

Report to: **Cabinet**
Date: **26 June 2018**
By: **Director of Adult Social Care and Health**
Title of Report: **Older People's Commissioned Day Services**
Purpose of Report: **To consider the proposals for commissioned older people's day services**

RECOMMENDATIONS

Cabinet is recommended to:

- 1. agree to continue the model of service at the Phoenix Centre and to re-tender;**
 - 2. agree to close the services delivered through the Charter Centre and Isabel Blackman Centre and re-commission this care in the Independent Sector; and**
 - 3. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
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1. Background

1.1 Adult Social Care currently funds older people's day care places for over 330 clients in over 30 different services across East Sussex. These places are primarily individually purchased at an agreed rate with no additional cost, other than transport.

1.2 The exceptions to this pattern of service are the services provided by Sussex Community Development Association (SCDA) who were awarded the tender to deliver older people's day services at the Charter Centre in Bexhill, Isabel Blackman Centre in Hastings and the Phoenix Centre in Lewes from July 2014. SCDA took over responsibility for delivering these services from Adult Social Care. The services provide support to older people with dementia and other long term conditions.

1.3 The Isabel Blackman Centre and Phoenix Centre are owned by the County Council and the Charter Centre which is part of a sheltered housing complex is leased from the landlord, Optivo.

2. Supporting Information

2.1 The financial information within this report relates to older people's day services which have been commissioned from Independent Sector providers over the last three years. The paper does not include older people's day services which are directly provided by Adult Social Care. The average unit cost of providing a day service place has remained constant for the last three years at approximately £53, across the Independent Sector.

2.2 Based on 2017-2018 attendance, the unit costs for the SCDA services are:

Unit costs per person per day	Charter	Phoenix	IBC
Total Unit cost (all costs including premises)	£211	£54	£75

2.3 Re-commissioning older people's day services from the Charter Centre and Isabel Blackman Centre within the Independent Sector will realise a full year saving of £188,438 due to the lower costs of this provision.

3. Consultation Summary

3.1 In the ten week consultation period from 19th April to 28th May 2018 a series of consultation meetings took place in each centre: Charter; Phoenix; Isobel Blackman. In addition, views were sought from a range of stakeholders by letter, telephone and email. Appendix 1 outlines the consultation process and responses. All responses to the consultation have been placed in the Members Room and the Cabinet Room for Member's consideration.

3.2 Over 147 comments or queries were received from people about the older people's day services savings proposals, prior to and during the consultation period.

3.3 Overall themes from the consultation

- People disagreed with, or are unhappy about the proposal, to make savings in this area.
- They said it would be wrong to close them and a false economy in the long run. They are vital services and clients would be upset if they are cut
- The services are convenient and flexible, providing a routine and stimulation for the client. The staff are good and people value the social aspect and having access to personal care
- People talked about the benefit of the services to clients and the fact that cutting or closing them would increase the stress on carers
- It would leave people isolated if they couldn't use these services. It could push people into decline or crisis and lead to the use of more expensive services
- Reducing or cutting these services could worsen or cause mental health issues
- They suggested charging people more to use these services and publicising them better to increase usage and their income. People also said the space could be rented out to make some money
- People said they would still need to attend a day service if these closed and are concerned that there aren't any similar services available
- It's important that the Council is mindful of the impact the cuts would have when it is making decisions about savings areas

4. Proposed changes to service provision

4.1 There is a range of other older people's day service provision in the voluntary and independent sector across the county. The County Council already fund places for clients with other day services.

4.2 The higher unit costs of running the SCDA older people's day services at Isabel Blackman Centre and the Charter Centre relate in large part to lower levels of occupancy. This challenge has continued despite extensive efforts from SCDA to increase the numbers of clients attending. The savings proposal therefore is to terminate the contracts with SCDA for both centres and find alternative services for the clients from April 2019.

4.3 We will develop a framework approach to commission older people's day services in the independent sector that are not attached to particular buildings. The framework will be designed to ensure a good geographical spread of provision across the County and to ensure higher levels of need can be met. Two Extra Care Schemes already have day service providers based with them (Bentley Grange and Marlborough House). It is proposed to explore options for further developing the use of Extra Care Services as potential day service providers.

4.4 Currently there are no other local older people's day services providers in Lewes and surrounding area. It is therefore proposed to continue the current model of care at the Phoenix Centre. This will require a further procurement process during 2018/19 as the current contractual arrangements are drawing to a close.

4.5 All individuals receiving a service from the SCDA contracted day services, including people who fund their own day care, will have a review of their needs to inform any choice and decisions about alternative support options, where this would be required.

4.6 The table below sets out the financial rationale for the proposed level of savings that can be derived from the proposed framework commissioning approach.

Older Peoples Day Services	Days	Cost of service	
		£	£
Current Independent Sector Day Services model for Older People			
2017-18 Planned days service	15,314		
2018-19 cost of service using agreed rates including contribution towards voids*		1,030,727	
2018-19 Premises budget - ASC buildings		96,900	
2018-19 estimated total cost of day service			1,127,627
Proposed model			
Planned days service	15,314		
Proposed max framework price per day	£55.00		
Proposed estimated cost of service		842,289	
2018-19 Premises budget - ASC buildings		96,900	
Proposed estimated total cost			939,189
Potential saving achievable compared to 2017-18 demand and prices			188,438
* this figure includes contract void payments			

5. Impact of delivering the proposed changes to service provision

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. A summary of the key impacts from the EqIA are attached at Appendix 2. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full version of the EqIAs and take their findings into consideration when determining these proposals.

5.2 Given the nature of the proposals in this report and its potential to impact upon those with protected characteristics (most notably those individuals who are elderly and/or have a disability as set out below) the regard that shall be required is high. This however is one relevant factor to consider alongside other factors such as budgetary and economic factors.

5.3 The area of biggest impact is on age, disability and carers. The cumulative impact of the review of commissioned day services, and carers' services will also have a negative impact on carers and older people:

- As these day services are for older people, any reduction or closure of services resulting from the review would have a negative impact on clients and potential clients who have a dementia diagnosis or mental health issue, as well as physical needs associated with the ageing process
- Potential changes would result in increased anxiety and distress for older people with dementia and mental health conditions, and due to reduced capacity for specialised support and the increased likelihood of being admitted to residential care, plus increased use of primary and acute healthcare and an increase in demand for social care
- Should any proposals go ahead as a result of the review, there will be a negative impact on carers and family members of clients by placing increased pressure on them alongside a reduced capacity for carers support and a possible reduction in alternative day services
- An impact to clients who rely on day services for social interaction and stimulation, and likewise to carers who have made social connections with other carers, or use the time to meet other responsibilities or self-care
- Potentially longer travel times to reach services, particularly for clients living in rural areas and who are reliant on arranged transport
- There were also related potential effects on race and sexuality for clients, although it is acknowledged that these issues relate to access to services in general, rather than the proposals specifically. These have been assessed as neutral but addressed in the mitigations where possible
- As directly provided services are also under review, there may be additional impacts on the day services which are contained within this review.
- Whilst there is a reduction in people using day services in East Sussex, by 2025 the number of people with dementia is expected to be 13,425¹, an increase of approximately 30%, which may require approximately 90 additional places based upon the current day care placements of 310.

6. Conclusion and Reason for Recommendations

6.1 There is strong local support to retain the day services at the Charter, Phoenix and Isabel Blackman Centres. The views of carers reflected concern at possible loss of service, quality of staff and capacity to support carers through the respite element of day services. There are a range of viable options to re-commission the day care provision currently delivered at two of the three centres, Charter Centre and Isabel Blackman Centre, whilst ensuring that the current clients continue to be properly supported. The local availability of alternative services combined with low occupancy and high unit costs means that maintaining this provision in the current format is not considered good value.

6.2 The recommendation is therefore to re-commission alternative services in the independent sector. This recommendation supports the strategic direction for older peoples' day services by developing the market, challenging price and developing longer term sustainability of service provision.

6.3 Cabinet is recommended to agree to proceed with the recommendations which will deliver savings of £188,000 from older people's commissioned day services:

¹ Dementia Joint Strategic Needs Assessment, Public Health ES CC, November 2016

KEITH HINKLEY

Director of Adult Social Care and Health

Contact Officer: Tamsin Peart, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Members:

Isabel Blackman Centre:	Councillor Charman
Phoenix Centre:	Councillor Philip Daniel
Charter Centre:	Councillor Elford

BACKGROUND PAPERS:

Appendix 1: Consultation Report

Appendix 2: Equality Impact Assessment Summary



ASC savings consultation 2018

Older people's intermediate care and day services

Date: June 2018

Document summary

Results from the ASC savings consultation carried out between February and May 2018, focusing on older people's intermediate care and day services

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About this document:

<p>Enquiries: Author: Community Relations Team Telephone: 01273 481 242 Email: consultationASC@eastsussex.gov.uk Download this document From: www.eastsussex.gov.uk/ascsavings</p>	<p>Version number: 1 Related information</p>
<p>Accessibility help Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposals for older people's intermediate care and day services. We are proposing to spend less money on the services we run ourselves and those we commission other providers to run.

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We started consulting on our savings proposals for older people's intermediate care and day services on 15 February. Updated information was published on 19 March with more details about the proposals for a number of services. As a result the consultation about Firwood House and Milton Grange closed on 25 April, while the consultation about the other four services (Charter Centre, Isabel Blackman Centre, Phoenix Centre and Warwick House) closed on 28 May.

Activity and events – day services

Event type	Details	Attendees
Consultation meeting	21 & 22 Feb, Milton Grange, Eastbourne	25
Consultation meeting	15 Mar, Warwick House, Seaford	22
Consultation meeting	10 Apr, Isabel Blackman Centre, Hastings	65
Consultation meeting	11 Apr, Charter Centre, Bexhill	22
Consultation meeting	13 Apr, Phoenix Centre, Lewes	140

Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Feb-Apr, paper and online)	396
General survey about the savings (Feb-Apr, paper and online)	72
Updated day services surveys (Mar-May, paper and online)	147
Other feedback (Email, letter, call, video, feedback form)	Indiv: 163 Org or group: 8
Event or meeting	274
Total responses	1060

Other activity: We received a petition titled 'Save Milton Grange and Firwood House!' with 10,080 signatures on it and one against day services cuts signed by 35 people.

Key messages

These key messages reflect the feedback received from organisations, groups and individuals across meetings, surveys and other feedback such as emails and letters.

INTERMEDIATE CARE

Overall themes

- People and organisations disagree with the proposal to close these services and say it is a silly idea to even consider doing so.
- These are essential services and reducing/closing them would negatively affect the vulnerable, older people who use them and their family and carers.
- These are high-quality services provided by friendly and supportive staff. Demand for these services is already high.
- Organisations say it isn't possible to provide the same level of service at a cheaper cost.
- They give people time to regain their strength, rebuild their confidence and get help to make their home safe for their return.
- They help take the pressure off Eastbourne District General Hospital and prevent bed blocking. Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- People would lose access to physiotherapy, exercise, assessments and the time to get their homes adapted.
- This would affect their ability to regain their independence, rebuild their confidence and recover after a hospital stay or illness.
- It would be more expensive in the long term for the Council, either because people would need to use other services or end up in permanent residential care.
- People value the fact that these are local Eastbourne services, making it easier to visit their relatives.
- The Council should innovate, look at combining these services, or look for savings from other departments and staffing.

Firwood House specific themes

- People said don't make savings here and that the current service works well.
- People value the rehabilitation it provides. It helps get people ready to go home and improve their independence.
- People said that access to a physio and support with exercising made the biggest difference in getting them ready to go home.

Milton Grange intermediate care specific themes

- People said the service shouldn't be closed and that it would be more expensive in the long term for the Council and the NHS.
- People value the rehabilitation that this high-quality service provides.
- It helps to get people ready to go home and improve their independence.
- Having a high-quality service with good support from staff made the biggest difference in getting people ready to go home. Access to assessments made a difference too.

DAY SERVICES

Overall themes

- People disagreed with, or are unhappy about, the proposals to cut funding for day services, although there weren't as many responses about the Charter Centre as the others.
- They say there is a lack of clarity around the savings and what is happening with services.
- Organisations said there is an increasing need for services like this for older people and those with dementia.
- Day services are a lifeline to older people. They provide routine, social contact, stimulation, and access to activities, and people really enjoy attending them.
- They are concerned that if the services close there wouldn't be any alternatives or that private sector services won't be as good.
- People said their family member would become increasingly isolated if they couldn't use the service and would be stuck at home.
- It could push people into decline or crisis and lead to the use of more expensive services.
- Families and carers save the government money. Closing the service would have a negative impact on their health and wellbeing too, and may mean they can't continue in their caring role.
- It would be a false economy, as there would still be community care costs to pay if people can't attend day services and some people might need more expensive residential care if they can't access day services.
- Publicise the day services more, make more money from them and charge for transport.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Milton Grange day service specific themes

- People value the social aspect and enjoyable activities that this essential and high-

quality service offers to people living with dementia.

- People particularly value the fact that the service provides expert support for people living with dementia and Parkinson's.
- Reducing or closing services would limit access for people living with dementia and Parkinson's and could accelerate their condition.

Isabel Blackman Centre specific themes

- The IBC is much more than just a day service. It is also a community building and lots of people and groups use it to access/provide activities and services.

Phoenix Centre specific themes

- People particularly value the fact that the service provides expert support for people with dementia and Parkinson's.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- The Phoenix Centre is much more than just a day service. It is also a community building and lots of people and groups use it to access/provide activities and services.
- Reducing or closing services would limit access to services for people living with dementia and Parkinson's and could accelerate their condition.

Warwick House specific themes

- The Council invested significant money in Warwick House and this excellent, purpose-built facility should not be wasted.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- People particularly value the fact that the service provides expert support for people with living dementia and Parkinson's.
- Reducing or closing services would limit access for people living with dementia and Parkinson's and could accelerate their condition.

Summary of themes by response method

Client and family surveys (original and updated)

Firwood House

Value most: People value the high-quality service that it offers. They praised the staff who are friendly and supportive. They said they value the rehabilitation it offers and that it is an essential service which helps to prevent bed blocking.

Biggest difference in getting ready to go home: People said that the support of helpful and caring staff made the biggest difference. Access to a physio and support with exercising are important. Having a high-quality service and getting help to go home are also important.

Suggestions: People said don't make savings here and suggested limiting the use of expensive agency staff.

If the service were to close how would people be affected: Eastbourne District General Hospital would be affected through increased bed blocking. It would have a negative impact on people who need this sort of support and their families and carers. There would be more pressure on the NHS locally and people may end up in care homes. Where would people go instead?

Any other comments: The service shouldn't be closed. It is a silly idea to consider closing a service that stops bed blocking. Eastbourne would lose a vital service.

Milton Grange intermediate care

Value most: People said that they value the high-quality service it provides. They praised the staff who are friendly and supportive. The service provides residential respite for carers and limits bed blocking at the hospital.

Biggest difference in getting ready to go home: Having a high-quality service with good support from staff. The service helped rebuild their confidence and gave them access to assessments. Time to regain their strength and get help to return home was important too.

Suggestions: People said don't make savings here and suggested limiting the use of expensive agency staff.

If the service were to close how would people be affected: Eastbourne District General Hospital would be affected through increased bed blocking. It would have a negative impact on people who need this sort of support and their families and carers. There would be more pressure on the NHS locally and people may end up in care homes. Where would people go instead?

Any other comments: The service shouldn't be closed. It is essential. Look at other areas for savings. Closing the service would cause bed blocking and Eastbourne would lose a vital service.

Milton Grange day services

Value most: The opportunity for carers to have some respite while the cared-for has access to a high-quality service. People value the social aspect and enjoyable activities that this service offers to people living with dementia.

Suggestions: People said don't make savings here and look at how the service can make an income by charging more and having realistic transport charges.

If the service were to close how would people be affected: It would have a negative impact on the family and carers of people who use the service, limiting their ability to have a break and possibly affecting their health. People would lose a service they consider a lifeline and

they would miss the social aspect.

Any other comments: Families and carers save the government money and closing the service would have a negative impact on them as well as the client.

Other day services (Charter, IBC, Phoenix, Warwick)

Value most: People value the social aspect and the fact the activities stimulate the clients, particularly important for people with dementia and Parkinson's. The staff are good, people have access to refreshment and it provides respite for the carer.

Suggestions: Publicise the service and get more people using it. Cut management roles and look at making savings elsewhere. Raise money through things like renting the space out.

If the service were to close how would people be affected: People said their family member would become increasingly isolated and the family would be affected. Some said that there weren't any similar facilities available and there would be less dementia support available.

Any other comments: People said that it would be a false economy and older people need looking after.

General surveys (original and updated)

Intermediate care

Views on the proposal

- People talked about the benefit of the services and said it would be more expensive in the long term if they weren't available.
- The most vulnerable would be affected if these vital services were closed.
- Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- They disagree with the proposal to make savings from these services.

The impact of the proposal

- It would lead to the use of more expensive services and hospital stays in the long term.
- It would increase hospital length of stay and admissions/readmissions and affect people's ability to recover after a hospital stay or illness.
- These are vital services and closing them would put people at risk.

Suggestions

- Do things differently and innovate or look for savings in other departments instead.
- Cut management salaries and reduce staff working in management and support.

Day services

Views on the proposal

- People disagree with this vital service being cut.
- It would impact on vulnerable older people and increase the stress on carers.
- The respite the services offer is very important to carers.
- People had an issue with the consultation process or information.

The impact of the proposal

- It would be more expensive to meet people's need through support at home or in residential care if they could no longer remain at home.
- It would leave people isolated and push them into decline or crisis, particularly

people with dementia and Parkinson's.

- It would remove an opportunity for social interaction and stimulation.
- A community resource would be lost in some cases (Phoenix Centre and IBC).

Suggestions

- Charge people more to use services.
- Comment about councillors' recent allowance increase.
- Look at fundraising opportunities for the services.

Other comments

- People said the communication was poor around the consultation about day services changes.

Other feedback via letter, email etc

Organisation and group feedback – intermediate care

Views on the proposal

- They are against the proposals and concerned about what would replace these services.
- The units provide an excellent service and are critical to the flow of the system.
- It isn't possible to provide the same level of service at a cheaper cost.
- Making savings here would simply increase the costs for other parts of the health and social care system.

The impact of the proposal

- Closing the units would lead to the loss of considerable expertise and have a negative impact on patient safety.
- Bed blocking would be increased in the NHS if these services are reduced.

Suggestions

- Understand and review the cost and impact on the whole health and social care system in making decisions.

Organisation and group feedback – day services

Views on the proposal

- There is an increasing need for services like this for older people and those with dementia.
- It's important to make the best use of Warwick House considering the investment that has been put into the service.
- It wasn't clear what is being proposed for Warwick House.
- Any commissioned services need to be financially sustainable and providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.

Individual feedback – intermediate care

Views on the proposal

- People disagree with the proposals and think it is ridiculous to consider closing these excellent and highly rated services.
- Demand for these rehabilitation services is already high.
- Both Milton Grange and Firwood House provide crucial services and reduce the pressure on NHS hospital and GP services.

- People praise the services and the staff who provide them, saying they provide a vital stepping stone to returning home after a hospital stay.
- They say the services helped their, or a family member's, recovery and made it possible for them to return home after a hospital stay.
- The Council should not cut these intermediate care services and should work with the government to find the funds to keep them open.
- Eastbourne would lose vital services and people would lose access to physiotherapy, exercise, assessments and the time to get their homes adapted.

The impact of the proposal

- People believe that the Council would face greater costs in the long term if it closes these services.
- It would increase the pressure on hospitals and GPs and the costs for the Council if people aren't able to return home and end up in residential care.
- It would impact on people's ability to maintain and regain their independence and confidence.
- The loss of residential respite services would make it harder for carers to continue in their role and could push people into residential care earlier than necessary.

Suggestions

- Raise Council tax and reduce expenses.
- Look to other departments for more savings.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Individual feedback – day services

Views on the proposal

- People disagree with the proposal to close day services, although there weren't as many responses about the Charter Centre as the others.
- They are angry and upset about these vital services reducing or closing.
- Day services are a lifeline to older people and give their family and carers a break. They also offer personal care.
- Day services provide routine, social contact, stimulation, and access to activities, and people really enjoy attending them.
- Older people, particularly those with dementia and Parkinson's, often attend for much of the week and this enables them to continue living in the community.
- With an ageing population and increasing dementia diagnoses, the county needs more day services, not less.
- People particularly value the fact that the Phoenix Centre and Warwick House provide expert support for people with dementia and Parkinson's.
- The Phoenix Centre and Isabel Blackman Centre are much more than just day services. They are also community buildings and lots of people and groups use them to access/provide activities and services.
- The Council invested significant money in Warwick House and this excellent purpose-built facility should not be wasted.

The impact of the proposal

- People believe that the Council would face greater costs in the long term if it closes

day services.

- There would still be community care costs to pay if people can't attend day services and some people might need more expensive residential care if they can't access day services.
- Reducing or closing services would limit access for people with dementia and Parkinson's and could accelerate their condition.
- It would have a big impact on the health and wellbeing of carers and may mean they can't continue in that role.

Suggestions

- Publicise the day services more and get more people paying to use them.
- Charge people more for transport; to use the day service; or to use the service for more days.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Event feedback

Intermediate care

Views on the proposal

- This is a vital service that helps people regain their mobility.

Suggestions

- Combine the Milton Grange and Firwood House services on one site.
- Seek funding from other sources.
- Councillors should take pay cuts.

Day services (directly provided at Milton Grange and Warwick House)

Views on the proposal

- People value the highly skilled staff at both services.
- Carers need a break and the services offer a caring environment to the people who attend.
- They are concerned that if the services close there wouldn't be any alternatives or that private sector services won't be as good.
- What would happen to Warwick House, where the facilities were purpose built?

The impact of the proposal

- There would be other costs if the service were to close, such as people may have to go into more expensive long-term care.

Suggestions

- Charge more money for services and transport to day services.
- Increase occupancy through better promotion of the service and faster access to the service.
- Limit the amount of change for people with dementia. If Warwick House closes, then everyone should move to the same service.

Day services (commissioned at Charter, IBC and Phoenix)

Views on the proposal

- Praise was given to the three services and the staff who work there.

- The services stop people becoming isolated and stuck at home.
- Day services provide a respite opportunity for carers.
- Other day services have already closed, so there is less and less available.
- It would be more expensive in the long term if services reduce or close, as people would need more care at home or end up in residential care.
- People are concerned about the constant reviews the services face.

Suggestions

- Promote the services and get more people paying to use them.

Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

Organisation comments

Intermediate care

“These facilities have considerable expertise at supporting vulnerable people. If they were closed there is a huge safety issue and a risk that this expertise could be lost and the care provided compromised.”

“We are concerned that the closure of these two institutions compromises patient safety and would add extra cost to the health and social care system through increased cost of care of social care at home or institutions, and in an increased number of hospital bed days.”

Day services (directly provided at Milton Grange and Warwick House)

“We are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development, both revenue and capital, and its excellent location in the centre of Seaford and the many health and care needs of its residents.”

Day services (commissioned at Charter, IBC and Phoenix)

“Any commissioned services also need to be financially sustainable. Private sector and third sector providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.”

“The ARCC centres ... have recently closed. When ESCC closed Pinehill many promises were made about support for individuals with conditions like Dementia and Parkinson’s. Sadly these undertakings have not been kept. The recent ESCC Dementia Service report say Day centres are needed.”

Individual comments including clients, carers, staff and the public

Intermediate care

“Knowing your family member is being cared for in a safe and caring environment. Receiving rehabilitation from talented professionals to enable a return to home life after their confidence, which has undoubtedly been eroded after ... a long hospital stay has been restored.”

“This was the only place where a 94 year old man outside of hospital and any type of homecare support could be encouraged to overcome his feebleness and participate in a positive and active way and over 12 weeks they worked miracles. They gave him a reason

for living.”

“The service ensures beds remain free for patients in the hospital. It is friendly, welcoming and provides good care for those unable to return to independent living. The residential care is exemplary.”

“It was an opportunity for my mother to get the appropriate care following a stroke and empowering her to quickly to work towards getting back home. The nursing care was there to meet her immediate needs following the stroke but allowing her to be out of hospital and on the road to recovery.”

“To lose two homes within the town would be devastating to the area which has a large elderly population who are in need of post op care. It would have been impossible for a member of [the] family to have cared for my mother as much as she was at Firwood.”

“Everyone would be affected. More people would need to go into expensive Residential or Nursing EMI which would cost the local authority millions. More people would be unsafe at home. The hospital would be overloaded and bed blocking would occur.”

“Having recently experienced the excellent service provided to my uncle by both of these establishments I was astonished to hear of the proposed closure. If you have not visited either of these buildings I suggest you do so and see for yourself what a superb job they do.”

“I understand there is a huge push towards community-based rehab, however our clients are the ones who are not able to return home immediately and need 24/7 supervision. We achieve significant gains in 6 weeks to allow more independence of the clients and thus less strain on the already scarce care resources in the community.”

“Once she was no longer in need of medical care, but not in a position to return home, she was basically being ignored by hospital staff... Once she got to Milton Grange all that changed. Back into the daily routine of getting up, getting dressed, caring for herself, coupled with the social interaction and mental stimulation, she was soon able to return home. At the same time a precious bed at the DGH was free for someone else.”

Day services (directly provided at Milton Grange and Warwick House)

“Service is wonderful and gives him a reason to get up in the morning.”

“Very good value for money.”

“Day care services organised by East Sussex are much more effective than some of the privately run ones. They have more specialism and are not just ‘baby minding’.”

“On a personal note my [relative] will be on her own from 9 in [the] morning to 6 in [the] evening Monday to Friday. She cannot cook for herself without being at risk and lack of social interaction and stimulation will accelerate her dementia.”

“Our activities include, exercise, well we sit in the chairs but we do move, music and singing, puzzles, quiz, group crosswords and other activities to stimulate us. I do love the chitter chatter I have with others also. It is like home from home, the staff go out of their way to ensure we are all happy, enjoying the benefits of the interaction, and meeting people. I call this my club, not a day centre, it’s MY CLUB.”

“Warwick House is a lifeline to me, it keeps me functioning, as able as I can be, and happy, my dementia is stable but without this who knows.”

"He has rediscovered his passion for drawing and painting. Since attending... his mental health has greatly improved and it has given him something to look forward to."

“Secondly, her memory has improved and continues to do so. The activities at WH and the inclusion in a community has stimulated my Mum’s brain and her Alzheimer’s has stabilized. This is amazing. She was going downhill quite quickly and this miraculous turnaround started with the activities, specialized care and kindness that Warwick House and its staff provides.”

“Closing Warwick House would have a detrimental impact on council budgets as there would be a greater need for individual at-home care, then rather in a community setting.”

Day services (commissioned at Charter, IBC and Phoenix)

“We still need day care to enable community interaction with others and to feel part of the community. A PA is not always appropriate as can still be isolating with that one person as not meeting other people.”

“It’s very good here; the staff are all very good. We would be isolated at home if we couldn’t come here and [it] helps give carers some respite.”

“My [relative] has been coming here 5 years for carers respite, we need this help and maybe more contribution towards the cost would help.”

“I’m a different person since coming here, the staff have helped me, I’m more confident and my health has improved. I can help volunteer.”

“My [relative] attends twice a week and she wants to feed back what she gets from the Phoenix Centre – enrichment, creativity, distraction from health problems, independence, and safety.”

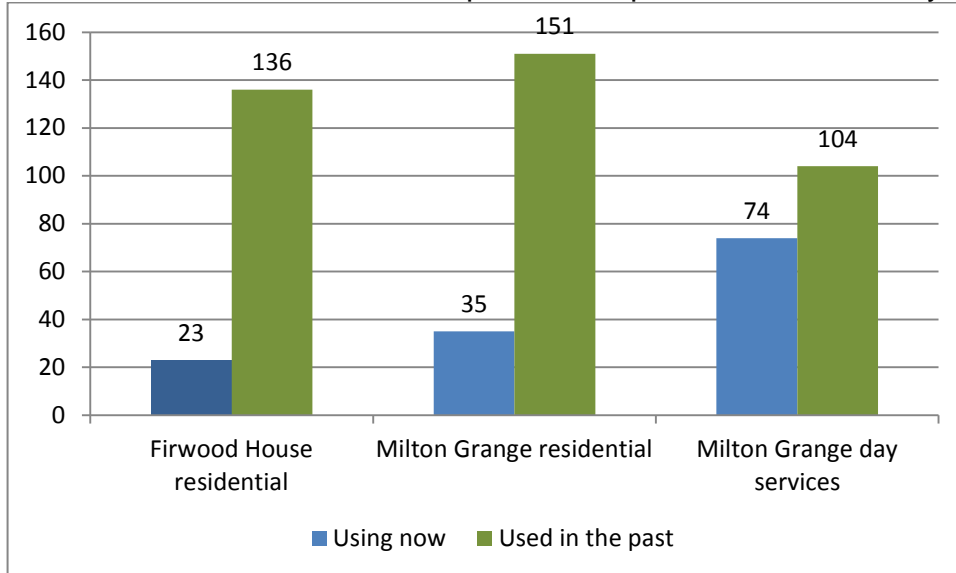
“The centre could be opened to more families and children as an intergenerational community hub as there are known benefits to this model, including preventing reliance on more expensive services plus [it is] one way to reduce the bed blocking in hospitals.”

Appendix 1: Client and family surveys (Feb-Apr)

This is taken from the original intermediate care and day services consultation which ran from March to May.

Please tell us which service you, or your family member, uses or has used:

Please note that this was a multiple choice question and not everyone answered the question.



What do you value most about the service? (365 answered)

Firwood House

Top theme: The thing that people most value about Firwood House is the fact that it offers a high-quality service.

The other key themes were:

- Praise for the staff who provide the service and are friendly and supportive.
- People value the rehabilitation that the service provides.
- This is an essential service which helps to prevent bed blocking at the hospitals.
- Praise for the service and how it is run.
- The service supports people to recover after a hospital admission and gets them ready to go home.
- It works with people to improve their independence.
- People value the fact that it is a local service in Eastbourne, which means that it is easier to visit their family and friends during their recovery.
- The service takes the pressure off Eastbourne District General Hospital.

Milton Grange intermediate care

Top theme: The thing that people most value about Milton Grange is the fact that it offers a high-quality service.

The other key themes were:

- Praise for the staff who provide the service and are friendly and supportive.
- People said the service prevents bed blocking.
- People value the rehabilitation that the service provides.
- People praise the service and how it is run.
- This is an essential service.
- People value the fact that it is a local service in Eastbourne, which means that it is easier to visit their family and friends during their recovery.

- People value the social aspects of the service.
- It provides a vital service in a safe environment.
- The service helps prevent bed blocking at the hospitals.

Milton Grange day services

Top theme: People value the opportunity to have some respite from their caring role and for the person they care for to experience a high-quality service.

The other key themes were:

- People value the social aspect of the service and the fact that it provides activities that people living with dementia enjoy taking part in.
- People praise the staff who provide the service.
- People value the fact that it provides a safe environment and offers activities for people living with dementia.
- This is an essential service for clients and for their families and carers.
- People praise the service.

If you have used the residential services, what has made the biggest difference in getting you ready to go home safely? (212 answered)

Firwood House

Top theme: People said that the support of helpful and caring staff made the biggest difference.

The other key themes were:

- Access to a physio and support with exercising are important.
- People said it is a high-quality service which gives people the chance to go back home and not into a care home.
- The service helps people to rebuild their confidence and gives them time to regain their strength.
- They get support to walk again.
- It gives them time and helps to get their home ready and safe to go back to, with adaptations and equipment.

Milton Grange intermediate care

Top theme: People said having a high-quality service with good support from staff made the biggest difference.

- The service helped to rebuild their confidence.
- Having access to an assessment made a big difference.
- This service gave them time to regain their strength and time/help to get their home ready and safe to go back to, with adaptations and equipment.
- The service gives people the chance to go home and not to a care home.
- Access to a physio and support with exercising was important.

Do you have any suggestions about how we could change the current service to make savings? (363 answered)

Firwood House

97 people said 'No', while 52 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- They commented on Council spending in other areas.
- They said this is an essential service.
- Stop using expensive agency staff.

Milton Grange intermediate care

122 people said 'No', while 51 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- People commented on other Council spending.
- Stop using expensive agency staff.

Milton Grange day services

107 people said 'No', while 48 said 'Yes'.

Top theme: People said don't make savings here.

The other key themes were:

- They suggested charging for some usage and getting more people who can pay using the service.
- People commented on other Council spending.

If the services were to close, how would you, or people like you, be affected? (370 answered)

Firwood House

Top theme: People were concerned about the impact on Eastbourne District General Hospital and the increased bed blocking closing this service would cause.

The other key themes were:

- People would be stuck in hospital for longer.
- It would have a negative impact on patients and the families and carers of people who need this sort of service.
- It would increase the pressure and costs for NHS services in the area.
- People asked where people would go instead.
- People would end up in care homes in either the short or long term.

Milton Grange intermediate care

Top theme: People were concerned about the impact on Eastbourne District General Hospital and the increased bed blocking closing this service would cause.

The other key themes were:

- It would have a negative impact on patients and the families and carers of people who need this sort of service.
- It would increase the pressure and costs for NHS services in the area.
- People asked where people would go instead.
- People would end up in care homes in either the short or long term.

Milton Grange day services

Top theme: People are concerned about how the family and carers of people who use the service would be affected by the loss of the service.

The other key themes were:

- People could end up in care homes if services reduce in the community.
- Clients would miss the social aspect of the service.
- It would affect carers' ability to have a break and could have a negative impact on their health.

Do you have any other comments about these proposals? (368 answered)

Firwood House

33 people said 'No', while 114 said 'Yes'.

Top theme: People are against the idea and said the service shouldn't be closed.

The other key themes were:

- It is a silly idea to close them.
- Closing the service would cause bed blocking at the hospitals.
- Eastbourne would lose an essential service.

Milton Grange intermediate care

51 people said 'No', while 117 said 'Yes'.

Top theme: People are against the idea and said the service shouldn't be closed.

The other key themes were:

- This is an essential service.
- The Council should find savings in other areas of the budget instead.
- Closing the service would cause bed blocking at the hospitals.
- Eastbourne would lose a vital service.
- It would be more expensive in the long run, adding costs to the NHS or pushing people towards residential services.
- It is a silly idea and would have a negative impact on patients who need this service.

Milton Grange day services

47 people said 'No', while 113 said 'Yes'.

Top theme: People said the service shouldn't be closed.

The other key themes were:

- Closing the service would have a negative impact on the client and their family.
- It would be more expensive and people would end up in care homes if they can't stay at home.

Appendix 2: Client and family surveys (Mar-May)

This is taken from the updated day services consultation which ran from March to May.

Please tell us which service you, or your family member, uses or has used:

Please note that this was a multiple choice question.

	Charter	IBC	Phoenix	Warwick
Using now	1	38	13	3
Used in the past	1	9	4	1

What do you value most about the service? (67 answered)

Top theme: People value the social aspect and the fact the activities stimulate the clients, which is particularly important for people with dementia and Parkinson's.

The other key themes were:

- The staff are good.
- People have access to refreshment.
- It provides respite for the carer.
- The service offers personal care to clients too.
- The service keeps them safe and people value the fact it is convenient and gives them a routine.
- Travel is offered to the service.
- Access is easy to the building.
- It is an essential service and reduces isolation.

Do you have any suggestions about how we could change the current service to make savings?

36 people said 'No', while 20 said 'Yes'.

Top theme: Publicise the service and get more people using it.

The other key themes were:

- They are against changes to the service.
- Cut management roles at the Council.
- The austerity agenda is wrong.
- Look at making savings elsewhere.
- Raise money through things like renting the space out.

If the services were to close, how would you, or people like you, be affected? (66 answered)

Top theme: People said their family member would become increasingly isolated and the family would be affected.

The other key themes were:

- Some said that there aren't any similar facilities available.
- There would be less dementia support available.
- People would be angry and there would be a negative impact.

Do you have any other comments about these proposals?

17 people said 'No', while 34 said 'Yes'.

Top theme: People said that it would be a false economy and older people need looking after.

The other key themes were:

- The facility is great.
- Families would suffer.
- There is no other service like this.

Appendix 3: General survey (Feb-Apr)

All the data in this section shows responses for people who ticked to say that they were providing a comment about these savings areas (72 people) and not everyone who filled in the general survey (over 700 people).

This is taken from the original consultation survey that ran from February to April.

Are you completing the survey as: (72 answered)

Please note that this was a multiple choice question.

Intermediate care

Answer option	Count
A family member or friend of someone who uses social care services	12
An employee of a health or social care organisation	15
A member of the public	24
A group or forum (providing an official response)	0
An organisation (providing an official response)	1
Other (please explain below)	1
Not Answered	2

Day services

Answer option	Count
A family member or friend of someone who uses social care services	9
An employee of a health or social care organisation	10
A member of the public	19
A group or forum (providing an official response)	0
An organisation (providing an official response)	2
Other (please explain below)	5
Not Answered	2

If you are providing an official organisation or group response, please tell us your:

Intermediate care

The following organisations and groups provided a response through the survey:

- Sussex Community Development Association

Day services

The following organisations and groups provided a response through the survey:

- Friends of Lewes Society
- Sussex Community Development Association

What do you think about our savings proposals? (68 answered)

Intermediate care

Top theme: People talked about the benefit of the services, and the fact that the most vulnerable would be affected, and they said that it would be more expensive in the long term if they weren't available.

The other key themes were:

- Closing the services would increase people's length of stay in hospital and increase admissions and readmissions.
- They disagree with the proposal to make savings from these vital services.
- They are unhappy or angry that the proposal has even been made.

Day services

Top theme: It would be more expensive in the long term.

The other key themes were:

- The service benefits the client.
- It would impact on older people.
- It would increase the stress on carers.
- People raised an issue with the consultation process or information.
- They have worked and paid their taxes and deserve to get the support they need.
- It would have a negative impact on the quality of life for the client and their family and carers.

How would people and organisations be affected by the proposals? (64 answered)

Intermediate care

Top theme: It would lead to the use of more expensive services and hospital stays in the long term.

The other key themes were:

- It would increase the length of hospital stays and increase admissions/readmissions.
- These are vital services and closing them would put people at risk.
- It would impact on people's health and their ability to recover after a hospital stay or illness.
- It would increase the pressure on NHS services and other statutory services.

Day services

Top theme: It would lead to the use of more expensive services and leave people isolated.

The other key themes were:

- It would increase the stress on carers and have a negative impact on them.
- It would have a negative impact on older people, pushing them into decline or crisis.
- It would remove an opportunity for social interaction and stimulation.

Do you have any suggestions for alternative ways of making the savings? (66 answered)

Intermediate care

Top theme: Do things differently and innovate or look for savings in other departments instead.

The other key themes were:

- Reduce the staff working in management and support.
- Cut management salaries to make savings.
- Comment about councillors' recent allowance increase.

Day services

Top theme: Charge people more to use services.

The other key themes were:

- Do things differently and innovate.

- Comment about councillors' recent allowance increase.
- Look for savings in other departments instead.
- Reduce management and support staffing numbers.

Do you have any other comments about the proposals?

Intermediate care

30 people ticked 'No', while 19 ticked 'Yes'. There weren't any key themes.

Day services

21 people ticked 'No', while 19 ticked 'Yes'.

Top theme: People said the communication was poor around the consultation about day services changes.

Appendix 4: General survey (Mar-May)

This is taken from the updated day services consultation which ran from March to May. Some of the responses were generally about older people's day services, but the majority of people focused their comments on one or two day centres.

- Isabel Blackman Centre: 22 responses
- Warwick House: 19 responses
- Phoenix Centre: 10 responses
- Charter Centre: 1 response

Are you completing the survey as: (78 answered)

Please note that this was a multiple choice question.

Answer option	Count
A family member or friend of someone who uses social care services	25
An employee of a health or social care organisation	5
A member of the public	53
A group or forum (providing an official response)	3
An organisation (providing an official response)	2
Other (please explain below)	9

If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- etcsussex Dementia Day service
- Lewes Area Access Group
- The Magdalen & Lasher Charities

What do you think about our savings proposals? (74 answered)

Top theme: People disagree with the proposal to make savings in this area.

The other key themes were:

- These are vital services for day services clients and offer them many benefits.
- The most vulnerable would be affected.
- It would impact on carers and their ability to have a break.
- It would be upsetting for the clients, who benefit from using the service.
- They are concerned about the proposals.
- The respite the services offer is very important to carers.
- It would impact on the community if this resource was removed. This was particularly mentioned in relation to the Phoenix Centre.
- Comment on councillors' recent allowance increase.
- It would have a negative impact on people with dementia and Parkinson's.
- It would be more expensive to meet people's need through support at home or in residential care if they could no longer remain at home.

How would people and organisations be affected by the proposals? (74 answered)

Top theme: It would leave people isolated if they couldn't use these services, particularly people with dementia who can't get out on their own.

The other key themes were:

- People talked about the benefits of the services to people who use them.
- Reducing or cutting these services could worsen or cause mental health issues.
- It would impact on carers and increase the stress on them.
- It would make people more vulnerable and put them at risk.
- It would lead to the use of more expensive services and hospital stays.
- The respite opportunities for carers would be reduced.
- It would put more pressure on statutory organisations.

Do you have any suggestions for alternative ways of making the savings? (68 answered)

Top theme: Comment about the councillors' recent allowance increase and cutting that.
The other key themes were:

- Look for savings elsewhere in the Council budget.
- Cut management salaries.
- Reduce Council expenses.
- Look for savings from other parts of the adult social care budget.
- Charge people more to use services.
- Other fundraising for social care (charitable or lottery).

Do you have any other comments about the proposals?

41 people ticked 'No', while 33 ticked 'Yes'.

Top theme: People said they are unhappy about the proposed cuts.

The other key themes were:

- Be mindful about the impact of cuts when you are making decisions.
- Make the savings in other ways.
- These proposals would impact on families and there is a need for these services.

Appendix 5: About you questions

The first two sections of data provide the About You responses collected across the client/family survey and the general surveys in the February to April survey. The third set of data covers the combined data for the updated day services for both the client/family survey and the general survey.

Feb to Apr client and family survey

Gender

	Respondents		Census
Male	102	26%	48%
Female	266	67%	52%
Prefer not to say	16	4%	N/A
Not answered	12	3%	N/A

Transgender

One person identified as transgender, while 333 (84%) answered 'no' and 31 chose prefer not to say. The rest (31) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	4	1%	7.3%
25-34	9	2%	9.6%
35-44	37	9%	12.5%
45-54	62	16%	14.2%
55-59	41	10%	6.3%
60-64	55	14%	7.5%
65-74	81	20%	11.2%
75+	65	16%	11.6%
Not answered	42	11%	N/A

Ethnicity

	Respondents		Census
White British	341	86%	98%
White Irish	3	1%	
White Gypsy/Roma	1	0.3%	
White Irish Traveller	0	0%	
White other	5	1%	
Mixed White and Black Caribbean	1	0.3%	0.5%
Mixed White and Black African	1	0.3%	
Mixed White and Asian	0	0%	
Mixed other	0	0%	
Asian or Asian British Indian Pakistani	0	0%	0.6%
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	1	0.3%	
Black or Black British Caribbean	0	0%	
Black or Black British African	1	0.3%	0.3%
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	1	0.3%	
Other ethnic group	0	0%	
Prefer not to say	16	4%	N/A
Not Answered	25	6%	n/a

Disability

91 (23%) respondents consider themselves to be disabled, while 264 (67%) don't and 19 chose prefer not to say. The rest (22) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	51	13%
Sensory impairment (hearing and sight)	25	6%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	37	9%
Mental health condition	33	8%
Learning disability	3	1%
Other	7	2%
Prefer not to say	10	3%

Religion

177 (45%) respondents consider themselves to have a religion or belief, while 156 (39%) do not, and 42 chose prefer not to say. The rest (21) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	178	45%	60%
Buddhist	1	0.3%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	4	1%	0.7%
Not answered	213	54%	

Sexuality

	Respondents	
Bi/Bisexual	4	1%
Heterosexual/Straight	295	74%
Gay woman/Lesbian	2	1%
Gay Man	2	1%
Other	2	1%
Prefer not to say	52	13%
Not answered	39	10%

Marriage or civil partnership

229 (58%) respondents are married or in a civil partnership, while 104 (26%) are not and 38 chose prefer not to say. The rest (25) did not answer the question.

February to April general survey

Gender

	Respondents		Census
Male	22	31%	48%
Female	44	61%	52%
Prefer not to say	4	6%	N/A
Not answered	2	3%	N/A

Transgender

One person identified as transgender, while 65 (90%) answered 'no' and 3 chose prefer not to say. The rest (3) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	6	8%	9.6%
35-44	8	11%	12.5%
45-54	18	25%	14.2%
55-59	9	13%	6.3%
60-64	10	14%	7.5%
65-74	9	13%	11.2%
75+	7	10%	11.6%
Not answered	5	7%	N/A

Ethnicity

	Respondents		Census
White British	60	83%	98%
White Irish	0	0%	
White Gypsy/Roma	0	0%	
White Irish Traveller	0	0%	
White other	1	1%	
Mixed White and Black Caribbean	1	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	1	1%	
Mixed other	1	1%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	1	1%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	0	0%	
Prefer not to say	4	6%	N/A
Not Answered	3	4%	n/a

Disability

12 (17%) respondents consider themselves to be disabled, while 54 (75%) don't and 4 chose prefer not to say. The rest (2) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	6	8%
Sensory impairment (hearing and sight)	1	1%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	6	8%
Mental health condition	5	7%
Learning disability	2	3%
Other	1	1%
Prefer not to say	3	4%

Religion

32 (44%) respondents consider themselves to have a religion or belief, while 31 (43%) do not, and 7 chose prefer not to say. The rest (2) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	30	42%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	1	1%	0.8%
Sikh	0	0%	0%
Other	1	1%	0.7%
Not answered	40	56%	

Sexuality

	Respondents	
Bi/Bisexual	2	3%
Heterosexual/Straight	56	78%
Gay woman/Lesbian	0	0%
Gay Man	1	1%
Other	0	0%
Prefer not to say	9	13%
Not answered	4	6%

Marriage or civil partnership

43 (60%) respondents are married or in a civil partnership, while 17 (24%) are not and 10 chose prefer not to say. The rest (2) did not answer the question.

March to May general and client surveys

Gender

	Respondents		Census
Male	45	31%	48%
Female	85	58%	52%
Prefer not to say	4	3%	N/A
Not answered	13	9%	N/A

Transgender

No one identified as transgender, while 118 (80%) answered 'no' and 6 chose prefer not to say. The rest (23) did not answer the question.

Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	0	0%	7.3%
25-34	0	0%	9.6%
35-44	4	3%	12.5%
45-54	22	15%	14.2%
55-59	2	1%	6.3%
60-64	22	15%	7.5%
65-74	31	21%	11.2%
75+	39	27%	11.6%
Not answered	27	18%	N/A

Ethnicity

	Respondents		Census
White British	114	78%	98%
White Irish	2	1%	
White Gypsy/Roma	1	1%	
White Irish Traveller	0	0%	
White other	2	1%	
Mixed White and Black Caribbean	1	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	0	0%	

Mixed other	2	1%	
Asian or Asian British Indian	0	0%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	1	1%	
Prefer not to say	6	4%	N/A
Not Answered	18	12%	n/a

Disability

44 (30%) respondents consider themselves to be disabled, while 74 (50%) don't and 9 chose prefer not to say. The rest (20) did not answer the question.

Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	31	21%
Sensory impairment (hearing and sight)	14	10%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	16	11%
Mental health condition	14	10%
Learning disability	5	3%
Other	4	3%
Prefer not to say	2	1%

Religion

58 (39%) respondents consider themselves to have a religion or belief, while 62 (42%) do not, and 12 chose prefer not to say. The rest (15) did not answer the question.

Stated religion or belief

	Respondents		Census
Christian	54	37%	60%
Buddhist	0	0%	0.4%
Hindu	0	0%	0.3%
Jewish	0	0%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	3	2%	0.7%
Not answered	90	61%	

Sexuality

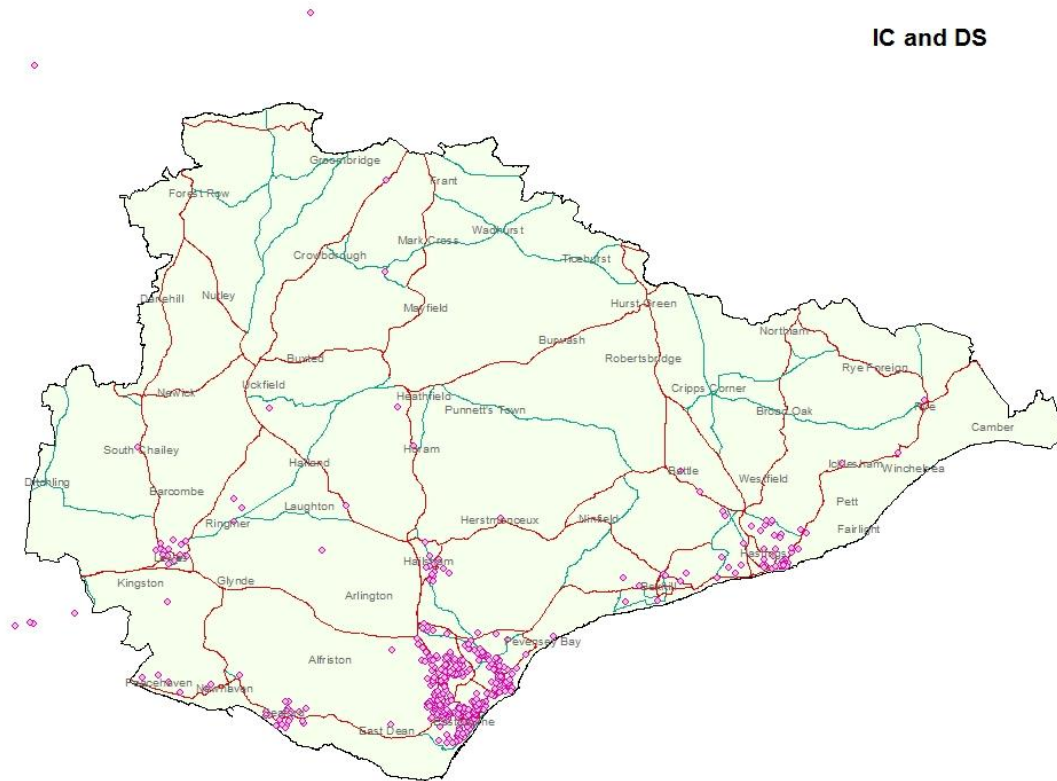
	Respondents	
Bi/Bisexual	1	1%
Heterosexual/Straight	99	67%
Gay woman/Lesbian	1	1%
Gay Man	4	3%
Other	2	1%
Prefer not to say	20	14%
Not answered	20	14%

Marriage or civil partnership

72 (49%) respondents are married or in a civil partnership, while 42 (29%) are not and 15 chose prefer not to say. The rest (18) did not answer the question.

Appendix 6: Location of respondents

The map shows the location of respondents who provided their post code on one of the surveys (client and general, both the original and the updated survey). Of the 552 people who shared their views about these proposals and provided their post code, a total of 475 were mappable.



30/05/2018

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Note: points may represent multiple addresses at the same postcode

Appendix 7: Other feedback

Organisation and group feedback

The following organisations provided feedback about the intermediate care and day services proposals:

- 1) Arlington Parish Council
- 2) Brightside Surgery
- 3) East Sussex Area Branch UNISON
- 4) Eastbourne Borough Council
- 5) Eastbourne GP Practices Group
- 6) Eastbourne, Hailsham and Seaford and Hastings and Rother Clinical Commissioning Groups
- 7) Hastings Old Town Residents' Association
- 8) Public video

Key themes – intermediate care

The overall themes were:

- They are against the proposed closure of the units, although many recognise the financial pressures that the Council is facing.
- Looking at more efficient use of resources makes sense, but simple cost cutting of services like these risks making the situation worse.
- The units provide an excellent service and the staff working there have considerable expertise.
- The services are critical to the flow of the system and people being supported to leave hospital in a timely way.
- The services help people to regain and maintain their independence.

The key concerns were:

- What would be available in place of these services and would it be as good as what is currently provided at Milton Grange and Firwood House?
- That it isn't possible to provide the same level of support at a cheaper cost.
- That making savings here would simply increase the cost for other parts of the health and social care system.

The key impacts were:

- Considerable expertise would be lost if the units were to close.
- Concern about the impact on patient safety if these services weren't available.
- There is a risk of bed blocking being increased if service provision is reduced.

The key suggestions were:

- Understand and review the cost and impact on the whole health and social care system in making decisions.

Key themes – day services (directly provided at Milton Grange and Warwick House)

The overall themes were:

- Recognise the need to make savings and to make the best use of resources.
- It's important to make the best use possible of Warwick House considering the investment of resources that went into the service.
- The services support people to maintain their independence within the community.

The key concerns were:

- There is an increasing need for services for older people with dementia and increasing frailty in the county.
- What was being proposed for Warwick House, as this wasn't clear in the consultation information.

Day services (commissioned at Charter, IBC and Phoenix)

The overall themes were:

- Services have continuously been under threat of closure.
- Organisations are against the closures.
- Meeting the needs of people in other ways could cost more or lead to them needing to use more expensive services.
- Other day services in the area have closed, making the current service more critical.
- The ESCC dementia service report says that day centres are needed.
- Reducing or closing the service would impact on families and carers. This would increase the costs in meeting people's needs.
- Any commissioned services need to be financially sustainable and providers need funding at levels and for periods which allow them to develop and maintain consistent, high-quality services.

Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0012	February	Email	Arlington Parish Council
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service
Summary			
<ul style="list-style-type: none"> • While understanding that further economies are required, they feel that this sector is one of the last suitable places to make them. • They are in support of keeping Milton Grange and Firwood House open. • Social care is in considerable difficulty generally and this affects the NHS. • Any piecemeal reduction in services can only make the problem worse. • As part of a fundamental rationalisation of the whole sector, looking to make more efficient use of resources could be of benefit, but simple cost cutting risks making the situation worse. 			
Code: Org0013	March	Email	Eastbourne Borough Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			LD dps & residential
			Stroke Recovery Service

Summary

- They recognise the extreme financial pressures and the limited options for making savings, although they have concerns about the impact of the proposals in the medium and longer term.

Accommodation-based housing support services

- The proposed level of reduction for accommodation-based services is likely to make the existing services unsustainable.
- This would reduce the services available to the most vulnerable and have a significant impact on other services (health, housing, children's and adult services).
- The young people are referred by the County Council and EBC. They are those who are not able to stay in the family home and would be at significant risk without the support offered.
- These services contribute to key government and local aims, ensuring all young people are supported to develop the skills they need to move into mainstream education, training or employment.
- They are very concerned by the proposal to reduce funding to refuges. Properly funded and supported refuge accommodation is a lynchpin of services to people experiencing domestic abuse.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They also oppose the proposed reductions in funding to supported housing supporting single homeless people and those with mental health needs.
- Spaces are already extremely limited and the support provided is essential to those accommodated, who are amongst the most vulnerable in our society. The majority have significant mental health needs and need support to settle and prevent further hospital admissions. Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- Putting essential support to these people at risk by making 40% cuts in funding would again have wider impacts on health, social care, and community safety.

Community-based housing support services

- The proposed level of reduction for community housing support services is likely to make the existing services unsustainable. The organisation strongly opposes this level of saving.
- A significant proportion of the people who use these services are at crisis point when referred.
- Both services, STEPS and Home Works, are designed to meet the needs of people who depend on urgent support to live independently and reduce the risk of admission to hospital and/or care services.
- They provide essential support, helping people to cope with major changes in their lives which threaten their independence, building their resilience and capacity to deal with illness, homelessness and other crises.
- Without this support many would turn to higher-cost services in the health and social care sectors, including both adult social care and children's services.

Older people's day services

- Whilst we appreciate the need to secure some savings, and ensure best use is made of the resources available, we are concerned that savings are proposed to day services designed to meet the needs of older people with dementia and increasing frailty.
- There is an increasing need for services of this kind with the increasing age of people in the county and the numbers of people living with dementia.
- They are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development.

DESSS

- They are extremely concerned at the proposed level of savings to DESSS and the impact it would have on the amount given to district and borough councils for rent in advance.
- The amount given has steadily reduced, whilst the need for this funding has increased. They urge the Council to continue contributing at the current level.
- The main cause of homelessness is the termination of private tenancies with most people becoming homeless through no fault of their own.
- A large number of those who become homeless do not have the savings required to meet the demands for rent in advance and deposits and are completely reliant on the loan schemes supported by the DESSS.
- At a time when more people across the county are being affected by the roll-out of Universal Credit full service, the proposed 70% saving is a major cause for concern and makes a nonsense of the efforts of the county council-led Financial Inclusion Group, which focuses on the need to support people facing extreme financial difficulties.

Code: Org0023	April	Letter	Brightside Surgery	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They are concerned about the proposed closure of these services.
- The units give excellent care to patients and they don't want them to close.
- They have considerable expertise which could be lost.
- If they were closed, what would be put in place instead?
- They cannot see how it would be possible to provide the same level of support at a cheaper cost.
- They are concerned about the impact on patient safety and the increased cost to other parts of the health and social care system if they were to close.

Code: Org0030	April	Letter	Eastbourne, Hailsham and Seaford and Hastings and Rother Clinical Commissioning Groups	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support	Carers support	DESSS	Intermediate care and day	LD dps &

service			services (Milton and Firwood)	residential
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They recognise the challenging context for health and social care.
- The entire statutory sector locally is dealing with funding pressures or deficits.
- It would be helpful to understand the proportionality of the savings required for adult social care in the context of the Council's overall budget and savings proposals.
- Difficult decisions will need to be made and some services that support prevention, independence and wellbeing are being considered as part of the savings proposals.
- They understand that it is not fully possible to mitigate these proposals.
- For them, services that support people in the local communities and out of hospital in a timely way are critical to people being supported to remain as independent as possible, and to the flow of the system.
- The proposals relating to intermediate care, day services and the Stroke Recovery Service are therefore of particular note.
- They are keen to work together to review the impact and cost of the proposals on the system as a whole and quantify how people would be affected.

Code: Org0035	April	Letter	Eastbourne GP Practices Group
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- They are concerned about the proposed closure of these services.
- The units give excellent care to patients and they don't want them to close.
- They have considerable expertise which could be lost.
- If they were closed, what would be put in place instead?
- They cannot see how it would be possible to provide the same level of support at a cheaper cost.
- They are concerned about the impact on patient safety and the increased cost to other parts of the health and social care system if they were to close.
- The Council is a key member of the ESBT Alliance, one aim of which is to share costs across the system.
- They therefore encourage strategic discussion across ESBT about the impact on the system of the proposed closures.

Code: Org0015	April	Letter	East Sussex Area Branch UNISON
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

Note: This summary focuses on the elements of the response that relate to the public consultation proposals.

- They are concerned about the proposals for staffing reductions and how that would impact on clients and services.
- The packs provided to staff are confusing, particularly the Warwick House information where it wasn't clear these were even included at an earlier stage.
- There is a risk of bed blocking being created by reductions to service provision and commissioning teams.
- What would happen to learning disability clients who won't receive any community support under the plans? Staff often have strong relationships in this sort of service, so this would affect them too.
- The reduction in hours for learning disability day services staff would make it hard to retain this staff group under the current way it is planned.
- They believe the impact on staff and clients affected by the proposals would have a consequence for service delivery elsewhere, for statutory services both locally and nationally.
- They are concerned about the increased risk the proposals would put clients under and that the most vulnerable would be affected by what happens.

Code: Org0044	May	Video	Public video
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)
			Stroke Recovery Service

Summary

- They are against cuts to day services for older people.
- Phoenix Centre is under threat for the second time in a couple of years.
- They are worried about Warwick House, where they say that families would be bereft without the services it provides.
- Two speakers speak about the benefits to their relative of attending Warwick House.
- There would also be a big impact on carers and families if the service was reduced or stopped.
- The day services also provide important things like access to personal care.
- Closing these services would be short sighted. They are fighting against this happening.

Code: Org0045	May	Letter	Hastings Old Town Residents' Association
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

Summary

- This is the fourth time that the Isabel Blackman Centre has been under threat of closure.
- Hastings is home to some of the most needy people in the county and a needs profile should have been produced.
- Meeting the needs of people using the services in other ways would cost more money and deliver a poorer level of support.
- The current service is excellent.
- There has been little detailed financial information offered and previous exercises of things like cost-benefit analysis are still relevant.
- The ARCC centres (Activities, Respite, Rehabilitation Care Centre) in the area have recently closed.
- When other services have closed in the past promises have been made about support for people with dementia and Parkinson's, but this hasn't happened.
- The ESCC dementia service report says that day centres are needed.
- Reducing or closing the service would impact on families and carers. This would increase the costs in meeting people's needs.
- The centre has recently been supported by a family trust. This sort of fundraising and activities should be encouraged.
- They urge the Council to find other ways to limit savings, including using the reserves.

Individual feedback

About the feedback	
Number of respondents:	163
When it was received:	Before the consultation: 73 February: 8 March: 18 April: 47 May: 17
How it was received:	Email: 83 Feedback form: 21 Letter: 58 Phone: 1
Who it was from:	Carer: 23 Councillor/MP: 2 Client: 12 Employee: 10 Family/friend: 51 Resident: 64 Other: 1

Key themes

The overall themes were:

- People disagree with the proposal to close all these intermediate care and day services, although there are few comments about the Charter Centre.
- They think it is ridiculous to even consider closing intermediate care services, while they are angry and upset about closures to day services.
- Demand for these intermediate care services is already high.
- Milton Grange has an enviable reputation of providing respite care for people with dementia.
- Firwood House is genuinely recognised as one of the best rehabilitative homes in the region and plays a crucial role in reducing the numbers of elderly, frail people overstaying their time at DGH.
- Day services provide a lifeline to older people and the opportunity to have a break to their family and carers.
- People particularly value the fact that the Phoenix Centre and Warwick House provide expert support to people with dementia and Parkinson's.
- They, a relative or friend, has used the intermediate care services which are excellent services delivery by friendly and caring staff.

- The intermediate care services helped their recovery and made it possible for them to return home after a hospital stay.
- The intermediate care services provide a vital stepping stone between clinical services and getting back home.
- Day services provide social contact and stimulation and people really enjoy attending them.
- Older people, particularly those with dementia and Parkinson's, often attend regularly during the week and this enables them to continue living in the community.
- People value the access day services sometimes provide to personal care support.
- Older people need the routine of day services to help them function.
- The Phoenix Centre and Isabel Blackman Centre are much more than just day services. They are community buildings and lots of people and groups use them to access/provide activities and services.
- The Council invested significant money in Warwick House and this excellent purpose-built facility should not be wasted.
- The Council should not cut these intermediate care services and should work with the government to find the funds to keep them open.

The key concerns were:

- The loss of essential services to Eastbourne and the impact on family and friends' ability to visit people during their rehabilitation.
- Access to the physiotherapy and exercise would be lost if the intermediate care services closed.
- People wouldn't have access to assessments and the time they need to get their home adapted ready to go home.
- With an ageing population and increasing dementia diagnosis, the county needs these intermediate care and day services.
- Day services enrich the lives of older people, particularly those with dementia and Parkinson's, and people deserve to be able to access these services.
- Closing any of these services would be short-sighted and a false economy.
- People are concerned what would happen to the buildings if services closed.
- What would happen to people if the intermediate care services weren't available?
- If the services reduced or closed, skilled and caring staff would be lost.
- Day services are sparse in the county and have closed over the years.

The key impacts were:

- People believe that the Council would face greater costs in the long term if it closes any of these services.
- If they closed people would face longer hospital stays and the NHS would see increased bed blocking, particularly at Eastbourne District General Hospital.
- There would be more pressure on GP services to fill the gaps.
- More people would end up unnecessarily in care homes in the short and longer term, which would be upsetting for them and their families and more expensive for adult social care.
- It would impact on people's ability to maintain and regain their independence and confidence.
- Closing the intermediate care services would impact on the family of people who need this support.

- If day services reduce or are closed it would limit access to valuable services and could lead to a decline in the condition of people with dementia, and increase isolation for people who can't access services.
- Reducing or closing day services would have a big impact on carers and may make it harder or impossible for them to continue in their caring role.

Suggestions:

- Publicise the day services more and get more people paying to use them.
- Raise Council tax and reduce expenses.
- Look to other departments for more savings.
- Charge people more for transport, to use the day service or to use the service for more days.
- Make money from renting the building out to groups and organisations.
- Look at innovative ways of raising money, such as lotteries, sponsorship and charitable status for services.

Appendix 8: Events feedback

Key themes – intermediate care

The overall themes were:

- The rehabilitation offered by the service is vital and helps people to regain their mobility.

Suggestions:

- Combine the Milton Grange and Firwood House services on one site.
- Seek funding from other sources, such as the NHS and the National Lottery grants.
- Councillors should take pay cuts.

Key themes – day services (directly provided)

The overall themes were:

- People value the highly skilled staff at both services.
- Milton Grange is very good value for money.
- People are happy and engaged at Milton Grange day services.
- Warwick House reduces stress for carers by providing a safe and caring environment.
- Carers need a break and like the fact that the Milton Grange service cares for their relative well.
- Milton Grange provides stimulus and encouragement to engage in activities.

The key concerns were:

- That services would just be taken away and people would be left without any service.
- That the decision to close the services has already been made.
- About the alternative services that would be available in the private sector, whether there are any and whether they can provide an equivalent service.
- What would happen to Warwick House if the service stopped, as it is purpose built for day services.
- That people with dementia don't respond well to change.

The key impacts were:

- There would be other costs if the service were to close, such as people may have to go into more expensive long-term care.

Suggestions:

- Increase occupancy through better promotion of the service and faster access to the service.
- Let people pay to attend for extra days at Warwick House.
- Charge more money to attend day services at Milton Grange.
- Look at Milton Grange transport costs and make changes such as using volunteer drivers or charging people more for this part of the service.
- Seek funding from other sources for Milton Grange, such as the NHS and the National Lottery grants.
- Staff could set themselves up as a limited company and run the Milton Grange service.
- If Warwick House were to close and people had to move to a new service, they should go to the same one to limit the amount of change they have to cope with.
- Before making a decision consider the opportunity costs, direct operational costs and the costs of longer-term care.
- Councillors should take pay cuts.
- Make savings in back office staffing costs.

Key themes – day services (commissioned)

The overall themes were:

- Praise for the three services and the staff who work there.
- The services stop people becoming isolated and stuck at home.
- Day services provide a respite opportunity for carers.
- Other day services have already closed, so there is less and less available.
- The Charter Centre day services are needed and help people to feel part of the community.
- The Phoenix Centre provides key support to people with dementia.
- The foot clinic at Phoenix provides important care and stops unnecessary hospital visits.

The key concerns were:

- It would be more expensive in the long term if services reduce or close, as people would need more care at home or end up in residential care.
- About the constant reviews the services face and the ongoing reductions in attendees.
- That there aren't any equivalent services available locally if the Charter Centre was to close.
- That the Charter Centre isn't getting the referrals it needs to be sustainable.
- About the other organisations that use or rent the Phoenix Centre.

Suggestions:

- Promote the services and get more people paying to use them.
- Look at reducing the transport costs to the Charter Centre.
- Generating income from the Phoenix Centre in other ways.
- Turn the Phoenix Centre into an intergenerational hub.
- Combine the Charter Centre with another service, like the Isabel Blackman Centre.

Milton Grange – 21 & 22 February

Please note that some of the timeline has changed since the meeting.

Purpose of the Meeting

AF explained the purpose of the meeting was to give some background information about the review of Milton Grange day service and provide those attending with an opportunity to give their views and ask questions.

AF confirmed that a copy of the minutes would be sent to all clients and their representatives to ensure those who are unable to attend are kept fully informed.

AF provided some background information:

East Sussex County Council needs to make savings of 17 million pounds over the next 12 months of which Adult Social Care needs to contribute 10 million pounds. In order to achieve these savings a wide range of services are being reviewed including Milton Grange and Firwood House. The savings target for Milton Grange and Firwood House is 1.2 million pounds.

AF said she is aware that one of the options highlighted in the media is closure but added that other options are being considered and stressed that no final decision will be made until the cabinet meeting which takes place on the 5th of June 2018.

From the 14th of February until mid-April a 10-week public consultation is taking place which covers all of Adult Social Care services across East Sussex County Council. During this consultation the public are invited to give their suggestions, views and feedback – this is for the whole community, not just those who use the services. The consultation form can be completed online. Alternatively, JP has printed some paper copies which are available. This feedback is very important and will enable all views to be considered by the Cabinet in order to assist them in making their final decision.

Discussion

During both meetings a number of questions were asked and concerns raised. These are summarised below:

Attendees raised concerns regarding services being taken away.

AF said she was aware that this is an anxious time for people but stressed that no decision would be made until all the feedback had been heard and all options considered.

Attendees queried how these financial savings could be made as there would be other costs if the service was to close, some people felt that without day services their relatives would have to go to long term care which would be much more expensive.

AF said that the review will look at options to deliver the savings and that proposals will go to Councillors for the decision. Proposals will consider any cost implications if the service was to close.

Attendees queried how £1.2 million pounds can be saved.

A number of suggestions were made as follows:

- Managers are looking at all aspects of the service to identify areas where savings can be made, including transport routes being considered as well as making more use of pool cars and utilising taxis to their full capacity.
- A number of attendees recognised that Milton Grange was very good value for money compared to other options and said they would be 'willing to pay more'.
- Attendees proposed that client transport costs and charges ought to be considered.
- A suggestion was put forward to combine Milton Grange and Firwood House on one site.
- Funding from other organisations including the NHS and National Lottery was

suggested.

- Use of volunteer drivers.
- Staff could set themselves up as a limited company and run the service.
- Attendees suggested that councillors should take pay cuts.

AF confirmed that all of these suggestions would be considered as part of the review. AF stressed that as part of the consultation it was really important that everyone gave their ideas for savings as well as what they would be willing to compromise to retain the services.

Attendees asked what service was provided by Firwood House and Milton Grange bed services.

AF explained that Milton Grange Bed Services provides Intermediate Care with Nursing as well as specialist mental health Intermediate Care to enable people to return home following a period of rehabilitation. The service is provided to support people following a discharge from hospital or to people from the community to prevent an admission to hospital. Firwood House is a similar service which offers specialist Intermediate Care with Nursing. Occupancy for the Bed Services is approximately 90-95%.

Further discussion included Milton Grange's Bed Services and how valuable this has been to clients. One attendee in particular advised her husband had a better level of mobility following a stay at Milton Grange and felt that the rehabilitation offered was vital.

Attendees queried the rumour that Milton Grange may be sold to a private company.

AF said that this was a rumour and she is not aware of any plans of this nature.

Many attendees gave their views on the service as follows:

- One person said that [their relative] has been coming to Milton Grange for [a long time] and she is angry at even the thought of closure
- 'Carers need a break and our relatives are very happy here'
- 'Staff are very highly skilled and very well trained'
- 'Service is wonderful and gives him a reason to get up in the morning'
- 'Stimulus provided is excellent, encouragement to engage in activities'
- 'People are motivated by staff'
- 'Staff care for the relatives as well'
- 'We can feel confident our relatives are happy here and well cared for'
- 'Very good value for money'
- 'A lot of people don't even think about social care until it affects them'

One client gave a speech, commending the services provided by a 'highly skilled and caring staff', and stated it was difficult to understand why the service was on the list for closure and what would happen to staff and clients if the service was to close? He urged those making decisions 'for compassion for all clients who attend the service and for all staff that work here'.

Attendees expressed concern that the decision to close may have already been made.

AF reassured people that this was not the case and no decision would be made until the 5th June when Councillors would make the final decision at cabinet.

Attendees queried what other options would be available if closure was to happen.

AF advised that if it was to come to closure then they would have a duty to support clients to find alternatives, and that individuals' needs would be reviewed in order to find

appropriate alternatives.

Attendees queried whether local MPs were interested in helping and shared with each other that there was a lot of support from Stephen Lloyd who could be contacted via facebook.

AF said that a letter will be sent to all clients and their representatives and will include a link to the online consultation on the ESCC website and a copy of the minutes from the consultation meetings. Once proposals are clearer, further meetings will be arranged in order to discuss developments. Attendees felt it was very helpful to have these meetings.

AF and SH thanked everyone for their time.

Warwick House – 15 March

Purpose of the Meeting

AF explained the purpose of the meeting was to give some background information about the review of Warwick House Day Service and provide those attending with an opportunity to give their views and ask questions.

AF confirmed that a copy of the minutes would be sent to all clients and their representatives to ensure those who are unable to attend are kept fully informed.

AF provided some background information:

East Sussex County Council needs to make savings of 17 million pounds over the next 12 months of which Adult Social Care needs to contribute around 10 million pounds. In order to achieve these savings a wide range of services are being reviewed, including Warwick House.

AF said all options are being considered and stressed that no final decision will be made until the cabinet meeting which takes place on the 26th of June 2018.

From the 19th March until 28th May a 10-week public consultation is taking place. During this consultation the public are invited to give their suggestions, views and feedback – this is for the whole community, not just those who use the services. The consultation form can be completed online. Alternatively, ... DPS managers will ensure some paper copies are available at Warwick House. This feedback is very important and will enable all views to be considered by the Cabinet in order to assist them in making their final decision.

Discussion

During the meeting a number of questions were asked and concerns raised. These are summarised below:

Attendees raised concerns regarding services being taken away if the service closes.

AF said she was aware that this is an anxious time for people but stressed that no decision would be made until all the feedback had been heard and all options considered.

Attendees queried how these financial savings could be made as there would be other costs if the service was to close; staff would have to be paid unemployment benefit and their skills would be lost. Some attendees asked for a financial breakdown of the true costs of the service recognising that for example the £2 charge for transport was not very realistic. They expressed a wish to understand where there were losses and where savings could be made. Consequently, a breakdown of the costs is included below:

Warwick House Day Services 2017-18	Budget
	£
Employee Costs	318,700
Premises Related Costs	39,100
Transport Related Costs	59,000
Supplies & Services	28,000
Customer & Client Receipts*	- 102,000
Total Net Expenditure	342,800

* income from customers and clients was based on an average attendance of 25 people per day. Actual attendance is averaging at 14 people per day so the income is lower at £93,800

Several people expressed their appreciation of the staff team stating they were highly skilled and second to none.

One person stated she had been informed by her local MP that the decision had already been made.

AF emphasised that this was not the case and that a decision would not be made until the

cabinet meeting in June.

A couple of people mentioned that they had been in contact with the local media including the Argos and local radio and they would be speaking to their MP.

Concern was expressed about services being re provided in the independent sector. It was felt that this would be no more than a “baby Minding service” and that staff in the private sector did not have the training or expertise required to deliver the service.

Some people suggested the savings could be made elsewhere for example in admin and management and office roles.

AF assured everyone present that a wide range of roles are being considered as part of this process including administration and management.

Some attendees were concerned about the building as Warwick House was purpose built and designed to do the job of caring for clients.

SH and AF said this was not known at present.

Several attendees spoke of how the service at Warwick house supported them, helping to alleviate stress, providing a safe and caring environment and highlighted that people with dementia do not respond well to change, and suggested that if they have to go to an alternative service that they stay together.

A number of suggestions were put forward as to how savings could be made as follows:

- Fewer Managers and Administrators.
- To get a government grant like Lewes (this referred to the “Lewes Promenade”).
- Take less time to get an assessment so the service can be accessed faster which would increase occupancy.
- Consider the opportunity costs, the direct operational costs and the costs of longer-term care.
- Better advertising and promotion of the service.
- Being able to pay for extra days.

AF and SH thanked everyone for attending and said they would keep people informed of developments as the review progressed.

Charter Centre – 11 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Question: The service at the Charter Centre has already reduced how many more cuts?

Answer: We need to consider the best way to provide day services that meets people's needs within a reduced budget.

Q: A lot of money is wasted on taxis – why not have a mini bus?

A: There are different cost-effective ways to look at transport and buses can be equally expensive to run and operate.

Attendee comment: It's better for people to remain in their own homes, much more expensive in residential care, it's a false economy.

Attendee comment: There is no other day care in Bexhill to meet high needs. The staff are marvellous, well trained and can meet various needs.

Q: I look after my husband 24/7, the Charter Centre is a welcome break, and I get peace of mind as I know he will be well looked after. I value the one day respite. What else would be provided if not here?

A: There is a duty and responsibility to meet people's individual care and support needs, including carers and this will include considering if there are other alternative support services to meet people's needs.

Attendee comment: My [relative] comes twice a week and all her needs are met, Charter Centre is the best possible option and she has a good time here.

Attendee comment: The Learning Disability team looked at alternative services but nothing was available.

Attendee comment: This is the only day I come; I use ambulance transport (Wealden transport). I would be stuck at home all week if I didn't come here.

Q: What is the cost of keeping reviewing services, it seems to happen a lot?

A: The review is in response to the financial circumstances, pressure on the community care budget and savings that need to be found. Day services are very expensive and the centre is not full, people are not choosing this type of service.

Attendee comment: There is a lunch club in Bexhill which is run by older volunteers and can't get new staff. There are clients there that should be attending the Charter Centre.

Attendee comment: Cost is an issue for many people – somebody new was interested and visited but declined to pay the £54 a day price.

Q: What does it cost a day?

A: The cost to the client is £54 but the actual cost of the service per day is a lot more to cover the building and transport costs funded by ESCC.

Attendee comment: Residents of Thalia House – five of the residents (100 residents in the flats) visit the centre and come for our lunch. They are very good facilities and the staff are wonderful. We could encourage more people to attend.

Attendee comment: Always seems to be Adult Social Care that has to find the savings even with council tax increases.

A: Central Government are not funding councils.

Attendee comment: Many care homes closed in Hastings. Please don't close this centre.

Q: Which day services are proposed to close?

A: Not proposing to close any, however five of the council-supported day centres including; IBC, Warwick House (Seaford), Charter Centre, Phoenix Centre and Milton Grange (Eastbourne) are all being reviewed.

Attendee comment: Two services could be put together e.g. Charter & IBC, the bus would be available and the two could be combined to use the same building. There is only 6 miles between the centre but can't be on the bus more than one hour.

Attendee comment: We have new landlords. Could a rent reduction be considered to help with reducing cost?

Attendee comment: We used to have over 100 clients attend the day centre and as we have been under review over time the numbers have reduced.

Q: Why are we not getting the referrals – the carers' breaks service is not referring either?

A: It's likely that the funding is not available via the community care budget.

Q: Is the Charter Centre being advertised? Only the people with highest needs are getting funded. Maybe some of the senior staff jobs can be looked at?

A: Adult Social Care staff know about the centre and management jobs are being reduced.

Q: There has been a lot of building work done and money spent on the centre – were they necessary?

A: Money spent on renovations is spent from a different budget. The building needs to work better as a whole.

Attendee comment: We still need day care to enable community interaction with others and to feel part of the community, a PA is not always appropriate as can still be isolating with that one person as not meeting other people.

The Council closed the meeting and thanked everybody for their time and valuable contribution.

Isabel Blackman Centre – 10 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Question: Is this a done deal, what can we do to keep IBC open?

A: It is not a done deal; we need to consider the best way to provide day services that meets people's needs within a reduced budget.

Q: What do you propose if IBC closes?

A: Need to explore if there are any alternatives and to take note of the importance to people's individual needs and including caring respite. IBC is not always full and we need to understand the reasons for this.

Attendee comment: It's very good here; the staff are all very good. We would be isolated at home if we couldn't come here and helps give carers some respite.

Attendee comment: Come here 5 days a week there is nice food, good company – not fair for government to shut us down.

Q: Pinehill shut and so we came here – what will happen to people who use this service?

A: If services closes all clients would have individual reviews to look at their needs this would include their carers. Alternative provision will be looked at before the day services closes.

Attendee comment: My [relative] has been coming here five years for carers respite, we need this help and maybe more contribution towards the cost would help.

Attendee comment: What about Bevan's promise to care "from cradle to grave".

Attendee comment: The centre is open seven days a week; we go out on trips, excellent staff and activities. It helps reduce loneliness and poor mental health.

Q: As the representative from the GMB Union, please can you confirm the consultation dates? IBC is a vital service and makes people's lives better. We need to know what the budget is for IBC and to understand what the other options might be, plus the cost of any replacement to help people make decisions, otherwise we are at a disadvantage.

A: From the 19th March until 28th May a 10-week public consultation is taking place. People can take place in a variety of ways. All costs will be considered and this will need to be presented to council cabinet in June 2018.

Attendee comment: As the chair of the Old Town Association – this is the fourth time that IBC has been at risk of closure. What are the reasons it should close. There are many facilities including bathing, the current management are excellent and the IBC serves a unique poverty profile in Hastings. It is crucial that we have more information to inform the consultation and a needs profile must be considered.

A: An Equality Impact Assessment (EIA) will be completed to look at all needs including demography, deprivation, the impact on protective characteristics, this includes carers, disability and future demand.

Q: Will we see the EIA?

A: Yes, this will be available alongside the cabinet papers in June.

Attendee comment: Day care in Rye has already closed, can't close this as well. I am very happy here and have lots of friend that attend also.

Attendee comment: Perhaps there is money available from a small trust that can help with the costs.

Q: The Government say they have no money but I think they have. How much has the council got in reserves?

A: Unable to answer this.

Attendee comment: Please use microphones for future meetings as unable to hear.

A: Noted and apologies.

Attendee comment: Carers save the Government a lot of money. The Prime Minister is not helping the elderly and disabled. The IBC provides carers respite.

Q: Is the increased council tax for Adult Social Care (ASC)?

A: Yes and work has been done to look at ways to reduce savings in ASC already.

Attendee comment: Last time IBC went out to tender and SCDA won the contract and have made an excellent job. The boss comes out every day to see everybody. If it closes there will be the cost of providing care in people's own homes. The new dementia service set up 2nd April states day centres are needed.

Q: We would like assurance from cabinet members that they have looked at the levels of deprivation in Hastings – can they visit to see the great work here? The council leader lives in [removed] – could we invite him to visit?

A: You can contact your own MP to ask them to visit and have your say about the centre.

Attendee comment: I'm a different person since coming here, the staff have helped me, I'm more confident and my health has improved. I can help volunteer.

Attendee comment: IBC helps prevent crisis in the community, helps check and monitor people's health and wellbeing every week inc. health appointments if not available it would be more expensive to resolve health issues and impact on the hospitals.

The meeting was closed and everybody was thanked for their time and valuable contribution.

Phoenix Centre – 13 April

The meeting was introduced, and the background and consultation were explained.

Questions & Answers

Q: Why is the consultation closing on a Bank Holiday (BH)?

A: Comments received on a BH will be processed.

Q: Council Cabinet could overturn the decision.

A: Full council is required to make financial decisions.

Q: This is a vital service for carer respite and I would have lost my job if it had not been for the Phoenix Centre. I have given feedback in past consultations; why is the council consulting again?

A: More financial savings are required again this year and need to look at ways to re-configure services.

Q: The number of people who have attended the meeting today is an indication of the importance and necessity of the centre. What is the cost and are there alternatives available?

A: £90 a day and the centre is under-occupied. We need to reduce costs.

Attendee comment: The building could be let out to generate income – explore third sector funding.

Q: What political party dominates council Cabinet? The MP is not present.

A: Conservatives.

Q: Why are so many council-owned properties left standing open empty?

A: Many are sold off and a list can be provided to show where properties have been sold.

Attendee comment: St Nicolas day centre has reduced its service, need to keep Phoenix open. I volunteer here.

A: Not proposing to cut the service need to look at all day care as a whole.

Attendee comment: *My [relative] attends twice a week and she wants to feed back what she gets from the Phoenix Centre – enrichment, creativity, distraction from health problems, independence, and safety. The staff are amazing and centre is superb. My [other relative] receives respite as her carer and has no worries while she is here. Third party carers would not be accepted. I've given up a career to look after my parents or my mum would go into care.*

Savings ideas they have are – to have more paying clients, train more in-house staff and therapeutic activities, centralise administration support, relocate to a smaller premises, outsource the food provision. The Government need to provide more funding.

Attendee comment: Had various professionals involved but not one ever mentioned or promoted the Phoenix Centre. It's not advertised in the GP centres.

Attendee comment: Previous councillor campaigned against the closure of Harvard Rd in Ringmer. A new care/ nursing home is now open and the cost is up to £2,000 a night so £90 a day is a good price.

Day services provide respite care for the carers and reduce carer breakdown. There would be an added cost. There is an increasing older population in the area. These are not savings, they are cuts and there is money available.

Q: Have there been any estimates on the potential increased cost of individuals' packages of care to meet high care needs if they were not receiving day care?

A: The Centre is not closing but there are cheaper ways to provide day services approximate cost is £55 a day. Need to increase occupancy and work with business partners to have an effective business model for the future.

Q: The Council treats older people like the poor relation – has ESCC made a strong petition to central government? Has there been a march outside Downing Street?

A: It is important to ensure your message is shared with elected members. Campaigning at both national levels with the Stand Up for East Sussex Campaign and via the Association of Directors of Adult Social Services to government demonstrating that more funding is needed even to maintain current levels of funding. Council have to operate in a budget set by elected members. Saving proposals can be opened to challenge.

Attendee comment: Are you aware 40 other organisations rent this building?

Attendee comment: Dementia Action Alliance is supported by SCDA. People with dementia access support at the centre including essential peer support.

Q: Is the Council signed up to supporting people with their personal independence payments and other benefits?

A: Yes, within the dementia guide service and through welfare and benefit support projects.

Attendee comment: Transport for people can be difficult and a challenge but is much needed for the benefit for people to get out.

Attendee comment: Warwick House in Seaford is well used and covers the Havens. If you cut services there will be nothing left but damage to civilized society.

A: The value, importance and benefit of services is known and understood. Demand on the system is greater and unable to operate as it currently stands.

Attendee comment: The centre could be opened to more families and children as an intergenerational community hub, as there are known benefits to this model, including preventing reliance on more expensive services plus one way to reduce the bed blocking in hospitals.

Attendee comment: The centre was reconfigured two to three years ago and SCDA has created more opportunities for people. Council is stuck as they need to generate income as there is less funding from the government and this has dropped over the years.

We want our MP to know what is going on as this is a disgrace to the community to be constantly threatened.

A: It is important to have the dialogue in the right place and with the right people.

Attendee comment: The foot clinic provided at the centre helps to prevent more expensive hospital care.

Attendee comment: The repeated possibility of closure does not help anybody including Home Works – higher future costs inevitable. Have your say to your MP and cabinet members.

Q: Why are Milton Grange and Firwood House included in the cabinet papers as a proposal to close?

A: All services are being looked at as a whole as some provide a range of support. £59,000 of savings are required this year. It is therefore important to look at all day care provision services across the county.

Attendee comment: Need to raise awareness of the centre and the cognitive stimulation it provides with excellent staff. Carer respite and meeting high care needs. Use GPs to advertise more.

Attendee comment: This is a fantastic facility for my [relative] it enables me to go to work as long days' respite are provided with amazing food.

Attendee comment: Use it or lose it – need more people to pay. Patient participation group held here, the facilities of the centre could be used more. We need more information to help decide as part of the consultation. Could planning permissions regulations and processes help keep the building open?

The meeting was closed and everybody was thanked for their time and valuable contributions.

Equality impact assessment – summary report for RPPR Older People’s Day Services

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council’s website.

Date of assessment update: May 2018

Manager(s) name: Tamsin Peart **Role:** Strategic commissioner

Impact assessment:

As part of the council’s RPPR process a review is being conducted in order to identify savings within older people’s day services. The EqIA explores the potential impacts of closure or other savings options such as re-provision.

The day services being reviewed are all provided by the independent sector, both voluntary and private organisations. These are provided by and include:

- Charter Centre, Bexhill - Sussex Community Development Association (SCDA)
- Isabel Blackman, Hastings - SCDA
- Phoenix House, Lewes - SCDA
- The Pavilion, Uckfield - Sussex Support Service (SSS)
- The Havens, Peacehaven & Newhaven - Age UK East Sussex
- A range of other independent providers from which we spot purchase places

This review is closely linked to a related review of commissioned day services at Milton Grange and Warwick House.

Summary of findings:

The area of biggest impact is on age, disability and carers. The cumulative impact of the review of commissioned day services, and carers’ services will also have a negative impact on carers and older people.

- As these day services are for older people, any reduction or closure of services resulting from the review would have a negative impact on clients and potential clients who have a dementia diagnosis or mental health issue, as well as physical needs associated with the ageing process.
- Potential changes would result in increased anxiety and distress for older people with dementia and mental health conditions, and due to reduced capacity for specialised support and the increased likelihood of being admitted to residential care, plus increased use of primary and acute healthcare and an increase in demand for social care.
- Should any proposals go ahead as a result of the review, there will be a negative impact on carers and family members of clients by placing increased pressure on them alongside a reduced capacity for carers support and a possible reduction in alternative day services.
- An impact to clients who rely on day services for social interaction and stimulation, and likewise to carers who have made social connections with other carers, or use the time to meet other responsibilities or self-care.
- Potentially longer travel times to reach services, particularly for clients living in rural areas and who are reliant on arranged transport.
- There were also related potential effects on race and sexuality for clients, although it is acknowledged that these issues relate to access to services in general, rather than the

proposals specifically. These have been assessed as neutral but addressed in the mitigations where possible.

- As directly provided services are also under review, there may be additional impacts on the day services which are contained within this review.

Summary of recommendations and key points of action plan:

- Any proposed re-provision of service will aim to keep clients grouped together where possible, and will work with clients and their families/carers individually to manage change at a pace that is appropriate.
- Commissioning of suitable alternative services should existing services cease.
- Any cultural or lifestyle issues will be reflected in client’s care plans and should re-provision of service happen, be discussed appropriately with providers.

Groups that this project or service will impact upon

	Positive	Negative	Neutral
Age		x	
Disability		x	
Ethnicity			x
Gender/Transgender			x
Marriage or Civil partnership			x
Pregnancy and Maternity			x
Religion/Belief			x
Sexual Orientation			x
Other (inc. carers/rurality etc)		x	
All			

