

Older people's day services

Consultation report – 2019

www.lancashire.gov.uk

Lancashire

County
Council





**Mick Edwardson, Mike Walker, Melissa Sherliker
and Stephanie Windross**

June 2019

For further information on the work of Business Intelligence please contact us at
Business Intelligence
Lancashire County Council
County Hall
Preston
PR1 8XJ
Tel: 0808 1443536
www.lancashire.gov.uk/lancashire-insight

Contents

1. Executive summary	3
1.1 Key findings – service users and general public.....	3
1.2 Key findings – organisations	4
2. Introduction	5
3. Methodology	7
3.1 Limitations	8
4. Main findings – service users and general public	9
4.1 Use of older people's day services	9
4.2 The proposal for older people's day services	11
5. Main findings – organisations	16
Appendix 1 – service users and general public demographics	17

1. Executive summary

This report summarises the response to Lancashire County Council's consultation on older people's day services.

The fieldwork ran for eight-weeks between 25 March 2019 and 20 May 2019. Over a third (36%) of people who were sent a consultation questionnaire responded to the consultation. In total, 108 service user/general public consultation questionnaires were completed (88 paper copies and 23 online copies). Two organisation consultation questionnaires were also completed.

1.1 Key findings – service users and general public

1.1.1 Use of older people's day services

- About four-fifths (81%) of respondents said that they had used older people's day services in the last 12 months.
- Of those respondents who have used LCC older people's day services in the last 12 months, about one in ten (12%) said that they used them every, or most days. Over two-fifths (44%) said that they used older people's day services a couple of times a week in the last 12 months and about two-fifths (38%) of respondents said that they used them about once a week.
- Of those respondents who have used LCC older people's day services in the last 12 months, the most common reasons given for using day services were to socialise (63%) and for respite (44%).
- Of those respondents who have used LCC older people's day services in the last 12 months, over four-fifths (86%) said that they pay for the service in full and about one in eight (13%) said that they pay some of the cost and LCC pays some of the cost.

1.1.2 The proposal for older people's day services

- About a quarter of respondents (27%) said that they agree with the proposal and three-fifths of respondents (60%) said they disagree with it.
- The most common reason given for agreeing or disagreeing with the proposal was that the increase is too large/unaffordable (43%).
- Respondents were then asked how it would affect them if the proposal happened. Respondents were most likely to say that the proposal would have a negative impact on their finances or their use of the service (48%).
- Just less than half of respondents (46%) said that they would use day services about the same, a quarter (25%) said they would use them less often and about one in eight (13%) said they would stop using them.
- When asked if there is anything else that we need to consider or that we could do differently, respondents were most likely to comment about the proposal penalising self-funders even more than they currently are (28%), that it will decrease the quality of life of some older people (21%) and that it is another cut impacting on the most vulnerable in society (21%).

1.2 Key findings – organisations

- The Health and Wellbeing Manager at Chorley Council and a manager at Genesis Care (NW) Ltd tend to disagree with the proposal.

2. Introduction

Lancashire County Council, like many councils across the country, is going through financially challenging times. This is as a result of funding not keeping pace with the increasing demand and cost of services being delivered. We need to continue to look at ways of reducing costs to help balance the books for future years. This means that we have to consider changes to some of the services we currently provide, as we do not have the resources to continue to deliver what we have done in the past. These changes were considered by our county councillors and we are now looking to consult on what impact the proposals may have. We really welcome your views.

Lancashire County Council's older people's day services

What do these services offer?

We provide day services for older people at 13 day centres across the county. This consultation is about our proposal to increase charges for some of the older people who use these services. If this proposal goes ahead we believe you, or your relative, would be affected and so we are asking for your views.

We know that these day services are important in helping older people to remain independent and also in supporting their relatives and carers. The services meet people's individual needs. That means what we provide varies but examples include helping with mobility, exercise sessions, baking, crafts and discussion groups. We also offer our day services to older people who have dementia. These often means taking part in a similar range of activities but individuals with dementia typically need a greater level of staff support to participate.

Current charging arrangements

Many of the people we support are recommended to use the services after a social care assessment by our adult social care staff. They are also financially assessed in order to decide whether they need to pay for the service and, if so, how much.

Those people who pay the full cost themselves to use the day services can opt for a 'pay as you go' billing arrangement.

The current charges paid by the majority of older people who opt for a 'pay as you go' billing arrangement are £31.30 per full day. Where available, people can pay for day services and transport to and from the centres, the full day charges including transport are £35.

Older people with dementia are charged £54.75 to use day services, this reflects the additional staff costs involved. For people with dementia the full day charges including transport are £58.

Every year, we normally increase the charges to use our social care services, to make sure they reflect the actual costs of providing them. However, we have not adjusted the charges for people who pay the full cost for these day services themselves since July 2014.

Our new charges proposal

We are proposing to charge people who pay the full cost themselves the actual cost of providing the day service.

This would mean an increase in the charges

- from £31.30 to £37.45 per full day for older people to use the council's day services
- from £35 to £41 per full day for older people to use the council's day services with transport to and from the centres (where transport is available)
- from £54.75 to £65.50 for older people who have dementia to use the council's day services, reflecting the additional staff costs to support them to attend and take part
- from £58 to £69 for people who need additional support for dementia to use the council's day services with transport to and from the centres (where transport is available)

These charges will be reviewed each year and adjusted to reflect the actual cost of the service.

It is important to note that this proposal will not affect people who are financially assessed by the county council and on whose behalf we determine we must meet the costs.

Timescales

3 December 2018 - Cabinet agreed to consult on proposals

25 March to 20 May 2019 - consultation with the public, staff and partner organisations

5 August 2019 - likely date of reporting the consultation outcomes to Cabinet

1 October 2019 - proposed date to implement new charges

3. Methodology

For this consultation, we asked the public, our employees and partner organisations for their views on our proposal for the charges for older people's day services.

The consultation questionnaire was mailed directly to the 244 people who, on the 18 March 2019, self-funded their use of older people's day services. For those people who we believed may need support to understand the consultation we sent the questionnaire to a relevant family member or friend. We briefed people about the consultation as part of our regular day centre meetings and displayed consultation posters at the centres.

We also promoted the consultation via social media, a press release and on the county council website. It was promoted to our employees on the intranet and to county councillors via C-First (the councillors' portal). An email promoting this and other consultations was also sent from our Chief Executive to the Chief Executives of the district and unitary councils, public health, Clinical Commissioning Groups and MPs.

Two electronic versions of the consultation questionnaire were available online at www.lancashire.gov.uk. One questionnaire was made available for service users and the general public and another was made available for organisations.

The fieldwork ran for eight-weeks between 25 March 2019 and 20 May 2019. Over a third (36%) of people who were sent a consultation questionnaire responded to the consultation. In total, 108 service user/general public consultation questionnaires were completed (88 paper copies and 23 online copies). Two organisation consultation questionnaires were also completed, one from the Health and Wellbeing Manager at Chorley Council and one from a manager at Genesis Care (NW) Ltd.

The questionnaire for service users and the general public outlined what older people's day services offer, what the current charging arrangements are and explained our proposal for the charges for older people's day services.

The main section of the questionnaire included nine questions. The questions were split into two sections. The first section asked respondents about their use of older people's day services, including how frequently they use them, why they use them and who pays for them to use the service. The second section asked respondents for their views on our proposal. Respondents were asked how strongly they agree or disagree with the proposal, why they agree or disagree with the proposal, how the proposal would affect them, how the proposal would affect how frequently they use the service and if they think there is anything else that we need to consider or that we could do differently.

The remaining questions asked respondents for information about themselves. For example, if they are a deaf person or have a disability. This information is presented in appendix 1.

The questionnaire for organisations outlined what older people's day services offer, what the current charging arrangements are and explained our proposal for the

charges for older people's day services. It then asked respondents how strongly they agree or disagree with the proposal, why they agree or disagree with the proposal, how the proposal would affect them and if they think there is anything else that we need to consider or that we could do differently.

In this report, the responses to the open questions in the service user and general public questionnaire have been classified against a coding frame to quantify the qualitative data. Coding is the process of combining the issues, themes and ideas in qualitative open responses into a set of codes. The codes are given meaningful names that relate to the issue, so that during close reading of responses it can be seen when similar issues relate to a similar code. As the analysis process continues the coding frame is added to and refined as new issues are raised by respondents. All responses to open questions are then coded against the coding frame, and can be subsequently analysed as quantitative data.

Due to the small number of responses from organisations their responses to the questions about the proposal are presented in full.

3.1 Limitations

The findings presented in this report should be understood as reflecting the views of people who were made aware of the consultation and who, given the opportunity, felt compelled to respond.

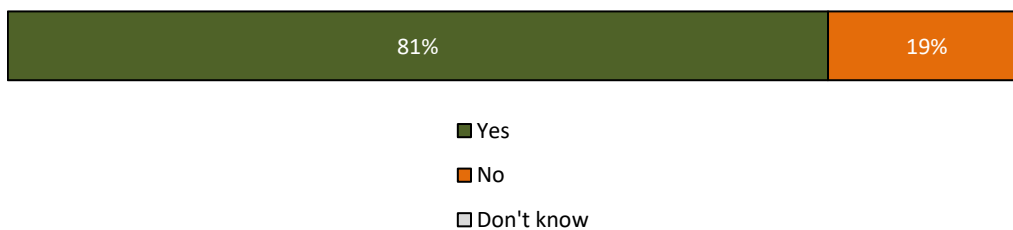
In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main findings – service users and general public

4.1 Use of older people's day services

Respondents were first asked if they if they have used any Lancashire County Council older people's day services in the last 12 months. About four-fifths (81%) of respondents said that they had used older people's day services in the last 12 months.

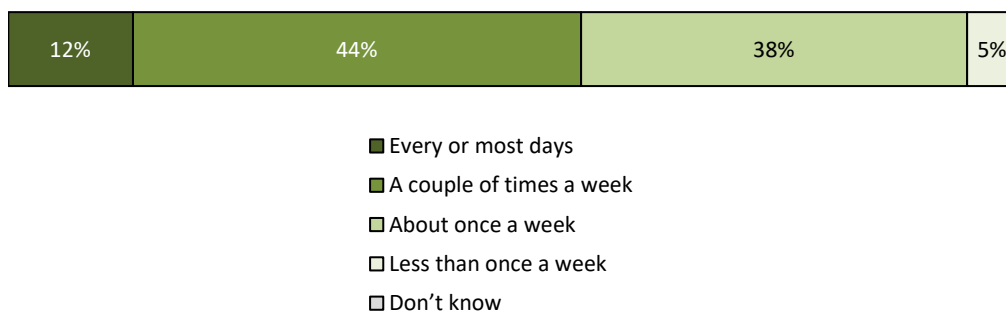
Chart 1 - Have you used any Lancashire County Council older people's day services in the last 12 months?



Base: all respondents (103)

Respondents who have used LCC older people's day services in the last 12 months were then asked how often each week they used the services. About one in ten of these respondents (12%) said that they used older people's day services every or most days in the last 12 months. Over two-fifths (44%) said that they use older people's day services a couple of times a week in the last 12 months and about two-fifths (38%) of respondents said that they use them about once a week.

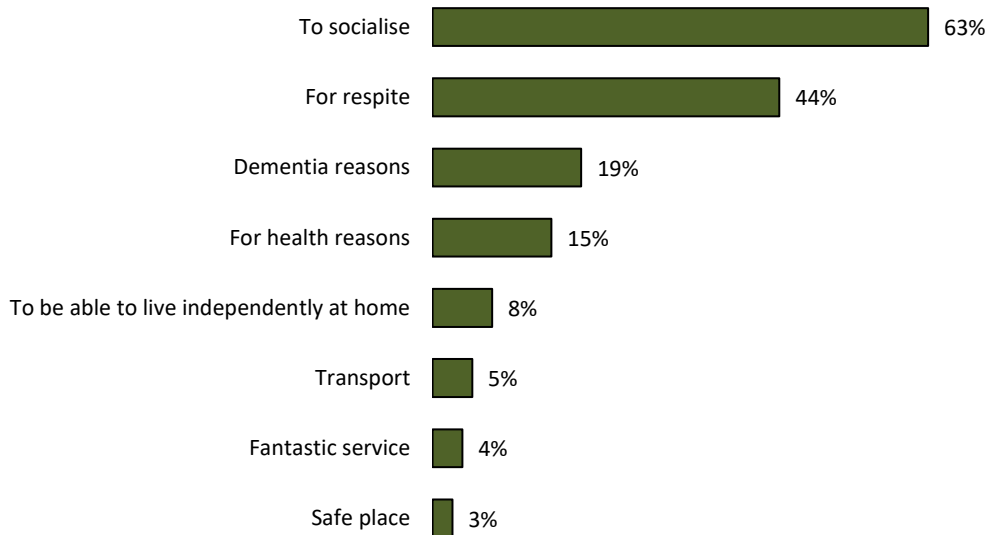
Chart 2 - Generally, how often each week have you used Lancashire County Council older people's day services in the last 12 months?



Base: respondents who have used LCC older people's day services in the last 12 months (88)

Respondents who have used LCC older people's day services in the last 12 months were then asked what their reason are for using the day services. The most common reasons given for using the day services were to socialise (63%) and for respite (44%).

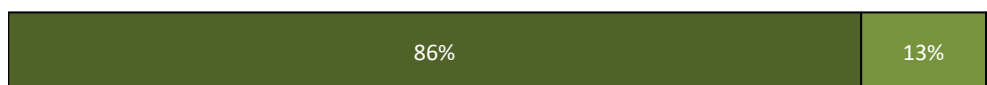
Chart 3 - And, what were your reasons for using the day services?



Base: respondents who have used LCC older people's day services in the last 12 months (80)

Respondents who have used LCC older people's day services in the last 12 months were then asked who pays for them to use older people's day services. Over four-fifths of respondents (86%) said that they pay for the service in full. About one in eight respondents (13%) said that the pay some of the cost and LCC pays some of the cost.

Chart 4 - Who pays for you to use older people's day services?



- I pay in full to use the service
- I pay some of the cost and LCC pays some of the cost
- I don't pay to use the service, it is provided by LCC following a social care assessment
- Don't know

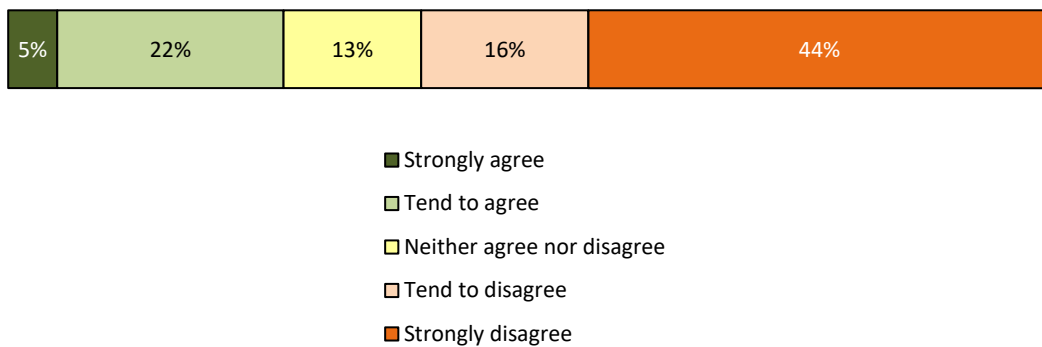
Base: respondents who have used LCC older people's day services in the last 12 months (87)

4.2 The proposal for older people's day services

Respondents were then asked how strongly they agree or disagree with our proposal to charge people who pay the full cost of the service the actual cost of providing the day service.

About a quarter of respondents (27%) said that they agree with the proposal and three-fifths of respondents (60%) said they disagree with the proposal.

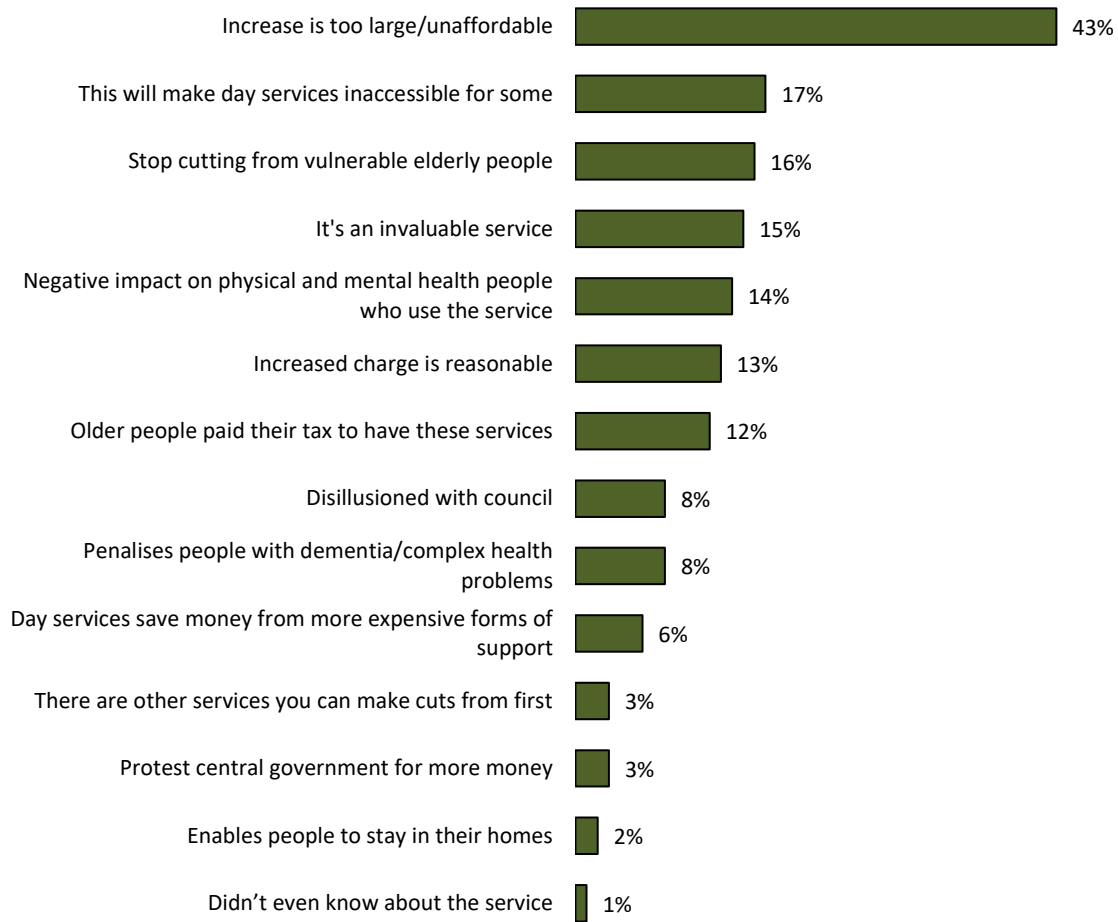
Chart 5 - How strongly do you agree or disagree with this proposal?



Base: all respondents (106)

Respondents were then asked why they agreed or disagreed with the proposal. The most common reason given for agreeing or disagreeing with the proposal was that the increase is too large/unaffordable (43%).

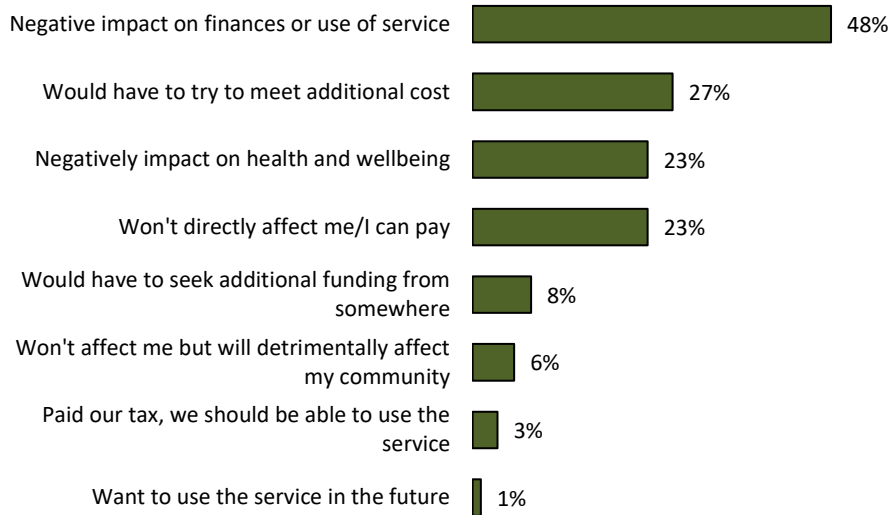
Chart 6 - Why do you say this?



Base: all respondents (99)

Respondents were then asked how it would affect them if the proposal happened. Respondents were most likely to say that the proposal would have a negative impact on their finances or their use of the service (48%).

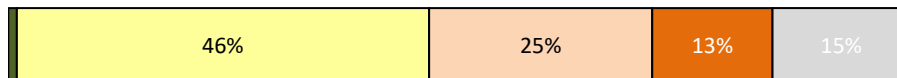
Chart 7 - If this proposal happened, how would it affect you?



Base: all respondents (90)

Respondents were then asked if they would use older people's day services more often, less often, about the same or not at all, if the proposal happened. Just less than half of respondents (46%) said that they would use day service about the same, a quarter (25%) said less often and about one in eight (13%) said they would stop using the service.

Chart 8 - If this proposal happened, would you use Lancashire County Council older people's day services more often, less often, about the same or not at all?

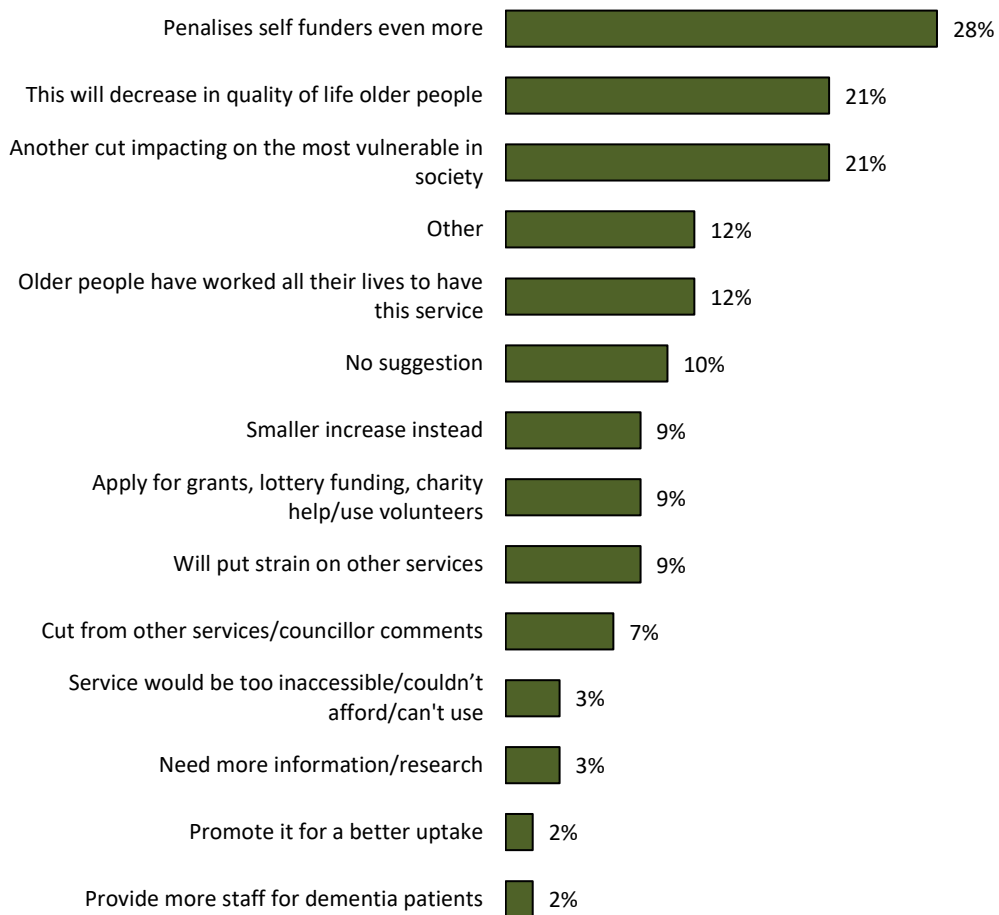


- More often
- About the same
- Less often
- Would stop using
- Don't know

Base: all respondents (105)

Respondents were then asked if there is anything else that they think we need to consider or that we could do differently. Respondents were most likely to comment about the proposal penalising self-funders even more than they are currently (28%), that it will decrease the quality of life of some older people (21%) and it is another cut impacting on the most vulnerable in society (21%).

Chart 9 - Thinking about our proposal, is there anything else you think we need to consider or that we could do differently?



Base: all respondents (58)

5. Main findings – organisations

We received two responses to the consultation questionnaire for organisations, their responses to the questions about the proposal are presented in full below.

Health and Wellbeing Manager – Chorley Council

How strongly do you agree or disagree with our proposal?
Tend to disagree
Why do you say this?
Raising the cost of services for people who are already disadvantaged and suffering as a result of needing extra levels of self-care will create additional strain on an individual's remaining financial resource. These individuals and or their families are already contributing to reducing demands on public services by providing care for family members independently. The respite provided by access to day care is key to carers not becoming unwell or unable to cope themselves. Further focus on efficiencies and increasing capacity in care homes through the VCFS sector would be a preferable route to maintaining or reducing costs.
If this proposal happened, how would it affect you?
No response
Thinking about our proposal, is there anything else you think we need to consider or that we could do differently?
No response

Manager - Genesis Care (NW) Ltd

How strongly do you agree or disagree with our proposal?
Tend to disagree
Why do you say this?
All older people have paid taxes etc all their working lives but are still having to pay for services they need in their old age. It seems unfair that older people who have been prudent and managed to have savings are penalised for that fact. Also people with dementia, which is technically an illness of the brain have to pay even more.
If this proposal happened, how would it affect you?
It would not affect me personally, but some of our clients also access LCC day care.
Thinking about our proposal, is there anything else you think we need to consider or that we could do differently?
Transport is crucial in order for older people to access day care and should be available to all. The distance from home to centre should be taken into account when setting bus charges.

Appendix 1 – service users and general public demographics

Table 1 - Are you...?

	%
A Lancashire resident	70%
A carer or family member of a user of LCC older people's day services	61%
A user of Lancashire County Council day services	43%
Other	10%
A member of a voluntary or community organisation	5%
An employee of Lancashire County Council	5%
An elected member of a parish or town council in Lancashire	0%
An elected member of a Lancashire district council	0%
An elected member of Lancashire County Council	0%

Base: all respondents (105)

Table 2 - Are you...?

	%
Male	29%
Female	66%
Other	0%
Prefer not to say	6%

Base: all respondents (105)

Table 3 - What is your sexual orientation?

	%
Straight	85%
Bisexual	0%
Gay man	1%
Lesbian/gay woman	0%
Other	0%
Prefer not to say	14%

Base: all respondents (101)

Table 4 - What was your age last birthday?

	%
Under 50	7%
50-64	24%
65-74	15%
75-84	22%
85+	26%
Prefer not to say	6%

Base: all respondents (104)

Table 5 - Are you a deaf person or do you have a disability?

	%
Yes, physical disability	24%
Yes, Deaf/hearing impairment	18%
Yes, mental health disability	15%
Yes, visual impairment	8%
Yes, other disability	7%
Yes, learning disability	6%
No	44%
Prefer not to say	12%

Base: all respondents (102)

Table 6 - Which best describes your ethnic background?

	%
White	86%
Asian or Asian British	0%
Black or black British	0%
Mixed	1%
Other	0%
Prefer not to say	13%

Base: all respondents (103)

Table 7 - What is your religion?

	%
No religion	17%
Christian	62%
Buddhist	0%
Hindu	1%
Jewish	1%
Muslim	5%
Sikh	0%
Any other religion	1%
Prefer not to say	15%

Base: all respondents (174)