



COMMUNITY SERVICES DIRECTORATE

WESTERN VALE DAY CARE

CONSULTATION REPORT

MARCH 2004

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1. Purpose

- 1.1 The Commissioning Team Manager asked the Policy and Consultation Officer to facilitate a Consultation exercise in order to develop a Service Specification for a new Day Care service for Elderly and EMI clients, located in the Western Vale. The service could include all aspects of a modern-day model of Day Care for these clients. An external Provider was sought; who may also be able to provide premises and transport; to provide staff and Management of the service. Organisations, groups and partnerships have been invited to register their interest in tendering.
- 1.2 The remit was to involve service users; staff; older people and carers living in the Western Vale. Some issues for consultation had already been identified during Joint Planning activities, such as: where the service should be located; what activities should be provided; whether carers should be able to use the service and the most appropriate type of building.
- 1.3 In this instance the term Western Vale includes Rhose; St Athan; Cowbridge; Llandow; Llantwit Major and St Brides.

2. Methodology

- 2.1 The Team Managers for services to Older People and EMI Clients were approached for advice about which service users it would be appropriate to involve; the most suitable methods of obtaining views from users, carers and staff; and other organisations/groups to contact.
- 2.2 An anonymous questionnaire to obtain the views of all target groups was developed, and then approved by the Team Managers. To encourage the return of forms a postage-paid, pre-addressed envelope and a covering letter explaining the purpose the exercise were also enclosed.
- 2.3 A flyer inviting telephone requests for questionnaires was distributed to community venues with a covering letter asking for it to be displayed. Venues included libraries, surgeries, community centres, church halls, village halls and voluntary sector organisations. The flyer was produced in Welsh and English.
- 2.4 Letters and flyers were also sent to Residential Homes and Sheltered Housing accommodation in the area; pensioner's groups and other older people's groups
- 2.5 Copies of the questionnaire, letters and flyers were sent to Councilors for the Western Vale and relevant people at the Local Health Board, Bro Morgannwg Trust, Community Health Council and voluntary organisations working with older people and carers in order to keep them informed.
- 2.6 A short promotional article was included in the February 2004 edition of the VCVS newsletter VISTA. (This is attached in Appendix 4) The same article was placed on the Council Website with a link to an electronic version of the questionnaire.

3. Process

- 3.1 The consultation period ran from January 5th – March 1st 2004. This timescale was chosen to avoid the Christmas/New Year holiday period, but take place as soon as possible afterwards, so that the commissioning process could proceed without delay.
- 3.2 A questionnaire was distributed for every current user of older people's services and also given out to users of the Meals on Wheels service. If the person was very infirm the questionnaire was sent to their carer or social worker to complete on their behalf. Each social worker and Home Carer working with Older and EMI clients also received a questionnaire in order to record their own views.
- 3.3 Information sent to local pensioners/older people's groups was followed up by an offer to attend one of their meetings to answer any questions. One group accepted.
- 3.4 Two members of the public rang to request questionnaires after reading about the consultation in their Parish Newsletter and Pensioners Newsletter.
- 3.5 A total of 460 questionnaires were distributed and a timetable of distribution is attached in Appendix 2. A number of the groups that had been sent flyers requested questionnaires for their service users. A list of venues and groups that were sent flyers is attached in Appendix 1, but contacts with personal addresses have been omitted.

4. Resources

- 4.1 Policy and Consultation Officer spent approximately three weeks in total on this exercise: designing the questionnaire; flyer and letters, consulting with Team Managers; identifying individuals and groups to send information to; preparing 'packs' for distribution; attending an Older People's meeting; telephone calls to encourage responses from older people's groups; collating the feedback and compiling the report.
Other staff time involved included admin support and Welsh translation of the flyer.
- 4.2 Pre-paid and addressed envelopes were enclosed with the questionnaires, which increased the cost, but were vital to encourage replies.
- 4.3 Production of full-colour flyers; letters on headed paper and questionnaires.

5. Results

- 5.1 107 questionnaires were returned, a response rate of 23%. Replies came from a cross section of service users, carers, workers and members of the public. Group responses were received from Ogmore Residents Association and a Community Health Council. Four responses arrived too late to be included in these results (including a group one from Llantwit Major Probus Committee) and these will be passed on to the Commissioning Team Manager.

5.2 The most wanted activities/amenities are summarised in the table below; however people also mentioned a wide range of other activities that they would like Day Centres to provide. (See Analysis)

Tick box choices	Percentage
Chiropody and footcare	93%
Hairdressing	81%
Bathing/ showering	77%
Arts and crafts	75%
Memory orientation	73%
Relaxation	72%
Interest groups/talks	72%
Visits to places of interest	69%
Other choices	Percentage
Hot meals	42%
Garden	21%
Library facilities/access to mobile library	19%
Mobile shop	14%
Pets	13%

5.3 69% of respondents thought that carers should also be able to use Day Centres. 51% wanted joint activities, but 10 percent thought that both joint and separate activities should be available to carers. The most wanted activities for carers are summarised in the table below.

Tick box choices	Percentage
Relaxation/stress prevention	59%
Counselling	51%
Peer support group	50%
Other choices	Percentage
Education/training	3%

5.4 61% of respondents were not current service users but 39% said that they would use new services that met their needs if they became available. 30% would want to attend on a drop-in basis.

5.5 Most of the current service users who responded (15% of total respondents) were going to a Day Centre on two days per week and the majority of respondents attended for full days. A number of current service users (11% of total respondents) wanted to attend their Day Centre on more days per week.

5.6 Respondents wanted extended hours including evenings (40%), weekends (56%) and bank holidays (49%)

5.7 40% of respondents wanted Day Services based in Llantwit Major, 35% thought they should be based in Cowbridge and 20% chose St Athan.

5.8 The majority of current service users traveled to Day Centres by private vehicle (19% of total respondents) and most journeys took less than 30 minutes (21%). Most respondents (48%) considered anything less than 30 minutes to be a reasonable

travelling time. Provision of transport to Day Services is clearly a priority, and their comments indicated that longer travelling times are not acceptable.

5.9 56% of respondents wanted Day Service to be provided in a venue already being used by older people, but 53% wanted a purpose built building. 43% chose an existing community facilities. The comments made indicated that wheelchair-access, warmth, comfort, and committed staff were more important to people than the type of building.

6. Conclusions

6.1 The overall message is that people want access to a wide range of activities; a choice of drop-in or full-day attendance; and longer opening hours – including weekends and bank holidays.

6.2 It is important that transport to Day Centres is provided and that travelling time is not included in the hours of service provision. Travelling times above 30 minutes were considered inappropriate.

6.3 The most popular locations for services were Llantwit Major and Cowbridge. The type of building in which services are provided is less important than the quality of care service users receive.

7. Evaluation

7.1 The objective of this consultation exercise was to obtain a wide range of views about Day Care services, on which to base a Service Specification for the commissioning of new provision. The questions were framed to elicit the required information, and the relevant people were involved in the planning stages.
107 responses from a cross section of user, carers, staff and members of the public were obtained. The response rate was 23%, which is around the average for a postal survey, and all responses were usable.

7.2 Only one method – questionnaire – was used to obtain these views, but a number of methods were used to promote the consultation and reach a wider audience. These included flyers in public places; involving all relevant organisations/groups; and attending a group meeting.
Newsletter and website features were also used to promote involvement but did not generate any requests for questionnaires. This may have been partially due to them being released during the latter half of the consultation period.

7.3 The timescale complied with VOGC guidelines as the consultation period lasted 8 weeks.

7.4 The flyer was distributed in Welsh and anyone who requested a questionnaire and letter in Welsh would have received one. The service users who were sent questionnaires had already been identified as English speakers.

- 7.5 The questionnaire and letter did not specify that the new service would be in the West of the Vale, so some respondents named Cardiff and Barry as their chosen locations. A number of members of an Older People's group who meet in the West-end of Barry completed questionnaires and nominated their area.
- 7.6 In answer to Question 1, some Home Carers classed themselves as Carers rather than as staff. Therefore the number of responses from staff is actually higher, and the number from carers lower, than the analysis indicates.
- 7.7 A number of people ticked both boxes for Question 10, 'Do you think activities for carers should be': Provided for use jointly with the person they care for? Provided separately for carers only? For ease of analysis, it would have been helpful to have another tick box to capture this information.
- 7.8 As a good practice point, consideration should be given to including a space at the end of the questionnaire for people to add their address if they want to receive summary of the results of the consultation exercise to which they have contributed. They could also be asked to give their contact details if they wish to be included in future consultation exercises of relevance to them.

8. Outcomes

- 8.1 The report will be given to the Commissioning Team Manager. Verbal/written feedback will be provided as required to other stakeholders
- 8.2 The learning from this consultation exercise will be used to improve the quality and efficiency of future work

9. Recommendations

1. That the views of service users, carers, staff and members of the public summarised in this report form the basis of the Service Specification for Day Care service provision in the Western Vale.
2. That a de-brief with the Commissioning Team Manager takes place.

DAY CARE SURVEY: ANALYSIS OF RESULTS

Section 1: About You

Q1. Please tell us who is completing this form

Service User.....30/28%
 Carer.....43/40%
 Worker.....22/23%
 No response.....11/10%

Q2. If you are representing the views of another person as well, please tell whom they are. Additional questionnaires are available from the Policy and Consultation Officer

People represented	Number/percentage
No response	94/88%
Service user	7/7%
Spouse	3/2%
Community Health Council	1/1%
Ogmore Retired Residents Association	1/1%
OAP	1/1%

Section 2: Activities

Please tell us which activities you think should be offered by Day Services. Tick as many boxes as you wish.

Q3. Social

Interest groups/talks.....77/72%
 Shopping trips.....65/61%
 Visits to places of interest.....74/69%
 Social skills.....43/40%
 Opportunities to mix with other groups of people.....77/72%
 Other.....7/7%

Q4. Physical Health

Keep fit/sports.....41/38%
 Chiropody and foot care.....99/93%
 Music and movement.....63/59%
 Dance.....37/35%
 Other.....6/6%

Q5. Creative

Arts and crafts.....80/75%
 Drama.....26/24%
 Cookery.....47/44%
 Other.....7/7%

Q6. Personal Care

Hairdressing.....87/81%
 Bathing/showering.....82/77%
 Beauty/pampering.....53/50%
 Other.....3/3%

Q7. Therapeutic

Speech therapy.....42/39%
 Physiotherapy.....66/62%
 Self-advocacy.....31/29%
 Memory orientation.....78/73%
 Occupational therapy.....71/66%
 Relaxation.....78/72%
 Other.....6/6%

Q8. Please tell us about any additional facilities you think should be provided e.g. hot meals, garden, pets, access to mobile shop/library

No response.....48/45%
 Responses.....59/55%

The following table also includes the literal responses to questions 3a-8a (other activities)

Outings	Response	Ranking
Discounted weekend breaks	1/1%	10 th
Theatre/Pantomime	4/4%	7 th
Bowls/skittles	1/1%	10 th
Parks/beaches	1/1%	10 th
Activities/Interests		
Games/quizzes/cards	2/2%	9 th
Gardening	5/5%	6 th
Knitting/crochet/embroidery	1/1%	10 th
Flower arranging	1/1%	10 th
Social visits	2/2%	9 th
Current affairs	1/1%	10 th
Woodwork	1/1%	10 th
Reading and writing	3/3%	8 th
Piano	1/1%	10 th
Photography	1/1%	10 th

Amenities		
Mobile shop	15/14%	4 th
Library facilities/mobile library	20/19%	3 rd
Meals on wheels	1/1%	10 th
Hot meals	45/42%	1 st
Prepare snack for tea at home	2/2%	9 th
Garden	22/21%	2 nd
Washing machine	1/1%	10 th
Television	1/1%	10 th
Magazines	1/1%	10 th
Pets	14/13%	5 th
Visit from someone selling clothes	1/1%	10 th
Louder/quieter areas	1/1%	10 th
Information/advice		
Visits from local organisations	1/1%	10 th
How to use mobile phones	1/1%	10 th
Information/advice for carers	2/2%	9 th
Specialist training for carers	2/2%	9 th
Benefits information and help to complete forms	3/3%	8 th
Advice on personal care	1/1%	10 th
Dietary advice	1/1%	10 th
Advocacy	1/1%	10 th
Carers assessments	1/1%	10 th
Health		
Visits from GP, Dentist, District nurse etc	5/5%	6 th
Anxiety management	1/1%	10 th
Yoga	1/1%	10 th
Light/chair exercise	2/2%	9 th
Art/music therapy	1/1%	10 th
Chiropody /manicure	2/2%	10 th
Homeopathy	1/1%	10 th
Massage for painful joints	1/1%	10 th
Other		
Volunteer driver network	1/1%	10 th
Visiting housebound/elderly	1/1%	10 th
Key worker system	1/1%	10 th
Pet care at home	1/1%	10 th

Q9. Do you think carers should be able to use Day Centre facilities as well?

Yes (please proceed to question 10).....74/69%
 No (please proceed to question 12).....24/22%
 No response.....10/9%

Q10. Do you think that activities for carers should be

Provided for use jointly with the person they care for.....54/51%
 Provided separately for carers only.....28/26%
 A combination of both the above.....11/10%
 No response.....14/13%

Q 11. Please tell us what activities you think should be provided for carers

Peer support group.....	53/50%
Counselling.....	55/51%
Shopping trips.....	32/30%
Visits to places of interest.....	31/29%
Relaxation/stress prevention.....	63/59%
Beauty/pampering.....	27/25%
Other.....	5/5%

Literal responses to 11a (other activities)

Activity	Number
No response	100/93%
Education/ training	3/3%
Information/advice	1/1%
Carer's assessment	1/1%
Discounted weekend breaks	1/1%
Grants at Christmas	1/1%

Section 3: Attendance

Please tell us about times/days you would like to use Day Care facilities.

Q12. Do you currently use Day Services

Yes (please answer question 13).....	32/30%
No (please answer question 14).....	65/61%
No response.....	10/9%

Q13. Current service users: Please write the number of days in the box where asked

On how many days per week do you currently use day services.....	27/25%
On how many days per week would you like to be able to use day services.....	20/19%
Do you attend on a drop in basis.....	4/4%
Do you attend for full days.....	20/19%

	1	2	3	4	5	6	7
Number of days that people currently attend	8/7%	16/15%	3/3%				
Number of days people would like to attend	1/1%	4/4%	6/6%	3/3%	4/4%		1/1%

Q14. People not currently using Day Services: Please tick the box if your answer is 'yes' and cross if it is 'no'

If new services that met your needs were available, would you use them.....42/39%
Would you like to attend for full days.....6/6%
Would you like attend on a drop-in basis.....32/30%

Q15. Normal opening hours for Day Centres are 9-4.30. What additional times do you think facilities should be open? Tick as many boxes as you wish

Weekends.....60/56%
Early mornings e.g. 7-9am.....16/15%
Evenings e.g. 4.30-7pm.....43/40%
Bank holidays.....52/49%

Q16. Please add any comments you would like to make about attendance

No response.....89/83%
Responses.....18/17%

- Not all older people are good in the mornings. Xmas and Easter are very long for people old and alone – maybe church visit and nativity play at schools. More for some older people to stay within their home unit, more care at home and day centre. Mobile chiropody/hairdressing. Basic shopping and self-care
- Overnight stays available. Baby sitting facilities also. Method of being in touch with you
- Flexible hours and transport an advantage. Different days for clients of differing abilities
- I think clients should be able to have activities up until 4.30 – not incorporate the time it takes for them to be taken home in the opening hours
- My wife enjoys going to the day centre. The time taken to get there does not causes a problem to my wife, but I am sure that it could be a problem to carers using their own cars
- I would like to attend more day centres as I enjoy the company. Being alone can make it a long day
- Some late evenings. Transport to be provided, particularly for people with mobility problems
- Longer day access not e.g. 10-3 This is not enough relief for families
- A drop-in service can be good initially to get someone involved in day care, but if you are looking for a break for the carer, then you need a more regular commitment

- Would prefer more flexibility in the hours provided. Value for money
- Meals on wheels are a lifeline for my wife and myself
- Day care in the Vale is very limited
- I think that a combination of services catering for full days of service and drop-in services should be available
- I notice that only places in the Vale are mentioned. We in the West –end of Barry would appreciate these services for ourselves. Thanks
- Drop-in centres or contact should be made available as much as possible
- I am 82 years old, epileptic but reasonably active and fit. I would like someone to call at my house at least once a day as I live alone – just to check on me
- Transport is a big problem for people accessing these services. You need volunteer drivers, taxis etc

Section 4: Access

Please tell us your views about location and transport

Q17. Which of these locations for a Day Service would be most convenient for you? Please indicate your order of preference by writing 1,2 and 3 in the relevant boxes

Location	Total choices	1 st choice	2 nd choice	3 rd choice	Total Score	Total Ranking
Cowbridge	37/35%	16/15%	14/13%	7/7%	83	2nd
Llantwit Major	43/40%	22/21%	14/13%	7/7%	101	1st
Bridgend	11/10%		5/5%	6/6%	16	7th
St Brides Major	10/9%	5/5%	2/2%	3/3%	22	6th
Llandow	7/7%		3/3%	4/4%	10	8th
Rhose	13/12%	3/3%	6/6%	4/4%	25	5th
St Athan	21/20%	4/4%	4/4%	13/12%	33	4th
Bridgend	1/1%	1/1%		1/1%	4	11th
Colwinston	1/1%	1/1%			3	12th
Barry (West End)	19/18%	18/17%		1/1%	55	3rd
Wick	3/3%	3/3%			9	9th
Cardiff	2/2%	2/2%			6	10th

(Rating formula: 1st choice x3, 2nd x2 and 3rd x1 to give total points)

Q18. If you currently use Day Services, how do you get there?

Local Authority transport e.g. bus, ambulance.....	11/10%
Taxi.....	11/10%
Private vehicle.....	20/19%

Q19. How long does it currently take you to get there?

Under 30 minutes.....	22/21%
Between 30 minutes and 1 hour.....	12/11%
Between 1 hour and 1 ½ hours.....	2/2%
Between 1 ½ and 2 hours.....	0/0%

Q20. If a suitable service was available, but not close to your home, what would you consider a reasonable travelling time?

Under 30 minutes.....	51/48%
Between 30 minutes and 1 hour.....	24/22%
Between 1 hour and 1 ½ hours.....	1/1%
Between 1 ½ and 2 hours.....	0/0%

Q21. Please add any comments you would like to make about access to Day Services

No response.....	93/87%
Responses.....	14/13%

- Day care for my Mum has improved her well being and confidence. She loves her day out, even though she's not good in the mornings. Chiropody and manicure I provide myself, but could help others who cannot cut their own nails. Also hearing aid care could be an asset every say 2 months, and Opticians advice
- My Mother is 90 years. She would not want to be travelling for more than ¾ of an hour to a day centre
- Not easily available in sufficient places for fee paying clients convenience. All changes have to be changed by a social worker. Waiting list is too long. People in Bonvilston disadvantaged – falls between Bonvilston and Penarth. Telephone contact with carers should be made more frequently
- Day service Mon-Fri
- It would be nice if everyone had a day centre on their doorstep, but with limited resources I think what is available is better than nothing
- I like it in Barry, with the Red Cross 8 years. I don't want to leave Barry Red Cross

- I think that you need to have services located not too far from the person, especially if they are elderly, as it can be grueling if you have lengthy travelling times
- What about wheelchair users – do you cater for them
- Travelling long distances can be distressing and uncomfortable for older persons
- Must be for wheelchairs
- I feel day care should be expanded, especially in the Vale area, as it is an excellent facility and benefits both client and carer
- Would like these services to be in the West end of Barry
- Would like to have on in this part of Barry – West end
- Wick village hall is available every afternoon for a drop-in centre

Section 5: The Venue

Q22. What sort of building do you think is most suitable for providing Day Services

Building type	Total choices	1st choice	2nd choice	3rd choice	Total Score	Total Ranking
Purpose built	57/53%	48/45%	7/7%	2/2%	160	1st
Community facility	46/43%	12/12%	15/14%	19/17%	88	3rd
Existing council venue	36/34%	4/4%	18/17%	15/14%	63	4th
Older people's venue	60/56%	18/16%	29/27%	13/12%	125	2nd
Don't mind	24/22%	12/11%	3/3%	9/8%	51	5th
Building must be warm	1/1%	1/1%			3	7th
Somewhere with all required facilities, toilets, disabled access etc	1/1%	1/1%			3	7th
Multi-function/age community facility	1/1%	1/1%	0	0	3	6th

(Rating formula: 1st choice x3, 2nd x2 and 3rd x1 to give total points)

Q23. Please add any comments you would like to make about premises for Day Service provision

No response.....78/73%

Responses.....29/27%

- Present facilities at Jane Hodge Hotel are not big enough
- A purpose built could happen for care of older and very young. What a fantastic cocktail. Most older people love children and some children have no grandparents
- Important that premises is warm with comfortable seating – so that people can relax
- Day care Mon-Fri
- Secure and ground level
- Lifts not a good idea for various reasons
- Purpose built would be nice but as long as the venue is suitable and the staff committed and motivated it can be made very comfortable and homely
- Day service is vitally needed for respite for the carer, especially in the case of EMI service users
- Having a building specifically for older people could limit resources. One that could be used for all ages avoids uprooting people e.g. those under 70 then move to Older Person's Team. Would be more of a community resource
- Cost of services for client. Specialised day care for people with memory problems
- Must have facilities for wheelchair users
- If you spend all day there it needs to be warm and comfortable and secure, with a variety of rooms for louder/quieter areas and available hot meals and snacks. Question 22 is irrelevant as it makes no difference who owns the premises. However, obviously if other people use the building then availability will be less
- The premises should reflect the people who will use it – their own space and environment e.g. nurseries reflect young children etc Therefore multi-use facilities not able to be specific in it's décor etc
- Any council house that has facilities which would be needed. I belong to a club in Cowbridge but got moved out, rooms were needed for offices for Southways Home for Elderly people
- Possible use of existing hotels in the area that are not fully utilised
- More than one room so that various activities etc could be held in separate rooms i.e. music room, lounge, activity (e.g. crafts)

- Allowing for health and safety issues and disabled access, any community setting
- We could do with a day centre in the West End
- The people of the West end of Barry would be glad to have these services for our area
- Ideal venue at the Millennium Hall, Garden Suburb
- Ideal place would be the Millennium Hall, Garden Suburb Barry. This area is mostly forgotten for activities
- Ideal centre would be the Millennium Centre
- Must be warm, relaxing, caring people running it
- Older residents require to be warm, dry, require clean with space, all basic mod cons
- Sully hospital could be residents day care used for many things
- I feel that people using day centres should be asked what would make the day centre inviting, as each person has individual needs
- Village groups are obliged to fund the rental cost of village hall facilities they use. If town groups are provided with premises, perhaps village groups should be granted aid with rental
- Social isolation is a big problem for the elderly. These services are vital and much needed
- We really need day care around Llantwit Major area. Cowbridge is covered by Jane Hodge

Appendix 1: Questionnaire Distribution

Date	Number	Recipient
06/01/04	31	Service users
07/01/04	25	Crossroads
"	12	Vale Pensioners Forum
"	12	Age Concern
"	4	Carers Development Project
08/01/04	60	Meals on Wheels
	60	Senior Health Shop
12/01/04	43	Social Workers
13/01/04	1	Member of public
06/02/04	130	Home Care staff
06/02/04	12	Councillors
16/02/04	15	Pensioners Meeting, West End of Barry
18/02/04	10	Rhose lunch club
"	"	St Athan OAP Association
"	"	Colwinston Pensioners Group
"	"	Ogmore Retired Residents Association
"	"	St Nicholas Lunch Club
"	"	Wick Pensioners
19/02/04	5	Llantwit Major Ladies Probus Club
Total Sent	460	

Appendix 2: Questionnaire and Covering Letters

December 2003

Sarah Mobedji
Policy and Consultation Officer
Policy and Communication Team
Community Services
Dock Offices
Subway Road
Barry Docks
Barry
CF634RT

Dear Sir/Madam

Day Care Questionnaire

The Vale of Glamorgan is currently reviewing its' Day Care facilities for Older People living in the Western Vale. Day Services are provided in a variety of settings. They aim to promote independence and personal development, and enrich individual's quality of life. To achieve this they provide social activities with peers, assist with the maintenance and development of skills and allow access to rehabilitation and therapeutic services. They also provide respite for carers and are a resource for the wider community.

We want to know your opinion in order to assist us with developing new services. With your help we will be able to provide the range and quality of services that you need.

I would be grateful if you would complete the attached questionnaire and return it to me in the stamped addressed envelope by Friday 27th February 2004. All information will be treated in the strictest of confidence and there will be no names or other way of identifying you from any report that is produced.

If you would like another copy of the questionnaire for someone else, please ring me. If you wish to discuss any issues or have any questions about this survey, you can also ring me on 01446 704778.

Thank you for taking the time to complete this questionnaire.

Yours Sincerely

Sarah Mobedji
Policy and Consultation Officer

January 2004

Sarah Mobedji
Policy and Consultation Officer
Policy and Communication Team
Community Services
Dock Offices
Subway Road
Barry Docks
Barry
CF634RT

Dear Colleague

Day Care Questionnaire

The Vale of Glamorgan is currently reviewing its' Day Care facilities for Older People living in the Western Vale. As a member of staff working with Older People, it is important that your views are included in the consultation. You may already have completed a questionnaire on behalf of a service user, but their views may be different from your own, I am sending you a questionnaire so that you can feedback your personal opinion. If your own views are similar to those of your service users, it is still important that they are represented separately in this survey.

I would therefore be grateful if you would complete the attached questionnaire and return it to me in the stamped addressed envelope by Friday 27th February 2004. All information will be treated in the strictest of confidence and there will be no names or other way of identifying you from any report that is produced.

If you would like another copy of the questionnaire for someone else, please ring me. If you wish to discuss any issues or have any questions about this survey, you can also ring me on 01446 704778.

Thank you for taking the time to complete this questionnaire.

Yours Sincerely

Sarah Mobedji
Policy and Consultation Officer

Day Care Survey

Your feedback will help the Council to provide quality Day Care services. Please tick the relevant boxes and use the space provided to tell us your views.

Section 1: About You

Q1 Please tell us who is completing this form

- Service User*
- Carer*
- Worker*

Q2 If you are representing the views of another person as well, please tell us who they are. Additional questionnaires are available from the Policy and Consultation Officer.

Section 2: Activities

Please tell us which activities you think should be offered by Day Services. Tick as many boxes as you wish.

Q3 Social

- Interest groups/talks*
- Shopping trips*
- Visits to places of interest*
- Social skills*
- Opportunities to mix with other groups of people*

Other
Please specify

Other
please specify

Q5 Creative

- Arts and crafts*
 - Drama*
 - Cookery*
 - Other*
- please specify*

Q4 Physical Health

- Keep Fit/sports*
- Chiropody and foot care*
- Music and movement*
- Dance*

Q6 Personal Care

- Hairdressing
- Bathing/showering
- Beauty/pampering
- Other
- Please specify

Q8 Please tell us about any additional facilities you think should be provided e.g. hot meals, garden, pets, access to mobile shop/library

Q7 Therapeutic

- Speech therapy
- Physiotherapy
- Self-advocacy
- Memory Orientation
- Occupational therapy
- Relaxation
- Other
- Please specify

Q9 Do you think carers should be able to use Day Centre facilities as well?

- Yes (please proceed to question 10)
- No (please proceed to question 12)

Q10 Do you think that activities for carers should be

- Provided for use jointly with the person they care for
- Provided separately for carers only

Q11 Please tell us what activities you think should be provided for carers

- Peer support group
- Counselling
- Shopping trips
- Visits to places of interest
- Relaxation/stress prevention
- Beauty/pampering
- Other
- please specify

Section 3: Attendance

Please tell us about times/days you would like to use Day Care Facilities.

Q12 Do you currently use Day Services

- Yes (please answer question 13)
- No (please answer question 14)

Appendix 3: Promotional Piece for VCVS Newsletter and VOGC Website

Make Your Views Known

The Vale of Glamorgan Council is currently reviewing its' Day Care facilities for Older People living in the Western Vale.

Day Services are provided in variety of settings. They aim to promote independence and personal development, and enrich individual's quality of life. To achieve this they provide social activities with peers, assist with the maintenance and development of skills and allow access to rehabilitation and therapeutic services. They also provide respite for carers and are a resource for the wider community.

We want to know people's opinions in order to assist us with developing new services. This will enable us to provide the range and quality of services that people need.

To make your views known, please ring Sarah on 01446 704778 and a questionnaire with reply paid envelope will be sent to you. You do not have to supply any personal details and your response will remain confidential.

Appendix 4: Flyer and Covering Letter

December 2003

Sarah Mobedji
Policy and Consultation Officer
Policy and Information Section
Community Services
Dock Offices
Subway Road
Barry Docks
Barry
CF634RT

Dear Colleague

Day Care Questionnaire

The Vale of Glamorgan is currently reviewing its' Day Care facilities for Older People living in the Western Vale. Day Services are provided in a variety of settings. They aim to promote independence and personal development, and enrich individual's quality of life. To achieve this they provide social activities with peers, assist with the maintenance and development of skills and allow access to rehabilitation and therapeutic services. They also provide respite for carers and are a resource for the wider community.

We want to know people's opinions in order to assist us with developing new services. This will enable us to provide the range and quality of services that people need.

I would be very grateful if you would place this flyer in your community facility, where people will see it. The consultation period will run until the end of February 2004 and the flyer should be removed after this time.

If you wish to discuss any issues or have any questions about this survey, please do ring me on 01446 704778.

Thank you for your assistance in this matter.

Yours Sincerely

Sarah Mobedji
Policy and Consultation Officer

Are you aged over 65 and living in the
Western Vale of Glamorgan
or
do you care for an older person who is?

WE WANT TO HEAR FROM YOU!

The Vale of Glamorgan Council is currently reviewing
it's Day Care facilities for Older People living in the
Western Vale.

We need to know your opinions to assist us with
developing new services

Make your views known!

Please ring Sarah on 01446 704778.
A questionnaire with reply-paid envelope will be sent
to you. Your response will be confidential.



Ydych chi'n 65 oed neu'n hŷn ac yn byw yng
Ngorllewin Bro Morgannwg neu a fyddwch yn
gofalu am rywun hŷn yn yr ardal honno?

Os felly

HOFFEM GLYWED ODDI WRTHYCH

Mae Cyngor Bro Morgannwg wrthi'n adolygu ei
gyfleusterau Gofal Dydd ar gyfer Trigolion Hŷn y Fro
Orllewinol ar hyn o bryd.

Mae angen eich sylwadau arnom i'n helpu i ddatblygu
gwasanaethau newydd

Lleisiwch eich barn!

Ffoniwch Sarah ar 01446 704778.

Cewch holiadur ac amlen ragdaledig ar gyfer eich
ateb drwy'r post. Cadwn eich atebion yn gwbl
gyfrinachol.

