

Castle View Day Centre

Health Select Commission

18 June 2026



Castle View Day Centre - Canklow

Castle View Day Centre Overview

Purpose-built centre delivering high-quality, person-Centred day opportunities for adults with autism and learning disabilities.

There are 38 customers who regularly attend. They are supported by 35 members of staff, plus 1 admin officer and 3 managers.

The new high-tech building offers level access throughout, access to outside spaces and a high-tech sensory room. The building is air conditioned to ensure a regulated temperature at all times.

There are flexible spaces which can be tailored to suit the needs of those using the service. There is a light and airy feel throughout with a high standard of fit out.

Compassionate Change Management – The approach emphasized delivering change with care, compassion, and respect for each person's unique circumstances.

Transition and Consolidation – Summary of service change rationale and progress moving customers and staff from 2 previous sites into one location.

Engagement and Outcomes – Highlights consultation activities, key milestones, and compassionate implementation ensuring strong stakeholder engagement.



Public consultation

Public Consultation Process

Initial public consultation shaped service direction and confirmed support for modernization, this took place between January and April 2022. This was a 90 day public consultation to establish the views and needs of users of the REACH Day Service, their families, and carers and younger people preparing for adulthood, regarding the new service offer.

The outcomes were presented to Cabinet in October 2022, the approved option was for the Service to operate from one large newbuild centrally located building, complimented by community outreach support across the borough to support access to local communities.

Staff Engagement

Staff and Human Resources collaborated on the new operating model and working arrangements in November and December 2025.

Customer and Family Communication

Regular updates were provided to customers and families during the build and transition phases via newsletters and face to face information sessions.

There were some conversations with families around the transition planning and use of transport. Some families were concerned about the limited level of input they had to the new building.

Building Trust and Managing Expectations

Ongoing engagement helped address concerns promptly and built trust with stakeholders.

Options Considered

Single Date Transition

Moving all customers and staff on one specified date was quicker but posed higher risks of anxiety and disruption. Some customers have specific equipment which needed to be transferred between sites.

There could have been the potential for service disruption as equipment would need testing prior to use following the move.

Transport options could have been a simple switch from drop-off and collection at the same venue.

Phased Transition Approach (option chosen)

A staggered, phased transition allowed gradual adjustment, supporting individuals and reducing operational risks. The service closed for two days, to allow removals of equipment to take place in a safe environment.

Transport options posed challenges as they were asked to operate via three sites, which caused some updating of timetables for the management team responsible.

Staffing levels were not affected by running over three sites due to careful rota management and customer placements within the transition scheduling.

Person-Centred Values

The recommended phased approach aligned with compassionate, flexible, person-Centred service values. It gave the greatest benefit for all customers and staff.

Transition Programme

Successful Site Consolidation

Transition from two sites, The Elliott Centre in Herringthorpe (NHS owned building and site) and Maple Avenue in Maltby (RMBC owned), into one modern facility progressed well with strong engagement from customers, carers, and staff.

Phased Approach Benefits

A phased approach was deliberately chosen to minimise anxiety, manage risk, and allow individuals to move at a pace that suited their needs.

Transition activity began in the week commencing **11 May 2026** and was completed earlier than anticipated due to positive customer readiness and confidence week commencing **26 May 2026**.

Transitions were scheduled to occur when individuals felt ready, reducing anxiety and boosting confidence.

Staff were given time to familiarize themselves gradually with new environments, routines, and operating models.

Focus on Safety and Dignity

Throughout the transition, safety, dignity, and person-Centred practice were prioritized to ensure positive outcomes.

The programme focused on individual needs through detailed reviews conducted by Adult Social Care prior to transition.



Transition Timeline

Structured Transition Timeline

The transition was planned from 11 May to 1 June 2026, allowing gradual attendance and staffing growth.

Accelerated Progress

Transition advanced faster as customers were ready earlier, showing flexibility in the plan.

Effective Preparation and Support

Early completion highlights strong preparation, communication, and ongoing support during transition.

Week One

Week one had 6 to 8 daily customers with 6 to 7 staff, establishing routines and environment.

Week Two

Customer attendance increased to 14-17 daily with staff levels adjusted to support growth.

Week Three

Attendance reached 22-30 customers daily with 15 to 16 staff, fully transitioning all customers.

Staged Scaling Success

The staged increase in customers and staff ensured safe and effective scaling of activity and support.



Key Issues

Customer Experience Safety

Ensuring customers had a safe, positive move with minimal disruption was a primary focus during transition.

Staff Consultation and Engagement

Consulting staff about the new operating model helped build understanding and readiness for change. Staff were able to visit the site prior to opening to familiarize themselves with the new layout and receive training on new high-tech equipment.

Continuity of Care

Maintaining seamless care across old and new sites was critical to ensure ongoing support during the transition.

Proactive Transition Management

Careful planning, clear communication, and flexibility ensured smooth progress and stakeholder confidence.

Benefit Delivery

It is expected that the transition into Castle View from two separate, dated and unsuitable buildings will have a positive impact on the wellbeing of all users.

The change of building feeling is an intangible and unmeasurable benefit to all customers, staff and families.

The modern equipment and level access facilities, the light and airy feel, the ability to move freely and access to external areas is something they have not always had at previous settings.

Customers and staff have all commented on how big the building feels, on how nice it is and how much it will improve lives.

Operational Delivery

Maintaining Care Standards

Focus was on maintaining high standards of care while gradually increasing activity in the new centre during transition.

Staffing and Support Alignment

Staffing levels were aligned to customer numbers and needs, ensuring appropriate support and supervision daily.

Effective Coordination and Communication

Leadership managed clear coordination and communication between old and new sites during the transition period.

Smooth Handover Process

Staff familiarised with new building, equipment, and routines while delivering consistent care for a smooth handover.

Successful Transition

All customers moved into the new Castle View Day Centre, marking a significant achievement in service relocation.

Previous buildings were formally handed back on 1 June 2026.

Positive Stakeholder Feedback

Feedback from customers, families, and staff shows strong engagement and growing confidence in the new environment.

Milestone in Service Delivery

The transition completion marks progress in delivering person-Centred, modern services across the borough.

Safe and Compassionate Change

The programme showed that careful planning and engagement enabled safe, compassionate large-scale service change.