices were 'support groups for different

needs' (28%), 'local self-advocacy group provided independently from local authority' (26%) and 'support groups for different ages' (25%).

The council asked how people felt about renaming Canolfan Steffan, Canolfan Padarn and Canolfan Meugan

43% of people responding to the survey did not have an opinion on this issue. Of those who did respond, there was a close split between people agreeing with the proposed name change (25%), and those who did not agree with this (28%). Therefore, more people did not agree with the proposed name change.

People that did not agree had very strong opinions as to why. Of the 62 comments, 42% related to why people wanted to keep names as they are, such as the names having been created by service users.

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Appendix B: List of people that we spoke to

This table is a list of the different organisations and people that took part in the consultation. Their names are on the left, and we've grouped them to help us organise the report. The third column tells us whether they took part online or in person (engagement approach). The final column is the number that took part.

Facilitated Engagement Session			
Organisation - Group	Cohort	Engagement approach	No
Through Age Physical Activity & Play	Staff / Officers	Online, CYP Provider Forum	1
Family Centre Network, Plant Dewi	Community Organisation, Children and Young People	Online, CYP Provider Forum	1
Equalities and Inclusion, CCC	Staff / Officers	Online, CYP Provider Forum	1
Childcare Unit, CCC	Staff / Officers, Children and Young People	Online, CYP Provider Forum	1
Area 43	Community Organisation, Children and Young People	Online, CYP Provider Forum	1
West Wales Housing Association	Community Organisation	Online, CYP Provider Forum	1
Working Wales	Community Organisation	Online, CYP Provider Forum	1
Mudiad Meithrin	Community Organisation, Children and Young People	Online, CYP Provider Forum	1
Hyfforddiant Ceredigion Training (HCT)	Community Organisation	Online, CYP Provider Forum	1
Public Health Wales	NHS	Online, CYP Provider Forum	1
Credu Cymru	Community Organisation, Carers	Online	1
Street Games, Staff	Community Organisation, Children and Young People	Online, CYP Provider Forum	1
School Officers	Staff / Officers	Online, individual meeting	5
Foster Carers	Carers, Children and Young People	Online workshop	2
Young People of transition age - Camu M'laen	People using services, Young people of transition age	In person, face to face	6
People with dementia	People with dementia, people using services	In person, face to face	21
Carers of People with Dementia	Carers, People with dementia, older people	In person, face to face	9
Rays Ceredigion	Community Organisations, Older People	In person, face to face	2
Employee of Council (carers)	Staff and officers		1
Carers Forum Aberaeron	Carers	In person face to face carers tea Aberaeron	6
People with Learning Disabilities - Padarn	People with Learning Disabilities	In person, face to face	17+3
People with Learning Disabilities - Steffan	People with Learning Disabilities	in person, face to face	9
People with Learning Disabilities - Meugan	People with Learning Disabilities	in person, face to face	11
Families and Carers of People with LD	Carers, Learning disabilities	in person, face to face	5+1
Looked after children	Children and young people	in person, face to face	15
Mencap			2
Disability Sport Wales			1
DASH			1
Staff working at day centres for people with learning disabilities	People with Learning Disabilities	In person, face to face	34
Council Employees - CTLD, extended Care, CYP and other (breakdown coming from Helen)	Staff and officers	Online workshop	17
staff who sent additional information	Staff and officers, children and young people,	Additional email information	4
Adferiad	Community Organisation	Online workshop	1
SALT health colleagues		Online workshop	2
Mirus			1
Cavo			1
Hahav			1
Shared Lives			2
Staff working with people with learning disabilities in supported accomodation	Learning disabilities	online workshop	1

Contacted and Invited to Engage		Contact Method	
Organisation - Group			
Housing providers including:			
Barcud		email	
Housing support grants		email	
Family Housing		email	
The care society		email	
Older people:			
Age Cymru		email	
Alzheimer's Society		email	
Voyage		email	
Domiciliary Carers		email	
Red Cross		email	
Other organisations			
Marie Curie		email	
People First		email	
Voyage		email	
Mind		email	
Clynfyw		email	
Tir Coed		email	
The care society			
Perthyn		email	
RABI		email	
Disability Forum		email	
West Wales Action for Mental Health		email	
CYP Organisations:			
Plant Dewi		email	
SNAP		email	
Tros Gynnal		email	
Given info to disseminate			
Police		email	
Libraries (also supplied with hardcopy surveys and community connectors working with individuals to complete)		email	
Fire service		email	
Community connectors		email	

Appendix C: Flyer



Review of Day and Respite Services

Are you?

- a resident with a disability
- a family member or carer
- a young person supported by social care
- a social care provider
- interested in the way services are delivered in Ceredigion

We would like to hear YOUR thoughts on Day & Respite Service provision in Ceredigion - respond by 21 June 2023

Have your say!

SCAN ME!



Visit the QR code or the link to complete the survey.

https://bit.ly/CC_day_respite_review

 Ceredigion County Council

 Practice Solutions

