

CONSULTATION REPORT:
Remodelling and relocation of Complex Needs day Services

Background

1.1 In November 2018, the Social Care, Health and Well-being Cabinet Board authorised officers to consult members of the public and other stakeholders on the Remodelling and relocation of Complex Needs day Services.

1.2 The original proposal presented to the Social Care Health and Well-being Cabinet Board in November 2018 was enter into public consultation regarding a remodel and relocation of the current Complex Needs Day Services; to maintain three day centres but to relocate from Abbeyview and use Rhodes House instead.

1.3 There is an ongoing demand for day services for adults with complex needs. Day services provide a safe environment for people where they can develop life skills and engage with other service users but where their needs can be met, which includes physiotherapy and speech and language support. Day services also enable carers to have a break from their caring responsibilities and in many cases this enables parents/carers to take up or continue their employment.

2.0 Introduction

2.1 A range of engagement and consultation activities have taken place, including:

- Overarching public consultation
- Stakeholder consultation (including 1-1 meetings)
- Questionnaire on website

3.0 Consultation objectives

- To provide a mechanism for people to contribute their views
- To find out if people agree or disagree with the proposals and the reasons for this
- To provide a mechanism for people to make comments and suggestions

- To provide a mechanism for people to suggest alternative proposals
- To ensure that the consultation was available to as many stakeholders as possible
- To ensure that the consultation was available in a format so people could understand

4.0 Overarching public consultation – Methodology

4.1 To help ensure that the consultation was as widely available as possible, people could submit their views online as well as at consultation events and in 1-1 meetings:

- **Online** - a self-completion questionnaire was published on the Council’s website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in the Proposal and their postcode.

5.0 Overarching Public Consultation – Responses

A total of 19 completed questionnaires were received during the consultation period. All were completed in English with no Welsh responses.

The following provides a summary of the feedback from the questionnaire responses. All percentages shown in this section are relative to the total number of completed questions as not all respondents completed all questions.

5.1 About the respondents

Of the responses:

- 3 (17%) stated that they are service users
- 5 (28%) stated that they are a carer for a service user
- 4 (22%) stated they are employed by NPTCBC
- 11(61%) stated that they live in Neath Port Talbot

5.2 Age

Age range (years)	Number	% of respondents
16 - 24	-	-

25 – 29	1	10%
30 - 39	2	20%
40 - 49	2	20%
50 – 59	2	20%
60 – 74	3	30%
75 – 85	-	-
Prefer not to say	-	-
Total	10	100%

5.3 Gender

8 (73%) respondents were female and 3 (27%) male.

5.4 Nationality

10 (91%) respondents described their nationality as Welsh and 1 (9%) as British.

5.5 Ethnic origin

10 (100%) respondents described their ethnicity as White British.

5.6 Sexual orientation

9 (90%) respondents described themselves as heterosexual, and 1 (10%) preferred not to say.

5.7 Disability

1 (9%) respondent reported having a disability with 9 (91%) stating that they did not have a disability.

5.8 Welsh Language

7 (78%) respondents reported having little or no knowledge of the Welsh language, while 2 (22%) reported as being fairly fluent speakers.

5.9 Religion

6 (55%) respondents reported as being Christian, 4 (36%) respondents reported as having no religion/beliefs and 1 (9%) indicated other religion.

6.0 How respondents feel about the proposals

How do you feel about the proposal to change the complex day services to be delivered as a needs led service?

13 respondents (68%) disagree, 5 (26%) agree, 3 (16%) stated don't know.

6.1 **How do you feel about the proposal to create a new service for those who have behavioural challenges or Autism?**

9 respondents (47%) disagree, 7 (37%) agree, 3 (16%) stated don't know.

7.0 **Consultation with other stakeholders**

7.1 To ensure that the consultation was accessible to as many stakeholders as possible 4 public meetings were held for service users, carers, and family members. 1-1 meetings were also offered and held with 20 people/couples (all parents/carers).

7.2 **Public Events:**

- 21st November 2018 Coffee Morning
- **Consultation events**
- 9th January 2019 – held at Brynamlwg
- 16th January 2019 – held at Rhodes House
- 21st January 2019 – held at Trem Y Mor
- 30th January 2019 – held at Rhodes House

8.0 **Summary**

In summary the main concerns raised during the consultation process focused on the following points

- Brynamlwg is too small for the number of wheelchair users, and not really designed for the intended purpose.
Response – we are confident that the size of the building is more than adequate to accommodate the number of service users proposed (18). However, not all service users will be in the building at any one time as some will access community based activities with their worker from Brynamlwg on a 1-1 basis, and others will access services such as hydrotherapy. In addition some services

users attend on a part time basis. The building has been assessed by the Buildings and Compliance Manager who is satisfied with it. There are 5 fire exit doors in use. A room has been created to house an additional 'Snoezelen' Sensory room and funding has been agreed to purchase the necessary equipment. This is in addition to the current 'Snoezelen' and will assist with posture management and enable service users to come out of their wheelchairs.

- Greater travel time for some service users.
Response – planning has taken place with the Transport Department who have agreed that they will be able to reconfigure runs so that there will be fewer 'pick ups' which will minimise the additional time spent travelling. It is recognised that service users who live in Neath may have a slightly longer journey as they will travel from Neath to Port Talbot instead of to Neath Abbey. It is not expected though that their journey will be more than 20 minutes longer.
- Is separation of people by needs/behaviours a good thing, as opposed to integration?
Response - We are confident that we can meet people's needs more effectively by providing specialist support services in each specific setting. This does not mean that each of the three settings will exclusively offer support to people with, for example, ASD or wheelchair users but it is expected that people with the highest levels of need will benefit from being provided with specialist services in an appropriate and adapted environment with staff trained and knowledgeable in specific disabilities. This will enable staff to more effectively work with service users to meet their individual personal outcomes.

11.0 Council Response to the Consultation

11.1 The Council response to comments received is summarised below in a “you said - we did” format.

Public Consultation Meetings		
Number	Comment:	Council response:
	Public Consultation Meeting 9.1.19	
1	Happy with what has been said, but what will be the set up and will services be integrated?	Abbeyview will potentially close, Brynamlwg will be the service which deals with more health based needs, Rhodes house will deal with behavioural needs (will be more appropriate as the building lends itself to a quieter environment with lots of little rooms). I will manage both services in order to keep staff skill set up, and for staff to migrate between the services – I am conscious that the individuals have been together for a long time and wish to keep friendships going. Peoples’ needs have evolved and changed and we need to realign staff to ensure that they keep up with changes. Trem Y Mor will be a service that meets more generic needs that don’t require the same level of support that is proposed here. It will be easier for health colleagues not having travel as they will only need to come to one site to support those with complex needs. We are just trying to improve on what we already do with the resources we have. There is a dysphasia kitchen on site at Rhodes house and cooks and all cooks are trained on eating and drinking guidelines, we are currently

		bussing meals to Abbeyview which is not ideal. We need to look at what we already have and improve.
2	We acknowledge that you have worked hard. It is a shame to see Rhodes House empty.	It is like a golden opportunity, having worked in Abbeyview for a number of years, the site location is not ideal – it is based on an industrial estate next to the A465. Transport is needed to go anywhere. It is more amenable here for people, access to the community is much easier as we will not always need transport. We have the beachfront, the bikes in Trem Y Mor and the town is under cover and in walking distance.
3	It all sounds good.	The service will be delivered a lot more specifically. We need to stop people missing out, we are managing things better and have good relationships with health colleagues. We are more astute at identifying potential issues and getting the appropriate professionals involved.
4	It makes sense for health colleagues to be based there, it would be silly for them to be travelling.	I am hoping that social workers will eventually base themselves within the services and build on improving relationships with parents and carers.
5	Lots of ideas.	Ultimately improving for the people we support.
6	Yes, it is for their benefit.	Staff will be trained in manual handling and medication, they will have a higher skill level and it is good for staff to keep them focused. It is exciting times – I have worked in the service for 28 years so have seen a lot of change. The overlap with health and social care is becoming one, for example the

		equipment we use to support with, i.e.; Oxygen and suction is more health orientated. As people are living longer, they are developing more complex health needs.
7	You cannot look at one without the other.	You have to have standards, for example, a nice garden area and communal access through both services.
8	Can imagine having the same garden as Brynamlwg.	We would like it to be maintained by B'spoked and to keep it within our services to get everyone involved.
9	All sounds very good, there has been a lot of thinking going on.	We need to reinvest for the future generations – I believe in what we do.
10	Lucky we have you Jeremy, it is good to have an idea of what you are doing with the space. In the first meeting I didn't really know what was planned.	This has been two years in the making, we needed to plant seeds within the senior management team first. JC – this isn't a quick fix, we are building for the future.
11	Social Services were going backwards but it now looks like we are moving forward.	this isn't a money saving exercise, there will be no staff losses or days cut. We are trying to meet peoples' outcomes better, we are stretched and it has become a challenge. We are trying to gear the service around peoples' needs. Offered to show parents/carers around the building as not all had been shown around the building. The building is quite deceptive, it was used for respite for a long time.
12	Will decoration will be more up to standard?	Health colleagues will be involved with décor and colour schemes as it helps to manage behaviour.

13	Its home, that's how C feels.	Nothing is set in concrete, if we need to move people we can.
14	Has anyone in Brynamlwg been identified to move?	If proposals are accepted, we have identified those in Abbeyview, 5 in Brynamlwg and 5 from Trem Y Mor. People know each other, like one big family, no one will be moving in isolation without their peers that also goes for staff.
15	This is interesting to hear.	This is a more informal meeting then St. Pauls, there was a lot of information to take on board at first and realise some people are not comfortable speaking in big arenas, that's why we have offered 1:1 sessions.
16	Sounds good.	
17	The biggest issue was with transport.	Our transport colleagues are also part of this consultation. We will keep tweaking until we get it right, trying to meet peoples outcomes and what they need.
	Public Consultation Meeting 16.1.19	
18	Why are you doing this?	We don't believe we are currently meeting people's outcomes to the best of our ability.
19	This is just a cost cutting exercise.	I can reassure you that it is not a cost saving exercise. Information has gone to Committee outlining costings and proposals, there will be a reduction in rent for Abbeyview but Rhodes House will need remodelling/decoration. If any of you require this information we can send you a copy by post.
20	Have you got a date for changes?	We will need to attend the Social Care, Health and well Being Cabinet Board this is only a proposal, Councillors who sit on that board will be attending on

		the 30 th January if you wish for your local Councillor to attend then contact them and invite them to attend. We will the write a report including your feedback and then Committee will then make their decision in March. If they agree to this then there will be a 45 day consultation with staff.
21	Will there be jobs at risk?	Everybody will be guaranteed a job, there will be no loses services users' needs will be put first so part time working days may need to be reconfigured. Staff have been asked to identify their preferred working pattern and place of work. Staff will likely transfer with the service users they support, we aim to have a happy workforce and the Unions are involved.
22	So you don't have costs or a decision and you haven't budgeted for change of equipment?	The Local Authority have reserved budgets where we have proposed what may or may not happen. Every Local Authority has reserved budgets. Jeremy has done a lot of work on a provisional basis. JC – All the costings are there.
23	When we moved to Abbeyview it wasn't good, if we have the same facilities here as Brynamlwg then I am happy that my daughter will not be sat around. We were lied to before, I am happy as long as there are activities such as the hairdressers and cooking. Will there be proper removal men this time?	yes
24	Don't promise us anything you are not going to provide	Some equipment may go back to stores, the only thing that Jeremy will have to move will be confidential files.
25	They used the buses to move last time	No response needed

26	If there are the same facilities they will be better off here.	I believe this is a golden opportunity.
27	This is not a golden opportunity, my child will be on the bus for hours!	We will be meeting with our transport colleagues they are a part of this consultation. They will be providing suggested routes.
28	No consideration given for transport regarding distance and mileage. There won't be enough time spent in the day service and will have a detrimental effect on quality of life for my daughter. It will take twice as long to load wheelchair users and barely any room on the buses. Transport should have all of this sorted out by now!	Jeremy has started that work – we had to find out where people were going first, before transport could come together with a plan.
29	Surely transport could have done this by now. We are expected to do this in a month.	Transport have assured that your children will arrive at the same time and leave at the same time
30	You can't say that you don't even know the route yet. My daughter is has dysphasia and is very limited as to what she can have to drink and eat. Only in day service for 3 hours – time travelling and the distance we are already pushed at Abbeyview.	We can reconfigure the runs, there may be less people on the bus so that timings could be the same.
31	I pledge to you that this will not happen! Parent – You know who's going where, you would have thought that this would have all been sorted sooner!	All answers will be given on the 30 th January for the routes.
32	Can we have the proposed routes before the 30 th , so we can have our questions available?	We have to bear in mind that Transport have to plan routes for 3 different services. We can't promise but if it is available before the 30 th then we will send it out. I will speak to Brendan but I can't guarantee. They are taking into account your opinions.

33	My daughter will use 5 extra miles per day travelling, who will pay for that?	We need to pick this up in your 1:1, that's where things will be worked out.
34	When you said about consultation for staff, will this affect the days our children attend day service...understanding there would be continuity with staff?	Nothing changes with staff, only location. If your children have a member of staff that they work closely with please let us know. A proportion of each individual's staff may change but only if identified in the Person Centred Plan.
35	I don't the area, can you tell us has anyone looked at how to get cars out at the busiest times?	We have looked at it and yes there are pockets of traffic but there is transport in and out usually 5 minutes before or after the peak times.
36	What time do you plan for buses to leave?	Same time really, which is usually about 2.50pm to avoid traffic.
37	Are we still allowed to keep our times?	Yes you can keep your times, you have that flexibility, we extended the hours that day service is open for people.
38	What's the difference between the three units? The ones at Rhodes House will be having more in-house activities, who will be going to what day services?	Brynamlwg will be utilised for those with more complex health needs, Rhodes House will be for those with more behavioural needs it has lots of rooms to manage more activities with smaller groups and Trem Y Mor will be a generic service for individuals. Brynamlwg and Rhodes House will be more staff intensive, I believe this is a golden opportunity as people's needs change and evolve.
39	I just can't see what my daughter will gain!	There are difficulties meeting people's diverse outcomes, the service will be geared towards meeting people's needs on a more specific level.

40	You should be doing this now.	We are hoping that there will be more input from our health colleagues who will not have to spend so much time travelling on the road.
41	They can only see one client at a time, physio's can only see so many people in a day. We can't delay lunch time to observe people. This is all pie in the sky!	There is a big drive from Welsh Government, pooling resources between Health and Social Services, we are looking at the resources we already have and trying to improve.
42	Buses will take longer so there will be no gain at all!	These are matters that we can discuss in your 1:1's.
43	Taking people with autism and putting in one pot – don't like little rooms. You need to gut the building and start again, you're using a building that was meant for respite. You can build new buildings but can't do anything for us!	No response needed
44	Our daughter is in a room on her own at the moment, with the door open – been going on for years and we don't like it.	We are trying to create the right environment for your children which we are trying to manage with our health colleagues and stop elevating behaviours. Some people can't tolerate these elevating behaviours so we have the option of using these smaller rooms to help with that.
45	Not engaging people in a group then.	It is all down to individual circumstances – we have the option to deliver. We will not be putting people in a room on their own.
46	My daughter is in TYM and walks the corridors to keep calm, she can't cope with noise.	

47	We are finding now that D won't except people coming into the house, has become anti-social.	
48	My daughter won't go anywhere either.	Review to be arranged to see if there is any help that can be provided to help at home.
49	We think it might be too late for that.	There will be a room available for D if she needs to use it – it won't be 'D's Room' however.
50	We received a letter about the 'big move' to say J will be going to Autism Service. You have categorised him before we knew anything about it, why put a label on people!	That is a valid point, the wording of the letter is not appropriate.
51	Labels do affect the way people are treated, and it will affect how my daughter is treated even though we have never considered her to be CHC.	Apologises that we worded the letters in that way, not suitable.
52	Should be re-worded we have worked for years to get away from 'labels'.	
53	This model where has it come from, have you looked at other Local Authorities?	
54	This model where has it come from, have you looked at other Local Authorities?	The point is there will be more specialised support for what people's needs are, for example in TYM yesterday 2 young individuals wanted to go bowling, but couldn't go as there were people who needed more support, this is what we are trying to reconfigure so that nobody misses out on their activities. Wherever your children go they will have a plan and you will be part of that to help us deliver that service.

55	My daughter bounces all over the place – can't stop her in day service because of health and safety and they are not allowed to. She breaks expensive equipment which in not on.	We can't restrain her against her will – I can't accept that.
56	We can agree for a Welfare Order.	No response needed
57	If it was harmful to my daughter I wouldn't allow it!	No response needed
58	London Road was perfect, we couldn't use the garden so moved to Abbeyview. This move may not suit everyone, you need to keep on top of your individual child, arrange to have 1:1's. All will need new ICP's and you must state in them what your child needs they should all be done individually.	No response needed
59	What if they don't like coming here?	Then it would all need to be reviewed, there will need to be a transition period for your children and staff, I personally think it will help.
60	Getting J out of the car on times is hard enough.	No response needed
61	How many wheelchair users will be here?	There will be 17 wheelchair users, but not all in the building at the same time.
62	How will you manage hoisting and feeding – you can't manage now!	It will all depend on how we gear our days.
63	Not enough number of staff to hoist – during the summer activities arte stopped to make sure there are enough staff on site for hoisting.	If people are using wheelchairs not all need hoisting some can transfer.

64	At home we don't hoist we transfer – in day service this takes extra staff, especially in the summer holidays when there is already a shortage.	We are hoping to use staff more appropriately
65	Where are you taking staff from?	The people that need more support will have more staff, for example we could bring staff from TYM over to Brynamlwg – it has to be suited to people's needs.
66	How many staff for 17 wheelchair users?	Being hoisted or transferred doesn't dictate the number of staff we have, behaviour can do that too, everything is based on individual need not a reflection of wheelchair users.
67	Same amount of Service Users and same amount of staff, how will it be different?	There will be more staff for that individual service if needed, more to take people out and about to do things.
68	Its spread out at the moment with a smaller proportion of staff, how is it worth this upheaval, I just don't see what the benefits will be!	
69	How will transport manage, some people are transported from supported living.	We don't have the transport figures at the moment, we know some people do use their mobility cars.
70	J likes to go out on the bus, is he still going to be able to do this?	If that is one of his outcomes then yes, everything will be outcome focused driven.
71	There will be a lot of wheelchairs on the bus.	Not all will go out together at the same time, when people do we have 1:1 support – we do it already in Abbeyview.
72	How many staff for the wheelchair users?	14 Part time equivalent – not everybody comes in every day.

73	I just wondered what the ratio was.	We are keeping full time hours.
74	Are you fully staffed now?	No, we have two posts coming out at the end of the month we are not losing care hours. We have special dispensation to advertise externally.
75	What about staff holidays and sickness – Rhodes House has challenging people, staff may be prone to go off sick	Individuals work across both sites if needed to keep staff skill set up. Everybody will be mandatory trained in medication and manual handling in the hope to create sustainability and longevity.
76	If someone kicking off here will staff get taken from next door?	Only if it lends to it, we send staff to different sites now, but it will be easier as one site. We need to marry up the common outcomes and themes, it is a big bold proposal and it will be the start of something that will evolve.
77	I will be very disappointed if they merge.	There are different managers across both sites Debbie and Margaret and there are two grade 6's with lots of experience around complex needs – Jeremy oversees both sites.
78	Has anything gone ahead yet?	No, there is a leak in the building, we must still maintain it.
79	What about parking facilities?	We have a proposal going forward to extend the car park out the front – 8/9 extra bays. No agreement yet but we have to make the proposal, reserve money is grant funded and we still need to get the costs together.

Public Consultation Meeting 21st January 2019		
No	Comment:	Council response:
80	You know my feelings, I don't want things to change but understand what is being said. I feel that things are said but don't happen, nothing changes, that's just how I feel.	If we become more specialised per service we will meet people's outcomes better
81	What do you mean by outcomes?	When we say outcomes, we mean people's needs, what's documented in their PCP.
82	I'm happy enough for S to move to Brynamlwg – smaller, quieter and better to meet his needs.	
83	I think it's closed in, dark, not enough room for wheelchairs – can go out here on impulse, over there it will need more organising.	We can walk into town from Brynamlwg, we have access to buses. Expect the same routines and activities. Each has a bus allocated.
84	J gets unsettled sometimes, he likes the cool air and being able to go out and move about.	If proposal is to go ahead, then there will be some adjustments to the building for example, knock Brynamlwg staff room and store room to make more space, take the bath out of Rhodes House. Not everyone will be here all day every day and that can be managed this way.
85	Does seem quite cramped and small compared to Trem Y Mor.	Some feedback from Victoria Thomas and Ewan Blackmore says that Trem Y Mor is too big. It is difficult to please everyone. This way will allow us to maintain activities for all, the spectrum of people who need 1:1 support, some need 2:1 support and it is hard to maintain these different levels of needs in one group. We use the Social Services Health and Wellbeing Act (2014) which is heavily focussed on

		outcomes – we need to sit and make sure each identified outcome/need is met. Realistically, Trem Y Mor is spacious but a lot is dead space, we have 2 small rooms for sensory and physio input. The acoustics are not great in the building.
86	First thing in the morning and last thing in the evening [noisy].	R will stay in Trem Y Mor.
87	Why is he staying?	his needs are different from J and S
88	J likes to wheel around freely.	we have people in Brynamlwg who self-propel, Brynamlwg is purpose built.
89	At school where I work the children are all integrated together and they get to see the other side of other children, I feel that we will be putting people back into bubbles like it used to be.	The next step has to be clear, will have had talks with staff and those from health, people's feelings need to be part of the proposal. There is still a lot of interaction between people at Brynamlwg. MH – I was talking with a group from Abbeyview that want to keep friendships – people's personalities are not what their impairments are. It's about the expectation of the service and ensuring that all get the interaction that they need. JC – We are hoping that the therapists will only need to come to one site rather than travelling around.
90	There are only three physios now, and they only see people once a week – the staff then follow the recommended programme. I don't like to be negative but I do find Brynamlwg small and dowdy the day room especially.	the colours are meant to be calming, we took advice on the colour scheme.

79	It looks like an 'old people's home' I wouldn't want J to come here – I know things can be changed, but I am his voice.	As the rooms currently present, they will be different going forward if the proposal goes through. We will have to kit out the building to what will be needed. MH – We need to include feedback regarding that room, maybe we need to think about a parent/carers forum, do we fund raise or get volunteers in from other services for example B'spoked if we can we will. The carpet is a specialist carpet, the lanes are to help visually impaired people.
80	What about school leavers, if it's full already there will no capacity – not much forward thinking.	We haven't created any capacity – hoists and trackers equipment will be taken from Abbeyview. MH – We have the space but not the facilities at Trem Y Mor. With our activities room, it lends itself to the people we support – 90% of it is creating the right environment.
81	Will something else be built in the future, or will they adapt Trem Y Mor?	I don't know, it's not really part of this discussion.
82	Trem Y Mor took years of discussion.	I understand your point about forward planning we will know who will be coming to this day service in advance. People do move on from day services, some of them retire and they want to stay at home and we can then create capacity this way. JC – We do create capacity the odd day here and there.
83	I haven't been able to attend these meetings, I don't know much about it.	The three complex day services are currently operated on a geographical basis. The diversity of attendees is wide, this is why we are proposing to

		move towards a specialised service. Brynamlwg will be for continuing health care needs, Rhodes House will be utilised for those individuals with behavioural problems and Trem Y Mor will be a more generic service. The Abbeyview building will close.
84	You're away from Neath, what about the people that live in the valleys?	We will have to wait for Transport to answer this.
85	What about the train carriage?	The train carriage was put in Abbeyview by parents and carers when they relocated. The Council don't own it, any idea where it could go and restored. MH – There will be no staff loses – everybody's contracts remain. Certain part-timers days may change, to meet the need of the service users in which ever day service.
86	Seems like more staff members will be in Rhodes House and Brynamlwg, but with less space.	
87	Will this impact on Js' day?	No changed to current level of service that will stay the same. This is not a cost cutting exercise, the only potential change is the Abbeyview rent money (£16,000pa) which will be absorbed by other services. This is all public information, operationally it's the same as before and from my perspective there will be two staff teams on one site so it will be easy to call on staff when needed. JC – As Vic (Thomas) explained, two staff teams on one site will enable sickness to be covered.

88	How do staff feel?	People don't like change but they can see the rationale why we are doing what we are doing, the services are very diverse at the moment.
89	I'm confused as to why you are proposing to put people in less space – why don't you utilise what you have here at TYM?	See below
90	Can be quite chaotic here in TYM.	<p>Victoria can't accommodate for personal care – there will be double the space for personal care and physio in Brynamlwg and Rhodes House. TYM use-ability doesn't lend itself as it was only intended for respite.</p> <p>EB – Staff are apprehensive we went through this four years ago, the intension at the time was that Cadaxton (Bronleigh) was not suitable – we were going to go to Rhodes House but ended up in TYM. TYM was not built as a day service, it looks great we do use the pods, we cannot use the bedrooms. Things evolve, we started with 10 clients and now there are 29 with vastly different needs.</p> <p>MH – We were actually looking to change the name of Brynamlwg and Rhodes House. The buildings are joined by a door, but are still separate services.</p>
91	How do you think it will all work?	<p>– I think it will all work and evolve as time goes on. Currently we support 14 wheelchair users in Abbeyview with a smaller building. There will be lots moving to Rhodes House, there will be lots of little rooms which will be low and calm so there will be less background noise.</p>

92	If someone is loud, someone will try and be louder. If someone is not happy will they be taken 'next door' to be managed?	No – we take different approaches to keep elevated behaviour down in a much supported environment. We are expecting behaviours to reduce. Can I add that behaviours comes across as derogatory term, but we are doing this as a way of managing people's behaviour in a better environment.
93	Will there be 18 wheelchair users in one room, is the criteria that all wheelchair users will go there?	No not all will be in the building at once, it will be about meeting the needs and support of the individual such as manual handling, physio and hydrotherapy input.
94	Sounds like it used to be.	No not really if we specialise in what we do we can deliver a service at the right level and pitch, we don't want individuals missing out.
95	Do you think you can operate the service safely with that amount of wheelchair users?	Yes I can. There is more room in the day service in Brynamlwg than TYM for therapy and personal care, the space is used better. Fully anticipate that people are going to be out and about more. The sensory garden is going to be developed, if proposal goes ahead both buildings will have new windows and fencing. If it doesn't go ahead Brynamlwg will be having new windows anyway – we will take on board your comments about the lounge.
96	The reception seems spacious, but the rest seems small.	We have had a lot of input from OT's and other professionals about the extensions

97	I have only had a little snapshot of Brynamlwg, but my memory of it isn't great.	All can go for a look around – Councillors and the Transport Department have been invited to the next meeting on the 30 th Jan on the request of some parents and carers, however, a group of Councillors have been called to development day. The next meeting will be held in Rhodes House and if I hear anything different I will inform you. A report will be written with all the notes that have been taken at these meetings.
98	Will we be able to do a trial run?	<p>It will be difficult to do a trial run for the whole service, if anyone is unhappy we will discuss and see what can be done. Committee makes the decision, if it doesn't agree then that's it, if it does agree then there will be 45 day consultation with staff. They will be allowed to express their preference on location but we will put the service users' needs first – most staff want to go with the service user that they are supporting. After that we will be able to look at dates when we will be able to start the process. The proposal will go to Committee in April. We will not rush the move if we need to do transition plans then we will take the time to do so. We can't tell you the final date, but it's not about cost so there is no financial pressure.</p> <p>JC – Valid point transition is difficult for all. The staff are on board they just want to know where the service users are going.</p>
99	How many people are moving?	4-5 staff will move and service users will be about 21 – but this is not set in stone.

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100	<p>Daughter in Abbeyview – First, Mother would like to say that she tried to input her views on line each box were only allowed to put in 100 characters and that was not enough characters.</p> <p>Do not agree with the situation she has lots of issues, it will not help with her daughter’s needs, 17 wheelchairs and they would not be able to pass in the corridors and cannot get in Rhodes House it is not practical or suitable for Rhodes House and this needs a risk assessment. Don’t think that the building is very practical for the needs of the service user. The standard sized wheelchairs might be ok to pass in the corridor but the wheelchairs that some users use are very wide for the corridors. If there is an emergency and a fire there would be huge risks to the users and she would definitely like to see the risk assessment around that. This is going against everything that we have been trying to do for the last 40 years. We tried to segregate people into their communities we are trying to be inclusive and integrated , what this is doing is not only segregating within disabilities, segregating people in wheelchairs with people with challenging behaviour. Social Care wellbeing act says that we treat these people with dignity, there is nothing dignified in seeing 17 people in wheelchairs being pigeon holed and put into a service because it meets the organisation needs. Another P/C elaborating</p> <p>17 Specialist wheelchairs not normal wheelchairs and with 19 staff if you have sickness/holidays and there are still 17 wheelchairs. If you take a look around Brynamlwg there is one fire exit between the lounge and</p>	<p>Health and Safety issues</p> <p>Happy for a new risk assessment, the fire officer Mr Jenkins has been out there and he is more than happy and there will be a new risk assessment.</p>

	<p>the living room if you can't get out of the main entrance you would have to go through an office with a table/furnished you will not get a wheelchair through. If you get through the main door there is a barrier there, how are you going to get the wheelchairs out if there is an emergency, it is not suitable.</p>	
101	<p>Is there any air conditioning in the building, the ceilings are very low and if anyone has the flu/colds it will spread, the people are vulnerable. The stack is close to the building and the gas emits white dust – worried about putting vulnerable people so close by it. It is going to cost quite a lot of money to put all these things together can the council afford this. You need the air quality right, there is a lot of maintenance in this building. They want air conditioning in the ceiling not just on the walls which is going to cost.</p>	<p>We will look at boiler and air conditioning.</p> <p>This is valuable information you have given and we need this information and views you have given us, we will certainly take everything back to our professionals.</p>
102	<p>The people are strapped in a long time traveling and if they leave earlier because of this reason they are traveling for longer which makes less time in the day for them – if the vehicles are half empty can the council afford this in the long term. It will take longer for the people to get the wheelchairs onto the bus and strap them in. Mileage different coming from Afan Valley/Swansea Valley, concerned about service users being on the bus for long periods of time. If picking up people all over the place they will be on the bus longer.</p>	<p>They have 6 vehicles for 3 centres. Will not be reducing these – the journey time will not be any longer.</p> <p>Perhaps we could have dummy runs between establishments how it will work and we will share this with yourselves</p>

103	<p>Concerns that this is going ahead whether we like it or not and most do not want this.</p> <p>People are very happy with Abbeyview and with the change their children are not going to like it and it will take a couple of years for them settling down.</p>	We will consider your opinions it is a 50/50 divide
104	<p>Concerns with the change of buildings that children are not going to like and will take a couple of years for them to get used to a different place, they have had years and years of upheaval and now she has settled down, start again and have this again.</p> <p>'My daughter is not coming unless air con is put in' and any other parent will say the same.</p>	Democratic process explained. Please get in touch if you have any problems.
105	<p>In the original letter that we had this was just a suggestion but in actual fact reading the document sent to us it said that we have reached the conclusion that this proposal is the best option for the service users. Councillors have already made their minds up in the document.</p>	We will extend the consultation period until all the issues have been explored.
106	<p>It sounds good for my son as he is not in a wheelchair – very happy with Rhodes house very approachable staff/everybody.</p>	
107	<p>How about other options/ideas has there been any thought or consideration about Abbeyview being</p>	Trem y Mor provides respite – it is a 16 bed unit and is meeting demand

	<p>modernised and extended slightly would it be a better option.</p> <p>Abbeyview is a very good building where as Rhodes house has too many rooms, has low ceilings very claustrophobic, bad access for wheelchairs the kids and we are happy there. There will be problems if they go to Rhodes house. Abbeyview lovely open rooms, Rhodes house was meant to be for respite not a day service.</p>	
108	<p>Rooms in Rhodes House not big enough. Why have we got to have this change?</p>	<p>For the needs of the service user, to get a better service and outcomes and find out what each individual needs.</p>
109	<p>Do the carers go to the reviews and why have they not heard of this before in their assessments and reviews, if they had this would not have been such a shock to them.</p>	<p>The staff and carers work every single day with the service user, caring for their individual needs.</p>
110	<p>If you can instantly take someone from home to the service would a journey affect that person?</p>	<p>We would have to weigh up the situation and have an overall look at it.</p> <p>The transition needs to create an environment that the service user would be ok with. We will take all that has been talked about on board, Health & Safety checks/travelling etc</p>