

# Thanet Day Services Consultation Summary Report

## With outcomes and Decision February 2012



**Better Days for People with Learning Disabilities in Kent  
The Good Day Programme**

**This report can be made available in other formats and large print copies  
are available at Thanet Day Opportunities Service**



## Background



During June to September 2011 we have been talking to people about the future of Day Services in the Thanet district.

Kent County Council's "Good Day Programme – Better Days for People with Learning Disabilities across Kent" comes from the main ideas in 'Valuing People' & 'Valuing People Now' (2001/2009). It also takes account of KCC's Medium Term Plan, Bold Steps. The consultation was about how to change and improve the way we deliver services in the future so that people have a wider range of choice in with what they want to do during days, evenings and weekends. More control, flexible support and opportunity to lead a full and meaningful person centred life within their local community.



The existing services are Thanet Day Opportunities Service (DOS), and includes The Pharmacy Art Gallery and The St Lukes project.



The main idea was to move towards more community based services, develop **Community Hubs** in Thanet and to consider how we might work in partnership to improve other community facilities.



We asked:

- Everybody who uses the services
- Family and Carers
- People who may use services in the future
- People from other services
- Staff & Union representatives
- The general public

## What happened during consultation?



352 questionnaires were sent to different individuals and groups. We received 115 responses.



We held a range of meetings for people who use the services, their Family Carers, Staff, KCC Members, Councilors and other people who were interested.



Family Carers were offered 1 to 1 meetings, and some went to visit Maidstone and Canterbury to see how services there had been developed.



Independent Advocacy supported people who use the service, including those with complex needs to make sure their views were included.



Presentations and updates have been held with Thanet District Partnership Group.



KCC Members and Thanet District and Parish Councilors have attended meetings during the consultation.

Information was provided in the Thanet DOS Newsletters to keep people up to date.

## What did people who use the service say?



The community projects are good. We like going out to different places and meeting new people. We like our friendships and the support from staff. Some people said the centre is safe and it would be sad to think of it closing, but there are not enough sessions and it can be boring. The most popular places are The Centre, The Gallery, St Lukes and the allotments



“I like going to the allotments”

“I like to go to the Gym at Hartsdown”

“I want to see my friends”

## What things worried people who use the Service?

Feeling sad that the Centre might close or confused about the changes. People said how important it was that they get to see their friends both in small groups and by coming together for social events.

Social events will still be planned in the future.

## What did Family Carers and other people say?



Some carers have known the centre for a long time and value the security and safety of the building. They were unsure about what the new service will be like and some would rather things stay the same. Some felt powerless to stop changes which they felt were being forced.



Some thought that the proposal to move away from the centre building was about making financial savings rather than improving the service?



It is important for family carers to have a break and for people to have a base where they can meet their friends when they are not taking part in other activities.



The Thanet Learning Disability District Partnership Group were able to share and discuss what was happening with their members.



## How will the new service look?



We will work together to identify the new **Community Hubs** which will have good access for everyone, some will have a '**Changing Place**' (a toilet and shower and changing area for people who need assistance with their personal care). People will have their own space to meet up, talk about what they are going to do, have time to rest between activities or to complete some activities when they are not doing other things in the local community. We will also look to develop work opportunities for people with a disability in co-operation with our partners in the local community. We shall pay careful attention to equality.



The aim is to use money differently, which means that money will be used to support people more flexibly instead of spending it on old style day centre buildings.



Money spent on The Thanet DOS site will be re-invested into learning disability services and towards community facilities that meet the needs of people with learning disabilities.





From the **Community Hubs** people will continue to access other facilities including places like:

**The Gallery, Leisure Centres, Thanet Gateway**, as well as exploring other things they may wish to take part in within their local community using a Person Centred approach.



“I work here every Wednesday and I really like it”



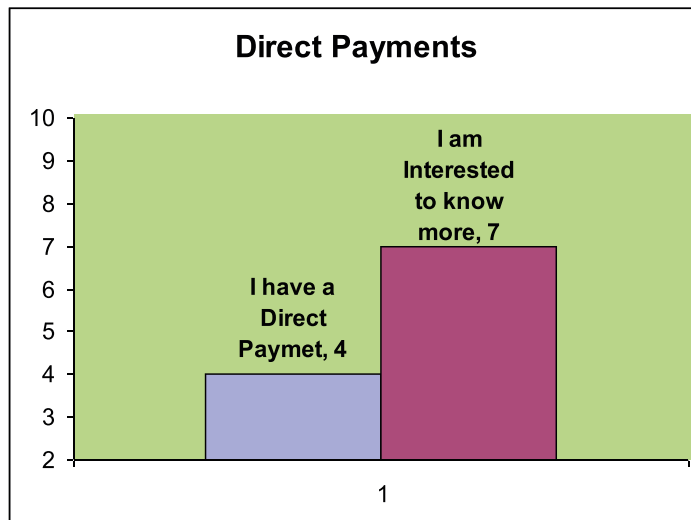
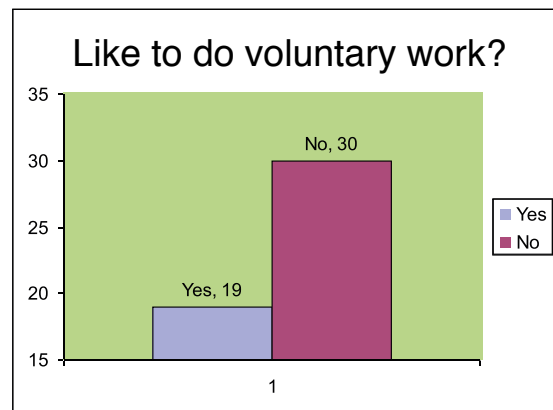
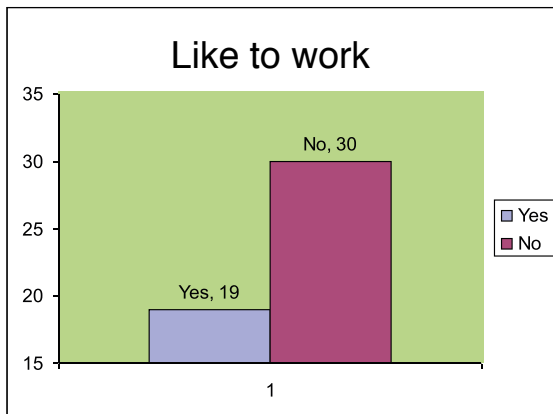
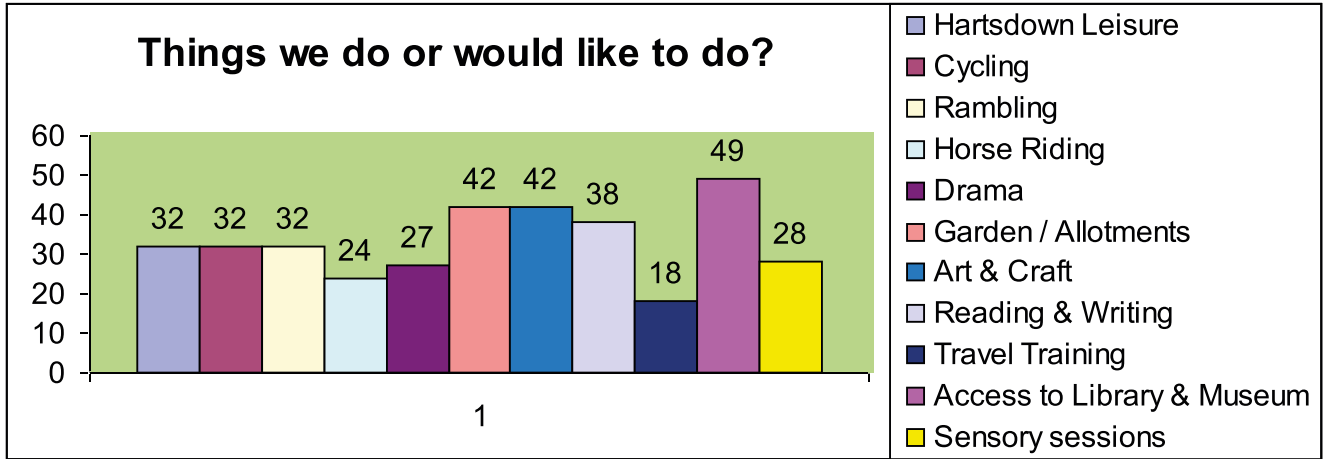
“I love coming here”



“At the allotments we grow things”



# What did people say they want or would like to do?





## What will happen to the Thanet DOS building?

KCC will complete a feasibility study to see if the Thanet DOS building can be included as one of the Community Hubs. If Thanet DOS building is not used as a community hub, it will not close until the new services are up and running.

Things that are important to people will be kept or moved to another location e.g. Wood and Leather Craft.



## Consultation



The consultation has been really important; people have been supported by independent advocacy to understand what has been proposed, and give their views through meetings, questionnaires and on the Kent County Council web-site.

We are confident that we can continue to support people with learning disabilities to have Better Days in the Thanet District.

It will remain important that people who use the services are at the centre of all the new developments, so people will be involved in identifying and saying what the Community Hubs need to look like.

## Decision



We took peoples views and comments to the Cabinet Member for Adult Social Care and Public Health for him to look at and make a decision.

He agreed that the new service model for learning disability day services within the Thanet District as described in this summary can now happen.

(i) A feasibility study on the Thanet DOS building and site will be carried out to ascertain the viability of both capital and revenue investment in terms of using the building as part of the future new service model.

(ii) the development of new resources within Thanet to be known as Community Hubs, which when fully developed and used to the satisfaction of service users will eventually lead to the closure of the segregated service currently run in the Thanet DOS building.

(iii) the implementation of the new service model for learning disability day services within the Thanet District, as outlined in this report.

Thank you to everyone who has taken part in this consultation and given their views and ideas.

For more information please contact:

Tim Birchley or Paula Watson on 01304 828555



**This questionnaire is available in alternative formats and can be provided in a range of languages.**

**Please contact us on 08458 247 100**