**Day services for older people: Frequently asked questions**

Swansea Council is proposing changes to its day services for older people to secure them for the long-term.

It will also move to strengthen the services it provides to the most vulnerable older people to meet the need for more complex care.

There are also proposals to change the way day services are provided to focus resources on those most in need and to provide a service that others can't.

The council has agreed to start a consultation seeking the views of service users, staff and the public.

**Why are we proposing these changes?**

We want to continue supporting everyone as well as we possibly can, while dealing with some challenges that have become difficult to manage in recent years.

As people are living longer there are a lot more people needing support than there used to be. Also, there are more people with dementia and other difficulties that we call “complex needs” that need specialist support.

At the same time, people are asking for support to remain in their own homes for longer, and to live active lives. Day services may not be the best way to help that happen for everyone and we have developed other projects that are working really well. For example, Local Area Coordinators support people to find activities in their community that they enjoy.

We are continuing to invest in adult social care, but we must make sure we are not spending money on things that aren't being used or aren't effective.

**What is complex care?**

In relation to day services, people are assessed as having complex needs if:

- They require a high level of day to day support to remain at home,
- They have the potential to regain skills to help them stay at home for longer,
- There is a significant risk to their mental health of being isolated at home,
- Respite is required to stop the breakdown of family support at home.

Day services will be provided if it is the only way that those needs can be met. There’s a more extensive list on page eight of the report to Cabinet which can be found here: [https://democracy.swansea.gov.uk/documents/s43888/08%20of%209%20Adult%20Services%20Commissioning%20Reviews%20Residential%20Care%20and%20Day%20Services%20Corporate%20Brie.pdf?LLL=0](https://democracy.swansea.gov.uk/documents/s43888/08%20of%209%20Adult%20Services%20Commissioning%20Reviews%20Residential%20Care%20and%20Day%20Services%20Corporate%20Brie.pdf?LLL=0)

People who need complex care don’t always need long-term residential care as some can be helped to live in their own homes with appropriate support that respects their wishes and aspirations. The council provides this complex care, sometimes alongside the health service, to people in their own homes. The council also provides long-term residential complex care and respite support to give family members a well-earned
The proposal is to focus council resources on this kind of care in the future because the council is very good at providing such services.

**How might day centre services for older people change?**

No decisions have been made and none will be until we have assessed the feedback from the consultation process. One thing that won’t change is our commitment to service users and their families who will receive the best-possible support delivered by people who treat them with care, dignity and respect.

A lot of preparatory work has been done over the last two and a half years to look at different ways of delivering social care. We’ve involved a range of organisations, including voluntary and carers’ groups, as well as trade unions and our staff.

This work has led us to conclude that the most effective way we can provide the best day care in the future is by focusing our staff and resources on providing care for those with the most complex need.

Overall, our aim is to improve our services and to support people in different ways.

Currently, we provide day services across a number of locations in Swansea. If we go ahead with our proposals, we estimate that we will have 125 spare places in our day services. It doesn’t make any sense to keep running services that have so many empty places when the money could be used to improve our other services and to support more people in different ways.

The proposals being consulted on would see the council focus its resources on the three locations best-suited to deliver future day care needs. It would mean day services for older people at The Hollies and Rose Cross would close. Residential care will continue unaffected at both The Hollies and Rose Cross.

**Why have the Hollies and Rose Cross been identified for closure?**

The council looked at all of its day centres ahead of the consultation to identify which offer the best fit, assessing the condition of the building; usage; nearby alternatives; investment needed and long-term viability.

Both have a large number of spare places and are not well used. There are two sessions each week at the Hollies and this year an average of five people have attended on a Monday and eight on a Thursday. Some of these people travel from outside the area and pass other day services on their way. There has been no change to the catchment area for The Hollies – simply a drop in referrals.

It’s a similar situation at Rose Cross where 42% of places are empty and there is an attendance rate of just 38%.

This proposal would not affect service users in any of our other day centres.
What happens next?

It must be stressed that no decisions have been taken other than to begin a consultation. The consultation starts on April 30 and ends on July 23 so there’s plenty of time for people to have their say.

Those directly affected and their carers will be offered support to make sure they have the opportunity to know what the proposals are about and have the chance to comment on them.

All views will be taken into account before a report goes to the Council’s Cabinet for a final decision, which is likely to be later this summer.

Would these proposals put the future of residential care at The Hollies and Rose Cross in jeopardy?

Absolutely not. As part of our review of adult social services we are looking at providing more residential care for older people with complex needs. Both residential homes are central to our plans as they provide a safe and secure environment for residents with more complex needs such as dementia.

We would look to see how we can use the building where the day service operates out of at The Hollies. The day service at Rose Cross is run out of a lounge of the residential home and this useful facility could be used by residents if the proposals are agreed.

During the coming years we have plans to invest in the fabric of our residential homes for older people and both The Hollies and Rose Cross would benefit from some of this money.

What if I use the day services at The Hollies or at Rose Cross?

It is natural that you will feel concerned about this proposal and how it might affect you.

However, please be assured that we remain committed to making sure that all residents and their families will still receive the support they need, and we would work with them to determine the best possible outcomes for them.

If we did decide to end the service at The Hollies or at Rose Cross, we would meet with every service user to plan and support them to access the best type of service for their needs. Those with complex needs would be supported to move to another day centre. This would most likely be Llys Y Werin for those who attend The Hollies and St John’s for those who attend Rose Cross. In some cases these venues will actually be closer to where the service user lives.

For those older people without complex needs the council will have a discussion with them about other ways it can support them to remain active in the community, to try new activities and to socialise with others. The council is working very
successfully in many areas of Swansea to help older people make the most of the many opportunities that exist through support from its Local Area Coordinators (LACs).

There would be a phased approach to any moves to suit the needs of all service users.

**What about the other day centres for older people?**

Nothing will change at Norton Lodge, St John’s and Ty Waunarlwydd. Anyone attending these three day centres will be able to continue doing so, whether they have complex needs or not.

**The staff at The Hollies and Rose Cross are great**

Yes, they are. Our staff are committed, caring and supportive of the older people who attend the day services there. If the day services are closed we will do everything we can to ensure that they will not lose their jobs with the council. If possible, we want to use their expertise and experience in other social care settings.

**Has the council already decided to close day services at The Hollies and Rose Cross?**

No, we haven’t done that. What we have done is a review of the social care services we currently provide and looked at what is needed for the future. Our proposals are about what these services should look like in the future; rather than what the services are like now. Demand for social care is rising, so is demand for different kinds of social care which reflect people’s changing needs and expectations.

A decision about the future of social care services in Swansea – including these day services – will not be taken until we have feedback from those affected.

**What if I have further questions?**

If you have any questions at this stage, please contact us on 01792 636519.