

Have your say on Leicester City Council's day services for older people with mental health needs



**(Martin House
and Visamo)**

**Information booklet
and
frequently asked
questions**



Changes to adult social care services

We are changing the way we deliver adult social care services to give people more choice in the type of care and support they receive.

This is being introduced throughout the country as part of national policy and is sometimes called 'personalisation'.

People are now receiving personal budgets as a way of meeting their support needs.

A personal budget is money given by the council to people so they can arrange support to meet their needs.

As people now have more choice, we are starting to see some changes in Leicester.

The number of people who are attending Martin House and Visamo is falling and it is becoming difficult for the council to run these services.

The council is therefore proposing to stop running Martin House and Visamo. We will be holding a consultation to seek people's views on this.

After the consultation, and if it was agreed to close the day centres, the council would review the needs of people affected and support them find other services that suit them.

This information booklet tells you how you can take part in this consultation and the reasons for change.

There are also answers to some of the questions you may have.

About Martin House and Visamo

Martin House and Visamo are day centres run by the council. Approximately 35 people in total attend the two day centres.

Martin House and Visamo provide services for people aged over 65 with mental health needs.

People who are identified as at risk of social isolation following a community care assessment are eligible for this type of service.

Day services at Martin House and Visamo provide a range of activities and the chance to socialise with other people.



By March 2014, all local authorities must make sure at least 70% of their customers have a personal budget, including direct payments.

This will help them to choose and directly purchase their support, thereby shifting the power from the council to the individual. We are already starting to see people choosing different ways to meet their needs in Leicester.

The reasons for change

The number of people who are attending these day services is falling and it is becoming difficult for the council to run them.

- approximately 35 people in total attend the two services every week
- as numbers are dropping it is becoming more expensive to provide the service
- it is cheaper for people to buy a place in day care provided by the independent and voluntary sector
- there are also lots of other activities going on in the community which people can access, with support.



The consultation proposal

We want to find out what people think about the following proposal for change:

“The council is proposing to stop running Martin House and Visamo.

After the consultation, and if the proposed change was agreed, a social worker from the council would review the needs of people affected and would support them to find other services that suit them.”

Before coming to this proposal, the council also considered merging the two services into one. However, this idea was ruled out because:

- the council might have to close the merged service if the number of people attending continued to fall. This would mean some people having to change service again.
- it would still be cheaper for people to buy other services, such as a place in a voluntary sector day service, or support from a personal assistant.



How you can give your views

We are inviting comments on the proposal from people who attend the day services, their carers, families and friends, and other interested parties.

You can give your views on the proposal for change by:

- posting a comment on the council's website on **www.consultations.leicester.gov.uk** (deadline 9 June)
- writing to the council at:
OPMH Consultation, Leicester City Council
Transformation Team, B8 New Walk Centre
Leicester, LE1 6ZG
- ringing our customer helpline on **0116 252 8301**
- by email: **dayservices-talk@leicester.gov.uk**
- we will be holding focus groups for customers and carers at the day services (we will be contacting people with the details)
- we will also be offering people directly affected the opportunity to have:
 - a private meeting to let us know their views on a one-to-one basis.
 - a telephone appointment if they prefer

What happens after the consultation?

The consultation will run from Monday 11 March 2013 to Sunday 9 June. A report will be written based on what people have said about this proposal. This will be available in the summer (2013).

The city mayor and his team of assistant mayors will then consider the findings of the consultation and decide whether change is needed. We will keep you informed about this.

In the meantime, people who are eligible for services at Martin House and Visamo can go there as usual.



Frequently Asked Questions

Q1) Why are the services being reviewed?

The number of people attending Martin House and Visamo is falling. This is because fewer people are coming into the service.

There are now less than half the number of people attending the two day services than there were in 2011.

With such low numbers attending the day service it is hard for the council to run a viable service.

At Martin House the numbers have dropped so much that no-one at all attends on a Tuesday.

Q2) How many people currently attend Martin House and Visamo?

At the moment around 35 people in total attend the day services on different days during the week.

On an average week:

- 13 people attend the Martin House Day Centre
- 22 people attend the Visamo Day Centre

Q3) Why are fewer people choosing to go to Martin House and Visamo?

People now have a wider range of options on how they meet their social care needs.

Personal budgets have been introduced across the country and give people wider choice.

Some people are taking their personal budget as a direct payment.

This means the council gives them an amount of money with which they can buy services. This gives them the opportunity to choose services that best suit their individual needs.

Not everyone likes to attend a day care service. Some people don't find the service flexible because day centres are open at set times during the day from Monday and Friday.

Some people prefer to be out and about doing activities in the community.

They might do a whole range of things, with support from a personal assistant. Examples could include:

- visiting family and friends
- going to a place of worship
- going to a leisure centre
- going to the cinema

Q4) What sort of things have people been buying with their direct payment?

It is really up to each person how they meet their needs. For example, people have:

- chosen a place in a day service run by the voluntary and independent sectors
- employed a personal assistant to help them take part in activities
- taken up a place in a Shared Lives scheme (this is a scheme where a person receives care and support in a home based setting)
- people have also chosen activities they enjoy such as shopping, walks in the park, visiting museums, libraries and leisure centres.

There are also free activities in the city such as:

- dementia cafes
- befriending services

Q5) How would the council support me if it is decided that change was going ahead?

If, following the consultation, it was decided that change was needed:

1) People who currently attend Martin House and Visamo would have a review of their needs, and a new support plan would be agreed with their care management officer.

2) A care management officer or an independent broker would work with each person and their families, where appropriate, to look at different options for meeting their needs. This could include:

- taking a personal budget as a direct payment to buy support from a personal assistant.
- buying a place at a day centre run by the voluntary or independent sector.
- having a combination of time with a personal assistant and time at a day centre run by the voluntary or independent sector.

Q6) As a carer I am worried about how any changes to services might affect me. How can the council help?

Carers have a right to request an assessment of their needs from the council.

Many carers have already had an assessment, and if so, a review would take place so that the council fully understood the carer's needs too.

Carers are also involved in the review of needs of their relatives, where appropriate. This involvement means that any changes are considered taking into account the needs of the carer.

Q7) Who could I speak to if change was introduced and I was unhappy about my new arrangements?

Advice and support will be available if you make a choice that does not suit you.

You could contact the council and staff will be able to help you review your plans.

They will also be able to direct you to organisations in the voluntary and community sector who can help you.

Notes

National case studies

Mrs N is a 97 year old woman of Hindu religion. She speaks Gujarati and needs an interpreter to help with communication.

She suffers from short term memory loss. Before moving onto a personal budget she did not feel her services were tailored closely enough to her cultural needs.

Mrs N now receives a personal budget which she takes as a direct payment and her granddaughter helps her to manage this.

She employs a Gujarati speaking personal assistant. The personal assistant accompanies Mrs N to the shops and helps her cook fresh vegetables.

She also attends an Asian day centre, where she meets friends from a similar background. She also uses some of her money to visit family members in other parts of London.



Mrs C has experienced significant mental health issues throughout her life. She had lost confidence and had not left the house for 12 years.

She also needed help with her personal care. Her daughter lived next door, but caring for her mum was placing a lot of pressure on her, as she also had to work full-time.

With help from the council, Mrs C took on a personal assistant to help build her confidence to go out again.

Mrs C was nervous at first, because she thought it just wouldn't work. After a while she found the right kind of support worker, and gradually her confidence grew.

They're now out and about, and not just locally.

Mrs C is now enjoying trips further afield and particularly enjoys large shopping malls.



