

Dear

**Day Service Provision at (ESTABLISHMENT NAME)**

We want you to have your say on our proposal to transform the way we deliver Day Services. The Council agreed a model for Adult Services in 2017 which had the following key principles at its core:

- Better prevention
- Better early help
- A new approach to assessment
- Improved cost effectiveness
- Working together better
- Keeping people safe.

We have to deliver things differently to deliver our new model and have undertaken a review of Day Services for Older People in line with the above principles.

Social Services is also facing unprecedented challenges in terms of the numbers of people who need to access our services and the increasing costs of providing them. With an ageing population and better and earlier diagnosis and treatment of long-term complex conditions such as learning disabilities and physical disabilities, people are living for longer with more complex needs. This increases the number of people who at some point in their lives might need some form of formal support.

Whilst the budget for Social Services has decreased slightly over the years, the costs particularly have increased significantly due to the key pressures linked to the costs of for example paying the national living wage, increased national insurance and pension contributions.

## **Appendix 5d**

The increase in people needing support and the costs of providing it will continue to increase, so we need to get smarter in terms of how we support people. In line with the Social Services and Well-being Act, we need to encourage people to be as independent and self-supporting as possible so we can concentrate our services on those who really need them.

### **The Proposal**

We propose to reshape the Day Services review to refocus internal provision on complex care and no longer deliver care for non-complex needs. Shaping the service in this way supports the key principles of prevention and early intervention by ensuring those with complex needs are supported to remain at home for longer as well as provide much needed respite for carers.

It will allow the City and County of Swansea to provide a specialist service for those with complex needs, ultimately providing better care for Swansea residents.

By refocussing the service in this way, less capacity will be needed and therefore the Hollies and Rose Cross Day Services will close.

We encourage you to have your say on the proposed new model in the enclosed survey, or you can complete the survey at the following webpage if you wish. The consultation will run for 12 weeks closing on the xxx. If you require support to complete the survey please contact xxx.

We will be at (ESTABLISHMENT NAME) on these dates xxxx and would welcome the opportunity to meet with you to discuss our plans and listen to your views. We can also help you complete the survey if needed. We would also like to explain in more detail why it has been necessary to change the existing arrangements.

We hope one of these is convenient to you. If it is not please would you be kind enough to contact us to arrange a mutually convenient date and time.

Our contact number is 01792 (TBC). Should you wish to bring your family/carer with you please feel free to do so.

As a service user of (ESTABLISHMENT NAME), the proposal has a direct impact on you.

### **How does this proposal impact me**

If the proposed model of new delivery is adopted following the consultation. This would mean that (ESTABLISHMENT NAME) would close.

In the instance of closure your circumstances would be reviewed to establish if you have complex needs.

### **Complex needs are defined as –STILL NEED THIS**

If you have complex needs you will be offered a place in the nearest accessible day service to you. This would mostly likely be Llys Y Werin for those that attend the Hollies and St John's for those that attend Rose Cross.

If you don't have complex needs, the social worker who has reviewed your needs will work with you to identify what outcomes you want to achieve and how those outcomes will be supported. If your goal is to for example meet with your friends once a week, the social worker will support you to work out how that can be achieved. If you have a Local Area

Coordinator in your area, they might offer some support to help you to achieve your desired goals. We will give you a point of contact in case you feel that you need further support in the future, and the social worker will touch base with you for a period of time to make sure that you are okay and you are getting the right support.

We don't plan to change anything yet and we are proposing that you continue to attend (Service) whilst consultations are being undertaken. All views will be taken into account.

**Timescales**

- End of April 2018; 12-week public and staff consultation to commence
- End of July 2018; Public and staff consultation to end
- August 2018; Consideration of final proposals by Cabinet.

**If proposals agreed:**

- September 2018; Commence reviews of all affected service users to determine move on plans
- Early 2019; Closure of (ESTABLISHMENT NAME)

No decisions have been made yet and we encourage you to take part in the consultation.

If you have any further questions please contact us.

Yours sincerely

Alex Williams