

# Older People's Day Opportunities Strategy Report

February 2016



@CardiffDebate  
#CardiffDebate

# Cardiff Research Centre

Cardiff Research Centre is part of the City of Cardiff Council's Policy, Partnerships & Community Engagement service. We strive to deliver research, information and consultation services for the City of Cardiff Council and its partner organisations.

## Services include:

- Collection, analysis and interpretation of primary survey data;
- Analysis and interpretation of a wide range of secondary demographic and socioeconomic data including the Census and all other sources from the wider data environment;
- Specialised studies on a wide range of topics including social, economic and demographic data sources and their uses;
- Quantitative and qualitative research and consultation projects;
- Supporting the Cardiff Debate Community Engagement exercise with other public service partners;
- Management of the Cardiff Citizens' Panel;
- Focus Group facilitation;
- Advice and support on all aspects of research including survey & questionnaire design, &
- GIS thematic & schematic mapping services.

For further information please contact:

Cardiff Research Centre

Telephone: 029 2087 3217

Email: [research@cardiff.gov.uk](mailto:research@cardiff.gov.uk) or [consultation@cardiff.gov.uk](mailto:consultation@cardiff.gov.uk)

To find out more about what we do – visit [www.askcardiff.com](http://www.askcardiff.com) or [www.cardiffdebate.com](http://www.cardiffdebate.com)



@CardiffDebate  
#CardiffDebate

## Contents Page

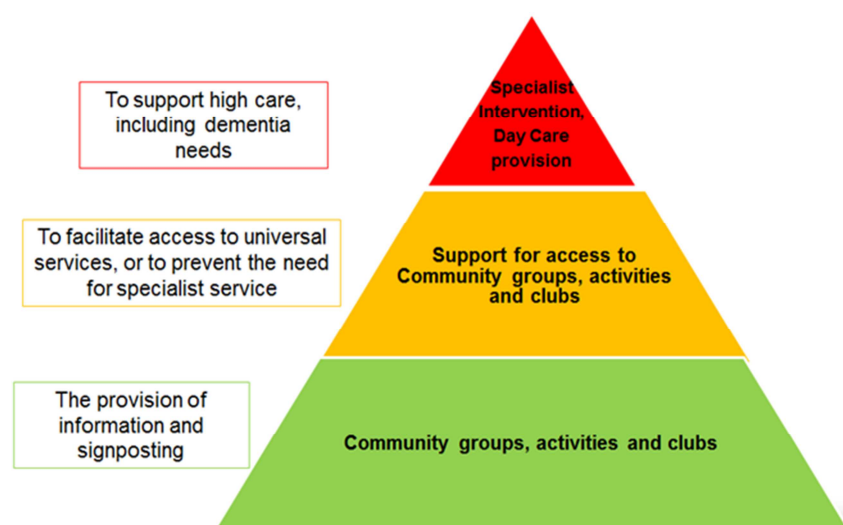
1. Background	1 – 2
2. Methodology	3
3. Key Findings	5 – 24
3.1 About You	4 – 7
3.2 Day Centres	8 – 10
3.3 Meals on Wheels	10 – 13
3.4 Luncheon Clubs	13 – 15
3.5 Community Transport	15 – 17
3.6 Volunteering	17 – 21
3.7 Future Activities	21 – 22
3.8 Barriers to Assessing community facilities	22 – 24
4. Events	25
5 Additional Correspondence	26
5.1 Petition	26
5.2 Letters and emails	26
6. Learning	27

# 1. Background

Our provision of elderly care services is facing challenges, which will result in changes to the way that elderly day services work in the city. These challenges include:

- **Population:** The population of Cardiff has risen sharply in recent years, and is forecast to continue for the foreseeable future. Increases in working-age population will inevitably be followed by increases in the numbers of elderly retired people.
- **Changing Expectations:** New and future service users have experienced a better living standard than ever before, and they expect that to continue into old age. The type of services people want to access are changing and their expectations of these services are also changing.
- **The impact of Loneliness:** More and more research reaffirms what people already know: that happy and sociable lives are key to healthy, long life. It is widely recognised that loneliness and social isolation are harmful to health, and social networks and opportunities are vital to ensuring independence.
- **Budget Resources:** Like all other authorities, the City of Cardiff Council is facing unprecedented financial pressures at the same time as demands on important services are increasing.

Building on last years consultation, the Council has developed a model for day services with a set of proposals that will deliver the outcomes that people will want in order to improve their lives and support their aspirations. The model consists of three tiers that differentiate between types of day services based on the needs of the service users. Further information on the model can be found in the Cabinet Report of 12th November 2015 and is available on the Council's [website](#).



It is proposed that the Day Opportunities Strategy will aim to prevent social isolation by enabling older people to achieve their chosen outcome. We will do this by:

- Providing information, advice and assistance to encourage independent access to social activities and engagement opportunities.
- Providing assistance to those who need it to access community services and activity through targeted intervention and support.
- Supporting the most vulnerable through high quality specialist day services.

The Consultation included the opportunity for the public to share views on the Day Opportunities Strategy including:

- The provision of information and assistance to help older people access community activities in order to reduce isolation.
- The Development of a Day Opportunities Team to support people to access community facilities. This will enable older people to be as independent as possible.
- Provision of specialist Day Centres to those with the highest care and support needs. This will include changes to the services offered at the current centres, including the withdrawal of funding for day care places at Oldwell Court Day Centre for people with Dementia.
- A move towards ensuring the Meals on Wheels is sustainable, through increasing the cost of a meal by £1, and looking at ways to expand the current scheme.
- Ensuring that luncheon clubs are sustainable. Two of the thirty luncheon clubs currently receive a subsidy and these subsidies will be removed.
- Maintaining funding for Community Transport
- Building on the success of a pilot volunteering project for supporting older people, and potential to increase the service.

## 2. Methodology

### *Development*

The Day Opportunities Strategy Consultation was developed with a mixture of quantitative and qualitative questions that enabled respondents to state whether they supported or opposed the different proposals, but also explain their stance or share further information.

The consultation totalled 26 questions with 20 relating to the proposals. This included a question where respondents selected the services that they or the person they were responding on behalf of accessed, enabling analysis of questions relating to specific services by users.

In addition six questions sought to find out more about the respondents including their age and gender, whether they are a service user and if they care for a friend or relative.

### *Engagement opportunities*

The Day Opportunities Strategies Consultation opened on 30<sup>th</sup> November and was closed on February 5<sup>th</sup> February after a consultation period of 67 days. The consultation was undertaken via the following methods:

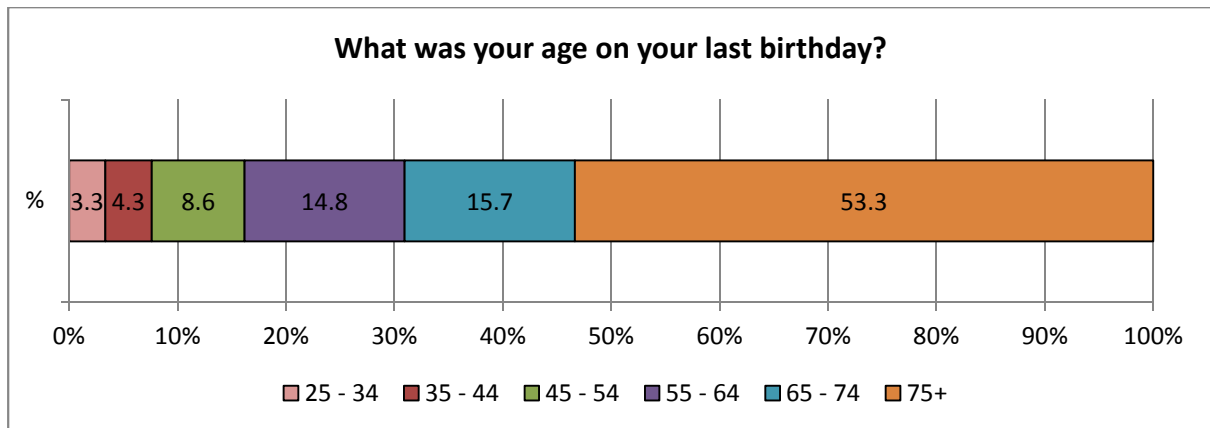
- An online questionnaire with links on the City of Cardiff Council website and Ask Cardiff website.
- Paper questionnaires which were distributed to 1,742 older people who were receiving a care package including those in receipt of personal care and support, Meals on Wheels and day centres plus those we fund places for at Oldwell Court. It did not include older people in care homes or those who access universal services.
- Three public events which were held enabling residents to find out more about the proposals, ask questions, raise concerns and share their opinions. Paper questionnaires were also disseminated at the events which were as follows:
  - 2:00 pm on 16<sup>th</sup> December at Ely Hub, Cowbridge Road: 16<sup>th</sup> December, 2pm
  - 2:00 am 4<sup>th</sup> January at Llanrumney Hub, 4<sup>th</sup> January, 2pm
  - 3.30pm on 12<sup>th</sup> January at Central Library Hub, 12<sup>th</sup> January
- Cardiff Third Sector Council sent links to all older people network groups with a letter encouraging them to take part in the consultation process.
- All letters drafted in response to Cllr enquiries contained the links to the consultation and engagement events.
- In addition we also received communications including emails and letters, plus a petition all of which are reflected in the results section.

### 3. Key Findings

214 responses were received for this consultation. Having removed one duplicate response where an individual had responded twice this resulted in a final figure of **213 responses**.

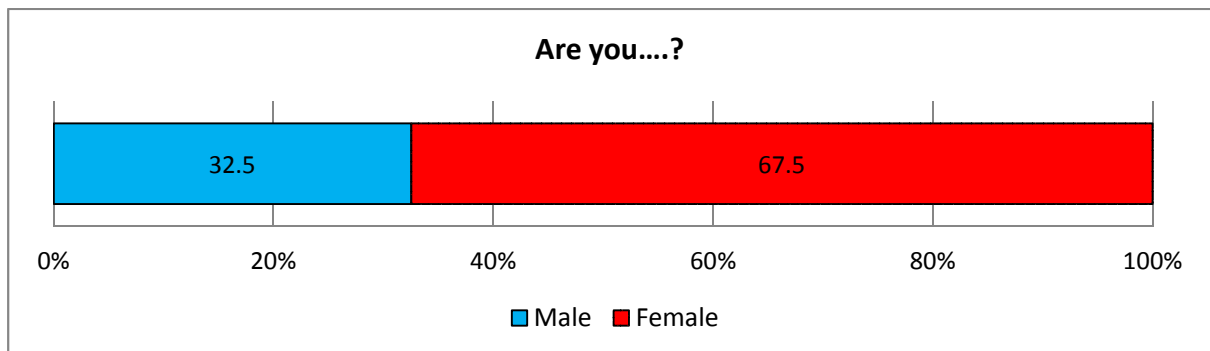
#### 3.1 About You

213 responses were received to this consultation with 145 respondents (69.0%) aged over 65 (including 53.3% over 75). No responses were received from people under the age of 24.



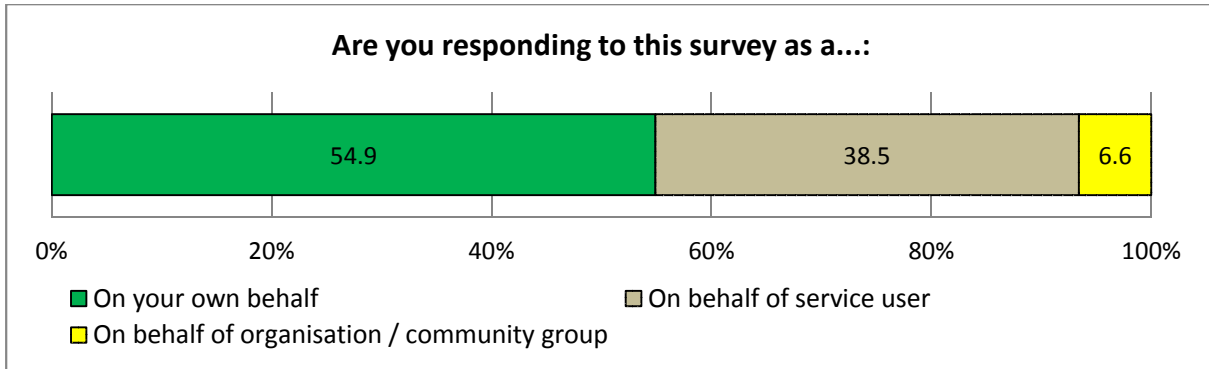
Base: All respondents (210)

Over two-thirds of respondents were female (67.5%) with 32.5% males.



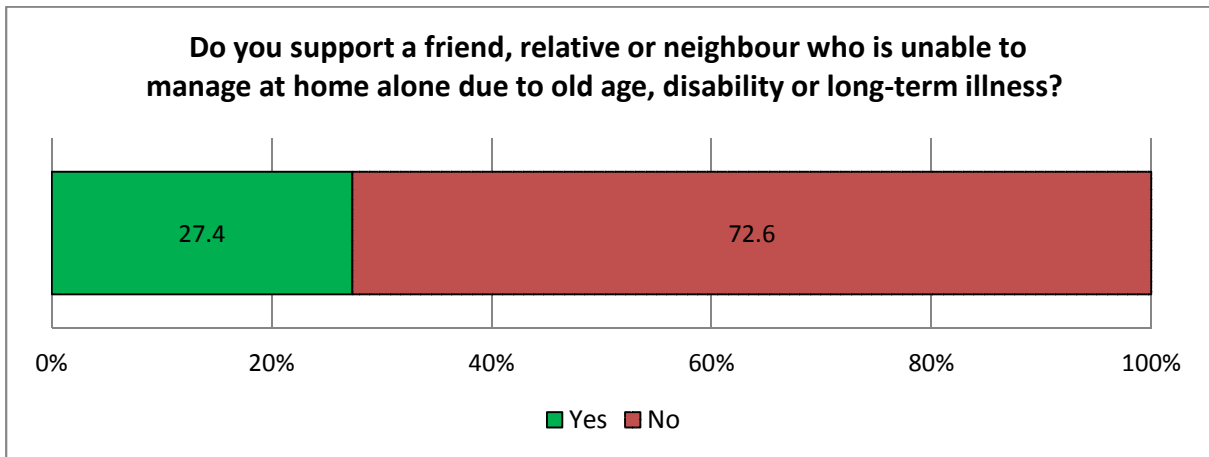
Base: All respondents (209)

More than half of respondents (54.9%) participated on their own behalf. 38.5% responded on behalf of a service user with the remaining 6.6% from organisations and community groups.



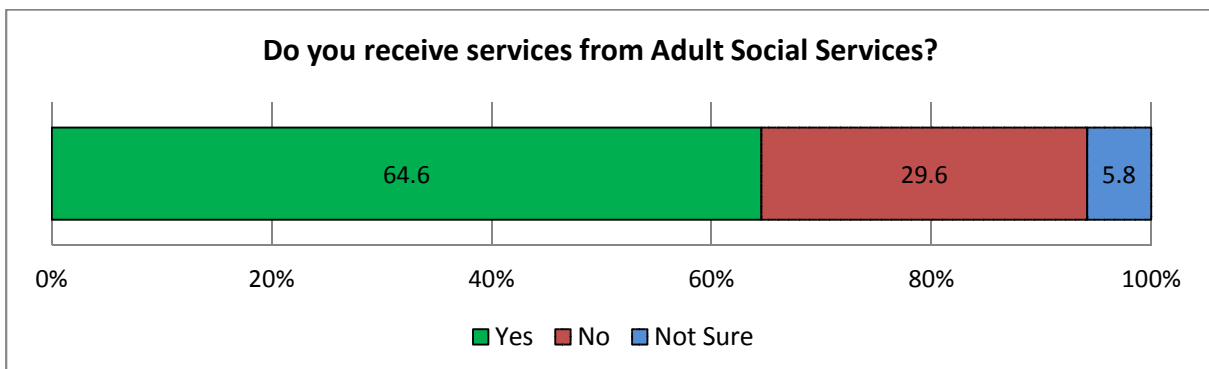
Base: All respondents (213)

27.4% of respondents support someone who is unable to manage alone at home.



Base: All respondents (106)

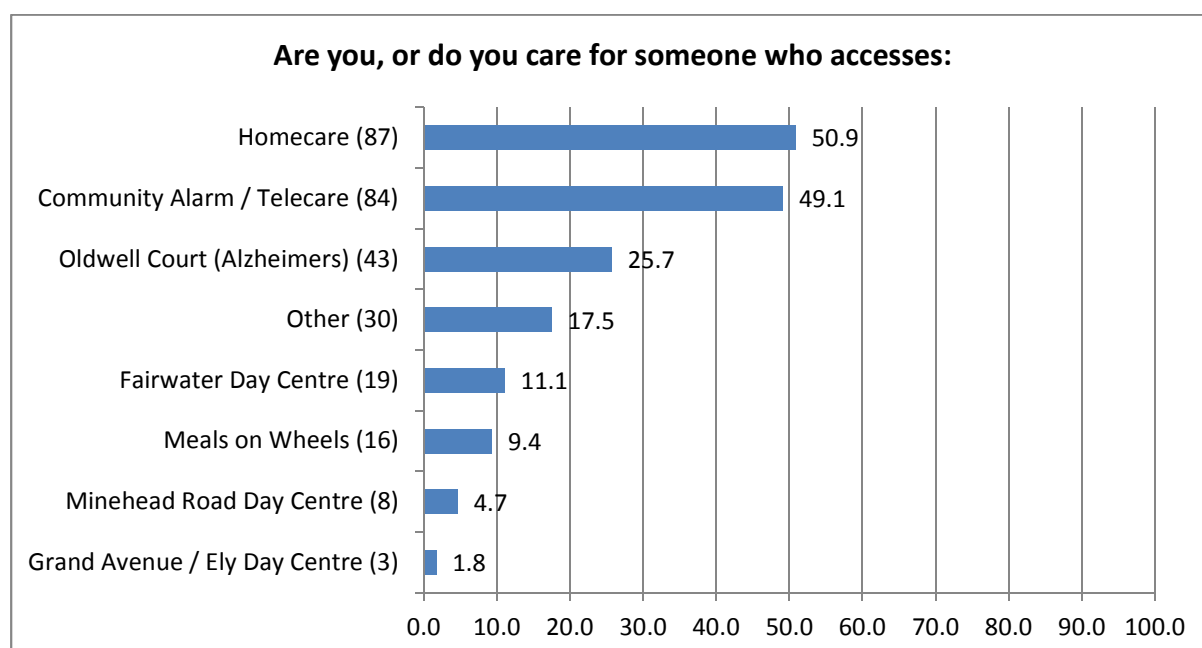
Nearly two-thirds of respondents (64.6%) receive services from Adult Social Services, with 29.6% not users and 5.8% unsure.



Base: All respondents (206)



Over half of respondents (50.9%) access, or support someone else to access Homecare, with 49.1% using the Community Alarm Service. Over a quarter access Oldwell Court, a day centre which supports people with dementia, with the remaining services accessed by under 10%.



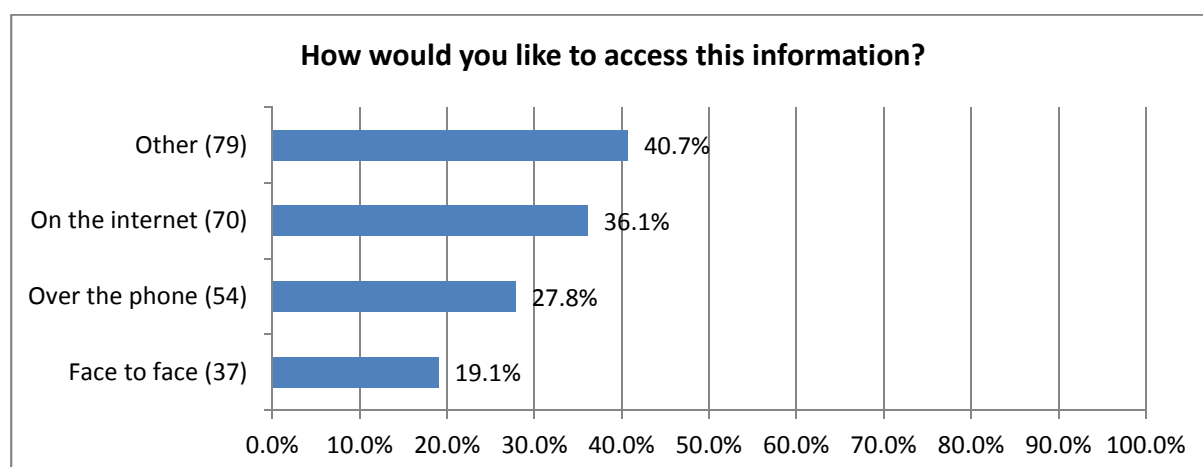
Base: All respondents (111). NB. Respondents were able to select more than one answer.

When asked to specify the other services that they or someone they care for accesses, four specified Alzheimer's support.

#### Emerging themes from 27 responses relating to other services being accessed

Theme	No.	%	Example comments
<b>Alzheimer's Support</b>	4	14.8	<ul style="list-style-type: none"> <li>Support from an Alzheimer's Society worker.</li> <li>Alzheimer's forget me not chorus.</li> </ul>
<b>Council Funded</b>	2	7.4	<ul style="list-style-type: none"> <li>Council Funded Personal Care Services.</li> </ul>
<b>Sbectrwm</b>	2	7.4	<ul style="list-style-type: none"> <li>Sbectrwm centre Fairwater.</li> </ul>
<b>Llandough</b>	2	7.4	<ul style="list-style-type: none"> <li>Llandough Assessment and Recovery Unit.</li> </ul>
<b>Direct Payments</b>	2	7.4	<ul style="list-style-type: none"> <li>Personal Assistant using Direct Payments Scheme.</li> </ul>
<b>Miscellaneous</b>	13	48.1	<ul style="list-style-type: none"> <li>In process of being assessed.</li> <li>Norwegian Church on Monday PM Lewy Body Dementia, George Thomas on Thursday PM Lymphatic Cancer.</li> <li>Mum would like to go to a day centre but there are none available for her.</li> <li>Pedal Power provides a venue to socialise and meet up with friends and gives people an opportunity to get fit and stay fit through cycling.</li> </ul>

The highest ranking response to this question on accessing information was 'Other' (40.7%), ahead of through the internet (36.1%) and over the phone (27.8%). 19.1% of respondents prefer to receive information through face to face meetings.



Base: 194. NB. Respondents were able to select more than one answer.

Respondents who selected 'Other' were asked to explain their preferences, with 40 preferring to receive information by post (53.3%). 14.7% (11 respondents) prefer to access information through face to face contact, ahead of 3<sup>rd</sup> party organisations (9 respondents; 12.0%).

#### Themes emerging from 75 comments on other preferences for accessing information.

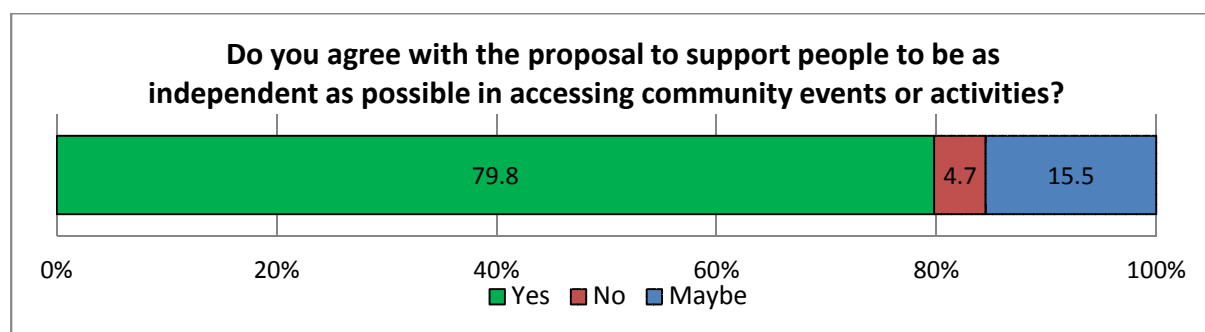
Theme	No.	%	Example comments
<b>Post</b>	40	53.3	<ul style="list-style-type: none"> <li>Via post as I have support with this and my family/staff can inform me of local events.</li> <li>By post - hearing problems on the telephone (usually).</li> <li>By post please I don't have a computer, and cannot get to meetings alone.</li> </ul>
<b>Face to face</b>	11	14.7	<ul style="list-style-type: none"> <li>Face to face with a support worker.</li> <li>Considering age and or disability by postal and/or face to face.</li> </ul>
<b>Via 3rd party organisation</b>	9	12.0	<ul style="list-style-type: none"> <li>Via social services visits by care coordinators, OT, Doctors and other support service providers who visit and understand my needs.</li> <li>From care coordinator/review team, OT, doctors and other support service providers who visit and understand my needs.</li> </ul>
<b>Printed media</b>	7	9.3	<ul style="list-style-type: none"> <li>Information sheets, posters, newsletters, an accessible comprehensive services directory NB. with dementia the information should be sent to the carer.</li> </ul>
<b>Community centre/venue</b>	5	6.7	<ul style="list-style-type: none"> <li>Via a monthly or bi-monthly survey at my local mosque / community centre.</li> </ul>
<b>E-mail</b>	3	4.0	<ul style="list-style-type: none"> <li>Via email.</li> </ul>
<b>From a relative</b>	2	2.7	<ul style="list-style-type: none"> <li>Through my son.</li> </ul>
<b>Other</b>	7	9.3	<ul style="list-style-type: none"> <li>Not really relevant to current situation of my parents who cannot see hear or walk far. As have sensory aged impairment/Alzheimer's/dementia.</li> </ul>

### 3.2 Day Centres

**Do you agree with the proposal to support people to be as independent as possible in accessing community events or activities?**

There were 213 responses to this question, meaning that every participant responded.

Almost four-fifths of respondents (79.8%) agreed with the proposal to support people to be as independent as possible in accessing community events and activities. 4.7% opposed the proposal with the remaining 15.5% unsure.



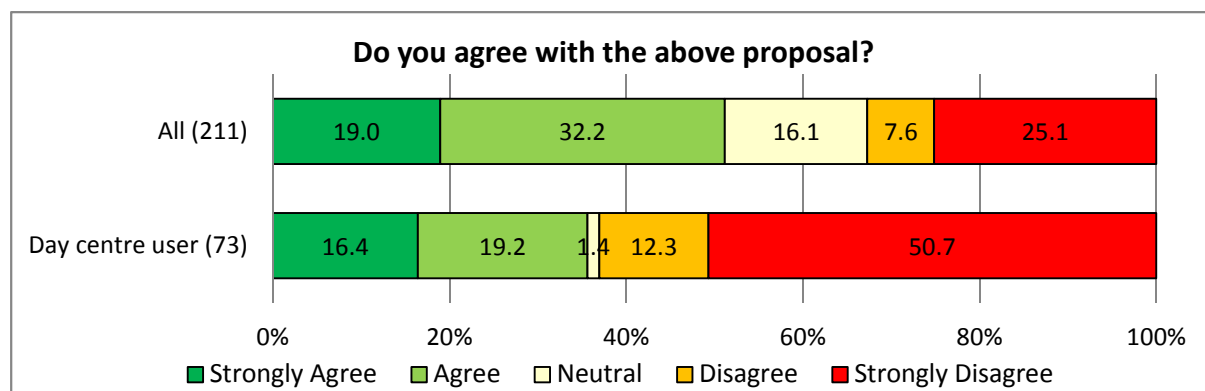
Base: All respondents (213)

**Do you agree with the new Day Centres proposal?**

211 responses were received for this question, a response rate of 99.1%.

Over half of the respondents were supportive of the proposal (51.2%), including 19.0% who strongly agreed. Of the 32.7% who opposed the proposal, 25.1% strongly disagreed.

Of the 211 responses 73 were from day centre users. Support for the proposal was lower amongst this group with 35.6% supportive, including 19.0% who were very supportive. In contrast 63.0% did not support the new proposal. This included 50.7% who strongly opposed, double that of the overall population.



Base data shown in brackets

When given the opportunity to comment further on the Day Centres proposal 102 responses were received. Themes were attached to every comment in order to identify recurring messages. 10 themes were identified in total with *Oldwell Court should not lose funding* the dominant theme (46 responses; 45.1%). This polled ahead of *Greater consideration needed* (30 responses; 29.4%) and *Day Centres have expertise* (28 responses; 27.5%).

#### Themes emerging from 102 further comments about the Day Centres proposal

Theme	No.	%	Example comments
<b>Oldwell Court should not lose funding</b>	46	45.1	<ul style="list-style-type: none"> <li>• <i>Oldwell court should not lose their funding. It is an essential part for Alzheimer sufferers.</i></li> <li>• <i>The proposal to take away funding from Alzheimer's Society Oldwell Court is incredibly difficult to understand, given the excellent service they provide, the numbers they support, and the expertise they have. It is very short-sighted. In addition, why can't the Day Opportunities Team be offered as a third sector opportunity, rather than an in-house service? If delivered by the third sector it will be more efficient, effective and better value for money.</i></li> <li>• <i>Oldwell Court should still be funded. Their team are more professional and do a great service.</i></li> </ul>
<b>Greater consideration needed</b>	30	29.4	<ul style="list-style-type: none"> <li>• <i>Data suggests we need more centres not less. Too centralised, need more local involvement too! (Please)</i></li> <li>• <i>With the number of people having dementia increasing year on year is this provision going to be adequate?</i></li> <li>• <i>Dementia sufferers need a lot more one to one support and familiarity with surroundings and staff. Each sufferer needs individual attention and no two dementia sufferers are the same so a lot of understanding and training is needed.</i></li> </ul>
<b>Day Centres have expertise</b>	28	27.5	<ul style="list-style-type: none"> <li>• <i>Alzheimer's Society has the expertise. Putting lower levels of dementia with more general cases does not meet the needs of those with dementia. This makes no sense and is illogical.</i></li> <li>• <i>Day care is crucial for my mother and us as a family. We highly value day centre staff. My mother is happy at Fairwater. She has dementia but is comfortable in that environment which is a credit to the service.</i></li> </ul>
<b>Travel / related problems</b>	14	13.7	<ul style="list-style-type: none"> <li>• <i>No consideration has been given to client and carers choice. People wish to access services within their own locality. Carers who transport people to day services do not want to spend considerable amounts of time offering transport out of their vital respite from their caring role. Oldwell staff have well trained staff who are able to offer excellent opportunities and care to those who attend Oldwell Court. I believe we require this service to remain in this part of Cardiff and that all facilities should not be based in Ely/Fairwater. The needs and wishes of clients and their carers should be paramount NOT COST CUTTING MEASURES.</i></li> </ul>
<b>Good support provided</b>	13	12.7	<ul style="list-style-type: none"> <li>• <i>Without the support and care my mum gets from Oldwell Court Day Centre our lives would be much more stressful our needs and my mums needs would not be met, Their duty of care is amazing!</i></li> </ul>

<b>Model does not meet users needs</b>	12	11.8	<ul style="list-style-type: none"> <li>As a statement it sounds reasonable BUT there are too many unanswered questions to agree at this stage. - I disagree with the statements made above, its shows how little the council understands the problem. This was not the outcome of the first consultation. The council will still determine level of dependence Far too simplistic statement and misleading. To close a specialist Alzheimer's service at Oldwell Court is precious, when you have proven expertise there. Again don't a council rep take my position for a week.</li> </ul>
<b>On-going support critical for dementia</b>	12	11.8	<ul style="list-style-type: none"> <li>Oldwell Court supports all dementias and this proposal negates the progressive nature of the disease and proposed to move people as their dementia develops. This is not person centred. It also doesn't bear in mind the implications of travel for people with dementia.</li> </ul>
<b>No facility in Cardiff North</b>	6	5.9	<ul style="list-style-type: none"> <li>I feel that services are required in the North side of Cardiff as facilities in Ely are too far for people to travel to as carers will spend most of the day travelling. Specialist carers are required to support service users.</li> </ul>
<b>Greater access needed</b>	5	4.9	<ul style="list-style-type: none"> <li>There should be more provisions for older people from Asian and Muslim backgrounds at one of the above centres to attract them to become regular service users.</li> </ul>
<b>Other</b>	26	25.5	<ul style="list-style-type: none"> <li>I am completing this form on behalf of my mother, she doesn't attend any day centres, she wouldn't want to attend.</li> <li>Would day centre provide physiotherapy, bathing or a meal, or would it be for socialisation?</li> </ul>

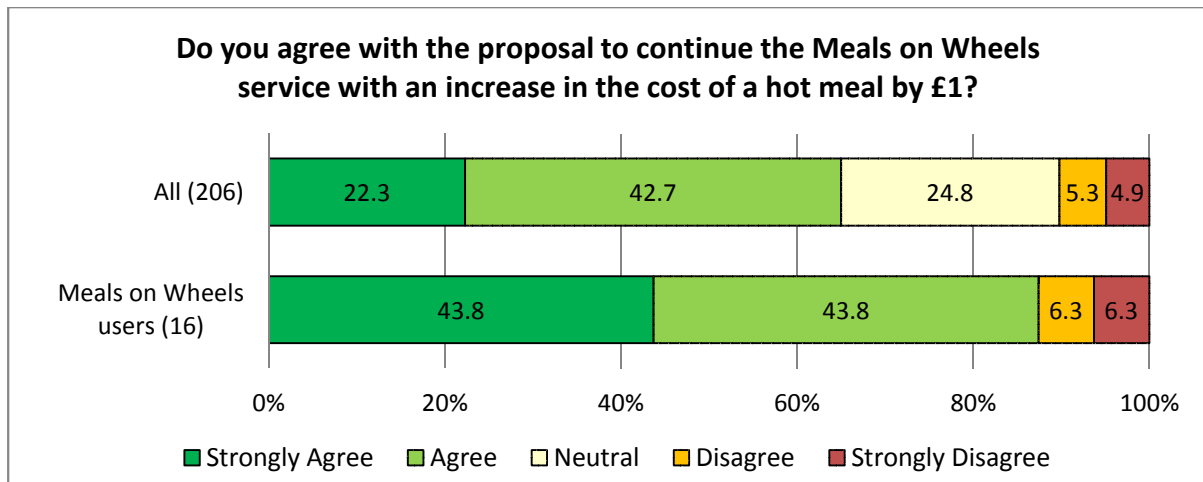
### 3.3 Meals on Wheels

***Do you agree with the proposal to continue the Meals on Wheels service with an increase in the cost of a hot meal by £1?***

*There was a response rate of 96.7% for this question (206 responses).*

Support for the continuation of Meals on Wheels with an increase of £1 for a hot meal was high, with almost two-thirds of respondents supporting the change (65.0%). This included 22.3% who strongly agreed and 42.7% who tended to agree. Just other one-tenth disagreed (10.2%), including 4.9% who strongly disagreed.

When focusing on the response of current Meals on Wheels users, it should be noted that participant numbers were low (16 respondents). Support for the continuation of the service with a £1 cost increase was higher than amongst the general population with almost nine-tenths of respondents (87.5%) in agreement, compared to 12.5% who disagreed.

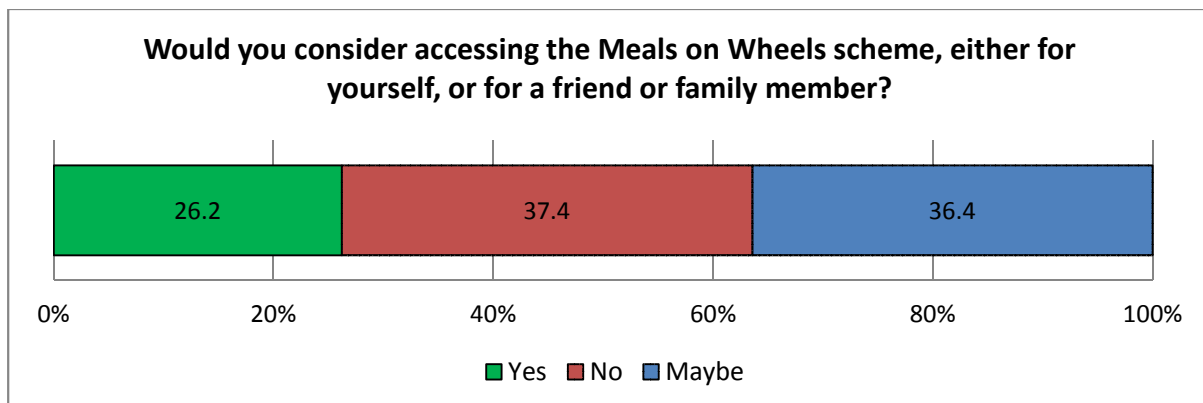


Base data shown in brackets

**Would you consider accessing the Meals on Wheels scheme, either for yourself, or for a friend or family member?**

206 responses were received meaning a response rate of 96.7%.

Over a quarter (26.2%) of respondents would consider using the service for themselves or a friend or relative. This compared to 37.4% who would not consider accessing it, with a significant proportion unsure (36.4%)



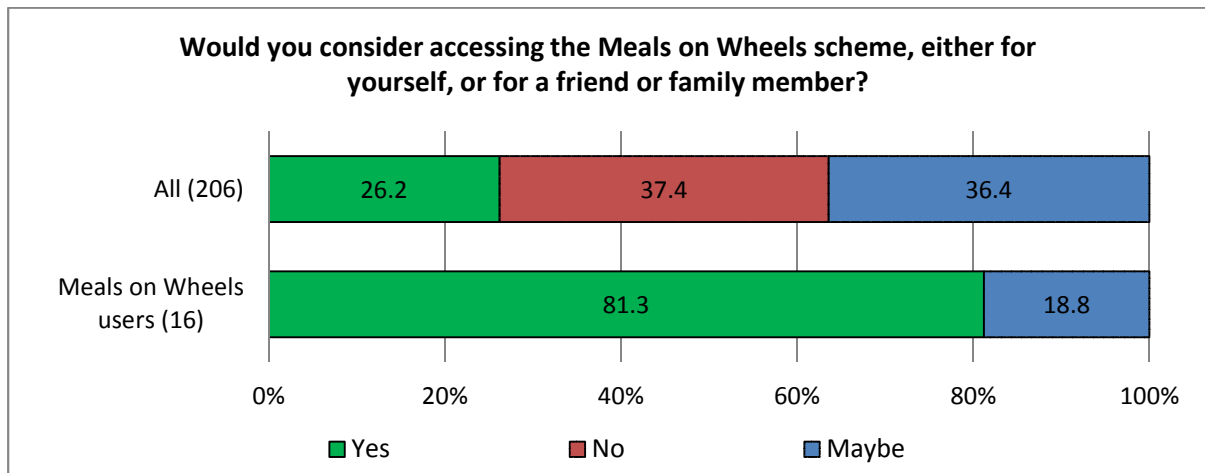
Base: All respondents (206)

**If you or a family member receive meals on wheels would you also be interested in receiving a cold meal for the evening?**

The response rate for this question was 74.6% (159 responses).

Support for a family member receiving a cold evening meal when already receiving Meals on Wheels was low with 16.4% interested in the service. Over half (52.8%) were uninterested with 30.8% unsure.

The results varied significantly for the 16 current Meals on Wheels users who responded to the question with over half (56.3%) interested compared to 18.8% who were uninterested. Again a significant proportion (30.8%) were unsure.



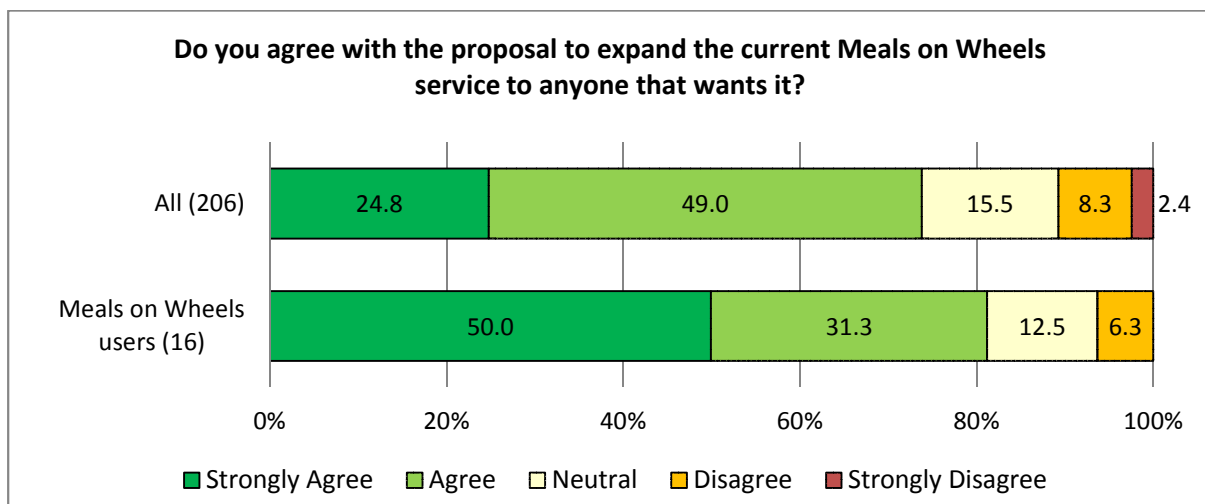
Base data shown in brackets

**Do you agree with the proposal to expand the current Meals on Wheels service to anyone that wants it?**

There were 206 responses to this question, a response rate of 96.7%.

There was significant support throughout the population for expanding the service to anyone who wants it. Almost a quarter (24.8%) strongly agreed with an additional 49.0% tending to agree. This totalled 73.8% who were supportive, compared to a total of 10.7% who disagreed.

Support was greater among current users of the service. Half the users (50.0%) strongly agreed, over double the figure for all respondents, with an additional 31.3% tending to agree. 6.3% tended to disagree with no respondents disagreeing strongly.



Base data shown in brackets

### Do you have any other suggestions to improve the Meals on Wheels Service?

38 responses were received for this open question. The main theme was that the *service should not be opened up* (7 respondents; 18.4%) ahead of *Needs to be sustainable* and *Consider alternatives* (5 respondents; 13.2% for both)

#### Themes emerging from 38 comments on other suggestions to improve Meals on Wheels.

Theme	No.	%	Example comments
<b>Service should not be opened up</b>	7	18.4	<ul style="list-style-type: none"> <li>I cannot understand why there is a plan to provide meals on wheels to anyone who wants it, when the usual rhetoric is that services must be provided to the most needy.</li> <li>Over 70's or disabled should use MOW not just anyone.</li> </ul>
<b>Needs to be sustainable</b>	5	13.2	<ul style="list-style-type: none"> <li>I find it hard to believe that the cost isn't covered because it seems to me the food costs far less to make by bulk than is charge. i can understand this though with the delivery service. Can someone review the cost of sourcing food.</li> </ul>
<b>Consider alternatives</b>	5	13.2	<ul style="list-style-type: none"> <li>Make provision of HALAL menu for growing older Muslim population and create more awareness in the local mosques etc.</li> </ul>
<b>Increase too much</b>	4	10.5	<ul style="list-style-type: none"> <li>I think it is essential to continue with Meals on Wheels, but the proposed increase in cost is far too much.</li> </ul>
<b>Better advertising needed</b>	3	7.9	<ul style="list-style-type: none"> <li>This service is not advertised enough and no-one has mentioned this service is available.</li> </ul>
<b>Quality must improve</b>	3	7.9	<ul style="list-style-type: none"> <li>If there is to be an increase in cost the quality of food available must be of a decent standard.</li> </ul>
<b>Service should continue as is</b>	2	5.3	<ul style="list-style-type: none"> <li>I think it is essential to continue with Meals on Wheels, but the proposed increase in cost is far too much.</li> </ul>
<b>Other</b>	16	42.1	<ul style="list-style-type: none"> <li>My mother has never eaten a ready cooked meal from a tin foil container in her life. She would not recognise it as a lunch and it would go straight in the bin no matter what it cost.</li> <li>There needs to be more detail as how the additional £1 will be spent. I could make a hot meal for under £2.90 so why are you increasing the cost?</li> </ul>

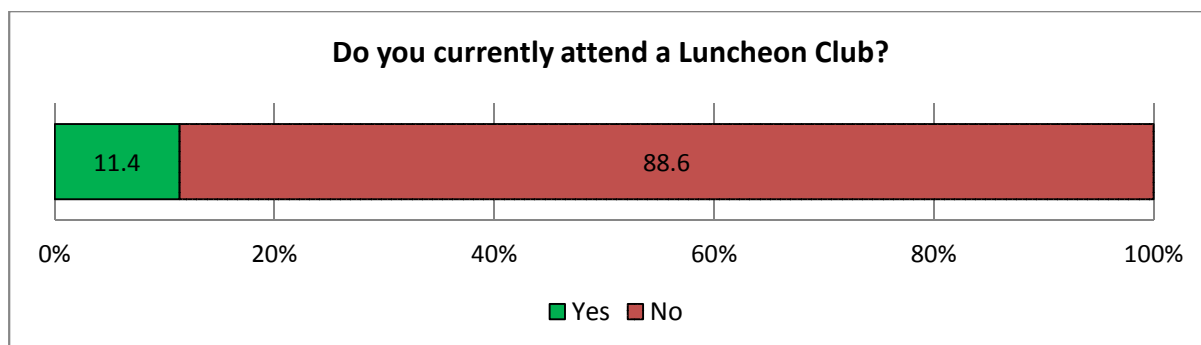
### 3.4 Luncheon Clubs

#### Do you currently attend a Luncheon Club?

211 respondents participated in this question, a response rate of 99.1%.

Participation in luncheon clubs amongst respondents was low with only 11.4% using the service.





Base: All respondents (211)

When the 23 respondents were asked to specify the Luncheon Club that they attend, 6 respondents reported using *Oldwell Court* (26.1%), ahead of clubs in *Beulah & Araratt* (4 respondents; 17.4%) and *Fairwater* (3 respondents; 13.0%).

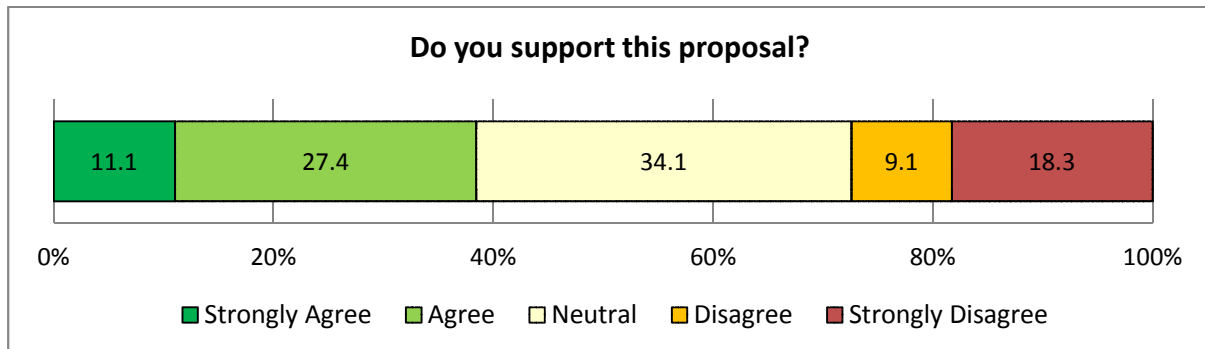
**Themes emerging from 23 comments relation to Luncheon Clubs used by respondents.**

Theme	No.	%	Example comments
<b>Oldwell Court</b>	6	26.1	<ul style="list-style-type: none"> <li>• <i>I attend Oldwell Court four times a week and have my dinner there.</i></li> <li>• <i>My husband attends Oldwell Court.</i></li> </ul>
<b>Beulah &amp; Araratt</b>	4	17.4	<ul style="list-style-type: none"> <li>• <i>Beulah &amp; Araratt / Oldwell Court.</i></li> </ul>
<b>Fairwater</b>	3	13.0	<ul style="list-style-type: none"> <li>• <i>Fairwater Day Centre.</i></li> </ul>
<b>Cyncoed</b>	2	8.7	<ul style="list-style-type: none"> <li>• <i>Cyncoed Methodist Church.</i></li> </ul>
<b>Dalton St</b>	2	8.7	<ul style="list-style-type: none"> <li>• <i>Dalton Street.</i></li> </ul>
<b>Methodist Church, Whitchurch</b>	2	8.7	<ul style="list-style-type: none"> <li>• <i>Methodist Church, Whitchurch.</i></li> </ul>
<b>Bethel Baptist, Whitchurch</b>	1	4.3	<ul style="list-style-type: none"> <li>• <i>Bethel Baptist Whitchurch.</i></li> </ul>
<b>St Andrews Church</b>	1	4.3	<ul style="list-style-type: none"> <li>• <i>St. Andrews Church.</i></li> </ul>
<b>Sbectrwm</b>	1	4.3	<ul style="list-style-type: none"> <li>• <i>Sbectrwm Fairwater Mon &amp; Thurs only.</i></li> </ul>
<b>Waterloo Gardens</b>	1	4.3	<ul style="list-style-type: none"> <li>• <i>Roath Church House, Waterloo Gardens.</i></li> </ul>
<b>Minehead Road</b>	1	4.3	<ul style="list-style-type: none"> <li>• <i>Minehead Road.</i></li> </ul>
<b>Wyndham Centre</b>	1	4.3	<ul style="list-style-type: none"> <li>• <i>In the past with a previous personal assistant - Wyndham Centre.</i></li> </ul>
<b>Adamsdown Day Centre</b>	1	4.3	<ul style="list-style-type: none"> <li>• <i>Adamsdown Day Centre.</i></li> </ul>
<b>Albany Road</b>	1	4.3	<ul style="list-style-type: none"> <li>• <i>Albany Rd Baptist Church - Monday session.</i></li> </ul>

### Do you support this proposal?

There was a response rate of 97.7% with 208 responses to this question.

Opinions on the removal of subsidies from luncheon clubs to increase sustainability and ensure equitable provision was divided. 38.5% were supportive with 11.1% agreeing strongly. This was in contrast to 27.4% who opposed the change, including 9.1% who disagreed strongly. A significant third of respondents (34.1%) neither agreed or disagreed.



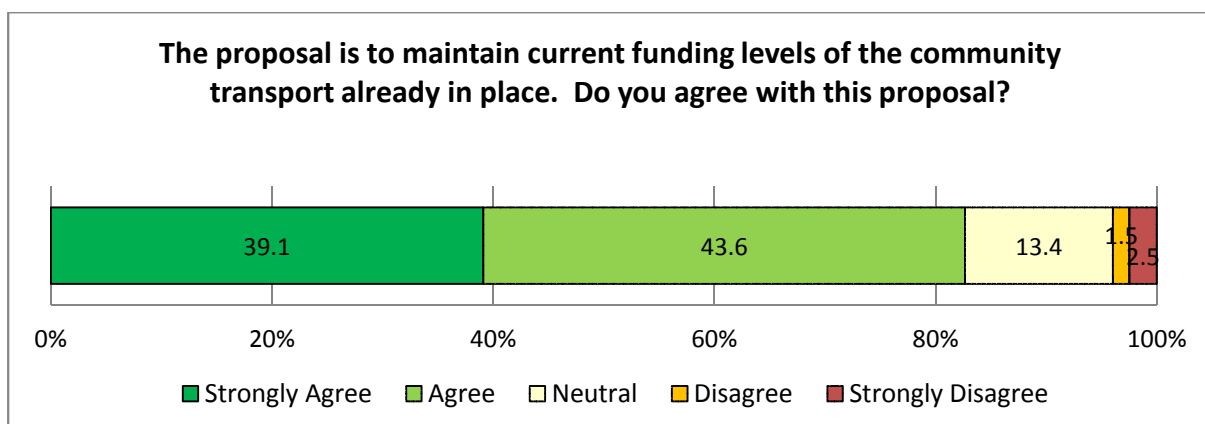
Base: All respondents (208)

### 3.5 Community Transport

The proposal is to maintain current funding levels of the community transport already in place. Do you support this proposal?

With 202 respondents participating there was a response rate of 94.8%.

82.7% of respondents were supportive of the Community Transport proposal with 39.1 strongly agreeing and 43.6% tending to agree. 4.0% opposed the change including 2.5% who disagreed strongly.

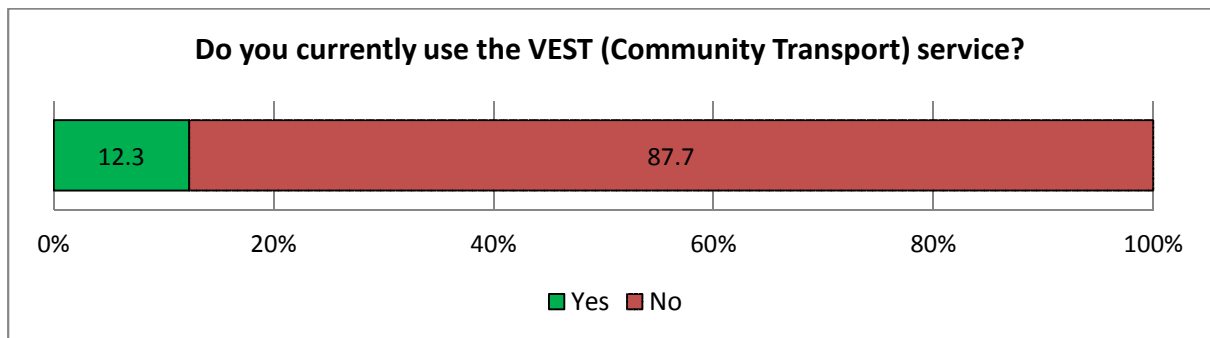


Base: All respondents (202)

### Do you currently use the VEST (Community Transport) service?

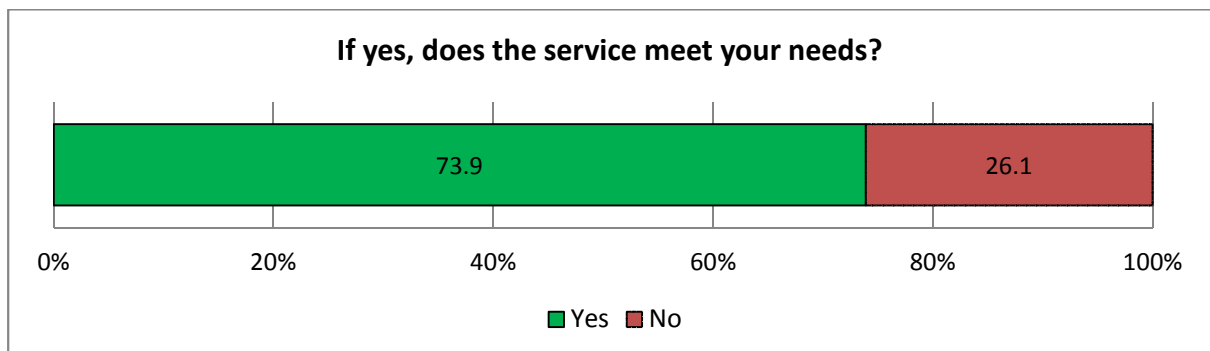
203 respondents (95.3%) answered this question.

Of the respondents 25 were users of VEST (12.3%) with 178 (87.7%) not having used the service before.



Base: All respondents (203)

Of the 23 users of VEST that responded, 73.9% felt that the service meets their needs. While these results are useful the low number of respondents should be borne in mind.



Base: VEST service users (23)

Respondents who don't currently use VEST were asked to explain why. 60 respondents left comments with 28.3% of these (17 respondents) *not requiring the service at present* and 10 respondents *unable to use the service* (16.7%).

**Themes emerging for 60 comments on how VEST is not meeting user needs.**

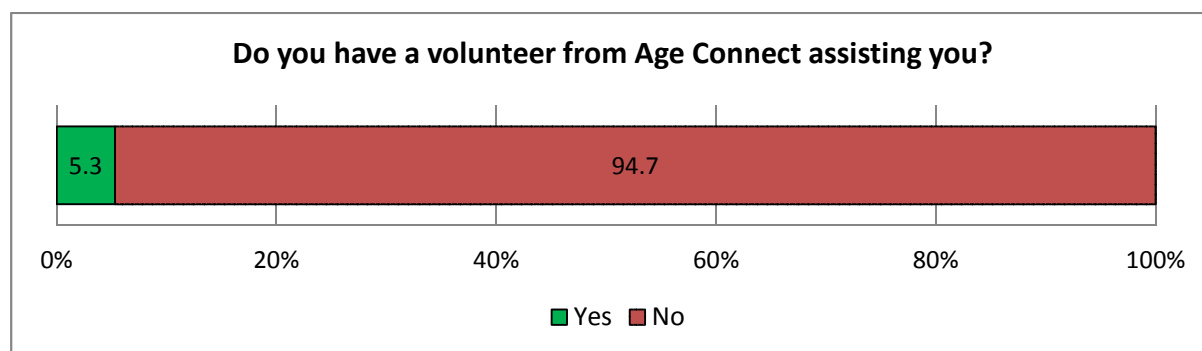
Theme	No.	%	Example comments
Service not required at present	17	28.3	<ul style="list-style-type: none"> <li>My mother has her family to take her to any appointments she has to attend.</li> <li>My husband is transported by ambulance to Llandough hospital.</li> </ul>
Unable to use	10	16.7	<ul style="list-style-type: none"> <li>For an aged person that has dementia it's not an ideal form of transport due to number of passengers.</li> </ul>
Service needs expansion	9	15.0	<ul style="list-style-type: none"> <li>The service should be expanded for many this is their only form of transport for social activities.</li> </ul>
Not easy to Book	8	13.3	<ul style="list-style-type: none"> <li>Used previously but too difficult to book. But service of the VEST drivers is fantastic.</li> </ul>
Better promotion needed	8	13.3	<ul style="list-style-type: none"> <li>I did not know of its existence.</li> </ul>
Other	11	18.3	<ul style="list-style-type: none"> <li>I drove for them for many yrs, I would use them myself if the need arose. They offer a v.g.d service</li> </ul>

### 3.6 Volunteering

**Do you have a volunteer from Age Connect assisting you?**

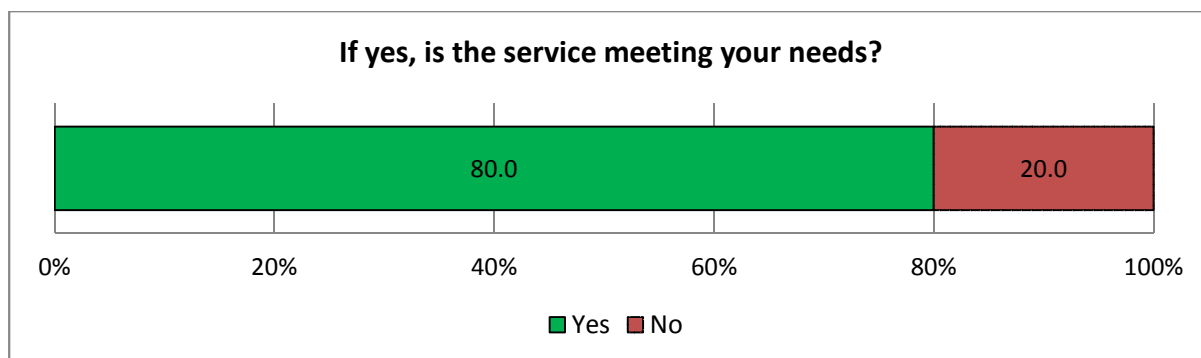
207 of the 213 respondents to the overall survey responded to this question (97.2%).

11 of the 203 respondents (5.3) currently have assistance from an Age Connect volunteer.



Base: All respondents (207)

These users were asked if the Age Connect volunteer service meets their needs. While there is a need to bear the low number of respondents in mind, 80% of the ten users reported that their needs were being met.



Base: Age Connect users (10)

There were 61 responses when respondents were asked why they don't use the service. 18 respondents (29.5%) were *unaware of the service*, with 15 *using an alternative service* (24.6%) and 12 *having a support network* (19.7%).

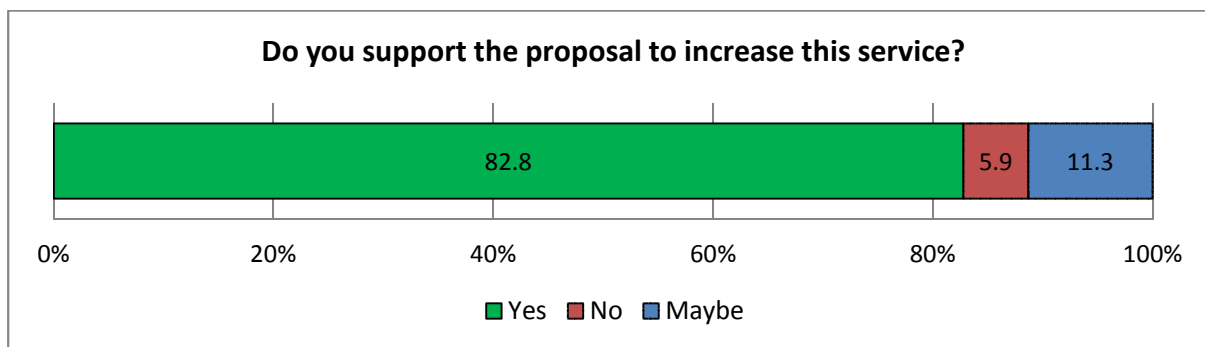
**Emerging themes for 61 comments explaining why people do not use the Age Connects volunteering service.**

Theme	No.	%	Example comments
<b>Unaware of service</b>	18	29.5	<ul style="list-style-type: none"> <li>• <i>Sounds like an excellent idea but have not been informed /advised of this service at all.</i></li> <li>• <i>No idea how to access this service. I knew nothing about this service.</i></li> <li>• <i>I'm not aware of such a provision. Please ensure he/she is from an Asian or Muslim background.</i></li> </ul>
<b>Use Alternative service</b>	15	24.6	<ul style="list-style-type: none"> <li>• <i>We don't need one as have wonderful personal assistant through Diverse Cymru's Direct Payment Scheme.</i></li> <li>• <i>I get a visit from Age Concern.</i></li> </ul>
<b>Have support network</b>	12	19.7	<ul style="list-style-type: none"> <li>• <i>Have a network of family members to help me.</i></li> </ul>
<b>Not required</b>	8	13.1	<ul style="list-style-type: none"> <li>• <i>Not needed for the time being.</i></li> </ul>
<b>Do not replace specialist staff</b>	5	8.2	<ul style="list-style-type: none"> <li>• <i>Please do not use volunteers for work / support that really should be provided by paid staff.</i></li> </ul>
<b>Does not meet needs</b>	2	3.3	<ul style="list-style-type: none"> <li>• <i>Does not meet my needs.</i></li> </ul>
<b>Negative prior experience</b>	2	3.3	<ul style="list-style-type: none"> <li>• <i>Last volunteer was pleasant but unreliable, but a new volunteer starts next week.</i></li> </ul>
<b>Other</b>	8	13.1	<ul style="list-style-type: none"> <li>• <i>I would personally be happy to volunteer for this and could get some colleagues involved.</i></li> </ul>

### Do you support the proposal to increase this service?

There were 186 responses to this question, a response rate of 87.3%.

There was a high level of support for increasing the volunteering service with over four-fifths of respondents (82.8%) answering positively, compared to 5.9% in opposition. 11.3% of respondents were unsure.

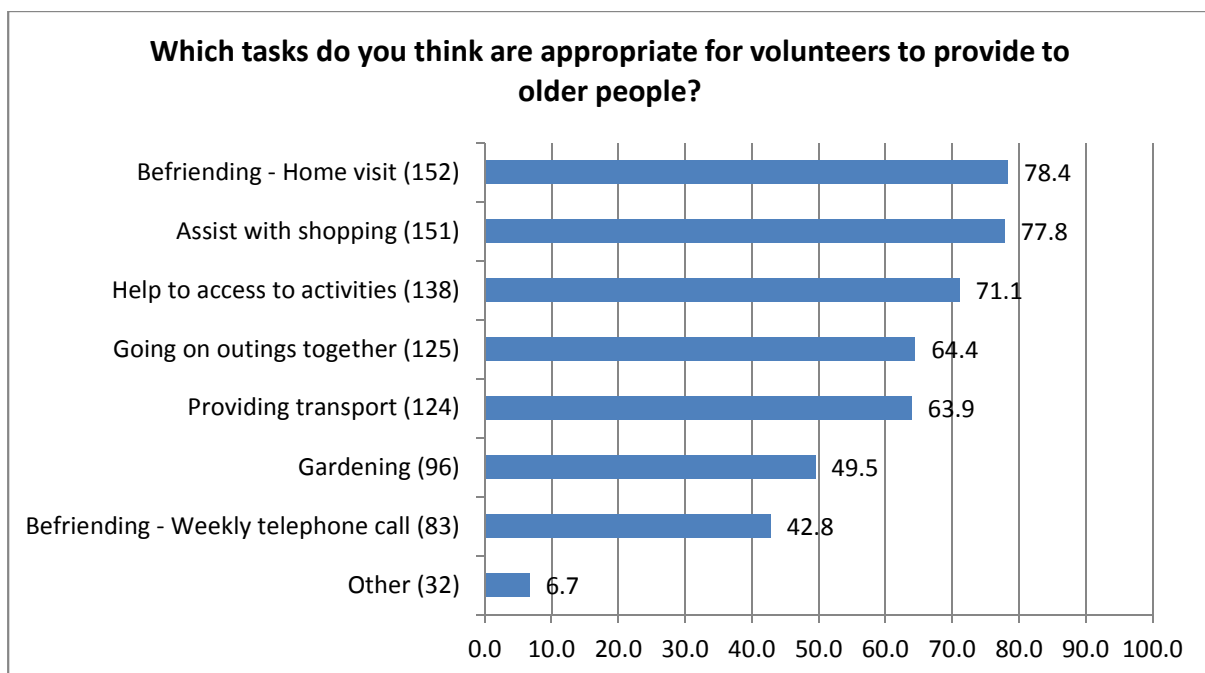


Base: All respondents (186)

### Which tasks do you think are appropriate for volunteers to provide to older people?

194 respondents selected at least one option for this question giving a response rate of 91.2%.

Of the options for respondents to choose from *Befriending – Home visit* ranked highest with 78.4% of respondents thinking this was an appropriate task. This was marginally ahead of *Assist with shopping* (77.8%) and *Help to access to activities* (71.1%). The remaining tasks polled under 70%.



Base data shown in brackets

All 32 respondents who selected 'Other' left comments. Seven of these were stating that they had *No time to volunteer* (21.9%), with the same amount making other comments. Of those listing tasks *advice or support* was highest (5 responses; 15.6%), ahead of *household tasks* (9.4%).

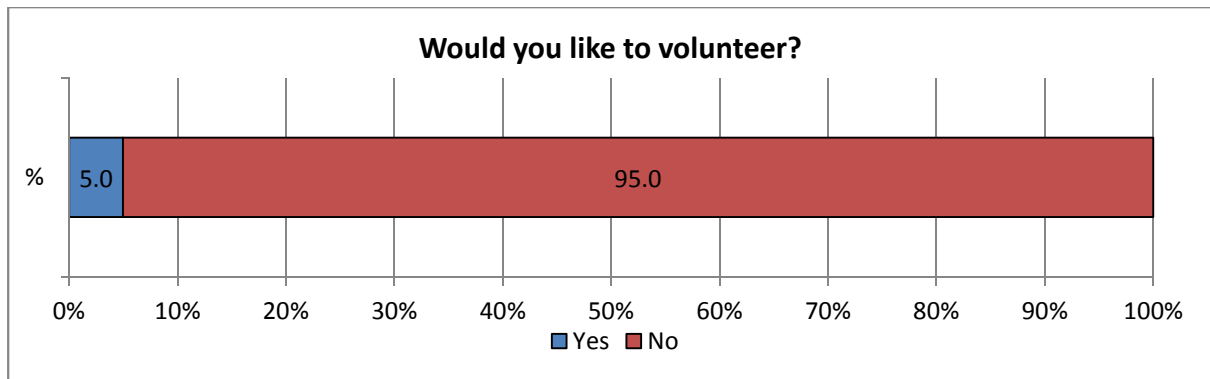
**Themes emerging from 32 suggestions of tasks appropriate for volunteers to provide to older people.**

Theme	No.	%	Example comments
No time to volunteer	7	21.9	<ul style="list-style-type: none"> <li><i>I am unable to volunteer because at present I am caring for my husband who has secondary progressive MS and vascular dementia.</i></li> </ul>
Advice / Support	5	15.6	<ul style="list-style-type: none"> <li><i>I would like access to counselling (emotional support) but this is only available if Alzheimer's sufferer is present.</i></li> </ul>
Appropriate checks needed	4	12.5	<ul style="list-style-type: none"> <li><i>Volunteers are good but only as long as they are consistent and fully trained, DBS checked and specialist trained in the case of people with dementia.</i></li> </ul>
Household tasks	3	9.4	<ul style="list-style-type: none"> <li><i>House work, ironing and feeding etc. If anyone was willing to do this in an Emergency situations (short term).</i></li> </ul>
Dementia support	3	9.4	<ul style="list-style-type: none"> <li><i>Dementia support.</i></li> </ul>
Visit / Check up	2	6.3	<ul style="list-style-type: none"> <li><i>Checking people of safe warm and eating.</i></li> </ul>
Model inappropriate	1	3.1	<ul style="list-style-type: none"> <li><i>There is no specialist dementia provision within this model.</i></li> </ul>
Gardening	1	3.1	<ul style="list-style-type: none"> <li><i>My husband and I would benefit from all these services. I am having my back garden paved because my husband is no longer able to do the gardening, which he loves.</i></li> </ul>
Exercise	1	3.1	<ul style="list-style-type: none"> <li><i>Walking/other exercise.</i></li> </ul>
Food	1	3.1	<ul style="list-style-type: none"> <li><i>Meals, very anxious about vetting and continuity, reliability etc., paying people formalises arrangements.</i></li> </ul>
Other	7	21.9	<ul style="list-style-type: none"> <li><i>These are fine for people with simple needs, but do nothing for people with complex needs and progressive conditions.</i></li> </ul>

### Would you like to volunteer?

*The response rate for this question was high (94.8%) with 202 responses.*

Interest in volunteering was low 5.0%. This is potentially due to the age profile of the respondents with 69.0% over 65, including 53.3% aged over 75.



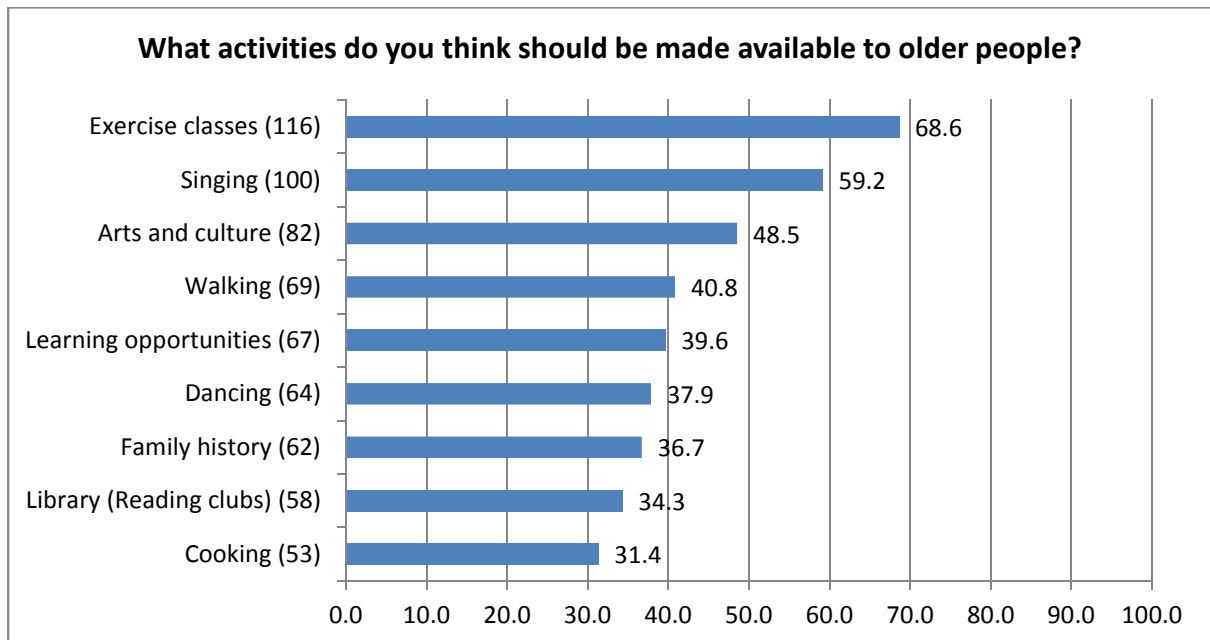
Base: 202

### 3.7 Future activities

#### What activities do you think should be made available to older people?

169 respondents shared activities they felt should be made available to older people, a response rate of 79.3%.

Almost 70% of respondents felt that *exercise classes* should be made available, ahead of *singing* (59.2%). Other activities polled at under 50% with *cooking* (31.4%) and *Reading clubs in libraries* (34.3%) least desired.



Base: All respondents (169)

73 respondents suggested alternative activities which were coded into 13 themes. The dominant theme was *Social activities* including Travel to attend (30 respondent; 41.1%) with many valuing the opportunity to spend time doing hobbies with others. 17 respondents (17%) suggested *sports based activities*, with 15 (20.5%) reporting a *need for specialist help* for people with dementia.



### Themes emerging from request for additional activities users would like to attend

Theme	No.	%	Example comments
<b>Social activities / Travel</b>	30	41.1	<ul style="list-style-type: none"> <li>• <i>Mother thrives on social activity of any form. Being with people. Although she needs support to do so. Hence the day centre in Fairwater is great.</i></li> <li>• <i>A lot of seniors have had their fair share of hobbies and would like nice surroundings to have a cuppa and a chat as many never see anyone from one week to the next</i></li> </ul>
<b>Sports Based Activities</b>	17	23.3	<ul style="list-style-type: none"> <li>• <i>Swimming and pool exercise.</i></li> <li>• <i>Cycling at Pedal Power - there are trikes that are suitable for all - including those with disabilities.</i></li> </ul>
<b>Need specialist help</b>	15	20.5	<ul style="list-style-type: none"> <li>• <i>Not all available for my husband. We have a leisure card each but activities - even swimming- is not geared to dementia sufferers. There is a singing group for dementia provided by voluntary agencies - music therapy is good. A walking group would be really good. With all the leisure activities some kind of joint changing room is needed so I can help my husband dress and undress. We are both pensioners and would qualify for this support regardless of my husband's illness.</i></li> </ul>
<b>Historical</b>	9	12.3	<ul style="list-style-type: none"> <li>• <i>Reminiscence groups.</i></li> </ul>
<b>Food</b>	9	12.3	<ul style="list-style-type: none"> <li>• <i>Lunch clubs with a speaker.</i></li> </ul>
<b>Reading</b>	7	9.6	<ul style="list-style-type: none"> <li>• <i>If saw with fewer pieces so earlier and shorter to complete. Smaller books with large print and a more varied subjects - Not just crime and fiction.</i></li> </ul>
<b>Arts &amp; Crafts</b>	5	6.8	<ul style="list-style-type: none"> <li>• <i>Art and crafts - simple model making, painting, sewing and needle craft. Games and fun activities.</i></li> </ul>
<b>Musical / Singing</b>	4	5.5	<ul style="list-style-type: none"> <li>• <i>What about dementia services e.g. Singing for the Brain by Alzheimer's Society? The funding will stop for this too.</i></li> </ul>
<b>IT / Technology</b>	4	5.5	<ul style="list-style-type: none"> <li>• <i>Craft classes, IT - use of technology.</i></li> </ul>
<b>Healthy Living</b>	3	4.1	<ul style="list-style-type: none"> <li>• <i>Embroidery classes, healthy eating and dieting classes.</i></li> </ul>
<b>Language Based</b>	3	4.1	<ul style="list-style-type: none"> <li>• <i>Language classes, for example French and Spanish.</i></li> </ul>
<b>Gardening</b>	2	2.7	<ul style="list-style-type: none"> <li>• <i>Talks; French, Travel, History, Buildings, Sailing, Gardening.</i></li> </ul>
<b>Other</b>	13	17.8	<ul style="list-style-type: none"> <li>• <i>Question to general will depend on the individual.</i></li> </ul>

### 3.8 Barriers to accessing community facilities

166 respondents shared what they felt were the main barriers that older people face. Of these over half (95 respondents; 57.2%) raised *transport and access* with many struggling to travel by taxi and phone, and finding VEST difficult to book.

*Health conditions* leading to loneliness and a loss of confidence ranked second (63 responses; 38%) with a *lack of knowledge* of community facilities also being raised by over a quarter of respondents (43; 25.9%).

**Themes emerging from respondents opinions of barriers and older people face and which prevent them from accessing community facilities.**

<b>Theme</b>	<b>No.</b>	<b>%</b>	<b>Example comments</b>
<b>Transport and access</b>	95	57.2	<ul style="list-style-type: none"> <li>• <i>Lack of reliable transport. Taxis are not practicable for dementia sufferers to go on their own. VEST too difficult to book. Good neighbours. Budget cuts so service can't be provided.</i></li> <li>• <i>Transport is a bit issue for me, I need a lot of help to into/out of a car. I only get out when my daughters take me. I enjoyed the day centre which reduced my isolation and the transport was good. I have no transport to my local luncheon club. I have carers every morning to help me get dressed. I would like to get out there and go to a day centre or luncheon club but I need help with transport and need my wheelchair.</i></li> <li>• <i>I think the main barriers for the elderly is not being able to catch a a bus, or meet friends for coffee, etc.</i></li> </ul>
<b>Health conditions</b>	63	38.0	<ul style="list-style-type: none"> <li>• <i>Loss of confidence, visual/hearing impairment. Nervous of strangers around them. Embarrassed about their difficulty in interacting. Problems when out and about - more specialist help needed e.g. signage or those experienced in teaching hands on with visually impaired etc.</i></li> <li>• <i>For some here is a lack of independence due to physical mental health issues, levels of support need to be maintained.</i></li> <li>• <i>My experience is with short term memory loss. Other barriers would be lack of awareness, motivation, help getting ready, anxiety about going somewhere new.</i></li> </ul>
<b>Lack of knowledge</b>	43	25.9	<ul style="list-style-type: none"> <li>• <i>Communication - many older people don't have access to the internet. Have little or no contact with people therefore are unaware of the facilities on offer.</i></li> <li>• <i>Lack of knowledge about facilities, lack of transport, lack of confidence.</i></li> </ul>
<b>Support needed</b>	37	22.3	<ul style="list-style-type: none"> <li>• <i>Carer support for individual.</i></li> <li>• <i>My Mum has dementia and anxiety issues.. needs someone to interact with her constantly.</i></li> </ul>
<b>Lack of information available</b>	33	19.9	<ul style="list-style-type: none"> <li>• <i>Difficult to arrange , lack of information.</i></li> <li>• <i>Being informed re this. Lack of co-ordinated thinking when delivering services. SAP CRM and Gateway will hopeful address this. However across all council services we should be able to sign post elderly or vulnerable peoples to a community access point - requiring training and comms for all Council staff to have a consistent customer journey for all.</i></li> </ul>
<b>Other</b>	32	19.3	<ul style="list-style-type: none"> <li>• <i>Apathy.</i></li> <li>• <i>Falling.</i></li> </ul>
<b>Lack of facilities</b>	17	10.2	<ul style="list-style-type: none"> <li>• <i>Lack of knowledge about community facilities. Lack of access to community facilities.</i></li> </ul>
<b>Service Instability</b>	8	4.8	<ul style="list-style-type: none"> <li>• <i>The dwindling amount of services on offer, the instability of services offered by the voluntary sector because of funding cuts, a growing lack of recognition by statutory services of the value of preventative services and of funding them.</i></li> </ul>

<b>Lack of Specialist Staff</b>	5	3.0	<ul style="list-style-type: none"> <li>• <i>Re: Dementia - stigma, lack of understanding, lack of expertise within existing and universal provision. This strategy does not address this issue.</i></li> </ul>
<b>Stigma associated to the condition</b>	4	2.4	<ul style="list-style-type: none"> <li>• <i>Getting here. Support being there. Very dependant on support needs of the individual. Enhanced, interesting social spaces for both carers and older people to enjoy together would be great. Presently this tends to be local cafes. Have seen 'dementia cafes' - what a terrible name! Needs to be a non-stigmatised enjoyable place to be! Tea dances great - at St David's Hall. Without day care would be a struggle we want to keep my mother with us a long as possible. Support to do so is also financially prudent for the council as it will reduce costs.</i></li> </ul>
<b>Reliance on volunteers</b>	3	1.8	<ul style="list-style-type: none"> <li>• <i>Motivation, availability of sufficient volunteers,</i></li> </ul>

## 4 Events

The consultation included three events which were held in the centre of Cardiff, Ely and Llanrumney. The events gave people the opportunity to ask questions and raise concerns. All the questions and statements resulting from the events have been passed to the decision makers for consideration with the key recurring themes including:

### *Waiting lists and capacity for service users.*

Many of the attendees at the events questioned the proposal to cease funding for Oldwell Court which will potentially result in closure and a decrease in spaces for people suffering with dementia. They argued that there are already waiting lists and that the number of people with dementia is expected to rise.

### *Disruption due to change of centre*

Attendees at the event felt that Oldwell Court service users are settled and that change for people with dementia can be highly disruptive with a significant amount of time needed to settle in to a new routine. With many feeling that the day centres are situated on one side of the city there will also be significant travel which will be difficult for users.

### *Uncertainty over future places*

There was uncertainty over whether current patients will have an automatic space if Oldwell Court is closed, or if they will be on a waiting list.

### *Lack of consideration of carers*

Many of the attendees at the event were carers and a reoccurring theme was the effect of the changes on carers. Many felt that the Council is over-reliant on carers and that the service changes do not consider their support needs.

### *Changes are purely to save money*

Several members of the public felt that the basis for the service change is to save money, and does not consider the needs of service users.

### *Assessment of needs*

Questions were asked over how service users would be diagnosed as having low, medium or high level needs, as well as why the needs of users would need to be re-assessed.

### *Expertise of Alzheimer's Society and staff*

Many used the opportunity to praise the work of the Alzheimer's Society and the skills of the people who work there. They were concerned over their future employment in the event of Oldwell Court closing and questioned whether the other day centres would have the same expertise.

## **5. Additional Correspondence**

### **5.1 Petition**

The City of Cardiff Council received a petition entitled *Save Alzheimer's Society Oldwell Day Support Service* with 4,830 individual signatures.

### **5.2 Letters and emails**

The City of Cardiff Council received three letters from organisations. Responses from the Glamorgan Voluntary Service, on behalf of the third sector, and Cardiff and Vale Mental Health Forum both recognised the budget challenges and the need to discuss possible solutions but felt the proposed changes are not viable. They criticised the decisions to cease funding for Oldwell Court and questioned why it could not become one of the designated day centres, and were unsure of how the new model will mean a reduction in support when dementia is a progressive condition. In addition they questioned whether there was potential for the third sector to be more involved and praised Age Connects.

A response was also received from the University Health Board, who wanted assurances that a market analysis had been conducted to ensure that the new model will offer the same quality of care for less. They queried whether the new model included costs relating to increased travel for users.

In addition, 12 responses were also received from individuals, including two which were submitted by an AM and MP on behalf of members of the public. All the responses related to Oldwell Court and the need for stability and routine for service users. They questioned whether the proposal conflicted with the Cardiff and the Vale's Three Year Dementia Plan, and felt that the service should be increasing to tackle the increasing older population.

## **6. Learning**

This consultation report, as well as the views of the 213 respondents, will be considered by Cardiff Council before a final decision is made on the proposals relating to the Day Opportunities Strategies.

Particular messages that have come through strongly through the engagement exercise include concern over the future of dementia services. Specifically the proposal to cease funding for the day centre places at Oldwell Court has prompted feedback in the consultation document, at the engagement events and through the petition and correspondence.

Responses relating to meeting the needs of BME communities, the Meals on Wheels service and ensuring adequate transport for older people to access opportunities will also require further consideration.