

Centre of Excellence	Summary of Consultation Exercise
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Key Messages Arising from the Consultation exercise

Consultation Process

- The overall level of response was good. This included officers calling family and key stakeholders directly to engage them.
- Families in particular found it hard to begin with to understand a conceptual “Vision” but support grew more as they attended various fora and the new service model became clearer
- Overwhelming responses came through direct contact with families and stakeholders and not through press and general mail outs.
- The consultation summary looked at both formal responses via questionnaire and general themes from meetings held with people.
- Generally responders feedback was they felt that they had the opportunity to be listened to and wished to be updated at key stages.

Vision

- Significant support for the vision and the need for a centre of excellence – people felt stimulated and had many ideas when they had an opportunity to consider the potential of the centre of excellence
- An understanding of the need for change and for improved services and an enthusiasm from families/carers for a new offer for people with dementia
- A number of people were aware of dementia friendly services and understood how the existing centres were not designed for people with dementia.
- A strong appetite to become involved in the design stage and to be actively involved in the new centre
- Particular interest in the following
 - Partnership working, including the involvement of families/carers
 - Good transport (including public transport)
 - High importance placed on meals and food
 - Need for a centre that was homely, user friendly in respect of dementia and need for intimate spaces
 - Potential to develop more carers support
 - Good quality building and service delivery
- A strong plea to maintain transparency and continue with active consultation

Concerns

1. Loss of two sites –could one centre cater for the existing service users and the increasing numbers in the future
2. Length of travel – concern about older people sitting on transport for increased periods, although an acknowledgement that many older people enjoy the journeys and seeing the borough

3. Eligibility – will the centre be open to more people, including carers/families and be able to provide preventative service to people who may not meet the council's eligibility criteria
4. A view that older people with mental health problems, including the large number with depression, may be excluded
5. Is this just way of disguising cuts to services?
6. Change and impact on the current users
7. Job losses and externalisation – high appreciation and praise of the existing staff and management but an interest from a number of partners in managing/co-managing the new centre

Response and Mitigation

1. There will be at least the same number of places, including guaranteed places for all current users of Fred Francis and Southwark Park Road – see report.
2. The council will continue to provide door-to-door transport to those with personal budgets as it currently does. On average the journey to the preferred site of Cator Street would be 0.4 miles longer.
3. Ensure the new centre can cater for the required numbers and be open to a new range of services – we cannot simply replace the existing offer but need to develop a new offer that better meets the needs of people with dementia and other complex needs, as well as offering preventative services.
4. See point 3 above.
5. The service would be an enhanced service that better meets people's needs. There is potentially scope to make some efficiency savings but we are also working closely with the NHS to look at possible contributions from the health sector.
6. Anyone using the current services when the Centre of Excellence opens will be guaranteed a place should they choose to continue to use their personal budget to do so. Social workers would work with individuals and their carers in a personalised way to ensure any transition is as smooth as possible.
7. Consider how best to provide the new service to ensure that we can offer services to increasing numbers of people affected by dementia – council managed or partnership with the independent sector (need for volunteers and active involvement of families/carers in line with the Alzheimer's dementia cafe model)
8. Incorporate the outcome of the consultation into a revised vision for the centre of excellence – people need to know that they have been listened to
9. Maintain our existing good communication and engagement