

# “Together for Change”

**Changing Day Services in Rotherham ‘The views of people with learning disabilities and their carers’**



This easy read report tells you about the “Together for Change” events that happened in Maltby, Wath and Rotherham town centre. It looks at what is important to people with learning disabilities and/or autism and their family carers in Rotherham.

## What this report is about



This reports looks at all of the information collected during the “Together for Change” events held across Rotherham.

## What is “Together for Change”?

The way day services are provided in Rotherham for people with learning disabilities has to change.



This is because of the Care Act and the fact that Rotherham Council has less money to spend on services.



Rotherham Council wants services to be better for everyone and to make sure that people get the right support at the right time.

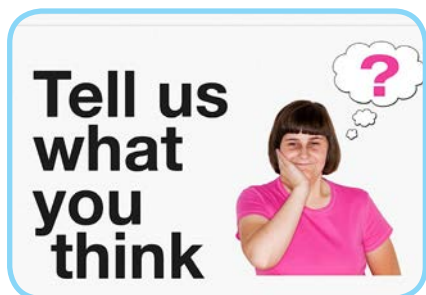


Rotherham Council wants to work together with people with learning disabilities and/or autism and their family carers to look at how day services in Rotherham can change. This is what “Together for Change” is about.



To start this work Speakup were asked to organise some events for people with learning disabilities and/or autism and their family carers to come together to look at how this might happen.

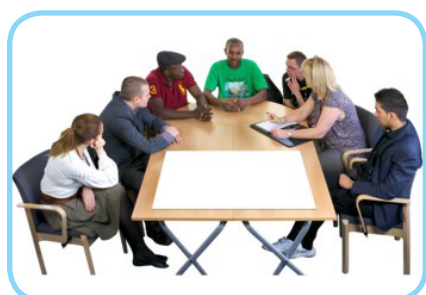
## “Together for Change” Events



Speakup organised three meetings across Rotherham for people with learning disabilities and/or autism and their family carers to talk about the future of day services.



In total, over a hundred people came to these events, 52 carers and 48 people with learning disabilities and/or autism.



Two events were full day sessions and one event happened in the evening. People then had the chance to get together in small groups.

## What did the events talk about?



The first part of the day talked about Co-production and why it is important for people with learning disabilities and/or autism and their family members to be included in plans from the start.



Then people listened to managers from the Council (Janine Moorcroft, Frank Markham and Vicky Abukan) who are in charge of writing plans for how day services might change.



Graham Pocklington, who is in charge of re-assessments, also came to the second and third meeting. Unfortunately Graham was not in post when the first event was held at Maltby but he has said he would attend any future events.



We then watched the "Together for Change" DVD. If you haven't watched this DVD you can view it online at [www.vimeo.com/152719766](http://www.vimeo.com/152719766)



People then heard from Jonathon and Katrina from Sheffield who came to talk about their positive experience of a Direct Payment.





People then had the chance to get together in small groups and answer these questions:



1. If Day Services have to change in the future then

- What is important to you?
- Why is it important?
- What works well at the minute?
- What doesn't work well?



2. What are your hopes, fears and worries about change?



3. How can we work together in the future?

## What people told us



The next section of this report looks at what people told us at each event. We have split this up into what people with learning disabilities and/or autism said and what family carers told us.

# Maltby Event

## What people with learning disabilities said

Just keep it  
as it is!

I like coming  
to Ad-Pro on a  
Monday and  
Thursday

I liked working  
at Parkhill Lodge  
and the RSPB

**Question 1**  
**If day services**  
**have to change:**  
**What is important**  
**to you?**

I like meeting  
more people  
at Speakup

I like day trips,  
it gets me away  
from the same 4  
walls!

**Why is it important?**  
**What works well/**  
**doesn't work well?**

Activities back,  
like horse riding,  
and Saturday  
club

Meeting and  
helping  
people and  
making friends

My freedom,  
my time!

I feel part of a  
family at the  
Day Centre

I like to come  
to the drama  
on a Tuesday



# Maltby Event

## What people with learning disabilities said

A safe place to go

Places close down because there is no money

Having a job is important to me and I need help to find one

I like Woodwork and Crafts

**Question 1**  
**If day services have to change:**  
**What is important to you?**

**Why is it important?**  
**What works well/ doesn't work well?**

People need to listen to us!

I like the day centre

We need to know what is happening

Large Day Centres are noisy and loud

The Day Centre is not just a building!

I need information about what other services we have



# Maltby Event

## What family carers and supporters said

They get back activities they lost, like horse riding

You need to invest in services

Day Centres are not institutions. No continuity!

**Question 1**  
**If day services have to change:**  
**What is important to you?**  
**Why is it important?**  
**What works well/ doesn't work well?**

Direct Payments  
What will they get if re-assessment changes?

What are the contingency plans?

The re-assessments need to be person centred!

We want the same services but more activities

People need choice and control of their lives

With Direct Payments people have to become a business!

I Need freedom and 'My Time'





# Maltby Event

## What family carers and supporters said

**Question 1**  
**If day services**  
**have to change:**  
**What is important**  
**to you?**  
**Why is it important?**  
**What works well/**  
**doesn't work well?**

Services  
shouldn't be  
central

If my son didn't  
come he would  
not get up!

People like their  
day trips - away  
from the same 4  
walls

It should be  
person centred

If I never went  
out I'd lose my  
mind!

People enjoy  
coming to Day  
Centre and making  
friends

Re-assessments not  
clear, better  
information  
needed

Who cares for  
the Carers!?  
We need a  
life!

Respite beds  
halved, not  
enough now!

Not enough  
services,  
resources  
being cut



# Maltby Event

## What people with learning disabilities said

I want to work  
somewhere  
safe

Money!

Keeping Friends

### Question 2

What are your  
hopes, fears and  
worries about  
change?

Getting about  
Transport

I need to know  
what happens  
next!

Going out at  
night

Would like a job  
at a charity shop

I'd have to go  
to my sisters in  
Greasborough!

People may  
be very upset  
about change

I would be  
happy with  
change if I had  
support



# Maltby Event

## What family carers and supporters said

Being on my own, lonely

Don't want to see Ad-Pro going

People worried about having to do more work placements

### Question 2

What are your hopes, fears and worries about change?

Keep it as it is!

If I never went out I'd lose my mind!

Carers lives will be affected by closures too!

People stay at home because services shut down.

People will miss friends

Small services in the community

Why change now?



# Maltby Event

## What people with learning disabilities said

Use words and pictures

Keep open communication

Meetings about change

Talk to each other

### Question 3

How can we work together in the future?

Keep us updated

Meet with us face to face

Build up a relationship with people

Ask me what I think

Don't just ask other people

We need support to have our say





# Maltby Event

## What family carers and supporters said

We need more meetings like this

Campaign to keep Addison open!

Keep us informed

### Question 3

How can we work together in the future?

Be honest with us

If Addison is shutting you need to tell people

A committee of people who use the services

We need time so we can choose what to do



# Wath Event

## What people with learning disabilities said

Meeting people  
and doing things

Access to  
facilities like  
disabled toilets

Having the  
same supporter

**Question 1**  
**If day services**  
**have to change:**  
**What is important**  
**to you?**  
**Why is it important?**  
**What works well/**  
**doesn't work well?**

The Drama  
group

Swimming at  
the hydro pool

Seeing other  
people from  
peer groups

Keep Oaks as it is

Being fit and  
active

Working in the  
cafe

Football and  
playing in a  
team



# Wath Event

## What people with learning disabilities said

Paid work gives  
you satisfaction

I don't want to  
move anymore

Change doesn't  
work well

**Question 1**  
**If day services**  
**have to change:**  
**What is important**  
**to you?**  
**Why is it important?**  
**What works well/**  
**doesn't work well?**

Need to know  
the staff

Social workers  
need to know  
people and  
families

What happens  
to the friends I  
have?

Why can't we get  
a place at college  
anymore?

What will  
happen to the  
day centres?

Small  
community  
centres are  
only good for  
able  
people

We don't like  
working with  
different social  
workers



# Wath Event

## What family carers and supporters said

Socialising and  
local activities

What will it all  
look like?

Smaller groups in  
the community  
needed

**Question 1**  
**If day services**  
**have to change:**  
**What is important**  
**to you?**  
**Why is it important?**  
**What works well/**  
**doesn't work well?**

Feeling safe

The right services  
and living  
independently

It's not about the  
building, but the  
activities and  
routine

Luncheon clubs  
are good

Being with  
people you  
get on with

Working in the  
cafe

Need the  
same hours  
of care and  
support





# Wath Event

## What family carers and supporters said

Part time jobs

Friends

Activities at day  
centre important

**Question 1**  
**If day services**  
**have to change:**  
**What is important**  
**to you?**  
**Why is it important?**  
**What works well/**  
**doesn't work well?**

A real choice for  
everyone

Who cares for  
people when  
carers get old

Respite

Day Centres  
struggling because  
of no resources

Things not  
working now

Get bored at  
the moment

Better services  
needed for  
people with  
autism



# Wath Event

## What people with learning disabilities said

The Day  
Centres are  
important to us

I need to be  
able to get out  
of the house

That I can be  
with friends

Moved 4 times  
since Eastwood  
no more moves!

### Question 2

What are your  
hopes, fears and  
worries about  
change?

If cafe closes I  
would lose my  
job

Changes to  
support workers

I want the support  
workers I have  
now

No more  
changes at my  
age!

I would like to  
do different  
things



# Wath Event

## What family carers and supporters said

Hope people  
can be happy

Hope for  
exciting  
communities

Hope for better  
services

### Question 2

What are your  
hopes, fears and  
worries about  
change?

Better things for  
people and keep  
people safe

Less travel  
would be good

Don't want to lose  
services like Quarry  
Hill

Worry about  
Direct Payments  
and finding the  
right PA

That  
Learning  
Disability gets  
lost in the Adult  
Services  
system

We hope you  
learn from the  
past mistakes

That  
co-production  
is just another  
label!



# Wath Event

## What family carers and supporters said

What happens when carers are not around?

That we can have more day trips and go swimming

Who will support us through the changes?

### Question 2

What are your hopes, fears and worries about change?

Worry that people lose contact with friends

What if we have nothing to do?

Will the people who shout loudest get the most?

Will the council still listen when the commissioners leave?

Who pays for transport?

How do we get respite through Direct Payments?

Can we use the carers we have now or do we have to use new ones?





# Wath Event

## What people with learning disabilities said

Use 'The Band'  
at Oaks

The Newsletter  
works well

Meet with  
other centres  
and groups

Use evening  
activities

### Question 3

How can we work  
together in the  
future?

It's hard when  
support workers  
are absent

Use the schools



# Wath Event

## What family carers and supporters said

These events are useful, more of them!

How else would we get our views across?

Tell us more, be transparent

### Question 3

How can we work together in the future?

Learn from each other

Make a list to tell people what is happening

Tell people they need change so they can do things differently

More examples of how change can be good

We can tell you how things need to be

More staff are needed to help people do different things

Start small, maybe just half a day a week out of the centre



# Wath Event

## What family carers and supporters said

More days out in the community

We still miss out on things even when we put our names down

Everyone needs to know, not just the usual people

### Question 3

How can we work together in the future?

We need people who will be here when the commissioners have gone!



# Rotherham Event (Unity Centre)

## What people with learning disabilities said

**Question 1**  
**If day services**  
**have to change:**  
**What is important**  
**to you?**  
**Why is it important?**  
**What works well/**  
**doesn't work well?**

Having to pay  
family members  
as hourly rate is  
lower

Direct Payment  
only pays for  
overnight care

People told they  
can't use Direct  
Payments

Told things are  
out there no one  
tells you what's  
out there

Need activities  
and hot meals

Need to feel safe  
and secure

A one-to-one PA  
for my son would  
mean he was  
isolated

A Direct  
Payment of £7  
per hour is not  
enough to pay  
good PA's

Maple is a  
base but people  
are out accessing  
the community  
with the right  
people who are  
well trained





# Rotherham Event (Unity Centre)

## What people with learning disabilities said

Maple Avenue has 2 great groups which work well

Safeguarding is important

Someone who understands Learning Disabilities and autism

**Question 1**  
**If day services have to change:**  
**What is important to you?**  
**Why is it important?**  
**What works well/ doesn't work well?**

Flexibility is reliability

Direct Payment should add to the support, not one or the other

We don't want institutions

This mean we have to spend lots of time finding new things to do

If Reach had more space they could be more flexible

I like working on the newsletter at Reach

The allotment is good at Reach



# Rotherham Event (Unity Centre)

## What people with learning disabilities said

The Gym at  
Hellaby Hall

Socialising at  
Reach

Maltby Library

**Question 1**  
**If day services**  
**have to change:**  
**What is important**  
**to you?**  
**Why is it important?**  
**What works well/**  
**doesn't work well?**

Cafe at the Full  
Life Church is  
great

I like working  
at the Spotlight  
Magazine in  
Maltby

Volunteering at  
the Food Bank in  
Maltby

Going to the GYM,  
Walking and the Golf  
Driving Range

I go to Reach  
for 5 days a  
week and we do  
lots!

Camera Club at  
Reach

Playing  
football at  
the local  
leisure centre



# Rotherham Event (Unity Centre)

## What family carers and supporters said

We need good services which people can get the best out of

We need person centred services

People need to be happy

**Question 1**  
**If day services have to change:**  
**What is important to you?**  
**Why is it important?**  
**What works well/ doesn't work well?**

Need to know sons and daughters cared for when we can't

My son goes to the day centre and meets his friends

If my son was at home things would not work well

My son is enjoying socialising

We don't know what is out there

People don't just want a day centre

Don't want to lose funding for NHS, for rebound sessions and Hydrotherapy



# Rotherham Event (Unity Centre)

## What people with learning disabilities said

Don't want one  
Day Centre for  
everyone

How good will  
carers be?

Not knowing if  
day centres are  
safe

How much  
money will we be  
able to use?

### Question 2

**What are your  
hopes, fears and  
worries about  
change?**

Libraries are not  
good for  
everyone  
Not safe!

If we don't get  
the right support  
we might get into  
crisis

Who will work  
weekends?

Everyone tells  
a different story

There isn't  
enough money  
and it's getting  
less!

We are happy  
with what we  
have now!



# Rotherham Event (Unity Centre)

## What people with learning disabilities said

More  
meetings

Be honest and  
open

Use email to  
keep people up  
to date

### Question 3

How can we work  
together in the  
future?





## Burning Issues



At each event the same things kept being mentioned by different people. We think these are the most important things the Council needs to look at for the future:

### Direct Payments



There is lots of confusing information and advice about Direct Payments. The current rate of £7.00 an hour is not enough for people to buy the support they need. Many family carers were open to the idea of a Direct Payment but worried that their son or daughter would not get good support. Those people who had direct payments had not had good experiences and had struggled to find workers for this low amount. **In order for the Council to support more people to access Direct Payments the Council needs to:**



1. Increase the hourly rate of pay so that people get good support by well trained individuals who understand learning disability and/or autism.



2. Make sure the information shared with carers is correct. For example, at one event 4 people on one table each had a Direct Payment and all had been told conflicting information about similar things.



3. Make sure there is a minimum set of standards for Direct Payment workers - this will mean that families have confidence in the people they employ.

## Support people to keep friendships



People with learning disabilities and/or autism and their family carers were worried that if day services change then people would lose life long friendships. **In order for the Council to support people to keep friendships the Council needs to:**



1. Make sure that people are supported to keep friendships if they move from Day Services on to a Direct Payment.



2. Have a plan that makes sure people don't end up being more isolated or excluded from the community.



3. Make sure that new services which are commissioned help people to develop and maintain friendships so people are stronger and not isolated.

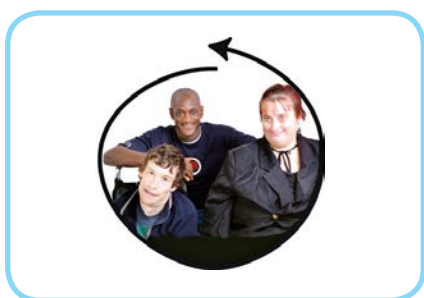
## Get better at communication



Lots of people said that communication with the Council in the past had been poor. The Council had asked for people's opinions and then people felt they ignored what they had told them. People were fed up and angry about this. **To help people be more involved, the Council needs to think about:**



1. Being more open and honest with people about plans and decisions.



2. If you really want to co-produce services, then mean it and stick to it. All council employees need to understand the difference between consultation and co-production.

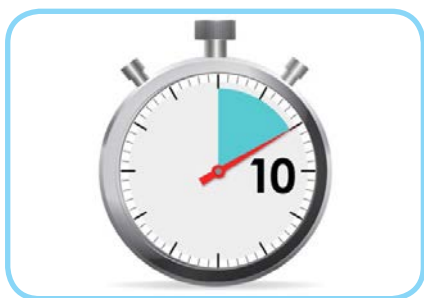


3. Find ways of keeping in touch with carers and people with learning disabilities and/or autism. Use mailing lists, email, flyers, posters, online forums and getting out to speak to people face to face.



4. Use the Carers Forum and the Partnership Board to share information.

## Time-scales



People realise that things can't change overnight, but lots of people felt that things were also being rushed to try to make savings quickly.



Lots of people have had change before and are fed up of change happening. Some people don't want things to change at all.



The strong message coming through was to be honest with everyone and try to give people an idea of when things need to happen or when there is a bit of time to try to get things right.

## Advocacy for everyone



If change is going to be co-produced and involve everyone in planning for the future, then everyone needs access to Advocacy.



This means support for groups of people who want to meet and talk about the plans.



It also means advocacy for people who want to have a say or complain about something. Advocacy is very important.

## For Advocacy to work well, the Council needs to:



1. Make sure people with learning disabilities and/or autism and their family carers know their rights.



2. Make sure people with learning disabilities and/or autism and their family carers can access advocacy services through this change to make sure people's voices are at the centre of plans.



3. Make sure people know how to access advocacy.

## Respite for Carers



Many carers who came to the events were worried about the impact Day Service change might have on their family life.



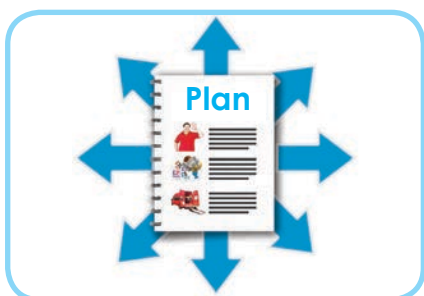
**The Council will** make sure that assessments and reviews are person centred and do not leave families in crisis.



## What happens next?



There were some unanswered questions from the events and some common things that people with learning disabilities and/or autism and their family carers would like to know about. We have looked at these questions and will put them into an action plan.



The action plan will show:

- What people said
- What happens next
- Who will lead on this work

This will be shared with you by the 15th of April 2016.



In the meantime if you have any questions then please contact Vicky Abukan or Frank Markham.

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**Talk to Vicky**  
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