



**Hastings and Rother Day Services Consultation
Frequently Asked Questions (FAQs)**

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1. Transport

1.1. For some who currently attend Conquest, getting to Beeching Park will take longer, and be more complicated and costly. What will be done about transport?

It is thought that the opening of the new link road and the reduction in traffic on the coast road will make the 6 mile journey from Conquest and Beeching much quicker.

For people using the service who travel independently and who will need to learn a new route, travel training will be offered through our Community Support Service.

We are working with providers/paid carers to look at the potential impact on individuals and are working together to try to establish solutions, minimising any financial impact.

1.2. Would there be transport provided for those currently not using council transport?

We can provide Council transport for clients eligible to receive this service. If you are unclear on your eligibility you can discuss this with the DPS Manager or the Community Learning Disability Team.

Availability will depend on bus routes and seats.

We are currently working with our transport team to look at the most effective and efficient bus routes to accommodate individuals requiring council transport.

1.3. Transport difficulties may cause loss of independence. What would be done to offset this?

We want to work with people to maintain their independence.

For people using the service who travel independently and who will need to learn a new route, travel training will be offered through our Community Support Service.

1.4. What would the parking arrangements at Beeching Park be in the event of the changes?

There is parking at the front of the service to allow for parent/carer drop off and pick ups. The parking available will be solely for the use of visitors to the service.

There is also a free car park in the next road up from Beeching Park, in Beeching Close.

All staff parking will be directed to this car park, which can accommodate up to 60 cars including 2 disabled bays.

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2. Capacity, intake, staff and relationships

2.1. Why is the proposal to deliver all services from Beeching Park rather than Conquest, which has a larger space?

The Conquest building would need significant refurbishment work and this still wouldn't provide us with an ideal building due to the size of the rooms and layout of the existing building.

The proposal is to offer services from 3 sites with Beeching being the main day service. By providing services from 3 sites this enables a locality offer that is flexible in terms of what can be offered and tailored to suit individual needs. It also means that we can maintain a presence in both Bexhill and St Leonards.

2.2. Would the eligibility criteria change if these proposals went ahead?

The eligibility criteria to access our Learning Disability Day services wouldn't change under these proposals.

Everyone who needs a service will continue to receive one.

2.3. Would Beeching Park take people with more complex needs following this change?

The Beeching Park service is able to support people with complex needs. The changes to the building will include a physio room, improved sensory room, additional overhead tracking and an increase in DDA personal care facilities.

2.4. Would clients see the same staff at Beeching Park as they currently do at Conquest – including group work?

The staff teams will be merged to provide one staff team who will work flexibly across the locality. Clients will be supported by staff that know them well, as well as have the opportunity to meet and get to know a wider pool of staff.

2.5. Many clients who currently attend Conquest have lots of friends there. Would they still be able to see them at Beeching Park?

Clients will have the opportunity to choose the sessions/activities they would like to do and this will include being with their friends and others with similar interests.

2.6. Some clients at one site may not get on with clients from the other service. If services were no longer delivered at Conquest, what would be done to ensure that issues of compatibility are taken into account?

Individual circumstances will be looked at prior to any changes being made and we will work with people to ensure they are happy with any new arrangements. Inevitably in services there are some difficulties in relationships, staff are experienced in dealing with such issues and always make sure that clients are supported appropriately.

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3. Facilities and activities

3.1. Change can be hard to adjust to for clients. What would be done to reduce anxiety about these changes?

We recognise that change can be difficult for individuals and we will work with people to get them ready for any change.

We will work with individuals to ensure they have a transition plan in place if they need one.

We have staff that know clients well, that are skilled and experienced to support clients through periods of change.

We won't make any changes without speaking to individuals about their needs, a review can be requested if needed.

We have already started this by arranging visits between the different services.

3.2. Greater numbers at Beeching Park may mean the environment is busier and noisier, and consequently impact negatively on clients. What would be done to minimise this?

We recognise that the service will be busier as more clients will be attending each day. However the building plans for Beeching detail a range of activity rooms spread throughout the building to enable each activity to be undertaken without disruption.

The main dining and meeting areas may become busier at key times during the day, e.g. lunchtimes; however there is provision for quieter areas to be used if individuals prefer this.

The proposed Greenwood day service option will provide support for clients with more specialist needs that may include needing a quieter, discrete environment.

3.3. Increasing the numbers of people will mean bigger group sizes, meaning that clients who need more prompting may suffer. How would this be prevented?

The staff teams will be merged to provide one staff team who will work flexibly across the locality to meet client needs. Clients will still receive support from staff who know them well and will have the opportunity to meet and get to know new staff.

We wish to stress that all clients will continue to receive the support they need when attending their day service.

By providing a locality offer it is expected that the range of activities will increase rather than decrease. We are not expecting session groups to get bigger; rather we provide a range of activities to meet a range of needs across the locality.

3.4. Conquest is better equipped than Beeching Park to cater for those with complex physical needs. How would these proposals address this?

The Beeching plans outline proposed changes to the building that incorporate inclusion of a physio room, overhead tracking, improved sensory facilities and an increase in DDA personal care facilities.

We are working closely with health colleagues to ensure the building is suitable and equipped for people with complex needs.

3.5. What changes would have to be made to Beeching Park to enable it to cope with the increase in use?

The proposed changes to the Beeching Park Building include:

- Provision for 2 additional activity rooms, including patio access to garden area;
- Refurbishment of the training kitchen;
- Installing a cooker in the main dining room kitchen area;
- Provision of a Physio room with overhead tracking;
- Improved sensory area with overhead tracking;
- New secluded garden area, with outside seating;
- Provision of an outside seating area off of the main Dining Room;
- Refurbishment and increase in DDA toilet/person care facilities;
- Improved IT facilities;
- New medication/treatment room.

Updated building plans will be on display in the day services; these include changes following feedback from the consultation so far.

3.6. If the proposals went ahead, would the opportunity be taken to redesign some areas of Beeching Park, such as the kitchen area?

Please see above (3.5)

Any refurbishment of Beeching Park risks disruption for clients. How might this be alleviated?

We will work with builders to minimise disruption to the service as far as possible. This may mean using the current space more flexibly or providing some support at a different location for a short period of time (which may include Conquest, Working Wonders and Greenwood).

This will be managed sensitively, taking into account people's individual needs.

3.7. Many clients currently enjoy a range of leisure and training activities through the day services. Would they still be able to take part in these?

We are working with clients to ensure that a new locality timetable would offer sessions and activities that clients like and want to keep. Clients will continue to be able to choose the activities they wish to do and that meet their needs.

3.8. Could there be a mixed service offer (for example, a day at Beeching Park and day at Working Wonders)?

Yes, we want to work with clients to ensure that the support and sessions they access meet their needs. This may include accessing sessions at both Beeching Park and at Working Wonders.

3.9. If a client would prefer to go to Greenwood rather than Beeching Park, would they be able to do that?

This would be dependant on individual needs. The Greenwood day service would cater for up to 7 clients who may benefit from this small, specialist service. We will need to ensure that individual needs can be met within the Greenwood environment without impacting on the respite service.

3.10. If the proposal goes ahead, would activities be run on the same days as they are now?

We are developing a new timetable based on feedback from clients on what they like doing and what they want to keep. We cannot guarantee that these are on the same days they are now, although we will work with individuals to ensure there is a range of options across the week.

3.11. If the proposal were to go ahead, what would happen to the Conquest building?

If Adult Social Care gave up the use of the building it would go back to the County Council's property team. They would then decide what to do with the building.

3.12. If Conquest were sold, would the funds raised be ploughed back into LD Services?

Any funds would go directly to ESCC (East Sussex County Council) who would then decide what to do with this. Although it should be noted that there is a capital investment into Learning Disability services to develop Beeching Park and Working Wonders as part of these plans.

3.13. What would change at the Working Wonders building next to Conquest?

The proposed building plans for the Working Wonders building include:

- Provision of a small quiet room;
- Provision of a personal care room;
- Provision of an awning to the outside area behind the kitchen;
- Installation of an oven to the kitchen area;
- Opening up the inside area and reconfiguring the ICT facilities;
- Reconfiguring the main entrance area.

This would then support the service to offer a skills development from this site.

3.14. Would Working Wonders retain links with Bexhill college?

We are working with tutors to maintain links between the college and service.

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4. Support and advice

4.1. What support would be in place for people who find the proposal difficult?

We have staff that know clients well, that are skilled and experienced to support clients through periods of change.

Key-workers are available to discuss any concerns clients or their carers have and will ensure that where necessary these are passed on.

We also encourage parents/carers and clients to discuss any issues with a member of the management team. A member of the team is always on site.

Where a particular need is identified an individual transition plan will be in place.

POhWER Advocacy are working closely with us throughout the consultation offering support to clients for them to have their say. Drop-in sessions are taking place within services.

4.2. For those who would like to see what Beeching Park and Working Wonders look like inside, can visits be arranged?

Yes, these have already started for clients and parents/carers. If you would like to arrange a visit please contact the DPS Manager, Leah Phillips.

4.3. The proposal says that people will be helped to take part in community activities. How will this be done?

Great work is already happening within the locality which clients are already accessing. Our Community Development worker is liaising with other local agencies to further increase community opportunities and participation for clients.

We have had great successes in other areas of the county relating to our Skills Development programme and we look forward to this being replicated here.

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5. Timescales

5.1. Over what period would refurbishments of Beeching Park take place?

This will be negotiated between our project coordinator and the preferred contractor. We would be better positioned to give this detail if the proposals go ahead.
We will always work to minimise any disruption to the service.

5.2. When would the move to make Beeching Park the main centre take effect?

This is dependent on a number of factors but is anticipated that the service will be ready in autumn 2016. We will work closely with clients, parents/carers to ensure the necessary time is given to individuals as part of their transition plan.

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6. Other ways of doing this

6.1. What would happen if these proposals are not supported?

Learning Disability services have less money to spend so we must make changes. We need to make sure services are good value for money and the best they can be. We know that providing the same type of service 6 miles apart is not an efficient use of resources, is not cost effective and we can't make the savings we need to. Therefore staying as we are is not an option, we need to do something. If this proposal does not go ahead we will need to re-look at the service provision in the Hastings and Rother locality and what can be provided in the future.

6.2. This proposal is designed to save money. Aren't there other ways to do this (e.g. the Shared Lives scheme/Lottery money/client-run café or stall)?

We welcome ideas on other ways the council can save money, which will be considered as part of the consultation.

6.3. Could people be supported in their own home? If so, would money be provided to do this?

There are services that can provide support to people in their own home, although this is not something Day Service can offer.

If people feel that they would need this type of service they can request further information about this or a review with the Community Learning Disability Team.

6.4. If more money were raised from the Council Tax, wouldn't ESCC be able to keep Conquest as it is?

The Social Care Precept, which is a 2% increase to council tax is a welcomed but small addition to the £40 million deficit in the adult social care budget. This additional income has already been used to support the continuation of some essential preventative services that were at risk of closure and to reduce the funding gap of front line services across the whole of adult social care.

6.5. How can ESCC be sure that, in future, there would still be capacity to meet demand for the service?

Referrals coming through transition are tracked and we know in advance the current expected need for young people within the County for the next 5 years.

Analysis of referral rates for this locality year on year show consistent numbers.

By providing a locality offer that includes Skills Development we provide people with opportunities to move through/on from the service.

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