
CONSULTATION FEEDBACK

1. QUANTITATIVE QUESTIONNAIRE RESULTS:

- 1.1 56 day service users returned a questionnaire, out of a possible 183, giving a 31% response rate.
- 1.2 Of the 56 respondents:
- 31 (56%) were Ellerslie Road service users
 - 11 (20%) were Options service users
 - 11 (20%) were Nubian Life service users
 - Two respondents did not state which day service they were from and one respondent stated they attended all three services.
- 1.3 Of the 56 respondents:
- 41% agreed or strongly agreed and 54% disagreed or strongly disagreed that mental health day services do not need the whole of a large, purpose built day centre, meaning Ellerslie Road could be used by other day service users.¹
 - 67% agreed or strongly agreed and 33% disagreed or strongly disagreed that Nubian Life should become an all-age service, rather than one exclusively for older people.
 - 85% agreed or strongly agreed and 15% disagreed or strongly disagreed that some space should continue to be provided at Ellerslie Road for the existing, long term mental health service users.
 - 70% of the respondents were concerned about the impact the proposals could have on particular communities in the borough².

2. QUALITATIVE QUESTIONNAIRE RESULTS

- 2.1 Some common comments received on the questionnaires about the proposals were:
- Disagreement about providing less building space for mental health service users
 - Concern about lack of space for three different services to operate from the same building
 - The need to involve service users in the design of new services
 - Ensuring the building would have specialist staff and equipment for each service user group

¹ 5% of respondents did not answer this question

² This will be explored in more detail in the Equalities Impact Assessment (EIA) that will accompany the Key Decisions Cabinet Report, which is due to be taken to the 5th March 2012 Cabinet meeting.

3. CONSULTATION EVENT FEEDBACK

Meeting	Date	Feedback
5.1.1 Ellerslie Road service users	20/11/11	Meeting attended by approximately 45 service users. The main concerns were: <ul style="list-style-type: none"> • 3 course lunch no longer provided – some people rely on this meal for nutrition • No staff – service users rely on staff for advice and support • Facilities – some people rely on the shower and laundry facilities • Space – one room is not enough, space is needed for group work and private meetings • Smoking area – service users need access to outside to smoke
5.1.2 Consultative Forum members	25/11/11	Members were particularly concerned with the proposal to make all day services ‘all-age’ rather than specific to older people. They believe that there will be a lot of opposition to this proposal from Nubian Life. They also wanted to know whether the remodel was financially driven. It was explained that the main drivers are to find services better buildings and to modernise services in line with the recovery and personalisation agendas.
5.1.3 Shanti (TAHA) director and managers	01/11/11	The director and manager expressed concern about how multiple services would manage to share space. They said there needed to be some careful planning around partnership working, to ensure the different services understood each other’s needs.
5.1.4 Options service users and carers	02/11/11	Meeting attended by approximately 15 service users and carers. The main concerns were: <ul style="list-style-type: none"> • Service users with learning disabilities and particularly those with autism struggle to understand change and may feel very anxious about their service moving to a different building • Ellerslie Road space is not as big as what the Options service currently enjoy at 280 Goldhawk Road

		<ul style="list-style-type: none"> Options is located very close to Ravenscourt Park and service users enjoy going to this space daily when the weather is good A lot of work has gone into the large garden at 280 Goldhawk Road Parking the mini bus to drop off and pick up service users - there is no car park at Ellerslie Road. Ellerslie Road might be unsafe for service users
<p>5.1.5 Mind CEO and managers</p>	08/11/11	<p>The CEO and manager were supportive of the consultation proposals. They understood that Ellerslie Road was under-used and agreed that day services should be modernised to encourage independence and recovery.</p> <p>They were supportive of the proposal to create an intensive recovery support service. They were enthusiastic about it being staffed by mental health service users and felt it would compliment some of the services provided by Mind, such as befriending.</p> <p>There was some concern about the drop-in continuing at Ellerslie without access to mental health staff. They felt that there should be some on-call availability for times of crisis and to provide some support, but agreed that staff support was not needed all day everyday.</p> <p>They were supportive of there being a long period to manage the change from having the whole centre to sharing the space. They agreed that six months would be enough time to make sure plans were in place for all individuals affected by the change.</p>
<p>5.1.6 Nubian Life service users, managers and trustees</p>	09/11/11	<p>Meeting attended by approximately 25 service users. The main concerns were:</p> <ul style="list-style-type: none"> The space available to them at Ellerslie would be smaller than what they are used to at 50 Commonwealth Avenue. The service has a desire to expand and they do not believe that could do this with the limited space that is on offer at Ellerslie Road Using a lift for the majority of service users, because nearly all of them have

		<p>mobility problems</p> <ul style="list-style-type: none"> • Safety of sharing a building with other services, wanted to ensure they would be in a separate space <p>Other feedback:</p> <ul style="list-style-type: none"> • There was little or no objection from the meeting about the 'all-age' model. Some people expressed that they liked the idea of sharing their service with people that are younger but had similar needs to them • They understand that their building would be too expensive to repair and appreciated that the Council are trying to find them a better space for their service
5.1.7 Strategic Commissioning Group (mental health)	15/11/11	This meeting was cancelled by the Chair of the SCG.
5.1.8 Disability Forum members	16/11/11	The disability forum gave advice on making the Ellerslie Road building accessible for people with disabilities. The feedback was passed onto the Council's Health and Safety team, who visited the building to look at any issues there might be if service user groups were to share and there was an increase in people using wheelchairs. The feedback from H&S was that there are no concerns but there a suggestion that the entrance and reception area could be adapted to create more space for wheelchairs.
5.1.9 Ellerslie Road service users	22/11/11	This meeting was changed into a series of workshops with Ellerslie Road service users, exploring their main concerns about sharing the building and how to address the issues. The findings of the workshops were fed back to the AD of Adult Social Care on 19 th December (see para 5.1.14).
5.1.10 Mencap staff and parent/carers of Options day service	23/11/11	This meeting was attended by Mencap staff, one service user and parents/carers of the Options service. The meeting attendees were very concerned about

		Options service users sharing a building with people with mental health needs and some believed it could make the Options service users vulnerable to abuse. They expressed fear of mental health service users and fear of the area of the borough where Ellerslie Road is located. Concerns about travel time to the Ellerslie Road location and parking restrictions were also expressed.
5.1.11 Carers	23/11/11	Carers from a cross-section of care groups attended this meeting. Similar concerns were raised from learning disability carers about sharing space with mental health service users. This was rejected by the mental health carers. There was meeting consensus on the need to involve service users and carers with all aspects of service redesign. Some expressed keen interest in the new model of peer support reablement for mental health service users.
5.1.12 HAFAD staff and service users	01/12/11	The proposal to remodel day services with a focus on community inclusion is supported by HAFAD. The consultation meeting was cancelled at the request of HAFAD, but Kamran Mallick, HAFAD's Director, responded to the consultation in writing. Mr Mallick stated that HAFAD's position is 'we don't believe that day centre provision is the right one for disabled people and that individuals should be supported to live their lives with control over their choices and use mainstream services.' Mr Mallick also expressed that with any changes to services, service users 'must be fully consulted and what they say as residents of the borough should inform the authorities decision making'.
5.1.13 Service User Network (SUN) management group (mental health)	02/12/11	This meeting mostly discussed the proposed peer support reablement service. The meeting agreed with the principles of the service and believed it would be a good bridge builder for people that are being discharged from a long stay in hospital. There was some concern

		<p>about 'people who don't recover' from their mental health issues and what services would be available for them. It was explained that people can always be referred back into mental health services and the preventative day services at Mind and Barons Court, which are open to all including self-referrers, have grant funding for 3 years.</p>
<p>5.1.14 Ellerslie Road service users</p>	19/12/11	<p>This meeting was arranged so the Ellerslie Road service users could feedback to the AD of ASC about the workshops they had participated in about sharing the building with Nubian Life. The feedback was:</p> <p>Service users want dedicated staff for the drop-in and to maintain the knowledge base of the existing staff. They want to maintain key working and to have meals provided, including specialist meals such as vegetarian. Cost of meals is an important issue.</p> <p>Service users want the services within the Ellerslie Road building to be fully integrated and for them to have access to all parts of the building. They want the space upstairs to be looked at, including offices, so best use can be made of it.</p> <p>If there are building alterations, service disruption or temporary closure should be kept to minimum.</p> <p>Laundry and shower facilities are important to some service users because they help people maintain their dignity, especially in times of mental health crisis. Service users therefore requested that these facilities remain available to them.</p>
<p>5.1.15 Options service users and carers</p>	19/12/11	<p>This meeting was cancelled because the proposals changed (the Options service was no longer being considered for the Ellerslie Road building). The Project Manager coordinating the consultation wrote to all service users and carers, explaining that the proposals had changed as a result of feedback received.</p>
<p>5.1.16 Nubian Life service</p>	20/12/11	<p>The new proposal for Nubian Life to move to Ellerslie Road and occupy the ground</p>

users		floor was discussed at this meeting. This was well received by the attendees and many expressed gratitude that the service they enjoy will be relocated to a much better building. Service users were very keen to visit Ellerslie and it was explained that a number of opportunities to spend time in the building before the service moves there would be arranged.
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