



Feedback from People with Learning
Disabilities around Changes to Day Centre
Buildings and the Day Service Review.

Big Meeting February 2013
Meeting at Belgrave Day Centre March
2013
Meeting at Buckingham Road Day Centre
April 2013

Context of Feedback.

This is the second report from the Big Meeting around Day Services Review. It also includes concerns and questions from service users around changes to use of Day Centre Buildings.

The Big Meeting looked at;

- questions around changes to use of Day Centre buildings (the Learning Disability Commissioner, day Services review project officer and Learning Disability services manager came in to answer questions at the end of the meeting)
- barriers to accessing universal and mainstream services
- ideas of activities they would like to do.

A second meeting was held at Belgrave Day Centre with 18 People who use the Council Day Options services. A follow up meeting may be arranged to look more at what activities people want to do and what support is needed to access mainstream and universal services. A third meeting was held at Buckingham Road and specifically dealt with changes to Buckingham Road.

In total this consultation involved 44 people:

27 people from Council Day Options (4 people attended both meetings)

4 from Supported living services (meadows, cmg, Southdown)

1 from residential care home (support from home to access day activities)

2 independent (one with community support)

7 from Grace Eyre

3 from st johns

This paper includes feedback from all meetings.

Barriers to using universal and mainstream services

People with mild learning disabilities are concerned that community services are not accessible for variety of reasons. People we spoke to use very few and prefer to get involved with specialist learning disability voluntary organisations like Carousel, Spiral where they can get more individual support. Problems people have experienced in trying to access these services

For people with none or little support going to a new service and asking for support is daunting. Many people do not feel confident to go on their own. Some are worried about safety. Some have experienced tutors who do not understand their needs.

'I wouldn't even go to the Bridge because I don't feel safe. I wouldn't do it on my own.'

'I wanted to do course at 6th Form college in Portslade, lat winter. It really put me off no bus stop near and it was dark. Got put off by it, where it was because it's really isolated.

'Mum came to support. Help me settle in. I can do it on my own now.'

People need to become familiar with route, venue, staff at the venue, tutors/group leaders and the content of the course. For people with mental health issues where anxiety or motivation are issues this can be very difficult.

Some have experienced tutors who do not understand their needs.

'Because people can't tell I have a learning disability, the tutors don't know you have got a learning disability.'

'Even when they know, sometimes the tutors don't know how to interact with me and sometimes it is a bit anxious for me and even though I have told them this several times before.'

Issues that were mentioned:

- opportunities too far away
- Transport not available
- Bus boards working sometimes they don't
- Not feeling safe to go to places don't know or feel are unsafe
- Need for more support to access these.
- Finding information about the services available is difficult
- For some people with mild learning disabilities they are not eligible for discount on certain courses.
'College can be expensive.'
- The support to take part in some activities i.e transport or time for support worker means they are too expensive (live in Saltdean, would need taxi or transport.)
- 'When you are not independent you need staff to get out. If staff are sick your activities get cancelled.' (someone from supported living service)
- 'Need staff to get out.'
- Some people don't know about their money, transport, accessibility.
- Not Knowing what is available

Why people use more specialist community projects/arts like carousel and unified rhythm rather than mainstream community projects:

- User friendly
- Welcoming
- Open to all (from those who need support to those that do not
- Make you feel part of the team
- Very collective
- Fun
- Open to all levels of learning disabilities

What people said they want to do

More Leisure Activities

- Go out more, cinema, football, cafes, pub, bowling
- Be able to go to other towns in east sussex

Meet friends

14 people talked about this. Some people wanted to see their friends at day centre buildings. Some people would like to meet up with small groups in pubs, cafes, clubs, groups they belong to e.g Speak out. etc. or in their home area.

Meeting partners is very important to people.

Sports and Physical activities

Being involved in sports either doing or watching important for 12 people. For someone with limited mobility chance to swim or be out in a park and walk a little was important.

‘ I like to walk a bit. Good to get out of the wheelchair and stretch your muscles.’

Interests were in Albion in the community projects, watching football, swimming, power lifting, kurling, boccia, going to the gymn, park run, health walks , cycling.

‘used to go for a healthy walk, meet in the café in Hove park. Too far away. There may be some nearer?’

'Used to go swimming on Saturday with a member of staff. Not sure why it stopped. I could move around in the water. Good for my muscles.' (someone who uses wheelchair)

Getting involved in services or local organisations

'It's good to get involved with things, planning projects.'

'Good to be part of interviewing'

'Going to City Camp on 23rd March because I am interested in people having healthier lives.'

- 4 people said it was important for them to be part of Speak Out self advocacy groups.
- 3 people said interviewing staff in organisations they use important.
- 4 people said being involved in planning projects important to them.
- Being involved in meetings and chairing meetings, 3 people mentioned this.
- Getting involved in Speak Out's new project the hub important for one person with mild learning disabilities.

Learning

10 people talked about the importance of learning in general. People were interested in life skills courses, IT skills 'Good to learn using a computer.

Learning to be a trainer was important to Speak Out trainers

Doing more in the evenings and weekends.

17 people said this was important to them and cited current learning disability clubs like Blue Camel Club and Spiral Parties, clubbing and open mike nights where you can perform were mentioned.

Being able to meet friends outside a residential home was important to people.

Arts Activities

14 people mentioned arts activities as being an important part of their lives from being an artist in Our Art to exploring arts i.e singing, poetry, drumming,

Craft activities and sewing /knitting were important to some people.

Life skills

9 people talked about developing cooking skills. In addition to this several people involved in the Feast Catering project at Buckingham road said how important this was to them.

1 person talked about the Lunch Club (Food Partnership/Speak out) they have been attending coming to an end and the importance of knowing how to eat well to keep healthy. Person talked about diet clubs to support them with healthy weight.

4 people talked about help to keep safe related to relationships and independence training.

1 person who is independent found the new looking after your self course (Community Learning) and the safety course(Interact) helpful but still wants support in this area.

A couple of people mentioned the relationships group as important support for them.

Work and Employment

13 people talked about how important this was to them . In addition people involved in Can it, Papermates and Feast talked about how important these work projects are. 1 person talked about getting ready for work at Day Options Job Club and valued this.

1 person was worried about how being paid would affect benefits if over 16 hours .

1 person wanted long term paid job, others were happy with part time jobs or volunteering.

2 people wanted more work opportunities and work experience, 1 person wanted to do more hours in the voluntary job they had.

Day service review Feedback.

Communication between Council officers and Service Users.

Clear updates about what has and hasn't been decided is really important. One person said they found it confusing taken in the information. Continuing to inform people is important.

Concerns about Changes to Day centre buildings

- 'Hope Buckingham Road stays open.'
 - 'I like Buckingham Road.'
 - 'Sad that Buckingham Road will close. Where will our art move to?'
 - 'As long as the activities take place it might not be too bad.'
 - 'Might miss friends if activities in different places.' 14 people talked about the importance of opportunities to meet with their friends
 - 'It might be hard to meet up with friends in different places. E.g cafes.'
 - 'like to have a base.'
 - 'would be upset if papermates finished.'
 - 'how/where would I do my insulin at lunchtime.'
 - One person worried about travelling too far.
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- Accessibility of any new venue for people using wheelchairs
 - Key concerns from Buckingham road group were being able to see friends still in big and small groups, Have the same

- keyworker and access to manager and staff, feeling sad about leaving the building.

Questions people asked were:

- Why are there going to be changes?
- How will the changes affect them?
- Where will people and projects go from Buckingham Road and Connaught centre?
- What changes will happen at the other day centre buildings?
- When will we have clearer idea of plans?
- How are people going to get support to find out about other choices?
- What support will there be for people with mild learning disabilities to access day activities.

Council Officers have provided responses to these questions and these will be circulated to Day Options and Speak Out networks.

Activities people really value in Day Options

- Zumba at Wellington House.
- Computers
- Dog Walking
- Sing Along
- Health and safety
- Sewing
- knitting
- Like Job Club would like to have a job
- 'like doing Papermates when they are on a job.' (several people who did this talked about how important it is to them)
- Sign with me, teaching children and adults makaton (2 people mentioned this)

- Chatterbox
- Saturday respite at Belgrave
- Relationships group (a couple of people mentioned this)
- Gardening (a couple of people mentioned this)
- Drama singing and dancing.
- Our Art (a couple of people mentioned this)

Positive Comments about Changes to day Centre buildings

- It could be good if papermates were based in the community like community base.

Day services Review

Concerns

- 'Don't change too much, change might make me feel a bit sad, a bit worried.'
- 'Being with friends at day centres very important.'
- 'space on supported/voluntary employment schemes.'
- Support needs using your direct payments/budget to meet support needs.
- Not having enough money in budget to do the things you want to do.
- Wanting to do whole day session in one place because 'I don't get much to do if I'm staying there half a day because someone picks me up i.e at care co-op course for half day.'

Positive comments about Day service Review

- 'You wouldn't want to stay at one day centre all the time. You like the variety, important.'
- Would like to meet new people
- Like to develop personal relationships outside of the day centre
- 'I would like to do some filming. Could do it in the community.'
- 'I go to Grace Eyre and like it as it is.'