

Relocating the Learning Disability Respite Service and shaping its future

Consultation Feedback

Key findings

Overview

- The consultation ran for six weeks, from 19/11/2018 to 28/12/18 and had 39 responses, of which the top three respondents included:
 - Staff (approximately 40% of respondents were staff from Strathy close, shared lives, and/or the respite service)
 - Learning Disability respite users (approximately 25% of respondents were users of the respite service, including carers or close family members)
 - Learning disability day service users (approximately 15% of respondents were users of the day service)¹
- **74.4%** of responses agreed that the council should be making the best use of its resources (for instance, making sure that its buildings are well used) (29)².
- **79.5%** agreed that the council should look to relocate the respite service to a more suitable building (31), with 56.4% strongly agreeing (22)³
- **51.3%** agreed that the Council should take the opportunity to review the future aspirations for the service (20)⁴

Greatest concern or priority

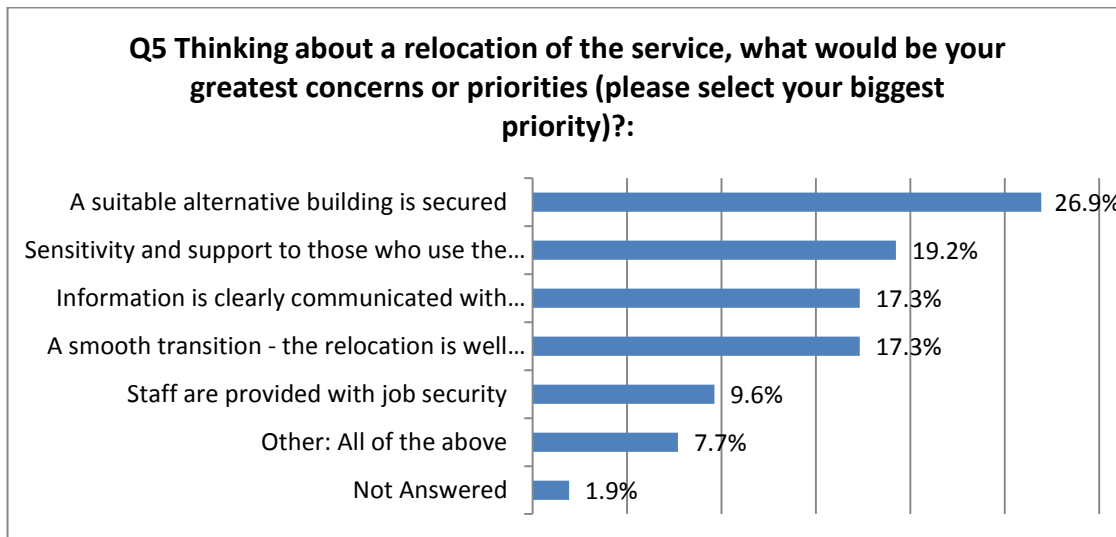
- Respondents found it difficult to select the most important priority, a number of people selected multiple priorities or said that all of those listed were important.
- Responses showed that:
 - 26.9% felt that securing a suitable alternative building was a top priority,
 - 19.2% who felt that sensitivity and support to those who use the service was most important
 - 17.3% agreed that the most important priority was that 'information is clearly communicated with those involved or affected' and a smooth transition - the relocation is well managed.
 - One person noted that all would apply in order for the relocation to be well managed.

¹ Please note approximations are due to the fact that some respondents ticked multiple boxes on the answers.

² 7 responses neither agreed or disagreed and 3 disagreed.

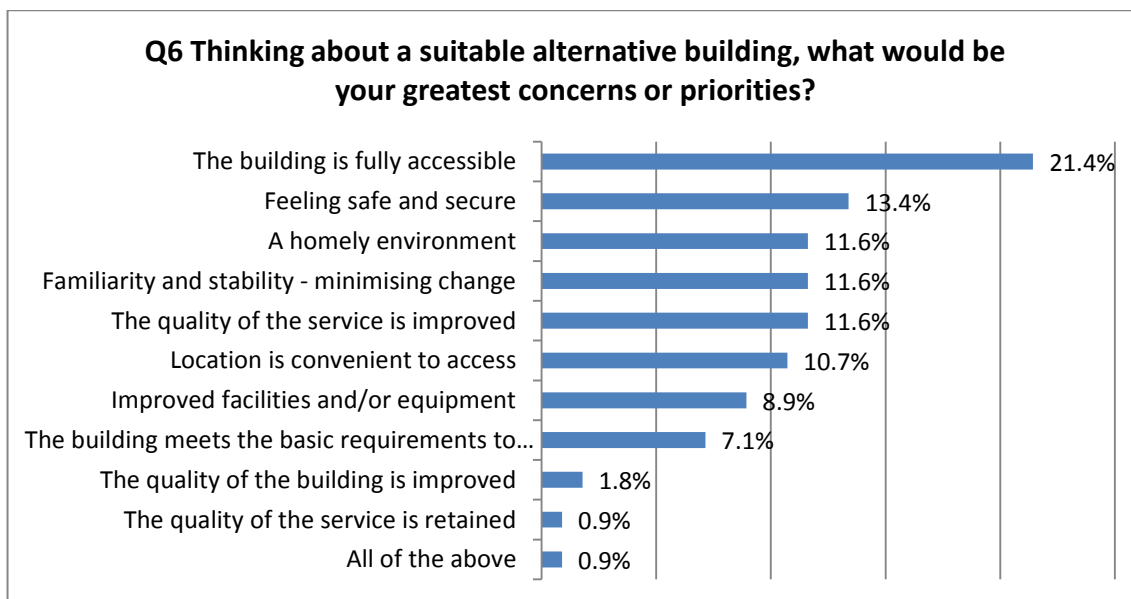
³ 5 disagreed, 3 responses neither agreed or disagreed

⁴ 13 responses neither agreed or disagreed, 5 disagreed, 1 did not answer



Location and building⁵

- The graph below shows the top three priorities selected from all respondents.
- The accessibility of the building was considered the highest priority, with 21.4% selecting it one of their top 3 priorities, followed by 13.4% who agreed that feeling safe and secure was one of their top 3 priorities.
- There were two 'other' priorities mentioned, which included 'all of the above' and maintained the same level of quality that the service currently provides.
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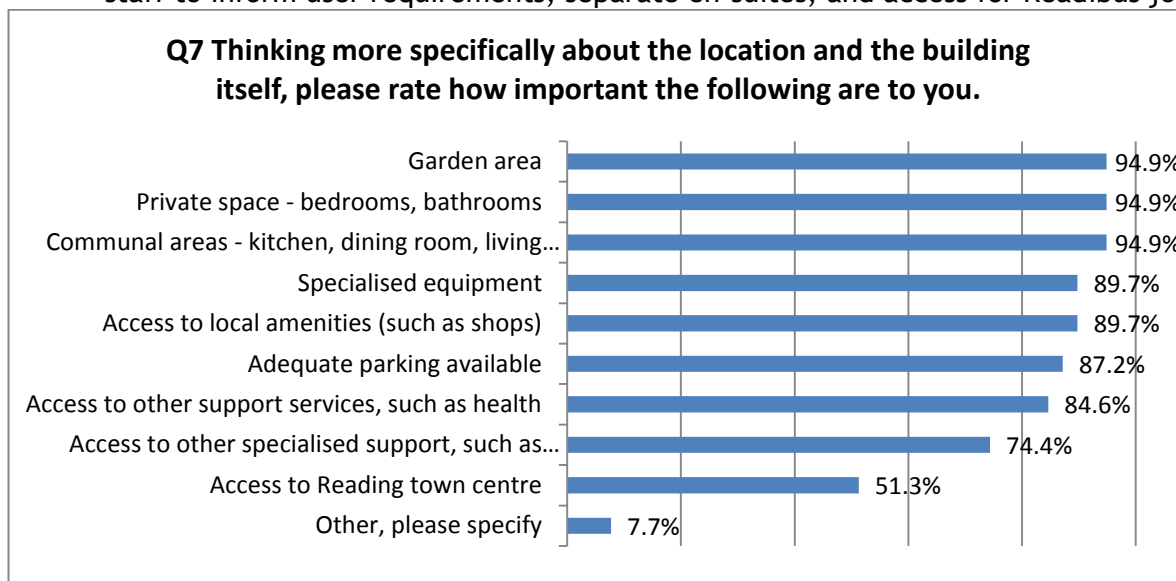
Facilities

- The top three priorities in terms of facilities within the building for Learning disability services were: Garden area, Private space and communal areas - all equally rated with 94.9% saying these were very important/ important.
- The three 'least' priorities were 'Access to other specialised support, such as learning disability day services' (with 15.4% agreeing it was unimportant or very unimportant),

⁵ In the online survey, respondents were asked to rank their priorities, however, in the Easy Read version, this was adapted and respondents were asked to select their top three. As a result, we have combined the responses of both surveys and have showed the top 3 priorities from all responses, with equal ranking.

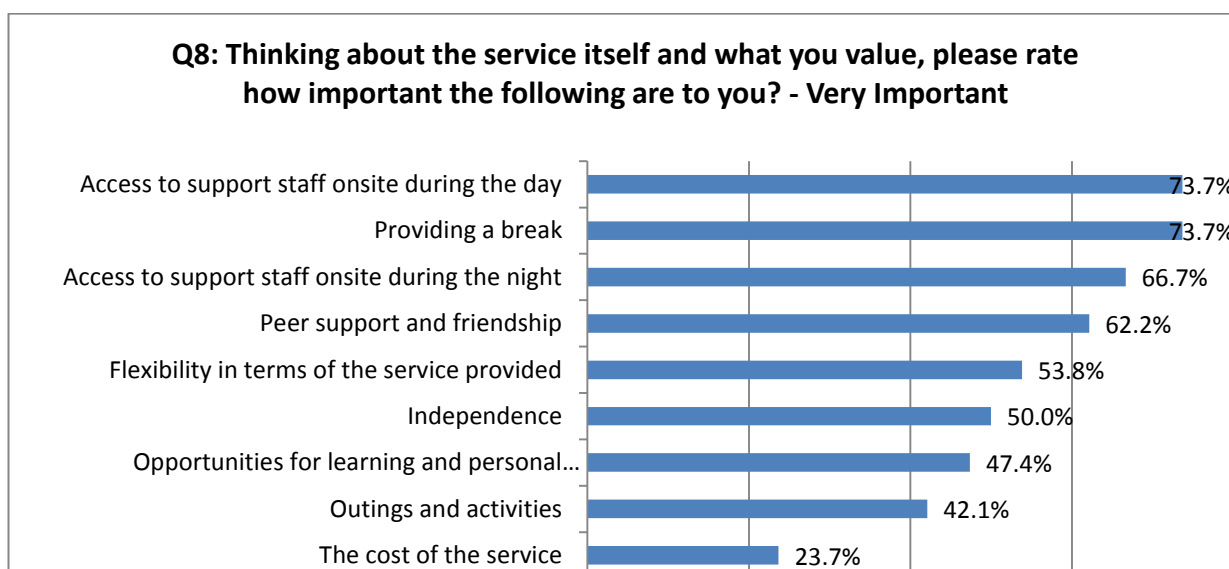
‘Access to Reading Town centre’ (with 10.3% agreeing it was unimportant) and ‘specialised equipment’ (with 7.7% agreeing that this was unimportant).

- Three ‘other’ priorities were also stated in relation to the location and building, which included: convenient access for staff to provide continuity of care and engagement with staff to inform user requirements, separate en-suites, and access for Readibus journeys.

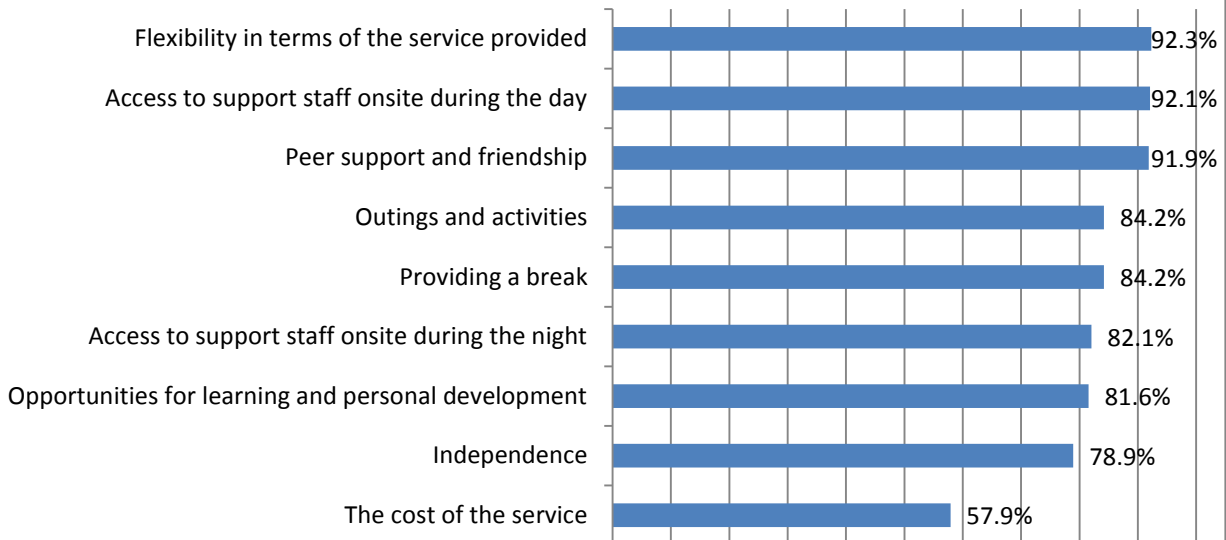


Service

- The top three priorities in terms of those rated ‘very important’ for the Learning Disability respite service were: Access to support staff during the day (73.7%), Providing a break (73.7%) and Access to support staff during the night (66.7%).
- However, when combining the responses rated ‘very important’ with ‘important’, the top three priorities were: Flexibility in terms of the service provided (92.3%), Access to support staff during the day (92.1%), and Peer support and friendship (91.9%).
- The cost of the service was seen as the least important priority in both cases.
- None of the priorities were seen as ‘very unimportant’, but three respondents said that ‘independence’ was unimportant (7.9%).



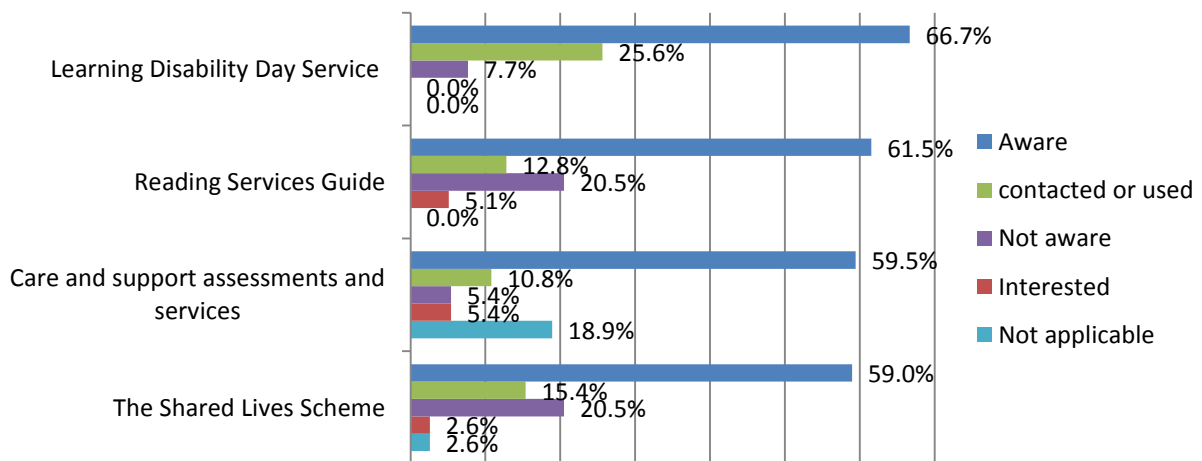
Q8: Thinking about the service itself and what you value, please rate how important the following are to you - Important/ Very important



Additional support services

- In terms of additional support services, respondents were most aware of the Learning Disability day service at Strathy Close (66.7%) and this was also the service which respondents had the most engagement with (25.6%), although 7.7% of respondents were not aware of the day service.
- Respondents were least aware of the Shared Lives scheme, although 20.5% said they were not aware of either the Shared Lives scheme or the Reading Services guide.
- There was a significant gap between those aware/interested in the service, and those engaged in it, for instance, 61.5% were aware of the Reading Services Guide, and just 12.8% had used it.

Q10: Please select how aware you are of the following services

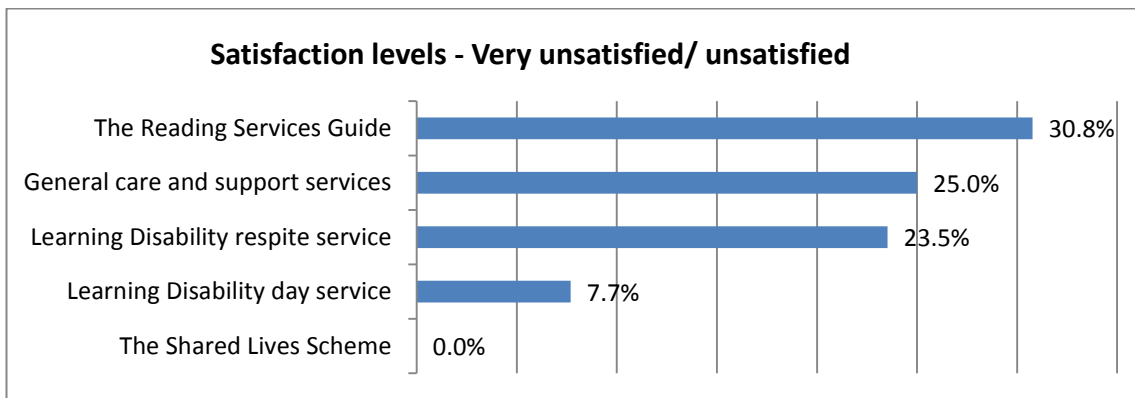
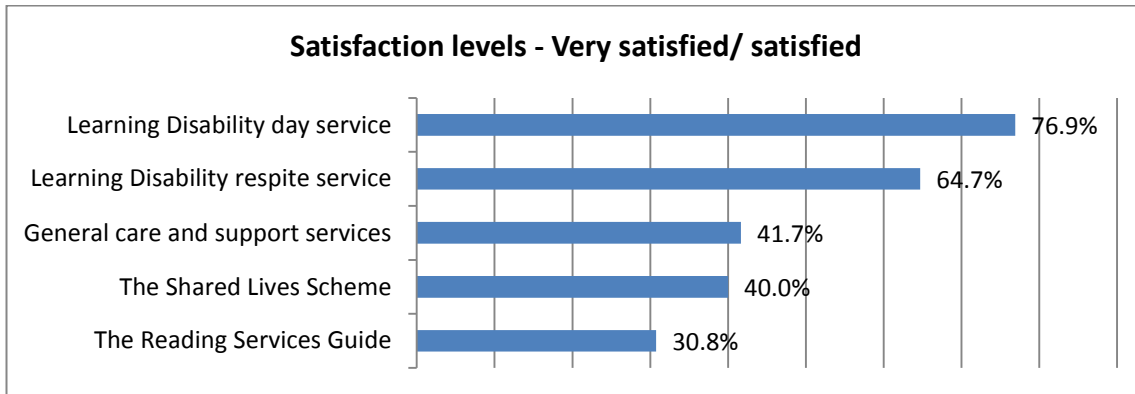


- Of those who were ‘interested’ in particular services, 56.3% (9) said that they were more likely to access the service if it was close to where they lived.

Satisfaction levels

- The services that respondents were most satisfied with were the Learning Disability Day service (76.9%) and the Learning Disability Respite service (64.7%)

- The services that respondents were least satisfied with were: The Reading Services Guide (30.8% of respondents who had used the service said they were very unsatisfied or satisfied), and general care and support (25% of respondents who had used the service said they were very unsatisfied or satisfied)
- No respondents said they were unsatisfied with the Shared Lives Scheme.



Additional feedback, concerns and suggestions

- 76.9% of respondents provided additional feedback, concerns or suggestions (30 out of 39), which was mixed and varied.
- This additional feedback has been analysed and grouped into six main themes:
 1. General support - Around a third (31%) provided support for the LD services provided by the Council or the relocation of these services in general (16).
 - 12% of the comments were in favour of the Councils respite (or Learning Disability services) as an ‘essential’ or ‘valued’ service for families (6)
 - 10% Supported the relocation of the respite service from its current building (as it is not fit for purpose) (5)
 - 8% supported the respite service and the asserted the value in it being provided by the Council (4)
 - 2% supported the emergency bed provision within the respite service as ‘excellent’ (1)
 2. Priorities for the service going forward - Around a third (31%) asserted priorities in terms of what was important for the service going forward (16)
 - 8% asserted the importance of providing support during the day and night and to take service users out in the community during their stay (4). Currently the respite service does not provide day support and staff do not have flexibility to take users out of the premise.
 - 8% Asserted the importance of providing emergency beds (and ensuring that emergency bed provision is adequately staffed (4). It was suggested that at least one emergency bed is required in addition to planned respite beds.

- 4% suggested that the respite service is relocated to (or nearby) the LD day service at Strathy Close, as it provides convenience and familiarity for users (2). One also suggested that both services could be provided together in a new location if necessary.
 - 4% requested a review of the existing closure dates and booking process, in order to include school holidays and bank holidays and plan ahead, as these periods can be most stressful for families (2).
 - There were a number of other comments, including the continual need for the service due to continuing demand, the importance of meeting personal and physical needs, the importance of being able to trust the service, and the importance of having certainty over the future, so that the service can better plan ahead, improve the service, and improve staff morale.
 - There was one comment which supported the existing site due to the extra visiting space, access to town and parking provision.
3. Priorities for the building going forward - 13% specifically commented on priorities in relation to the building going forward.
 - 6% mentioned the importance of having a more homely environment, for example to meet both physical and emotional needs (3)
 - Other comments mentioned the importance of accessibility for wheelchair users (for instance regarding internal doors), the importance of a warmer building with more nutritious and healthy food provided, the the importance of a safe, suitable building which is fully equipped to meet the needs of its users.
 4. Priorities for users going forward - 6% of the comments stressed the importance of familiarity and safety for service users. These respondents felt strongly that users of this service do not like change (3).
 5. Discontent with the Council - 12% of the comments expressed discontent with the Council (7).
 - 8% expressed discontent with the general assessment and support process taking too long or being generally 'unreliable and ineffective', with social workers being unavailable (4). There was one comment that the Council was having a detrimental effect on vulnerable people.
 - 4% expressed cynism around the consultation process, which was seen as a 'tick box exercise' (2)
 6. Other - There were three other comments, two which offered feedback for staff around the way they handle service users, and one which asserted that their daughter refused to use the respite service, though they were unable to ascertain the reasons.

Equalities monitoring

- Gender - 64.1% of respondees said they were female (25), 33.3% male (13), 1 did not answer
- Age - The highest proportion of respondees said they were aged between 45-54 (35.9%/14), followed by 20.5% who said they were aged 35-44 (8). 2.6% were aged between 18-24 and the same for 75+ (1)
- Disability - 64.1% of respondees said they did not have a disability, long-term illness or health problem (12 months or more) which limits their daily activities (25), 28.2% said that they did have a disability (11). 3 did not answer.
- Ethnicity - 74.4% of respondees said that they were White-British (29), 2.6% said they were Asian or Asian British - Pakistani (1), Black or Black British - Caribbean (1) or White - Irish (1). 10.3% preferred not to say (4) and 7.7% did not answer (3).
- Religion or belief - 35.9% of respondees said that they were of no religion (14), 30.8% said they were Christian (12), 20.5% did not answer (8) and 7.7% preferred not to say (3)
- Sexual Orientation - 56.4% of respondees said they were heterosexual/ straight (22), 2.6% said they were gay or lesbian (1), 25.6% did not answer (10) and 15.4% preferred not to say (6).

	Number	%	Reading (%)
Gender**			
Female	25	64.1%	50.5%
Male	13	33.3%	49.5%
Age			
18-24	1	2.6%	
25-34	5	12.8%	
35-44	8	20.5%	
45-54	14	35.9%	
55-64	5	12.8%	
65-74	4	10.3%	
75+	1	2.6%	
Disability (LLLI)			
No	25	64.1%	87%
Yes	11	28.2%	13%
Ethnicity**			
Asian or Asian British - Pakistani	1	2.6%	4.5%
Black or Black British - Caribbean	1	2.6%	2.1%
White - British	29	74.4%	66.9%
White - Other	1	2.6%	7.9%
Religion**			
Christian	12	30.8%	50%
Muslim	1	2.6%	7.1%
No Religion	14	35.9%	29.5%
Other	1	2.6%	0.5%
Sexual Orientation			
Gay or lesbian	1	2.6%	Est. 5-7%
Heterosexual/Straight	22	56.4%	

**Nomis (2016) data, 2011 census data (ONS), or borough profile
 NB: excludes a % of respondees who preferred not to say or who did not answer