



Humber and North Yorkshire
Health and Care Partnership



Day Services Engagement

Feedback Report



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Introduction

Background

In North East Lincolnshire, the NHS Clinical Commissioning Group (CCG) is responsible for commissioning Adult Services as part of a long-standing arrangement with North East Lincolnshire Council. The joining up of health and social care commissioning allows for better planning of services that better meet the needs of the people who live here.

Before the Covid-19 pandemic, the CCG and its partners had started to review the Adult Service provision in the borough to design and develop services for the future. A key pillar of this Review is the Day Service provision which is in place for older people and those with a physical and/or learning disability. This engagement exercise has taken place to inform decision making on the future development of Day Services in North East Lincolnshire.

Day Services – the current position in North East Lincolnshire

The current Day Service provision is commissioned by the CCG through a contract with its community services provider, Care Plus Group (CPG), who provide services across North East Lincolnshire. Day Services are hosted from two main Centres operated by CPG: Cromwell Road Resource Centre, in the West Marsh area of Grimsby and the Curzon Centre, in central Cleethorpes.

The service provided at Cromwell Road Resource Centre operates Monday to Friday and provides a wide range of day activities and support for adults with disabilities or complex needs, including people with sensory and learning disabilities.

Older people's Day Services provided at the Curzon Centre in Cleethorpes, offer a range of support to those with a disability or mental or physical frailty. This support helps individuals to maintain independence, good health and reduce social isolation in older age. The centre and its staff can also accommodate younger people who are experiencing the early onset of Dementia. Pre-Covid, the centre could accommodate up to thirty individuals per day, Monday to Friday. The activities on offer are predominantly Centre based and include: board games, gardening, music therapy and reminiscence work.

Community transport is available to and from both sites and is provided by CPG – subject to eligibility and availability.

In addition to the services commissioned by the CCG, there are several organisations operating in the area, including some Voluntary, Community and Social Enterprise (VCSE) organisations, who also provide Day Service support – in particular, for adults with a physical or learning disability. Although these are not commissioned by the CCG, users can pay to attend these sites by using their Direct Payment. When someone is assessed as eligible for adult social care, a personal budget is calculated based on the amount of money they're assessed as needing to manage their care needs. When the personal budget is paid directly to them to arrange their own care, this is a Direct Payment.

What we already know

During the Summer of 2021, the CCG's Adult Services Transformation Lead visited the Curzon Centre twice to speak to service users and staff, finding out what activities and support take place at the Centre, how service users feel about the Centre, and examples of the person-centred care provided by the staff. This information was extremely helpful when identifying potential areas to be explored further through the surveys and developing goals for the engagement exercise. A detailed report from these visits, can be found in Appendix 1, however key findings from the visits were:

- Individual needs are being met
- The staff are person-centred in the care and support they provide
- Service users are encouraged to develop and maintain their independence
- The service meets the commissioned requirements of providing Day support for older people living in their own homes, respite for Carers, and support the Union's social isolation and loneliness agenda.

A series of recommendations were made, including:

- Could the transport offer be expanded to better support individuals who attend the centre, to allow them to access other places through bus trips etc?
- Could technology be used to support individuals, through devices such as 'smart speakers'
- Explore information about the Curzon Centre being added to the LiveWell website.

Prior to launching the surveys for the Day Services Review, the CCG's Patient Advice & Liaison Service (PALS) and Care Plus Group reviewed their complaints and compliments records, to identify any information relating to Day Services. In both cases, there were no comments identified.

The CCG Engagement Team also reviewed their recent engagement activity to identify any comments related to Day Services and transport. One comment was received at the 2020 'Where do we fit in?' event, where the Talking, Listening & Working Together Engagement Strategy was launched – this comment referenced the current transport provision and how it could be used more effectively.

Goals

By undertaking this engagement exercise, the CCG and its partners hoped to gain an understanding of the following:

- Experience of the current provision from the viewpoint of the service user and their carer(s); including:
 - What is working well
 - What could be improved
 - If the service is meeting the needs of carers
- Whether people would like more community-based Day services and activities, rather than the current service which is predominantly based within Centres.
- How service users and the public currently access information about Day services.

- The method of transport being used by service users to access Day centres
- How service users and their carer(s) adapted to the restrictions which were implemented in response to the Covid pandemic, where in many cases Day Centres were closed for several months or operating with reduced capacity.

Survey Development – Co-production

From the early planning stages of this project, the ‘Talking, Listening and Working Together’ approach has been central to all we do. In 2020, the Union (Council and CCG) adopted [‘Talking, Listening and Working Together’](#) as the approach it would take to its conversations with the local community, to ensure that we:

- talk to the public as soon as possible so that we can develop solutions together
- make sure everything we do is informed by what local people share with us about their experiences, concerns, and aspirations
- be confident that none of our communities are left out of the conversation.

During the Summer of 2021, the CCG brought together a small working group to be involved in the design of two surveys – one to find out the experience of users of Day Services, and another to capture the views of their carer(s). This working group consisted of a local unpaid carer, two representatives of the CCGs’ Community Forum, and the manager of Healthwatch North East Lincolnshire – with support provided by the CCG’s Adult Services Transformation Lead and Deputy Engagement Manager.

The working group met several times during September, using Microsoft Teams, to identify the key questions which needed to be included ensuring the questions were written in a way that were accessible and easy for people to understand.

Once the final set of questions were produced, the CCG worked with ‘Speakup,’ a self-advocacy company, who produce documents and surveys in an Easy Read format (the standard for making printed information accessible to all- especially people with a learning disability, using clear language and descriptive images). Speakup developed an Easy-read version of both surveys, which were provided in paper format - with the text also being utilised in the online version of both surveys.

The working group continued to meet into the autumn and provided valuable input; from commenting on draft copies of the surveys, to testing the online Service User and Unpaid Carer surveys and identifying errors which would need to be fixed prior to public launch. During this process, the CCG also worked closely with its Community Forum and Accord Steering Group members, inviting them to test and comment on the surveys.

The process of co-producing both surveys took place over a period of three months and was key to ensuring the success of the project. The involvement of the community members, especially in relation to the accessibility of the surveys, meant that service users and their carers were able to participate, be involved and have their say.

As well as steering the development of both surveys, the working group, Community Forum and the Accord Steering Group, helped to inform and enhance the stakeholder mapping processes by identifying additional groups and methods for promoting the surveys.

Alongside the co-production of service user and carer surveys, the CCG identified the need to find out the views and experiences of paid carers (those who work in Day settings or provide care at home) and members of the public. Whilst general members of the public do not currently access the services and are therefore unable to comment on the current provision, the CCG wanted to hear from them and gain their thoughts on how Day services should be provided in the future. Therefore, two additional surveys were developed using the experiences from the earlier co-production process.

How we have listened

Methodology

The groups engaged with throughout the project were:

- Current Service Users
- Carers who care for someone who accesses the service
- The public – people who do not currently access the service themselves, and do not care for anyone who does.
- Staff and paid carers – people who work within the Day service, and those carers who are paid to provide one to one care for someone (often via a Direct Payment)
- Voluntary and Community Sector organisations in North East Lincolnshire.

Current Service User Survey

This survey was used to engage with people who had accessed Day Services before and during the Covid pandemic, capturing quantitative data including which Centre(s) they access, how long they have been attending, and the mode of transport they use.

Open-ended questions were used to collect qualitative information to gain insight on the experience of accessing the service and what could be improved.

The online survey utilised 'logic', meaning the respondents only answered questions based on their responses to previous questions. If they had not accessed a particular Day centre, the QuestionPro software (Survey software) skipped any questions relating to it.

Paper copies of the survey were delivered to both CPG Day centres on the first day of the engagement being launched, along with posters promoting the online survey. The digital survey was sent to all Accord members who have an email address and was also promoted on the CCG social media channels. North East Lincolnshire Council included the survey in their Engagement email bulletin, which is sent to thousands of recipients fortnightly.

Unpaid Carer Survey

This survey was produced to facilitate engagement with the unpaid carers, including close friends and family of people accessing the Day Services. The survey aimed to find out whether the service could be improved to help meet carers needs, whether carers were aware of Direct Payments, and whether there is an appetite for services to be nearer to where people live, and less Centre focused.

Open-ended questions were used to collect qualitative information including comments to expand on the answer given to some of the quantitative questions.

Paper copies of the survey were delivered to both CPG Day centres on the first day of the engagement, along with posters promoting the online survey option. Staff at Cromwell Road Resource Centre sent all service users a copy of the survey for their carers to complete and return. The digital survey was sent to all Accord members who have an email address from the 7th December, and was promoted on the CCG social media channels.

To improve engagement with the vast number of unpaid carers in North East Lincolnshire, the CCG worked with the local Carers Support Centre, to send a text message to over 2000 registered carers inviting them to complete the survey.

Public Survey

The purpose of this survey was to find out what the public (not currently accessing themselves or caring for someone who accesses Day Services) would expect from a Day centre. Questions captured quantitative data including how people would prefer to find out about Day Services, and whether they would prefer centre-based provision or the option to have more choice over the activities they take part in.

Most questions in this survey were of a quantitative nature, however respondents were given the opportunity to provide comments on Day Services in a comments box at the end of the survey.

This was a digital survey which was sent out to all Accord members who have an email address and was also promoted on social media by the CCG and included in the North East Lincolnshire Council consultation bulletin.

Staff and Paid Carer Survey

The purpose of this survey was to find out from staff working in Day Centres, and other paid carers about their experience of the current Day Service, from the perspective of someone who is either (1) closely involved in the day-to-day activity of the Service, such as an employee; or (2), provides paid support to someone who accesses support from the Service – for example, a carer who visits a service user to support them in their own home.

This survey used predominantly qualitative questions to find out, amongst other things, how staff ensure that outcomes are being identified and met for individual service users, the impact the service is having on its users, and what specialist training and knowledge staff need to allow them to do their jobs.

A full analysis of the findings of this survey will be taking place, with a report being shared with the Day Opportunities Project Group. Several people who indicated that they were a paid member of staff, completed the unpaid carers survey – the data from these surveys will be analysed in the staff findings report.

Ensuring accessibility

To ensure that the engagement was thorough and inclusive to all, including those with a communication or learning difficulty, the CCG put several measures in place. Service User and Carer surveys were produced in an easy read, paper format, as well as the standard digital option. Healthwatch North East Lincolnshire were approached by the CCG and agreed to provide a telephone service to anyone needing support to complete a survey. This offer was publicised in all the engagement communications – including on the front pages of our paper surveys.

Voluntary and Community Sector Enterprise (VCSE) in North East Lincolnshire

North East Lincolnshire has a strong and vibrant network of VCSE organisations, providing a wide range of support and services to the local population. Many of these organisations are accessed by or have contact with people who are supported by Day Services. Engaging with these organisations has been important throughout the project to:

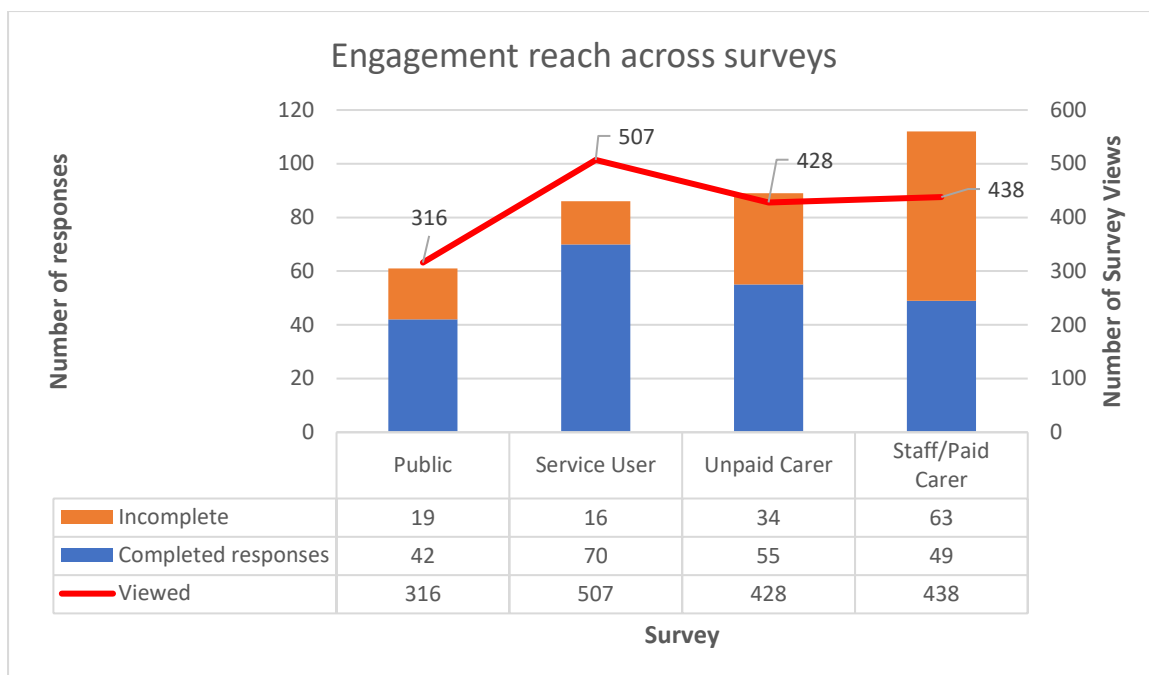
- Ensure their views and experiences of supporting people to access Day Services are fed into the findings
- Utilise their networks and links, to better engage with users of the service and their carers

Each month, the VCSE Alliance hosts a forum to support the local VCSE Sector. Throughout the planning and delivery of the Day Services Review, the CCG gave regular updates to the Forum on the progress of the Review and invited comment from members.

In November 2021, the CCG and Sector Support North East Lincolnshire (SSNEL), a service commissioned by the Council and CCG to provide support to the local voluntary sector, jointly hosted a digital information session on Zoom for VCSE organisations to attend and find out more about the Review and how they could support it. It was chaired by the SSNEL Manager and included an update from the Director of Adult Services for North East Lincolnshire, on what Day Services are and how local organisations can support the Review. The session was well attended and resulted in numerous offers of support to promote the Review to their own service users. The Director of Adult Services was also invited to present a detailed update on the Review, at the VCSE Forum in December 2021.

Engagement Reach

A total of 348 people started the four surveys: 86 service users, 89 unpaid carers, 112 staff/paid carers, and 61 members of the public. This is depicted in the graph below.



All four surveys were launched on Monday December 6th, 2021, for a 4-week period. Paper copies of the Service User and Unpaid Carer surveys and posters were delivered to the Day settings (including non-commissioned settings) on the launch date, with further deliveries as requested by staff. Communications outlining the purpose of the Review, along with links to the online surveys, hosted on QuestionPro, were circulated to Accord members and local stakeholders throughout this period; an initial email was sent out on December 7th, with a follow up email shortly before the Christmas break on December 22nd.

To accommodate the Christmas break and the potential for delays associated with postal survey returns, the closing date for all surveys was extended for an additional week, until January 14th.

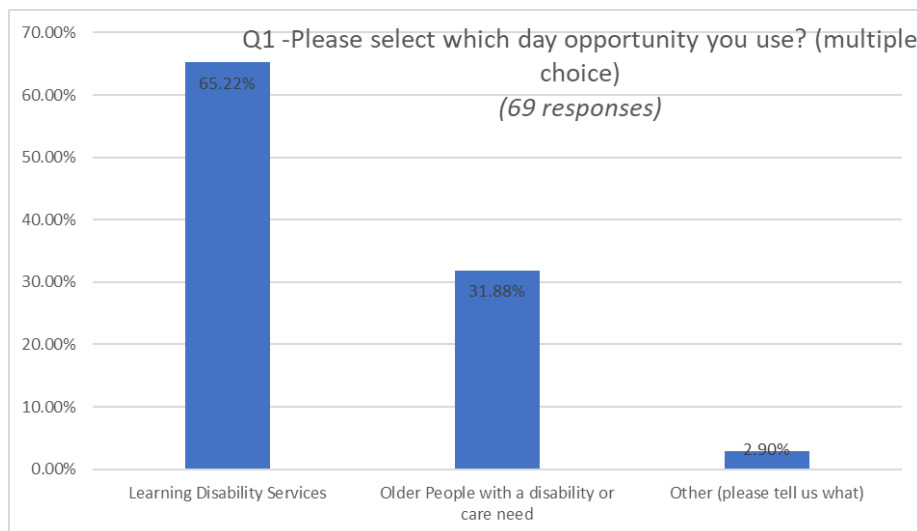
Social media data

A link to an online version of the surveys was shared regularly on the CCG’s social media channels throughout the period of engagement with an estimated Twitter reach of 1335 impressions, and 5623 impressions on Facebook. A full breakdown of the social media activity can be found in Appendix 2.

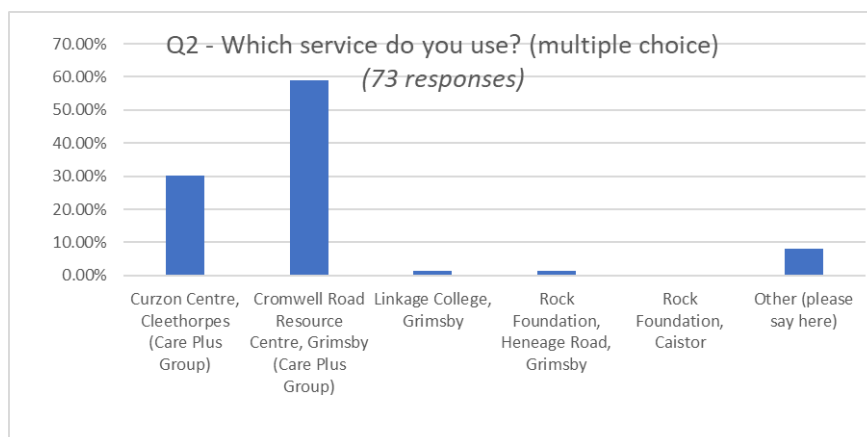
Results

Service User survey

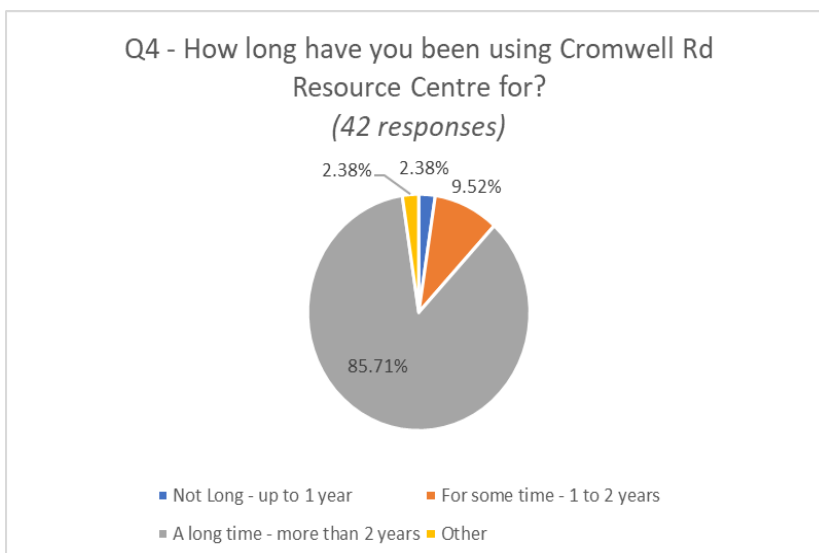
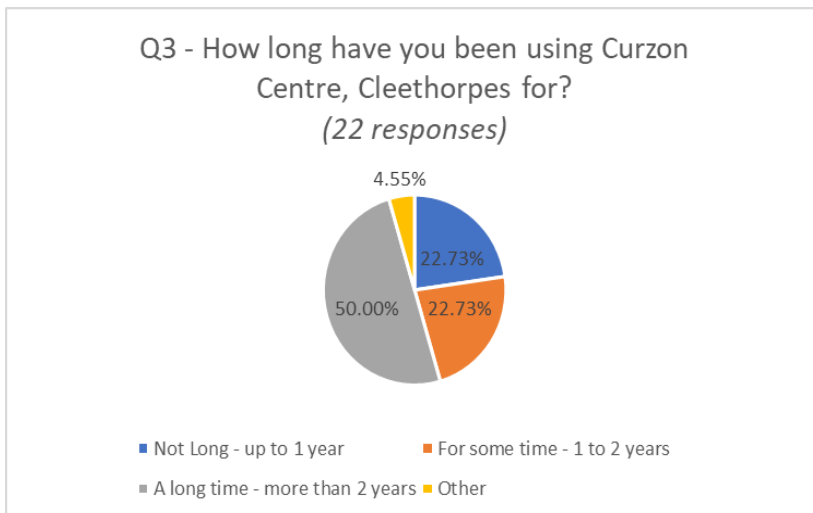
Graph Q1 (below) shows that nearly two-thirds of the responses to the Service User survey came from users of services for people with a learning disability.



This theme is reflected in the graph below (Question 2), showing that 58% of responses came from people who attend Cromwell Road Resource Centre (the main centre for adults with a learning disability), with a further 30% saying they attend the Curzon Centre, which is the provision for older people with a disability or care need. Respondents could identify more than one Centre and service that they were attending. It is worth noting this disparity in responses between the two main centres, when considering the data from the survey; the CCG considered doing some targeted engagement work at the Curzon Centre, to ensure that all their service users had the opportunity to complete the survey. However, it soon became apparent that the staff at the Curzon Centre had assisted all their current service users to complete the survey. Approximately 90% of responses came from people who are accessing a Care Plus Group service; with the remainder attending services provided by VCSE organisations such as Linkage College, Rock Foundation, Foresight, and the Bert Boyden Centre.



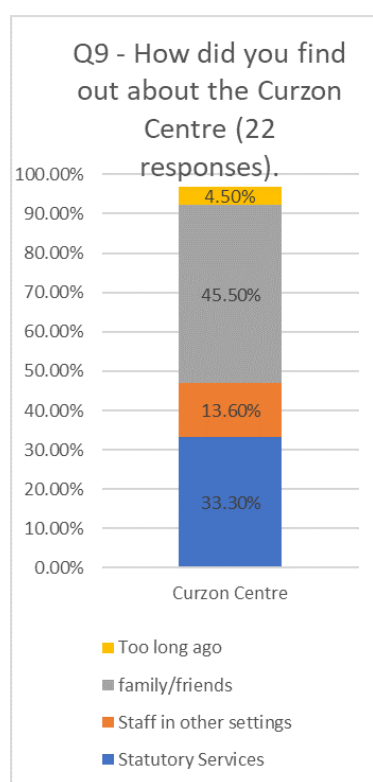
Respondents were asked to identify how long they had been attending each of the Centre’s they identified in the previous question. Graphs Q3 and Q4 below show that over 85% of the service users at Cromwell Road Resource Centre who responded, identified that they had been accessing the service for more than two years (Before the Covid-19 pandemic), with approximately 12% saying that they had accessed the service within the past 2 years (9.5% had been attending for 1-2 years, and 2.3% for less than 12 months.) In contrast, at Curzon Court, 45% of respondents had started attending there within the past 2 years (the period covering the Covid-19 pandemic, and a couple of months beforehand), with 50% having attended for over 2 years.



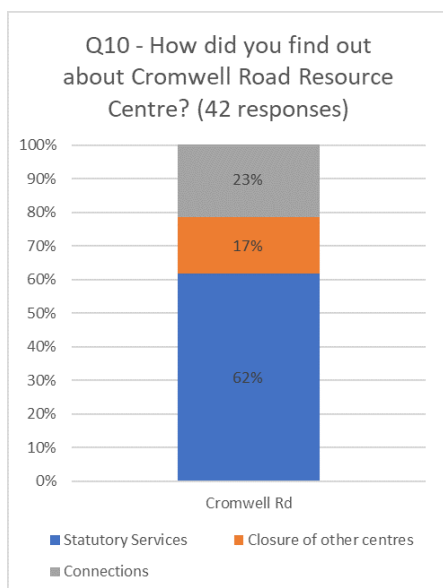
Respondents were asked to identify how they initially found out about the Day service(s) which they access. These were open-ended questions, with the responses then coded/categorised to identify the key themes.

Question 5, 6, 7 and 8 relate to Linkage College, Rock Foundation (Grimsby), Rock Foundation (Caistor) and Other Day Services. As depicted in Graph Q2, a small number of respondents identified themselves as service users of these settings (7 respondents in total).

Graph Q9 below shows that most respondents found out about the Curzon Centre either through family and friends (45.5%) or statutory services (33.3%) – specifically through the Social Workers at Focus, who provide adult social work on behalf of the local authority and the North East Lincolnshire Single Point of Access (01472 256256).

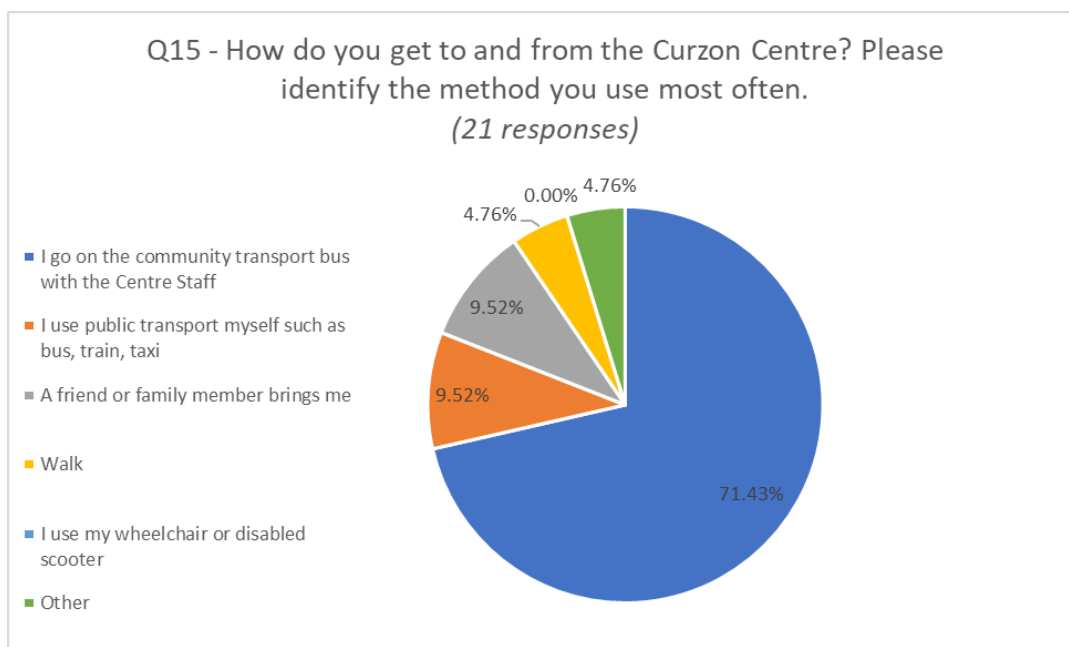


Nearly two-thirds (62%) of those accessing Cromwell Road Resource Centre (graph Q10 below) identified statutory services such as Social Workers and schools as their route to finding out information regarding the service. This reflects the diverse age range of the service users, in comparison to the Curzon Centre. Social connections such as family and friends contributed to 23% of the responses which was a significant reduction, compared to the Curzon Centre. 17% of respondents said that they had found out about the service because of other Centre's closing, including the Molson Centre and Queen Street Resource Centre.



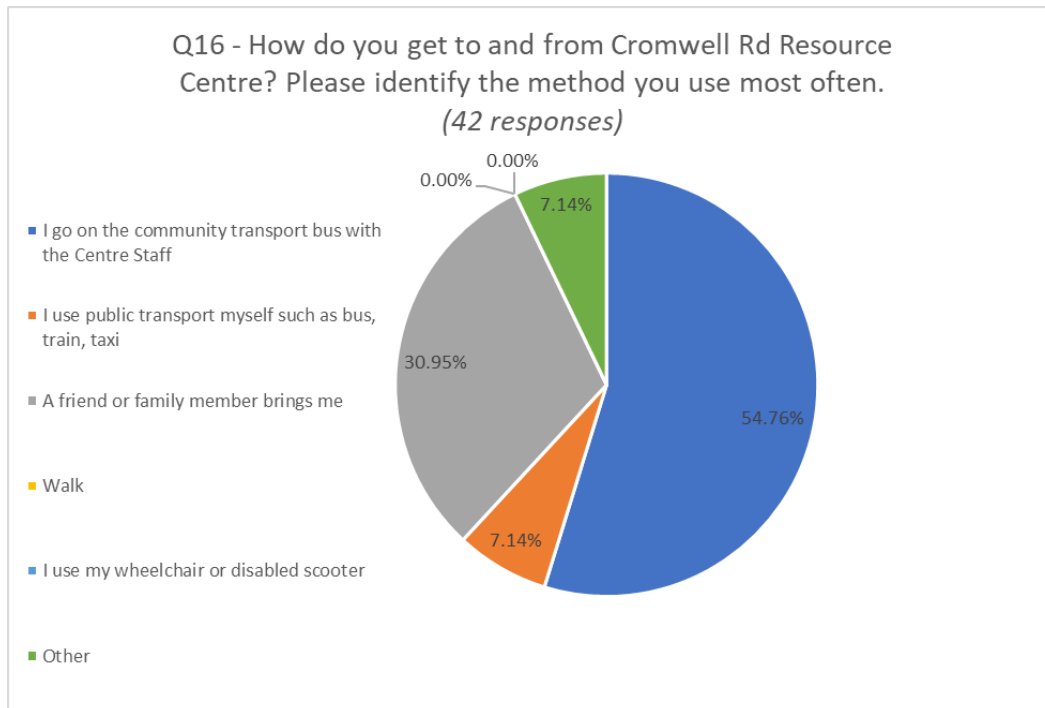
Question 11, 12, 13 and 14 relate to Linkage College, Rock Foundation (Grimsby), Rock Foundation (Caistor) and Other Day Services. Respondents who use these settings found out about them in the same ways as highlighted for the Curzon Centre and Cromwell Road.

Accessibility is an important element of delivering any service. Respondents were asked to identify which form of transport they use most often to access each of the services they use. Graph Q15 (below) highlights that over 70% of those accessing the Curzon Centre said that they used the transport buses, supported by Centre staff which is a provision provided by CPG. 9.5% said that they used public transport such as the bus or taxi, and a further 9.5% said that they were dropped off by a family member or friend.



Graph Q16 (below), depicts the results of this question for Cromwell Road Resource Centre. Again, many respondents utilise the transport provision provided by CPG, although in this

case it is a much smaller majority of 54%. A larger number of service users said that they were brought to the centre by family or friends (30.9%).



What is good about current services?

Participants were asked to identify what they liked about attending each of the services they access. In many cases, participants identified multiple aspects of the service(s) that they liked.

Curzon Centre

Over 80% of the comments from users of the Curzon Centre identified the onsite services (such as care and meals) and enrichment activities as positive aspects of the service, with 45% of comments praising the staff working within the Centre.

“I use the day services at the Curzon Centre, and I like the people and the staff. I enjoy the company and I enjoy the activities and the way they make you feel welcome.”

“I use [the] Curzon centre. The centre staff are very helpful in providing activities to help keep your time such as quizzes and mobility activities.”

Nearly 60% of comments related to the opportunities for social interaction and being in the company of others.

“I use the Curzon Centre in Cleethorpes. I enjoy socialising with other people. Joining in activities, balloon tennis, dominoes, darts, bingo. I enjoy the cooked meals. I feel safe here and the staff are all very friendly.”

“I enjoy the company of the people I meet and enjoy playing dominoes with my friends & bingo.”

Cromwell Road Resource Centre

Similar themes were identified in the responses from users of Cromwell Road Resource Centre, although there were several other areas of benefit identified. 56% of responses

identified the benefit of social interaction, and 53% referenced the enrichment activities provided onsite. 35% of comments related to the staff – including the care and support they provide to service users.

“The opportunity to socialise, gets me out of the house, gardening, trips.”

“I see my friends, come out my chair and exercise, I have help with my food and someone gives me help to have my medication. I need personal care and I am hoisted for this twice a day. I like having my dinner and using the adapted bikes. I go swimming sometimes and love the trampoline - I go on the computer and watch my favourite YouTube clips.”

Some of the comments referenced the specialist facilities which are on offer at Cromwell Road to meet the high-level needs of some of its service users. Responses specifically mentioned the availability of adapted equipment, such as hoists and bikes; Sensory Rooms; and music rooms. On a similar theme, some respondents also identified how their physical needs are met by the service through Physiotherapy.

“I have support for activities I would not have if I did not attend this centre. Physio, swimming, basketball, trampolining, music sessions, garden activities with a bicycle which accommodates my wheelchair.”

“I like Cromwell Road as it caters for all my physical and mental needs – I get to see different people every day and use the equipment to help me keep supple and able to manage my pain. I love being able to have support to go swimming and go into town.”

“It meets all my needs as I have very complex needs. I get to do all my physical exercises on the trampoline and equipment. I feel very safe at the centre and love meeting my friends and staff who know me so well.”

What is not so good about the current service?

Regardless of which service(s) respondents’ access, they were asked to identify anything they do not like about the current Day Service provision. Unlike the previous questions, this was not regarding a specific service, but about Day service provision in general.

Nearly half (48%) of the comments received did not identify any negative aspects of the current service.

15% of comments involved the service user expressing a wish to be able to attend Centre’s more often and/or at weekends. It’s worth noting, that the surveys were live during a period where there were national restrictions in place in response to the Covid-19 pandemic. This will have impacted the number of service users who could access the sites at any one time, to enable appropriate social distancing, infection control measures and accommodate any reduction in staff due to infection.

“I like everything about the centre. I wish I could come more I’m waiting on having more days as I only come twice a week and would love more days.”

“I wish more days could be available for me to attend.”

11% of responses to this question identified the impact that the Covid-19 pandemic was having on the service being provided. This included the Personal Protective Equipment (e.g.,

masks which staff were needing to wear), and the times when Centres had to completely close due to the virus. It is unclear whether this was closures mandated by Government restrictions, or Covid outbreaks within a setting.

"Don't like the Covid restrictions, staff wearing face masks when everybody is covid jabbed and restrictions elsewhere have eased."

"I did not like it when I could not come to the centre because of the virus."

15% of respondents referred to a negative experience at Day Centres. For example, the Centre being cold during the winter or equipment being out of date or damaged.

"In the winter it is cold in the centre."

"Often equipment's outdated or broken. Covid has limited the sessions I can attend."

What would service users like to do, which is different to the current offer?

Users of the current service were given the opportunity to identify anything which they would like to do which is different or not currently on offer within the existing provision.

Nearly half of the responses (46%) said that they would like the opportunity to take part in more activities at Day Centres. Half of these comments did mention an interest in going on days out, trips and holidays from the centre.

"I would like to go out from the centre with my friends from the centre to visit different places."

"I would like to go on a bus trip with my friends. I can't go on a public bus because my wheelchair is too big. The bus I used to go to the day centre is a big bus especially for wheelchairs."

40% of responses said that there was nothing that they would like to do differently. This supports the earlier findings whereby a third of survey respondents said there wasn't anything they were unhappy with.

"No, I've always loved coming to the centre and I get excited when it's my day there and always asks to go daily."

What did Service Users do when services were closed due to the Pandemic?

65% of respondents said that they remained at home during the periods that Day Centres were closed due to the Pandemic. This was a free text question, and the analysis of the responses has highlighted the significant and wide-ranging impact that the closure of Centres had on not only the service user but their wider support networks (families, friends, and carers). In many cases, the service user's support network stepped in to fill the void and meet their care needs during this unprecedented time.

Over a quarter of responses (28%) highlighted the impact that the closures had on their mental health. This was attributed by many to be as a result of loneliness, depression, or missing the regular contact with their friends and the staff at the Centre.

“I stayed at home with my dad and found it very hard not doing anything. I missed my friends and staff so much I became very down in the dumps. It was the best news ever when the centre reopened.”

“I struggled at home because I didn't have my regular routine, not seeing my friends or the centre staff, I didn't know what I was doing each day, it was difficult not understanding what was going on.”

“I became very withdrawn staying at home and not seeing my peers and the staff my mum found it hard too as she is my sole carer.”

Whilst Day Services were closed during the Pandemic, some service users continued to take part in activities with the support of family and friends and in some cases, their Personal Assistants. Nearly 22% of respondents said that they had continued to take part in activities, from going for walks in the countryside, to knitting and gardening.

“Stayed at home with my family and went out when we were allowed. Someone from Cromwell Road rang once a week to see how we were.”

“I stayed at home with mum and dad and went for long walks. I did some knitting with mum and some gardening with Dad.”

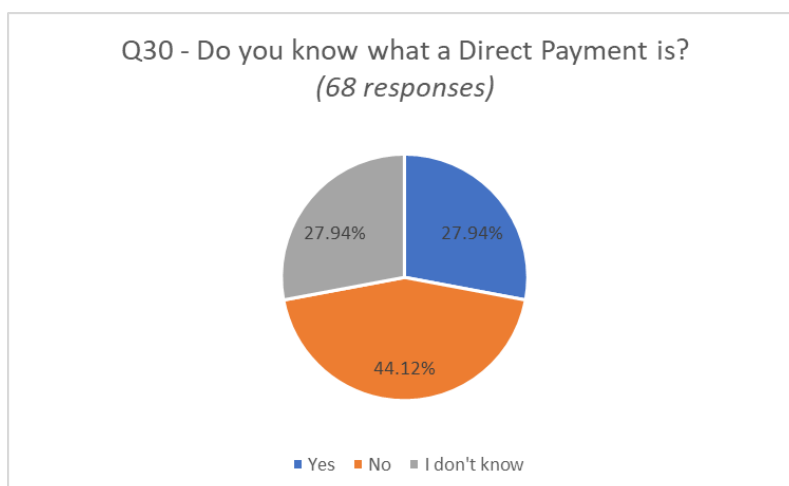
A small percentage (6%) reported that the temporary closure of Centres had led to a decline in their physical health. Some respondents attributed this to be due to not being able to access therapy or equipment to maintain their level of mobility.

“In short, I suffered. I feel my physical wellbeing suffered as I did not receive the necessary input, I needed leading to increased physical detriment, stiffness and pain.”

“My mobility has deteriorated from not attending the Curzon Centre.”

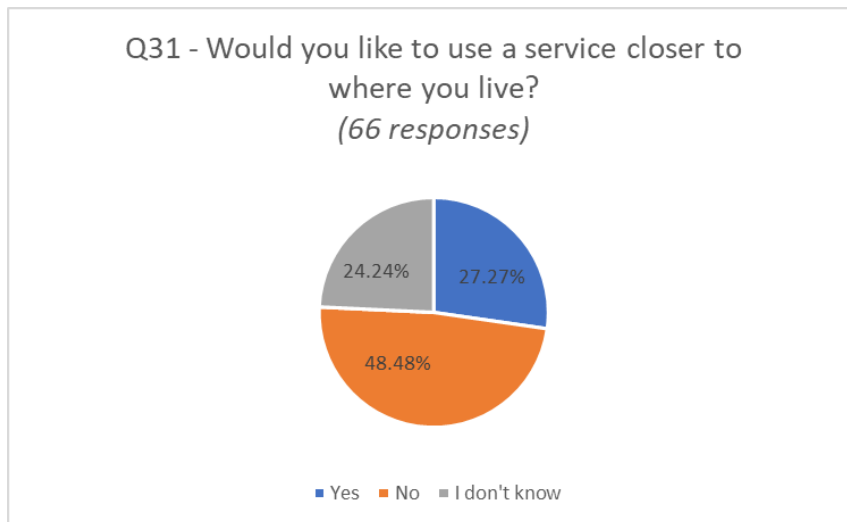
When someone is assessed as eligible for adult social care, a personal budget is calculated based on the amount of money they're assessed as needing to manage their care needs. When the personal budget is paid directly to them to arrange their own care, this is a Direct Payment.

Graph Q30 (below) shows that just over a quarter of responders are aware of what a Direct Payment is, with the remainder being either unsure (27%) or not knowing (44%).

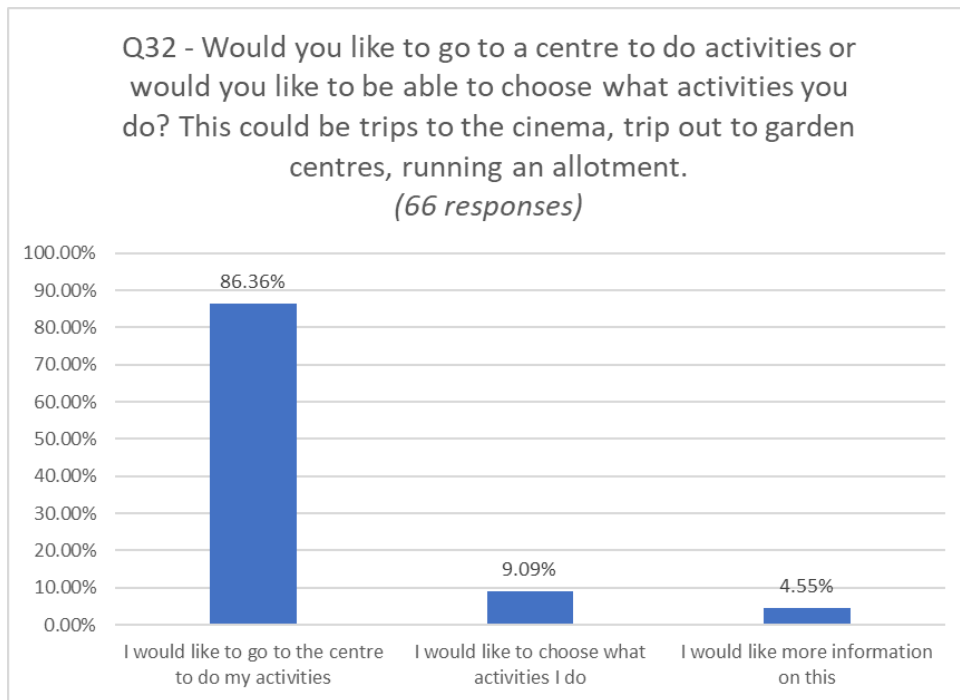


As highlighted in earlier questions, most people accessing Day Services in North East Lincolnshire are utilising provision which is predominantly Centre based; however, one of the goals of this Review is to explore whether current and future service users would like more community-based options.

Respondents were asked whether they would like to use a service which is closer to where they live. Graph Q31(below) shows that nearly half of respondents (48%) would not like to access services closer to home; 27% said that they would like to and 24% were unsure.



When given the option of whether they would like to attend a Centre for their activities (the current option) or have more choice of attending options in the community, over 85% of those current service users who responded, said that they would like to continue going to Day Centres such as the Curzon Centre and Cromwell Road to take part in activities. This is shown in graph Q32 (below). Less than 10% said that they would like to have more choice on the activities they take part in, with just over 4% of people saying that they would like more information on the options.



The final question in this survey gave users the opportunity to give any comments and feedback, which they had not already been asked for earlier in the survey.

Many of the themes identified during the analysis of the responses to this question, are ones which have appeared in earlier questions. 50% of responses identified the positives of attending a Day Centre such as being able to see friends, take part in group activities, the staff, and the fact that they enjoy attending.

"I am in awe of the staff that look after her."

"All the staff are very good and nice. We love coming here. I'm thankful for the centre when it is open."

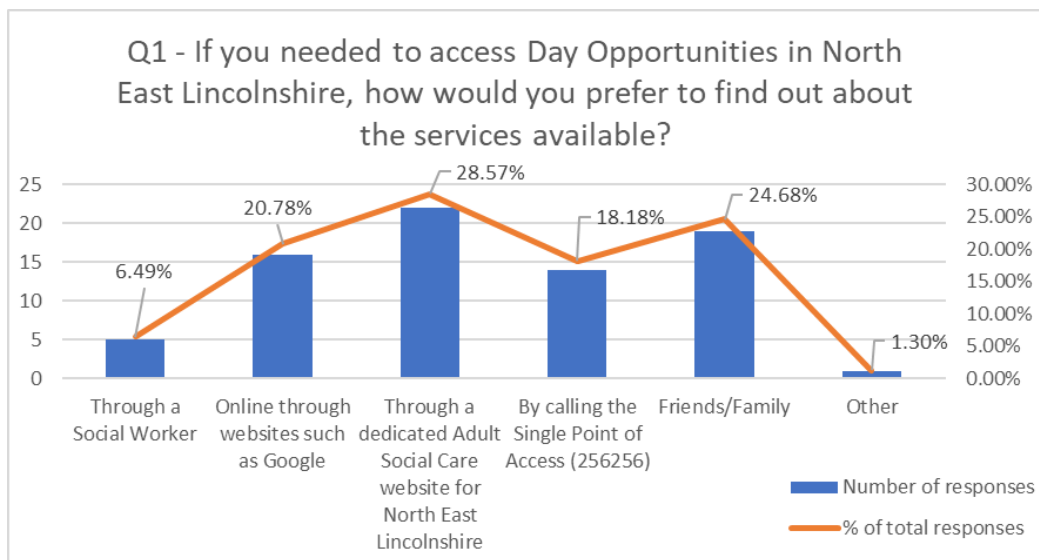
"I love going and I wouldn't know what to do if it wasn't there."

20% of comments were Service Users stating that they want to attend the Day Centres, with people stating that they would like to be able to attend more often, would like the Centres to remain open and that they didn't like not being able to attend. Some comments (13%) related to the positive impact of the activities which are on offer at Day Centres.

"I like coming to the centre and not being at home all the time, I like to be able to see my friends, I like what we do at the centre and the staff."

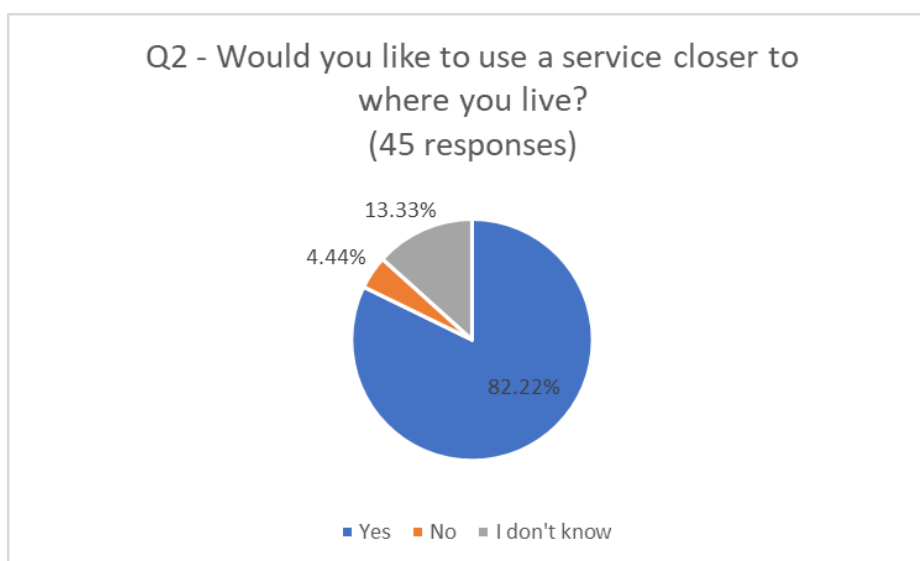
Public Survey

Graph Q1 (below) shows how the public (those who are not a service user, carer, or member of staff within a setting) would like to find out about Day Services in North East Lincolnshire. This was a multiple-choice question where respondents could choose as many options as they wished. We have therefore shown the number of people who selected each option, and the percentage of total responses this equates to.



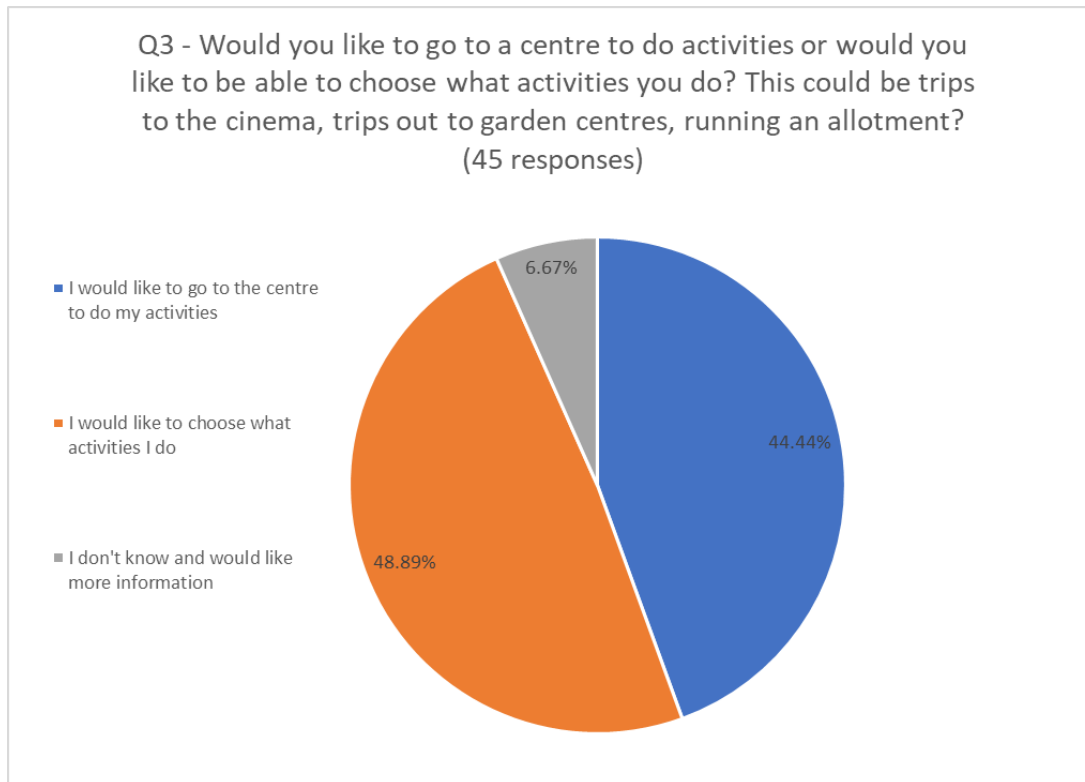
The most popular choice was through a dedicated Adult Services website for North East Lincolnshire (28.5%), closely followed by receiving information from friends and family (24.6%). 20.7% would like to find information online through popular websites such as Google, and 18% would consider contacting the North East Lincolnshire Single Point of Access (SPA) for information. Only 6.4% of people would want to find this information through a Social Worker. Respondents were given the option of suggesting 'other' avenues for finding out about Day Services; 1 suggestion was made, specifically relating to providing information in paper formats for people who do not have access to the internet.

When asked if they would like to access a service which is close to where they live (graph Q2 below), 82% of the 45 people who responded, said that they would. This is in comparison to just under 28% for current service users. 4% said that they wouldn't want to access a service close to home, with just over 13% saying that they were unsure.

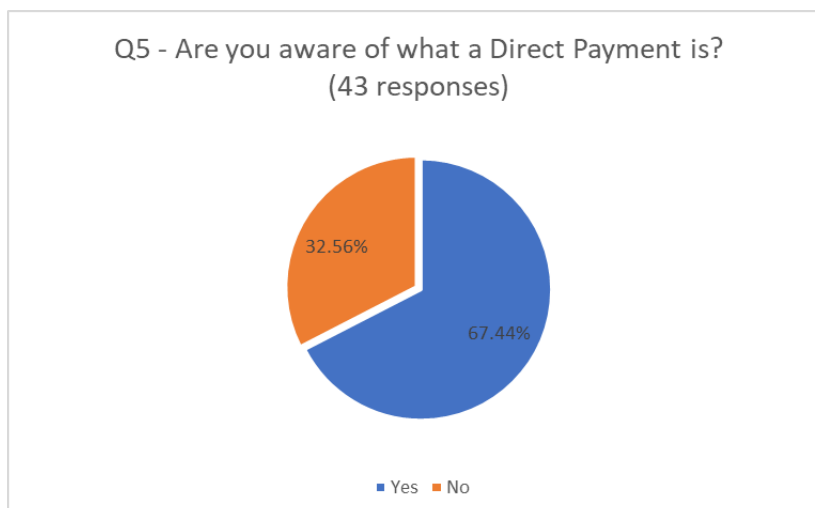


Graph Q3 (below) shows that nearly half (48.8%) of the public respondents would like the opportunity to choose what activities they take part in, with 44% preferring to attend a Centre for activities. This is in comparison to current service users, where over 85% would

like to attend a Centre and less than 10% would like more choice in the activities they take part in.



Awareness of Direct Payments appears to be greater among the public than it is with Service Users (Graph Q5 below). Over 67% said they were aware of what a Direct Payment is, with many being able to provide an accurate description of what one is. Although there is still a large percentage of people who are not aware of Direct Payments. This is in comparison to 27% of Service Users who said that they were aware of Direct Payments.



Respondents were asked if there was anything else they would like to say about Day Opportunities. 22 people took the opportunity to respond to this question.

Nearly a third of responses (31%) referenced the positive experience for user of the current services, including the benefits of attending, service users looking forward to going to a Centre, and the opportunity to socialise and make friends.

“The Cromwell Road day centre is a really good service. They offer people support they can't get anywhere else. Friends tell me they'd feel completely isolated if they didn't have a centre to go to where they can see their friends, many of whom they've known for years. They like to see everyone there because it's welcoming, understanding, and supportive atmosphere where well-trained staff understand their needs. They feel safe there because they have health problems and specialist needs that aren't met by other providers.”

“I think it is crucial day services continue to run centres, as it is an opportunity to enable people to leave their homes to socialise in a safe way. this in turn improves people's wellbeing, creates structure and routine and all the while increasing peoples mobility and confidence and feeling they have a place to go.”

27% of responses to this question referenced the benefits of volunteering within a Day setting, including the opportunity to give back to the local community, learn skills, and encourage social interaction.

“I help there because I can't find a job due to my slight learning disabilities but do not qualify for a space. I would be lost without going and have no friends. I feel valued and part of a team while there. This has helped me with my mental health.”

“I have been a Volunteer for day services for a good number of years and have found it a positive experience by helping and supporting other less fortunate than myself and also giving me a focus in my life.”

Nearly 20% of comments were about the staff who work in Day Centres – in particular, the high-quality care that they provide.

“The staff all really care for the service users and get to know them as individuals.”

“I volunteer at the day centre and they do a great job of looking after very complex needs individuals.”

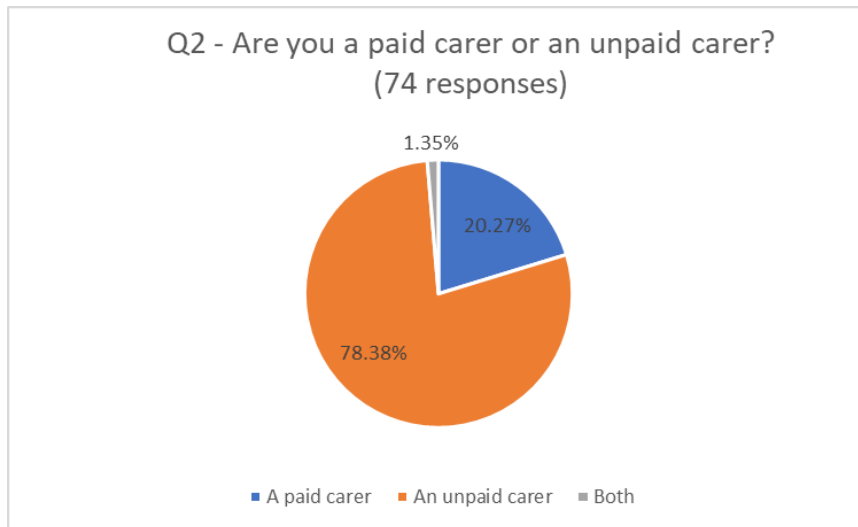
“The Cromwell centre is an excellent place to go for people with different disabilities, to make friends enjoy their hobbies. The staff are brilliant.”

Comments also referenced a wide range of topics including the funding of Day Centres and other social care functions, improving the flexibility of the existing service (including potential options for the future), accessibility- in particular transport for people in wheelchairs and accessing information about services.

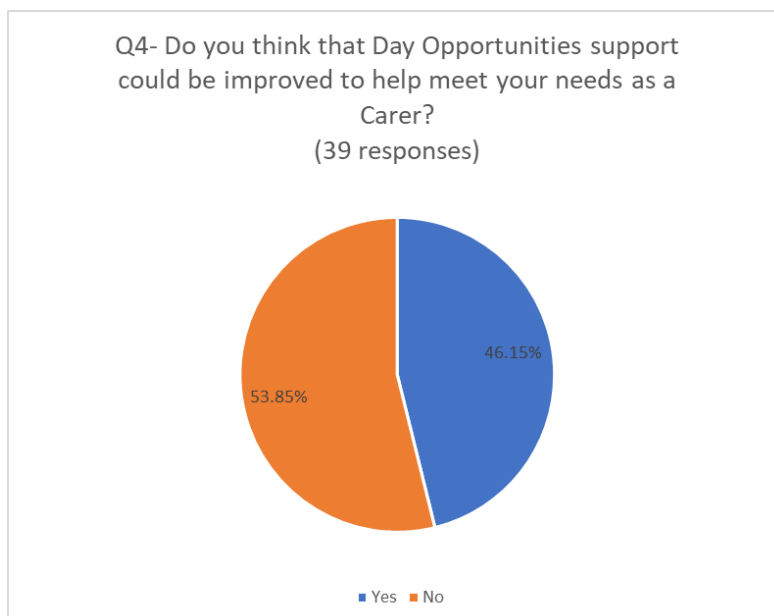
Unpaid Carers Survey

Anyone who accessed this survey was asked to identify whether they were: a paid carer, an unpaid carer, or performing both roles. Anyone who selected that they were a paid carer, was automatically transferred to complete the questions on the staff survey. 74 people responded to this question; this is shown in Graph Q2 (below). 78% (58 people) indicated

that they're an unpaid carer. To note, some of these respondents did not continue the rest of the survey; therefore, the number of responses for some later questions is lower.

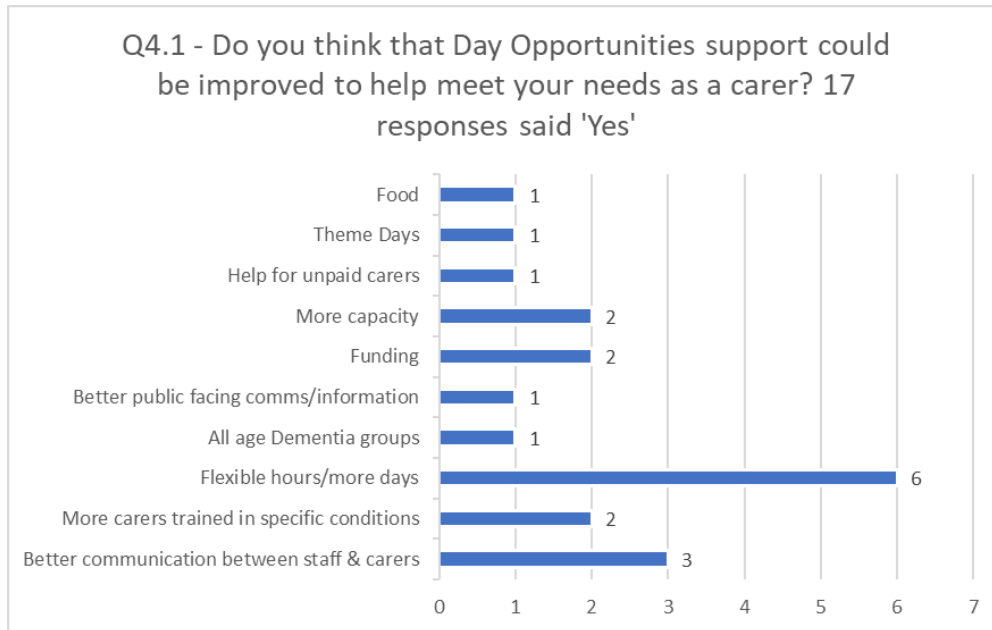


As well as providing activities and enrichment to service users who attend Day centres, the Service also provides Carers with some respite from their caring responsibilities, and an opportunity to go shopping or to appointments, in the knowledge that the person they care for is being supported. In Question 4 (Graph Q4 below) carers were asked if they felt that the current service could be improved to help meet their needs. Just over half (53%) of those who responded said that they did not feel the service could be improved; in short, the current service meets their needs as a carer. However, 46% said that they felt that it could be improved. In both cases, people were given the opportunity to expand on their answers, which have been summarised below.



Respondents were asked whether they think Day Opportunities support could be improved to meet their needs as a carer and the answers are depicted in Graph Q4.1 (below). The

main theme identified in the responses of those carers who feel that the service is not meeting their needs currently is regarding the operating hours, the flexibility of those hours, and the need/want for additional time at the Centre. Carers also identified a need for better communication between themselves and staff. A very small number of respondents felt that food, themed days and all age dementia groups could be improved.



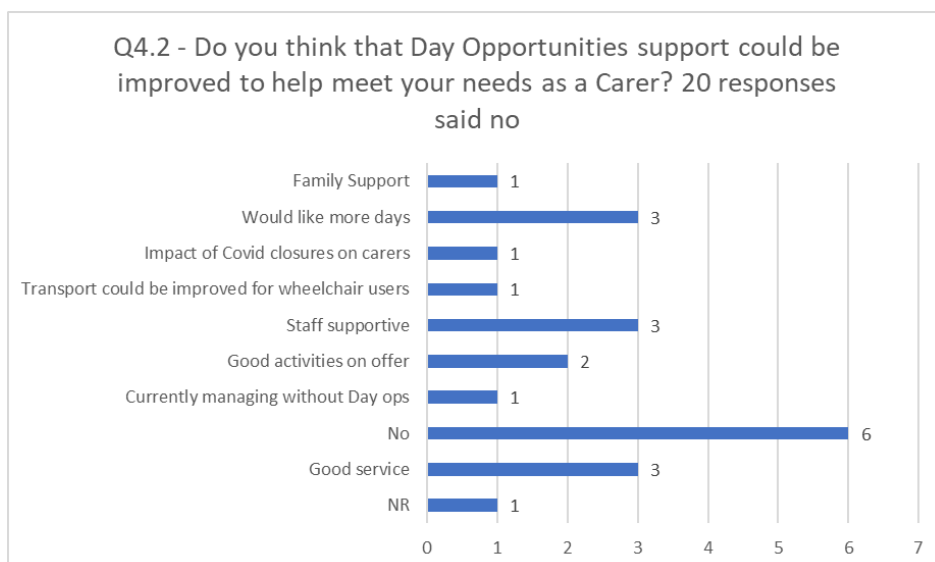
The comments relating to Day Opportunities improvements were:

“More days and longer hours would be fantastic to fit in to my working hours.”

“More inclusion in professional meetings, recognition as a carer, more information about what I can do to support or what help a carer can receive.”

“Variable times, something for all age groups with some form of Dementia as things are aimed at older people 65+, yet there are a growing number of much younger people with dementia.”

Key themes to the responses from the people who were happy with current Day Opportunities and the support for carers can be found below (Graph 4.2). 6 people responded to say no the services did not need to improve, 3 people responded to say the service was good, good activities are offered, the staff are supportive, and they would like more days. Other comments related to covid closures, better transport for wheelchair users and family support which are featured in the comments below.



Most of the Carers who said that the current service meets their needs, identified positive points of the current provision, such as the supportive staff, the range of activities on offer, and the good service that they receive.

“The staff are very helpful and listen to me when I need advice or support. At day services they go above and beyond.”

“The day centre has been an essential need for me and my family member. The staff are always helpful, friendly and informative.”

Some carers who felt that the service was meeting their needs, did identify some areas for improvement or issues which have had a negative impact on them, including transport for wheelchair users, and wanting the person they care for to be able to attend a Centre more often.

“Transport by the dedicated bus is OK, but isn't enough room for wheelchairs.”

“More days and longer hours would be fantastic to fit in to my working hours.”

What do Carers' say is good about the current service?

When asked to comment on the good aspects of the current Day Service provision, Carers were able to identify a wide range of areas. 30% of comments referenced the positive experience for service users, opportunities to socialise and take part in activities to promote independence, with one comment specifically referencing the mental health benefits of taking part in these activities.

“It provides activities and social opportunities for service users and also gives carers a respite for work or leisure.”

“This gives my son a degree of independence and a chance to mingle with people who understand him.”

“At the centre he gets to meet his friend, with and without special needs. Without this, most of his time is spent with family, especially Mum and everyone needs some variation.”

Nearly a quarter of responses (23%) related to the staff who are working within the Day settings, with some referencing the steps staff went to during the pandemic to keep in touch with service users and their carers – despite not being able to open the Day Centres.

“There always there when you need them, and they keep in contact with you.”

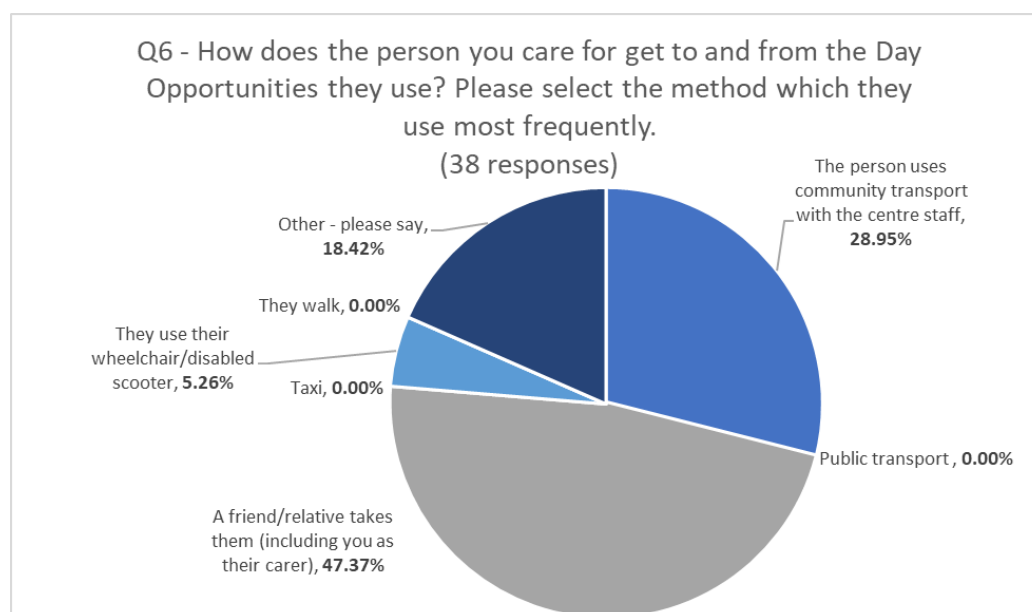
“Staff are supportive and they will advise and go above and beyond at times to support myself and my son.”

20% of responses identified a key benefit of Day Services being the opportunity for carers to have some respite from their caring responsibilities and providing them with the time to attend appointments, leisure activities, or go to work; whilst the person they care for is looked after by trained staff.

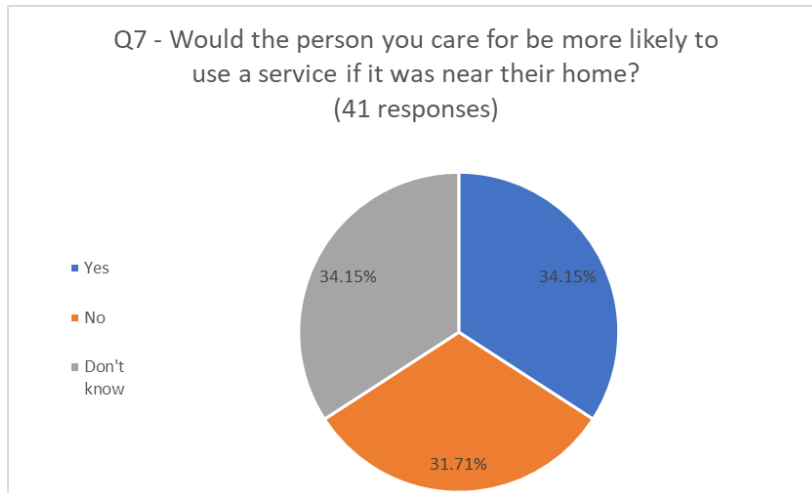
“I get a break from my caring role & my son goes to the centre where he is well cared for and is happy.”

“Gives me a chance to have a few hours respite from caring, knowing my daughter is safe. I am able to book appointments around her day centre.”

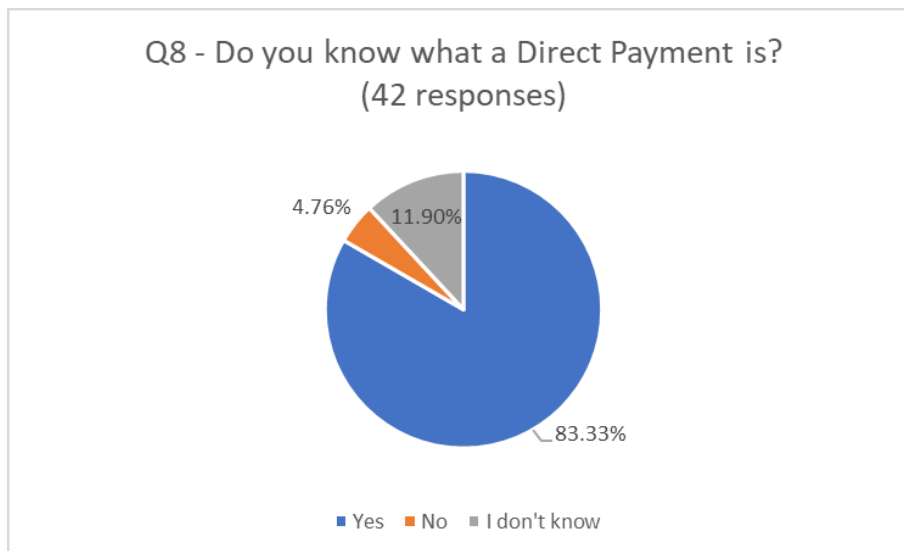
Carers were asked to identify how the person they care for gets to and from the Day services which they use (Graph Q6 below). Over 47% of carers identified that a friend or relative takes the service user (this included the carer taking them themselves) and 28% said that community transport was used. Only 5% said they use their wheelchair/ disabled scooter. This contrasts with the findings of the Service User survey, where 71% (Curzon Centre) and 54% (Cromwell Road Resource Centre) said that they accessed the settings using community transport with the support of staff and only 9.5% and 7%, respectively, said that they were taken by friends or family. 18% of carers stated that the person they care for uses ‘other’ methods of transport to access Day provision and were asked to expand on this answer. Most of these answers came from carers who have said that the person they care for doesn’t currently access the service.



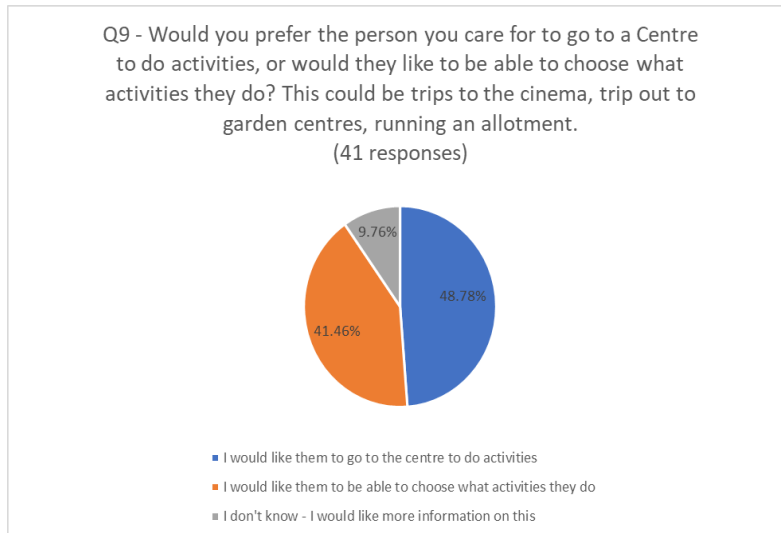
When asked whether the person they care for would be more likely to use a service if it was near to their home, there was an equal split across all three answers (Yes 34%, No 34% and Don't know 31%). This is shown below (Graph Q7). When service users were asked this same question, nearly 50% said that they wouldn't be more likely to use Day services if they were closer to their home.



Graph Q8 (below) shows that there appears to be a great awareness amongst local carers of what a Direct Payment is. 83% of the carers who responded to our survey, said that they knew about Direct Payments, with less than 5% not being aware. This level of awareness appears to be much greater than amongst the Service Users and members of the public who completed our surveys.



Graph Q9 (below) highlights that nearly half (48%) of carers want the person they care for to continue to attend a Day Centre for activities, support, and for their care needs to be met. 41% said that they would like there to be more opportunities for the person they care for to choose what activities they take part in and almost 10% of people felt they would like more information.



Carers were given the opportunity to provide any additional comments, which they hadn't been able to provide in earlier questions. Responses to this question were wide-ranging. 42% of those who responded stated that they felt the current service met their needs and/or the needs of the person they care for and 21% were positive comments regarding the staff working within the Day Centres.

"It works well and is essential for myself and my family. We would be lost without the support and help we receive from the staff and management."

"Fantastic service at the Curzon centre. Enables my mother who lives with us to stay in our family home and gives me a much-needed break."

"We are very happy with the current day provision."

"The staff are really helpful & friendly & efficient."

Contrastingly, there were some comments which identified areas where the current service could improve. 8% said that the service was not suitable and 17% of responses specified a need for additional investment in either existing or additional provision.

"Needs a major overhaul."

"The current Day Service will need some new furniture and decoration, just some more money spent on the building. The garden would benefit with a playground for adults with learning difficulties and disabilities to feel more inclusive."

21% of comments expressed a wish for the current service to widen its current offer and be more flexible allowing service users to attend Centres for more days each week (13%) and for more flexible opening hours and weekend access (8%.)

“Before COVID he attended three days a week but now it's only two with no explanation.”

“I am struggling with less days but do understand the number of people attending is less at this time due to covid. I would like them to set up respite as the area has no current respite that I am happy to leave my daughter with or would meet her needs. Occasional weekend opening would be great too or later days.”

Conclusions

- **Views on community-based provision are extremely varied across cohorts, and therefore a ‘one size’ approach would not meet everyone needs.** Current users of the Day Service would prefer to continue to attend a Centre (86%), such as the Curzon Centre or Cromwell Road Resource Centre to receive their support; only a small percentage expressed a desire to attend community-based provision (9%). Unpaid Carers, as well as the public (potential future service users), are more receptive to the idea of Day Services being based in the community, with 41% and 48% respectively, saying that they would prefer to have more choice over the activities they (or the person they care for) take part in.
- **Service users value the enrichment activities which are available at Day Centres.** The opportunity Day Centres offer for social interaction, skills development, and improvements in physical and mental health are just some of the benefits highlighted. It is clear that people want to take part in more activities at the Centres, in particular, day trips and holidays with their fellow service users and the staff they’re familiar with.
- **There is a clear desire amongst the people who currently access the Centres and their carers, for the service to be more flexible and responsive to their needs.** Carers highlighted the benefits of more flexible operating times and potential weekend provision to allow them to attend appointments and go to work. Some respondents identified that their access to the service had been reduced because of Covid restrictions and were keen to see their attendance return to pre-pandemic levels.
- **The experience of attending a Day Centre is not always as positive as it could be.** Some users identified cold buildings in the winter and outdated equipment as negatively impacting their experience.
- **The closure of Day Centres during the Covid Pandemic has had an obvious impact on service users and their carers.** The survey findings highlight how the closures have impacted service users’ mental health and physical health, because of loneliness and missing their friends and staff and ability to access regular physiotherapy or specialist mobility equipment. Some respondents reported a decline in their physical abilities. Carers have also been impacted because of the additional caring responsibilities they assumed whilst the Centres were closed.
- **The current service is not meeting the needs of all unpaid carers.** When asked if the service could be improved to meet carer’s needs, 46% of carers who responded, said that it could be. Carers would like to see a service which is more flexible and adapts to their needs, and in some cases, communication from

services could be improved to keep carers up to date on their loved one. Despite this, Carers clearly value the service which they're receiving.

➤ **Awareness of Direct Payments is good amongst the public and unpaid carers but could be improved amongst users of Day Services.**

Only 27% of service user respondents said that they know about Direct Payments.

➤ **Current service users and their carers, strongly value the onsite enrichment activities and staff at both the Curzon Centre and Cromwell Road Resource Centre.**

When asked to identify some of the good points of attending, 53% of comments from Cromwell Road Resource Centre service users referenced the enrichment activities provided onsite and 35% of comments related to the staff – including the care and support they provide to service users. Similarly, over 80% of the comments from users of the Curzon Centre identified the onsite services (such as care and meals) and enrichment activities as one of the good points, with 45% of comments praising the staff working within the Centre.

➤ **The location of services does not appear to be of great significance to current service users or their carers compared to public respondents.**

27% of service users said they would want to access services closer to home compared to 82% of public respondents. 34% of carers said that they would like the person they care for to be able to access services closer to home highlighting that the larger cohorts of service users and carers did not place greater significance upon the location of the service.

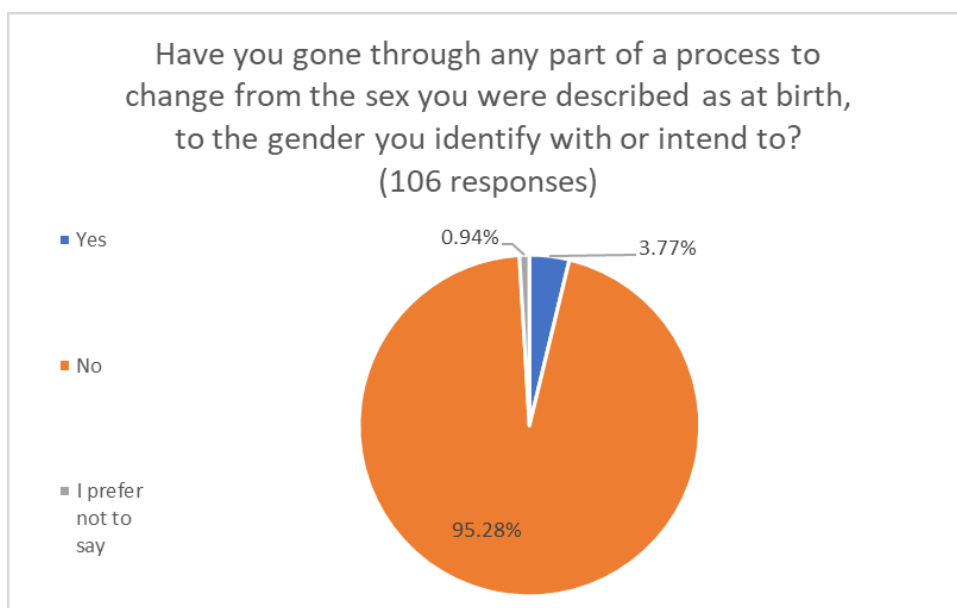
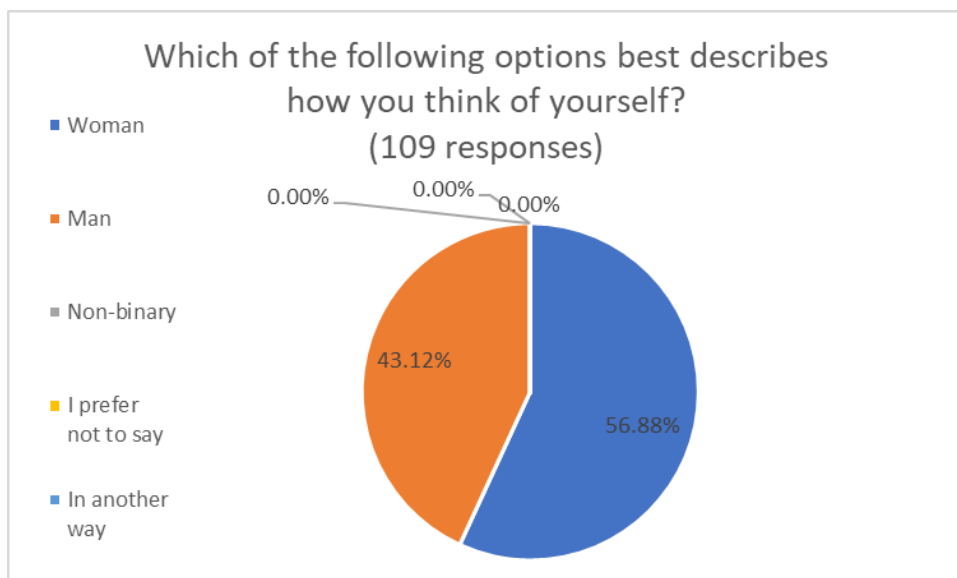
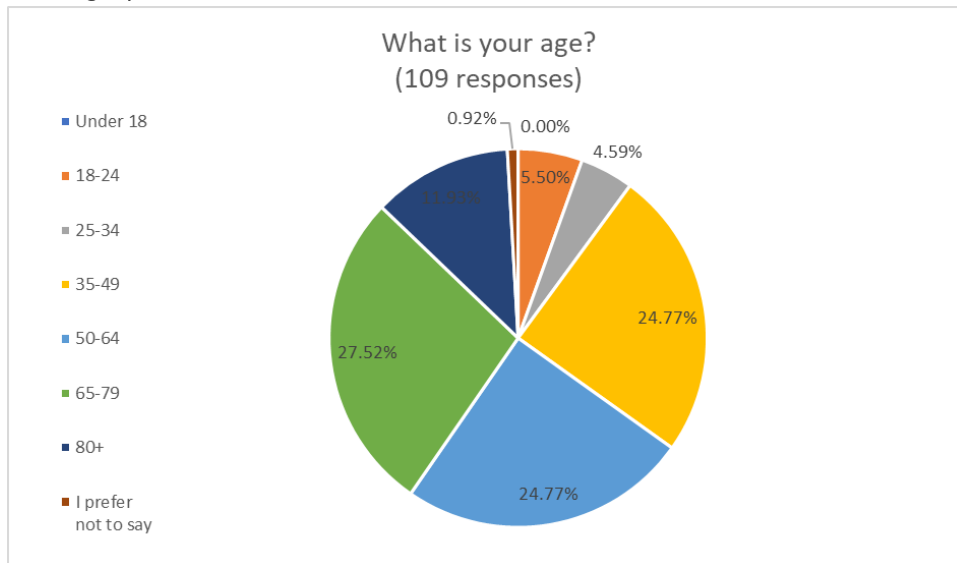
Recommendations

- Work with partners to develop and implement a communications and engagement plan to raise awareness and improve understanding of Direct Payments amongst Service Users, utilising the information which is already publicly available through the LiveWell website.
- Analyse the equality & diversity data to identify any differing views between older and younger members of the public on the location of services and the appetite for community and centre-based provision.
- Work with Care Plus Group staff, employed within Day Centres, to gain a more in-depth understanding of how they feel the service could be improved.
- Taking account of the issues identified in relation to current capacity of Day Centres to provide occasional day trips out for service users – to explore solutions with the VCSE to enable this.
- Work with Sector Support North East Lincolnshire to engage with the local voluntary sector, to map the activities they currently offer for adults, and how they could work with the local NHS to offer these to Service Users who wish to attend activities in the community. These conversations will also need to explore any potential barriers regarding organisations being able to accept Direct Payments, and uncertainty over demand for their services.
- Explore the potential options for offering a more flexible and responsive service for individuals and their carers – in particular, opening hours (earlier and later) on

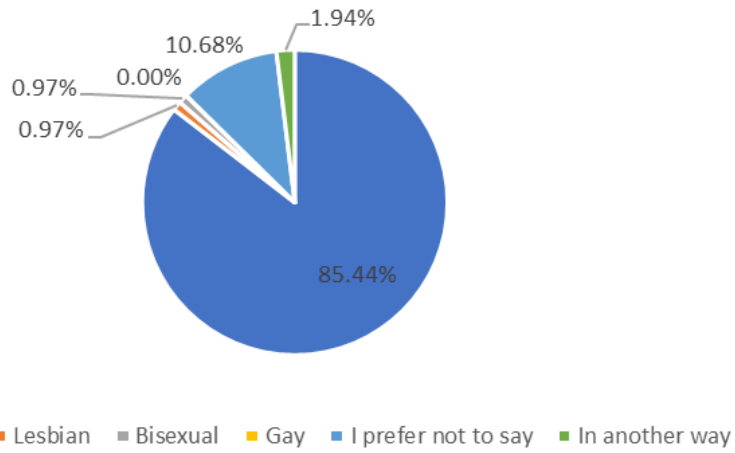
weekdays to accommodate the needs of carers who work, and weekend opening; including the potential for voluntary organisations to use space within centres, outside of normal working hours.

- Involve unpaid carers and their support agencies, such as the NEL Carers Support Centre, in discussions to develop a greater understanding of how the existing service can be improved to better meet the needs of unpaid carers in North East Lincolnshire.
- Hold a series of co-production workshops with service users and their families, to develop a vision for Day Services in NEL, to be shared with potential providers to shape their service offer.

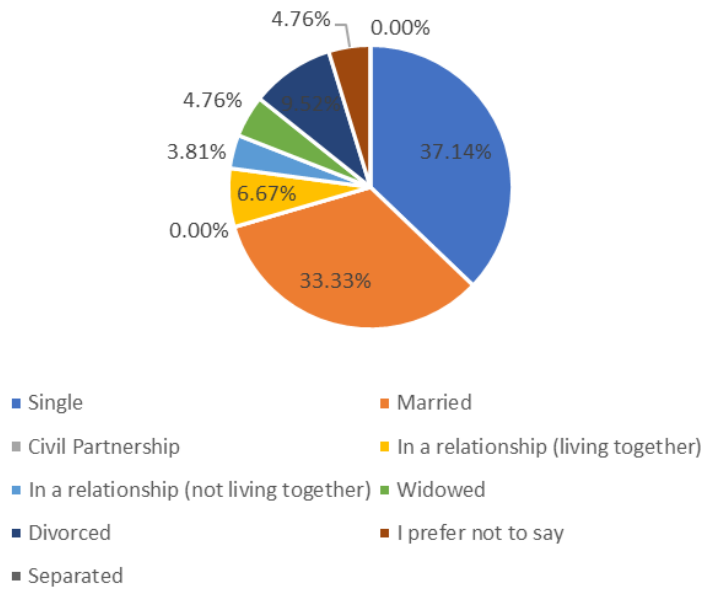
Demographics

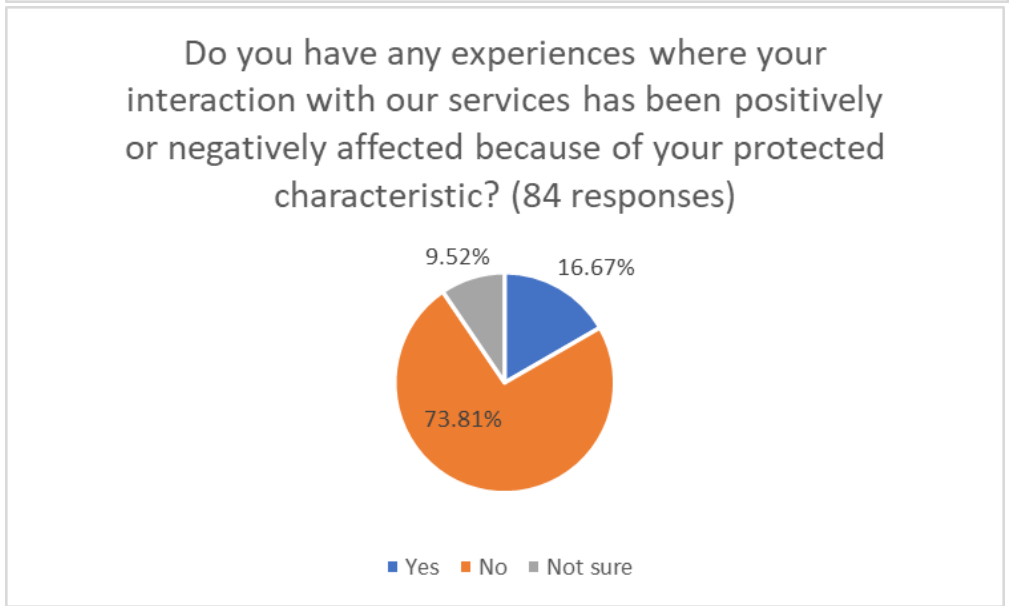
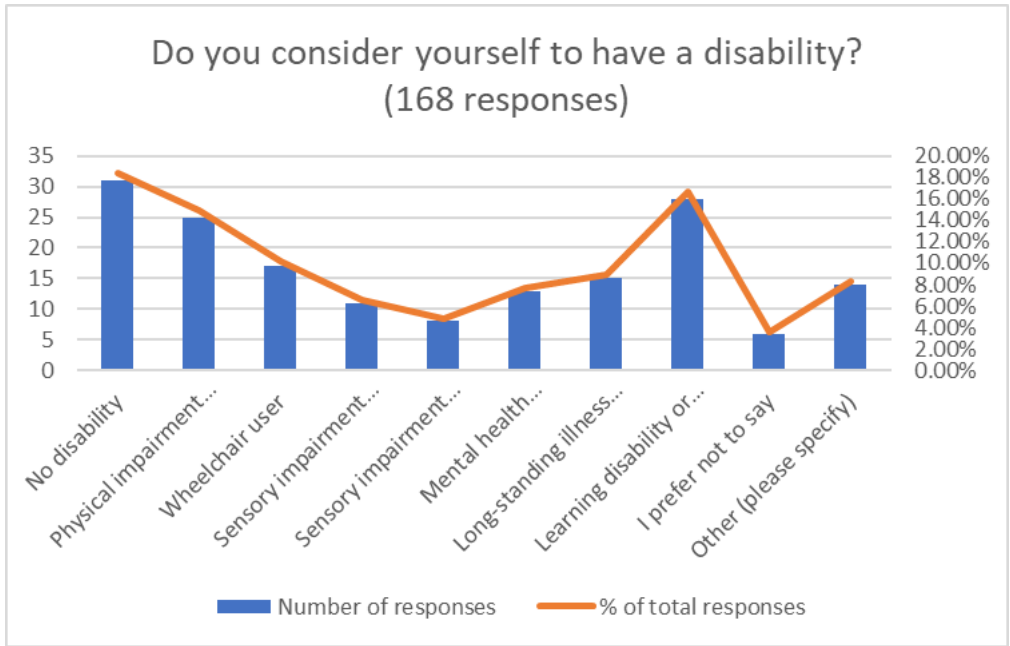


Which of the following best describes how you think of yourself? (103 responses)

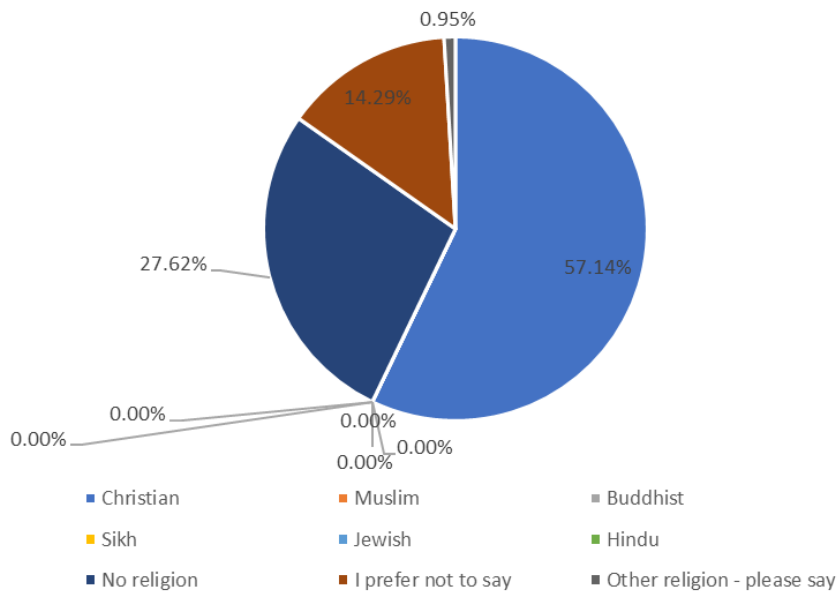


What is your relationship status? (105 responses)

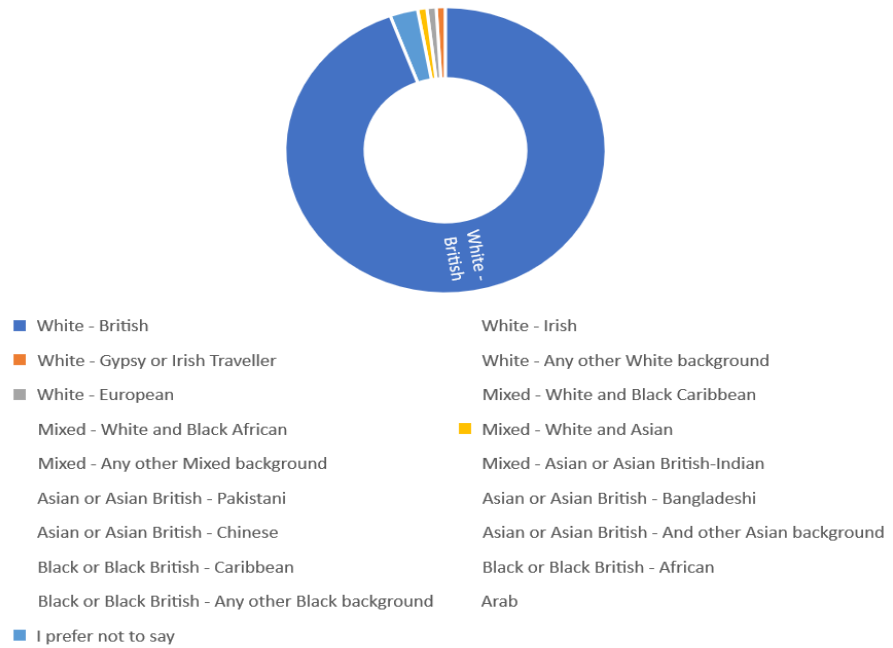




What is your religion or belief? (105 responses)



Which option best describes your ethnicity? (107 responses)



Next Steps

The findings from the surveys, and this report, have been shared with colleagues who work within North East Lincolnshire's Day Centres, as well as colleagues within the NEL Health & Care Partnership (HCP), who plan the delivery of these services.

Working with the VCSE Sector

It is clear from the conversations we have had with the local VCSE sector throughout this project, that there is a large pool of organisations in North East Lincolnshire who may be interested in offering activities for adults; potentially providing the opportunity for a more flexible service, and the opportunity for individuals who wish to attend more activities in the community, to do so.

In July 2022, Sector Support North East Lincolnshire (SSNEL), Healthwatch North East Lincolnshire, the Council, and North East Lincolnshire Health and Care (part of NHS Humber and North Yorkshire, which took on the responsibility of the CCG on July 1st), hosted a workshop at West Marsh Community Centre. The workshop was an opportunity for VCSE organisations in NEL to find out more about Day Services and Direct Payments.

This session was an opportunity for us to hear from those organisations about the type of activities they currently offer and discuss any potential barriers to them offering these activities to people in receipt of adult social care funding. One of the main barriers many organisations identified was not, currently, having access to the technology to allow them to take payment for their services and activities via a Direct Payment card. A Direct Payment card allows an individual to use their Social Care funding to pay for activities in the community which are suited to their likes and needs.

Conversations with Centre staff

At the start of the Day Services Review, commissioners from the Council and CCG visited the Curzon Centre, Cleethorpes, to speak to staff and service users to find out more about the activities and facilities at the Centre, and the experience for both users and staff. The findings from these visits are included in Appendix 1 and helped to shape the engagement goals for the later surveys.

To ensure that we continue to involve staff in the development of Day Services, visits were conducted in July 2022 to both CPG Day Centres – Curzon Centre, and Cromwell Road Resource Centre, Grimsby. The purpose of the visits was to feedback to staff the findings of the surveys, share the engagement findings report, and importantly, to discuss with them their thoughts on how the service could operate in the future – including, how the estate could be better utilised to offer services outside of the traditional operating hours, and therefore providing a more flexible service for individuals and their carers.

Over the coming months, we intend to have more conversations with individuals and their carers, and their support agencies, and will be looking to host workshops to hear more about how they would like to see Day Services develop in NEL, which will help to influence any future plans for the service.

As part of this piece of work, we will be looking to continue working closely with our partners in the HCP, VCSE Sector, and Healthwatch North East Lincolnshire.

We will continue to regularly update service users, their carers, staff, and the public on the progress of the Review. You can keep up to date by visiting <https://livewell.nelincs.gov.uk/day-opportunities-survey/>

Appendix 1 – visits to the Curzon Centre, Cleethorpes

[The Curzon Centre](#) is based on Coulbeck Drive in Cleethorpes which is one level and has disabled access and facilities including support for personal care for individuals who attend.

The main aim of the Centre is to provide day support for Older People living in their own homes and respite for Carers.

The current users of the day care provision are Older People (65 years and older) including those who are frail and sometimes socially isolated. The Centre and the staff can also accommodate younger people who are experiencing early onset of Dementia.

Care Plus Group are responsible for the staff, [buses](#) inc transport staff and escorts.

Pre-COVID

- The Centre could accommodate up to 30 individuals a day, operating Mondays to Fridays
- Volunteers also worked from the Centre
- Private hairdresser visited the Centre (additional cost to individuals)

Transport

- Transport is available on four buses which are owned and operated by the Care Plus Group
- The bus service covers Grimsby, Cleethorpes and surrounding areas. People can also use their own transport to and from the Centre
- The buses are equipped to cater for disabilities and wheelchair users
- Staff escort users to and from the buses

New users of the service

- Designated, trained staff attend home visits to establish if the Centre can meet the needs of individuals for the day care provision provided by Care Plus Group

There is currently a waiting list for the Centre but staff have assured these needs will be met once they can fully open again which is hopefully during September 2021.

Group and social activities (are available by choice; individuals are also encouraged to just socialise, enjoy each others company/watch if that is their preference)

- Animal therapy
- Arts and crafts
- Baking - introduce baking skills and maintaining skills
- Bingo - hidden number recognition (for individuals with Dementia helps to improve cognition and can stimulate memory and thought processes in varying stages of memory loss)
- Board games
- Card games

- Chess
- Dominoes & Trio Dominoes - therapy for Dementia
- (gentle) Exercise groups - chair based exercises
- Games
- Gardening
 - The staff encourage the individuals to 'own' and design the garden space
 - They have recently been successful in some funding to improve the outdoor space/area
- Library
- New Age curling
- Jigsaw puzzles
- Music therapy
 - Individuals are encouraged to play musical instruments
 - There is music playing in the background and staff ensure it is for the era relevant to those attending the Centre. Staff also have a CD they can play for 60s, 70s, 80s and 90s music
- Quizzes
- Reminiscence work (including a room and there is an aim to add another room to their portfolio/social group to remember past times)
- Skittles
- Singing (familiarity and continuity)
- Socialising
- TV and video
 - *"We think about activities that get people joining in"*
 - [positive feedback from families - seen a change in the person/go home animated] *"feel like got their Mum back" "sleep better due to attending day Centre"*

The staff regularly review the activities with each other and the users of the service and introduce themed activities/events eg; celebrate the Queen's Birthday, Christmas, fish and chip lunches, ice cream afternoon etc.

- Whilst our user researchers were at the Centre it was holiday theme week
- The staff tailor themes to people's needs and are conscious that the generation they support are born and bred in Grimsby (x-fishermen)
- The staff try to bring the outside world in - some of the users who attend can't get out and about
 - *"We bring the outside world into them"*

Dementia

- Staff are trained to deal with Dementia (including advanced stages)
- During COVID the staff used the time to do online Dementia training to improve their knowledge and understanding
- Staff feel they provide a prevention service, they look for deterioration in individuals

- Staff shared good examples of going the extra mile to support the individuals who attend
 - A lady was very distressed whilst attending the Centre so a staff member wrote a note to the Carer to ask what the names are of the ladies cats at home. Once the staff member knew the cat's names she would speak to the lady about the cats and that helped with the lady's distress
 - For individuals who attend the Centre that enjoy football/support Grimsby Town Football Club (GTFC) the staff hold a memory club/conversations and download football tables
 - Some GTFC x-players attend the Centre so as part of the person centred care that staff like to deliver they have on occasions invited GTFC current members to attend the Centre
 - One lady was wearing the same dirty clothes each day so a member of staff contacted the Domiciliary care/support at home agency and family members to let them know
 - (gentle) Exercise groups are held and everyone is encouraged to take part
 - *"We look at their interests, not ours"*
 - *"Staff are encouraged to lead/take part in activities that compliment their strengths"*
 - *"Personal care is a big thing here" "we treat people with dignity and use distraction techniques" (eg; use brothers and sisters names)*
 - *"We are constantly looking for changes with individuals"*
 - *"Someone with Dementia needs activities and stimulation" "they love their Bingo, it's so quiet in the Centre whilst Bingo is being played"*
 - *"We plan and think about activities that get people joining in"*
 - *"We are very connected with the families too"*

Meeting individual's outcomes/needs [staff responses]

From the user research sessions with staff it was clear that staff are person centred, review the needs of the individuals and their families and they help reduce social isolation.

- Respite for Carers
- Promote independence
 - We saw one of the service users eating an ice cream - none of the staff rushed the individual, it took him a long time to eat it. Was great to see that he was given the time to enjoy and no-one tried to intervene
- Monitor people's health and wellbeing
- Raise any safeguarding issues
- Keep people focused - real for people
- Provide fun
- Reminiscence work
- Baking (ensure people feel involved even if they can only put the cherry on the top of the cake)
- Encourage individuals to share their life experiences

- War life
- Generation
- Staff recognise age bracket 40s/50s/60s for current cohort
- A4 profiles (person centred planning; individual's likes, what they want out of attending and any help they require)
 - Eg; Individual had a stroke so staff explored new technology to help with the ability to communicate
- Support for personal care needs
 - Notice pressure sores - report back to family/care agency
- Garden and grounds (ownership for individuals)
- Treat with dignity and respect (individuals are more mature/older than staff)
- Reduce social isolation and loneliness

Staff shared good examples

- If they know a service users family Birthday is approaching they find them a card that they can sign and give
- When service users are taking part in the baking activities they will send a biscuit home for their loved ones Birthday
- Contact speech and language department to get advice for the users that attend the Centre if they spot they are struggling to eat (eg; no teeth and choking/plate advice/eating and drinking plan)
- If they feel a service user has started to deteriorate they record in the diary sheets so colleagues aware
 - *"We know our people, we spot change"*
 - *"We are helping them to live healthier, longer lives"*
 - *"Very well trained here and lots of expertise here"*
 - *"Families feel safe when leave their loved ones here"*
 - *"I come here because I enjoy it"* [staff member] *"It's a passion"*
- Staff advised on many occasions people comment that they wish they had known sooner for their loved ones that the Centre exists (the service is promoted)
- There is a nominated member of staff whose role is a 'facilitator', they research activities for individuals with Dementia
 - Look at suitability
 - Explore equipment options
 - Then put activities together to meet individual's needs
 - If users can't access the kitchen they bring the kitchen out to them (training kitchen)
 - Staff advised they currently risk assess everything to ensure COVID secure
 - *"So they don't miss out"* [users of the service]
 - Staff are also keeping in touch with users who can't currently access the Service due to the COVID restrictions
 - *"People are desperate to come back"* [they have a waiting list]

- It's harder now for staff, less people they are helping but they ensure the individuals aren't aware - trying to keep it normal for them
 - Some individuals have been attending the Centre for 14 years
 - *"It's a privilege to have a job like this"* [great feeling going home knowing they've made someone laugh and enjoyed themselves]
- 'Advice to my older self' individuals took part in an activity
- Staff shared that sometimes they have some difficult characters who try to escape. Staff go out for walks with individuals if they really want to get outside
 - *"We support people that enables them to live in the family home ... keep family life afloat"*
- The Centre have information racks and activity information which is wider than what the Centre provides
 - Posters up for coffee afternoons
 - They signpost individuals/family members to respite care (don't recommend advise to look on CQC's website)

Meeting individual's outcomes/needs [user's responses]

From a telephone interview with a Carer it was clear that staff and the Centre meet the needs of the individual and also much needed respite for the Carer

- "We can't fault the staff, they are all amazing. From the office staff to everyone"
 - *"Kevin is absolutely lovely, he is so nice with my Husband"* "Super"
 - *"An absolute lifeline"*
- During our second visit to the Centre we sat with the individuals and chatted to 5 users of the service. They shared how long they had been coming to the Centre; there was a mix of attending since 2003 x2, 2015, 2019 and 2020
- A user needed to have a rest whilst he was there so staff encouraged this
 - The individual shared that it's nice he is *"able to rest when he can"*
- One user shared how excited she was to be able to cook with help, she cooked two dinners, a pudding and baked 6 cupcakes and was able to take a meal home. She explained its not safe for her to cook at home when she's on her own
- Users shared that they enjoy the garden area that is for them
 - *"All the staff are fantastic"*
 - *"I like coming here"*
 - *"Tremendous"*
 - *"I can't come here often enough"*
 - *"It's best when were all in"* [user referring to pre-Covid]
 - "xxxx always meet me downstairs he's very good" [bus escort]
 - "I like when at Christmas a choir boy from St James comes and sings to us"

What my Centre means to me

- Anonymised information from current users of the Centre is attached as Appendix 1

Staff training

- Staff demonstrated they are well trained and up to date with training (mandatory inc Safeguarding and wider Dementia training)
 - Eg; eating and drinking training was originally for Learning Disability service users but staff recognised beneficial for Dementia individuals too
 - Chest infections; airway management training, staff are trained to use suction machines
- Staff are also well trained in standing aids, moving and handling belts, disabled bars at the toilets (as long as individuals can stand long enough)
- Designated staff are trained to administer medication

Misc info [staff]

- Staff were keen to find out more about the review/see the end result
 - Staff did comment to the Service Manager “what about our service users” - they thought this review could be about us closing the service [response wasn't what about us/our jobs]
- Staff understood the review and they were keen to hear/learn from us as their Commissioner of the service
 - They are always open to opportunities/happy to change - based on service users needs
- Lead user researcher checked with CCG's Quality and Experience Team in advance of the session if there was any intelligence/key themes on Curzon Centre and this returned a nil result
 - No complaints/feedback etc for service or transport element
- Staff help to raise funds for the Centre by doing name cards and a 50p trolley with items to sell sweets etc
- Day Services work in partnership with: [partners involved]
 - Speech and Language Therapist
 - Physiotherapist
 - Health & Wellbeing
 - CPG Transport Service
 - Intensive Support Team
 - Lincs Inspire
 - Focus Adult Social Work
 - Humberston Park School
 - Cambridge Park School
 - Falls Clinic
 - Meakin Court Support Housing
 - NELC (room hire)
 - Macaulay Area Action Group
 - Arts & Regeneration Community Heritage LTD (room hire)
 - Wheelchair Services

User research outcome

From looking at the service from a user's perspective lens the researchers feel and recommend the service is currently fit for purpose.

The visits clearly displayed individuals' needs are being met, the staff are person centred and they encourage individuals to develop and maintain their independence. The service meets the commissioned requirements of providing day support for Older People living in their own homes, respite for Carers and supports our social isolation and loneliness agenda.

Recommendations

Assurance from CPG/the service that they will continue to provide meaningful activities and explore any technology options available to support individuals.

- The current cohort of individuals coming through the service may be more used to technology (Alexa devices at home, wearables/smartwatches)

It would be good to explore if there are any opportunities to make more use of the Centre and/or the transport service

- Can the building be used in the evenings and weekends to meet adult social needs of individuals? (potentially an additional community resource)
 - If this proves it is an option then the user researchers recommend a modification to the current contract/spec
- Can the transport service expand to support the community and the individuals who attend the Centre?
 - From the telephone reviews by Focus as part of this programme of user research, we discovered that Older People would like a building base but also something different eg; bus trips; Hubbard Hills, garden centres, etc.

As part of the Talking, Listening and Working Together work for the social isolation and loneliness group to consider a new portal being added to [LiveWell's](#) portfolio so information, advice and guidance (IAG) is in one place to support social isolation.

- The Curzon Centre can then be featured on there as staff reported, although they promote their service not everyone feels they hear about them in enough time for their loved ones to attend the Centre
- Our lead user researcher to introduce the Team Leader to our Project Administrator for Online Services to explore options of the Curzon Centre being added to the [Simply Connect platform](#) and how the Alliance can support the IAG offer

Any results from the engagement survey to be considered. This report is prepared during August, the survey will be live in October.

- We want to make it easy for vulnerable people to take part in more varied activities so that they can have more of a say in how they work, learn and enjoy leisure and social activities

A financial profile to be undertaken.

Appendix 2 – social media data

Twitter			Facebook	
Tweets	13*		Posts	14*
Impressions	1335 (average 103) **		Impressions	5623 (average 432)
Engagements	18 (average 1)		Engagement	46 (average 4)

*** The total number of tweets/posts posted on the North East Lincolnshire CCG Twitter and Facebook account (not including tweets/retweets posted by partner organisations)**