



Western Health
and Social Care Trust

Review of Day Services for adults with a learning disability within WHSCT

Analysis of parent/carer questionnaires

June 2015

Introduction

In 2014, the Health & Social Care Board consulted on and developed a regional day opportunities model for adults with a learning disability in Northern Ireland. The Western Health & Social Care Trust (WHSCT) has now been tasked to take forward this strategy at a local level.

The WHSCT developed a questionnaire to capture the views of parents and carers on the current day care and day opportunities services.

Aims/Objectives

- To provide parents and carers with an opportunity to voice their opinions regarding day care/day opportunity services currently used
- To get a clear understanding of what parents/carers need and want from day services
- To ascertain if day opportunity services would be considered in the future

Methodology

- Questionnaires were distributed to all Centre / Services managers (both statutory and independent) for circulation to all parents and carers who avail of day care / day opportunity services.

A total of 680 services users avail of day care and 418 service users avail of day opportunities within the WHSCT. We have used a proxy measure to determine the number of carers who support adults with a learning disability by assuming that most adults, in our experience, have at least one primary carer.

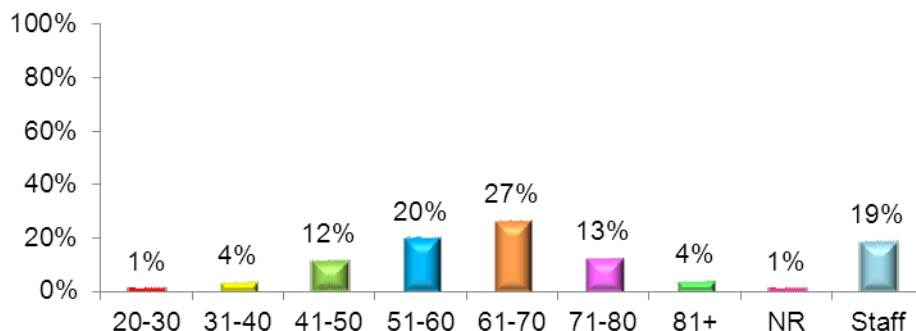
A total of 383 completed questionnaires were returned for analysing (35%). 153 parents and carers indicated on these questionnaires their interest in participating in the review process.

The analysis was completed using an electronic, data analysis template.

Age of carer

20-30	5
31-40	14
41-50	45
51-60	77
61-70	102
71-80	48
81+	15
NR	5
Staff	72

383



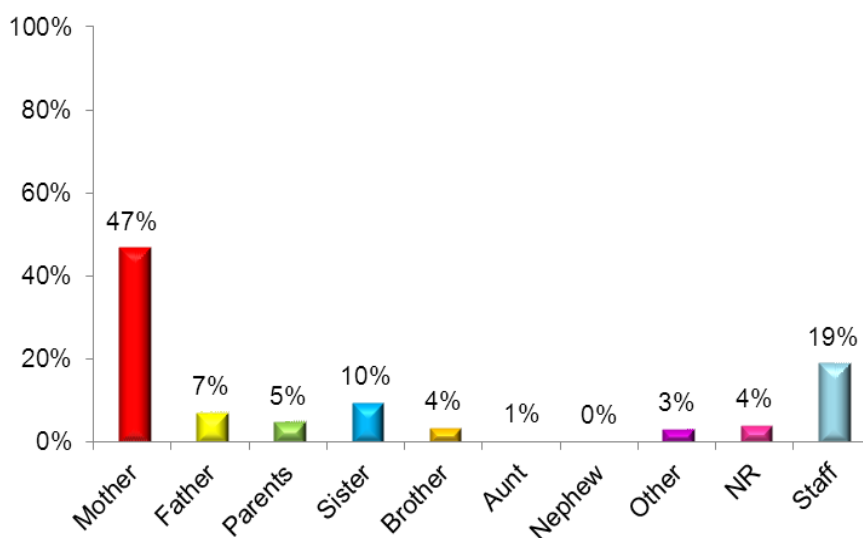
Comments

NB: 64% of carers in the above table are over the age of 50

Relationship to Service User

Mother	180
Father	28
Parents	19
Sister	37
Brother	14
Aunt	2
Nephew	1
Other	13
NR	16
Staff	73

383



Comments

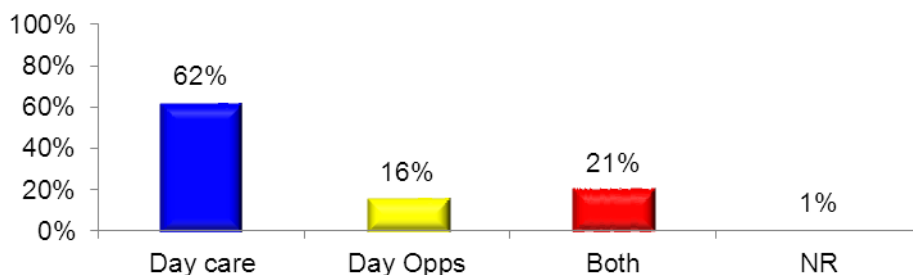
In above table, under 'Other' noted as 'relationship to service user' are:

- Brother-in-law
- Neighbour
- Sister-in-law x 2
- Carers x 3
- Employed carer
- Grandmother
- Stepmother
- Host carer full-time
- Domiciliary care package – client lives in own home



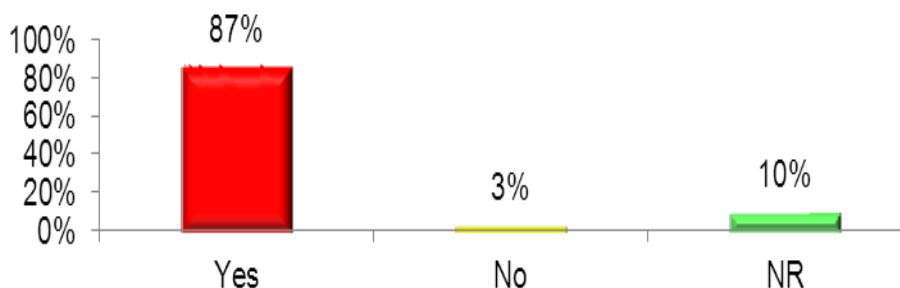
Service user avails of

Day care	239
Day Opps	62
Both	79
NR	3
383	



Meeting the needs of carers

Yes	334
No	12
NR	37
383	



Comments

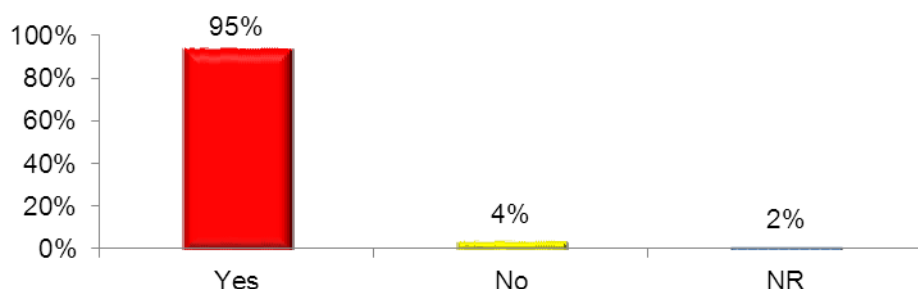
12 carers indicated that the current service was not meeting their needs:

- Day too short within day care and difficult to meet work commitments and get balance of care. Service user would need more outdoor activities
- Staff/service user ratio not satisfactory within day care facility which leaves holistic, individualised attention practically impossible. Unit unsuitable in terms of size for numbers attending; location unsuitable
- Difficult to schedule care due to changes/cancellations in day opportunities; limited choices and schedule of activities conflicting
- Not enough places available or sufficient number of centres to meet the needs of service users who attend them
- Too many activities; hard to balance work and service users activities
- Bus times in the morning are very erratic
- Although NO was selected by 4 carers, they did not give a reason why their needs were not being met;
- One carer selected NO to this question and commented on being a lone carer but no real reason why the service was not meeting their needs
- One carer selected NO and noted no physio available but all other care good



Meeting the needs of service users

Yes	362
No	15
NR	6
	383



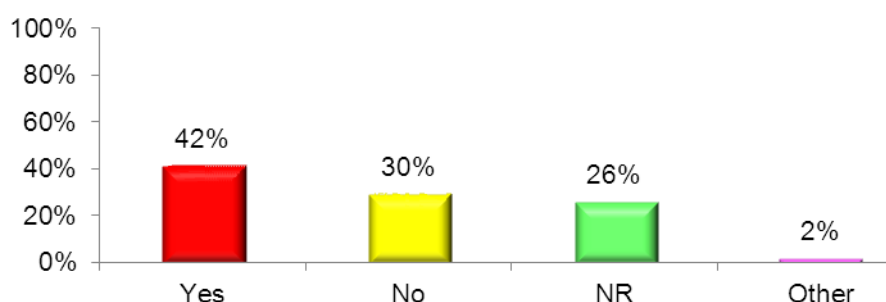
Comments

15 carers indicated that the current service was not meeting the service users' needs:

- Service user needs more days at day care centre as independent service too costly
- Increased days or hours would benefit service users
- Day care during day hours is terrific but evenings and weekends are isolating for service user
- Service user & carer would benefit greatly from evening & weekend services
- All care good but no physio
- Need 24 hour care (18 hrs after day care). Needs assessed by suitability qualified person dealing with very complex clinical matters
- Service user only receives morning day care and would benefit from full days
- Not enough spaces within day care
- More day opportunities required. Regular stimulation & regular schedule of activities/programmes not currently being delivered
- No sign of improvement with service user's personal hygiene, ie washing and drying hands
- Floor space in day care not adequate for service user to use wheelchair properly and maintain safety of other service users
- 3 carers selected NO as not meeting service users' needs but no reason was given
- One carer selected NO to this question and commented on being a lone carer but no real reason why it was not meeting the service user's needs

Consider Day Opportunities in future

Yes	160
No	114
NR	100
Other	9
	383



Comments

114 carers indicated that they would not consider day opportunities in the future. Due to the large amount of responses a summary is provided as follows:

- Not consider day opportunities as happy with current day care



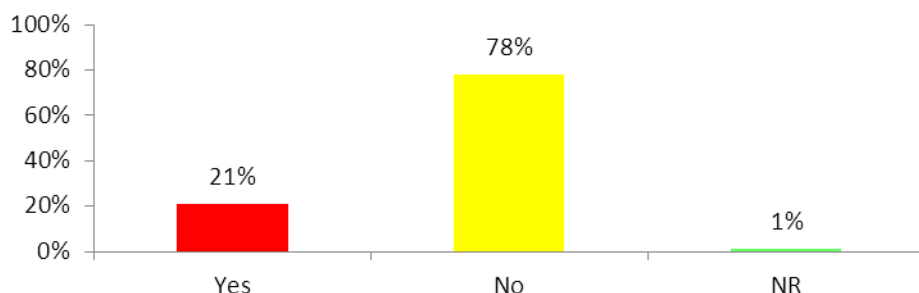
- Unsuitable for service users' needs
- Service user would not be competent enough for the work required
- Service user okay as he is with current provision; very happy with day services at present
- Would like to consider but maybe at a later date as happy with current day care
- No project suitable
- Service user needs consistency and stability which day care offers and fully meets their needs
- Service user needs supervision; happy in day care
- Service users' aging
- Would not be capable of taking part in other projects due to mobility, concentration and general decline in health due to age of service user
- Took a lot of time to get current day care placement and would not rule out day opportunities but at the moment needs to gain confidence and trust people
- Not suitable due to service users' physical/medical diagnosis
- Concept of day opportunities is good but not suitable as service user is wheelchair user and needs routine
- Not suitable due to dementia and epilepsy. Availled of day opportunities in the past but had to give up placement
- Service user very happy with current day care and doesn't appreciate changes. This is the first time carer has heard of day opportunities; why change to something different and cause confusion. No suitable day opportunities in their locality.
- Service users already availing of day opportunities and would not want to move to another project as happy in current placement
- Service user requires a lot of assistance and supervision to ensure their own safety; would not be independent enough
- Service user very autistic and not suitable for day opportunities
- Service user does not appear to cope with change and after years of special coaching is happy in current day care facility
- Carer is totally satisfied with current day care and can see no reason for change to current situation. *If it is not broke don't fix it.*
- Carer would not consider day opportunities as it does not provide structure and routine on a daily basis that is required for the service user; current day care facility provide excellent programme of activities
- Service user's behaviour unpredictable and is safe in current day care service
- Some responses did not give a reason why they would not consider day opportunities

Under '**other**' in the above chart, 9 carers commented as follows:

- Carers did not know what day opportunities are
- If capable, would consider day opportunities
- Depends on suitability and availability of day opportunities

Any further comments

Yes	80
No	298
NR	5
	383



Comments

80 carers made further comments and these are summarised as follows:

- Aging process – what happens to the learning disabled person then?
- Day care is an invaluable service to the entire family
- The existing configuration of day care services should not be altered or compromised in the taking forward of any day opportunities model
- Day opportunities would be great for service users. It is a great way to meet new people and socialise
- Would like more outdoor opportunities that could lead to more permanent work placements
- Would need more information on day opportunities and discussions with staff to see if this option would be suitable for service user. Have insufficient knowledge to make a decision
- Would depend on what day opportunities are available and if they would benefit the service user
- Carer does not know what day opportunities are and how they would relate to service user. Do not cut day care services as they are much needed for these vulnerable people
- Would like staff training days to be on Mondays or Fridays as service user could have a longer weekend with family
- Too few staff for the number of service users. Location of current day care facility not suitable; limited scope due to passing traffic. Given the amount of vacant buildings in town centre (some already owned by Trust) it would be a step forward to move some of the day care facilities into these. This would make social inclusion more meaningful and more of a reality.
- Unsure of how applicable day opportunities would be for the service user's durability Would need solid clarification of what provision would be put in place for person care, ie hoisting provision, changing facility, along with supervision.
- Would like to know more about day opportunities and how they have been working in the past.
- Would like to find out more about day opportunities and how it can be expanded into areas. Carer noted the need for both day care and day opportunities because there are a lot of people with disabilities that will require different needs and challenges.
- Day opportunities have given the service user greater choice in activities, greater independence and community involvement. Consideration should be given to more services for the elderly learning disabled population in Fermanagh.
- What would be on offer for service user after age of 60?
- It would be good if an allotted time, every so often, could be made available for service users or staff to discuss any issues that they might have in the Centre, therefore not letting things grow out of proportion. Carer feels staff too busy to disturb – given the amount of staff in ratio to the service users this probably cannot happen, due to no fault of their own.
- It would be nice for service users to meet other friends through day opportunities but it would also depend where the day opportunities would be
- Would only consider day opportunities if it suited service user's needs. Would like to see more drama, musical movements, sports (both indoor and outdoor) and walking included in service user's day – generating a more fulfilled day.



- Don't know what day opportunities mean? Current day care service allows the service user to have an existence outside the home and enables parents to work. Without current day care facility means nothing for the family.
- Transition is difficult for service user and not having the structure and routine that current day services provide would be detrimental to their wellbeing, mental and emotional health. Therefore this would impact on family life.
- Don't understand the difference between day care and day opportunities. Would be interested and would like service user to experience, even for short time, a work placement.
- There is a lack of opportunity for everyone in rural deprived areas. There is also the issue of the cost of transport to be considered. Day opportunities would be considered if they were local and suited service user's needs. Happy with day care and remains to be seen whether day opportunities would improve their quality of life.
- Day opportunities are excellent for those service users who would be suited to this provision and promotes their independence. Day care is also a great service for the service user who requires this provision. Day care and day opportunities should be available to all school leavers for their own well-being as adults. This service should not be confused with short breaks.