Moving On Report

February 2021

healthwatch
Rochdale

Introduction

About Healthwatch Rochdale

Healthwatch Rochdale is the independent consumer champion for children, young people and adults who use health and social care services in the borough.

- We work to ensure consumer's views about services are represented both locally and nationally.
- We focus on local voices being able to influence the delivery and design of local services.
- We have statutory powers that enable local people to influence health and social care services under the Health and Social Care Act 2012.

Healthwatch Rochdale listen to the views and opinions of local people concerning health and social care services such as hospitals, GPs, care homes and pharmacies. These views and experiences are used to improve the way services are designed and delivered.

Healthwatch Rochdale were informed by a number of residents that there had been a consultation held by Rochdale Council 'Transforming Services: Adult Care Prevention Services' which had resulted in the decision to close the 'Moving On' service. In response to this the issue was raised at Healthwatch Rochdale's Advisory Group for discussion. Advisory Group members unanimously agreed that further investigation into this matter was required by way of a consultation. During this process Healthwatch Rochdale consulted with 42 previous service users or their carers.

Methodology

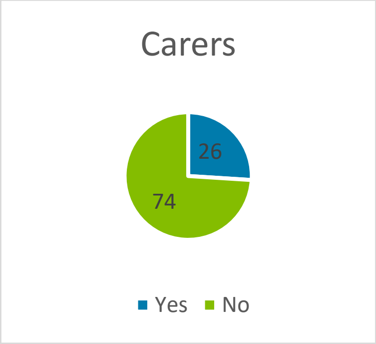
Healthwatch Rochdale carried out semi-structured interviews with the 42 participants who had previously used the Moving On service. Of these, only four people participated in a virtual call with all others stating they would prefer telephone calls. During the interviews residents were asked if they had felt involved in the consultation process and how the closure of this service affected them.

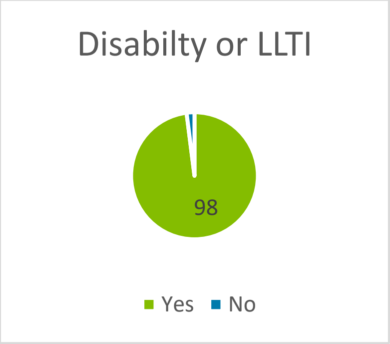
Results

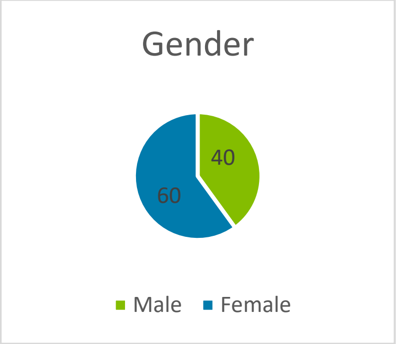
Main discussion points

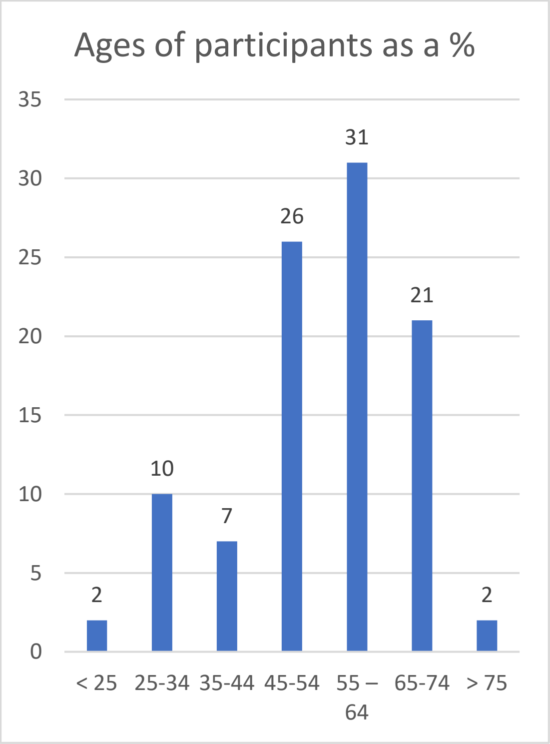
- The consultation process
- How participants benefited from the 'Moving On' service
- Support offered following service closure
- Resident's main concerns following closure

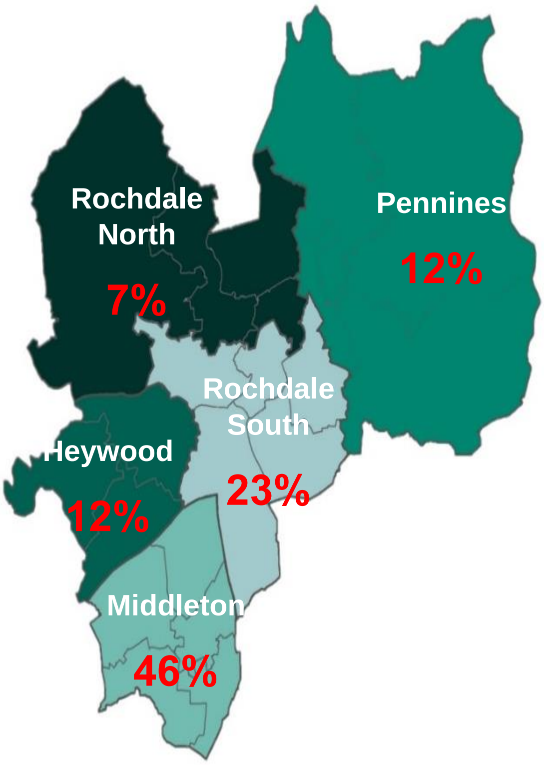
Demographics information











Summary of discussions

The consultation process

Question 1: How did you find out about the consultation?

2 (5%) reported that they had been informed
36 (86%) reported that they had not been informed
4 (10%) stated they were unsure

“Letter about 10 days late – reading a letter to me is like a foreign language. When RC send letters, they use big words – I am 52 and I say to people explain like I am a 4-year-old so I can understand.”

“I am blind, and I did not find out I had no info from anyone until the week before Christmas, that was via Facebook.”

“Received no letters at the flat - both of us used to attend. Had no calls, no contact at all. Only news via Facebook – otherwise would not have known. We went weekly – have not been invited to any consultation at the centre.”

“Rang on the 14th of September, the consultation was closing when I got the letter – expressed disgust that I had only just got the letter on the closing day. How did I have the opportunity to have my say? Spoken to a gentleman who stated- all I can do is apologise, you will be one of the few.”

“Sent a letter. I rang them they said would do a phone consultation with me, but I have not heard back off them. Unfortunately I know what they are like.”

1.1: Were you told the reasons for the consultation?

2 (5%) participants provided positive feedback on this.
36 (86%) reported negatively on this question.
4 (10%) stated that they were unsure if they had or had not received information.
“Cannot read or write - had nothing on the consultation or engagement event – just know what others have told me.”

“On internet – when read it was all in big words so lots of people would not understand. I am pretty educated, and I had to ask someone what it meant between the lines.” “Letter mumbo jumbo – depends how read it, how took it. Phone calls were lengthy and words inappropriate. Sent email to XXX at the council- no replies. One response only from an MP Contacted Manchester Mayor he forwarded to XXX, then I got a reply!

“Never understood, letters not made easy to understand.”

1.2: What were the reasons given for the consultation?

Only 7 (17%) participants were able to answer this with others stating they had not been told:

“Others wanted to use it too.”

“Got a letter a while ago – cannot remember properly – I have a memory loss issue”.

“Under review what the building would be used for”.

1.3: How have you been consulted?

Most responses were negative (79%) including some people not contacted at all, people contacted after the closing date and some receiving letters for some aspects of the consultation but not the initial on-line opportunity.

3 (7%) reported that they had been contacted in the following ways:

“One participant had found it on-line in the middle of the night and the letter came after that. When they queried it, they were told changes were being made to make it run more efficiently and offered a Zoom call. Letter said run by people doing community service ‘questioned if it meant running groups – (took this to be community payback people).”

5 (12%) of responses were mixed including:

“Showed us what was decided at zoom – no consultation. Told no support – support yourself. No personal care support. Did not get chance to contribute at zoom – needs longer time to process the information and then answer due to brain injury. “Whole thing feels planned already made-up mind what would happen, find that it is discrimination, brain injuries and disabilities”

“Not well at all – letter was either the day or day after the consultation. They wanted zoom and I cannot do that. I rang to speak to them and did not get a response.”

“Was not – had phone call then told done deal – meeting at centre cancelled – was not invited to zoom. Contacted Rochdale’s Mayor who passed contact details to XX – was told they would contact me –they never did”

1.4: How was the new model explained and did you understand it or if not have the opportunity to ask for clarification?

38 (90%) gave negative responses to this including:

“Cannot read or write - had nothing on the consultation or engagement event – just know what others have told me.”

“Did not understand - could not attend a zoom call as do not do zoom -. They do not realise how many cannot do this.”

“Knew little bits via Facebook page. Did not offer to go to face to face session as shielding. Could not access zoom, requested a phone call but never got one.”

“Had a phone call, council staff member told us all decided in September.”

4 (10%) participants recalled the following:

“got a letter a while ago – cannot remember properly – I have a memory loss issue.”

Question 2: Did you find the process accessible and in a format to meet your needs?

100% of participants stated no to this question, comments included:

“No- I have readware on my phone – does not always understand – someone told me services had gone.”

“Council waited until Covid 19 to shut the group down. It is disgusting. Pretended to be bothered we were doing phenomenal stuff. People in their own rights with disabilities”

“No – terminology poor, lack of clarity regarding who would run groups. Letter came after

“I could not contribute at zoom – nervous and I also need longer to process information and respond than was being given by them due to my condition”.

Question 3: Did you receive clear information, which enabled you to clearly understand what you were being consulted on and what the changes meant?

40 (95%) reported that they had not had clear information.

2 (5%) stated not sure due to having a poor memory.

Comments included:

“Letter mumbo jumbo – depends how read it, how took it. Phone calls were lengthy and words inappropriate. Sent email to XXX - no replies. One response only from an MP. Contacted Manchester Mayor he forwarded it to XXX, then I got a reply!”

“Not aware of it – not received any letters on this.”

“Yes – from people on Facebook not council.”

“No not contacted by council.”

“On internet – when read it was all in big words so lots of people would not understand. I am pretty educated, and I had to ask someone what it meant between the lines. Basically,

I felt they were reviewing all adult services but when came down to it feels like it was just us as other services they were reviewing are still going. "

Question 4: Was the information you received easy to read? If not, did you let the council know and were you offered an easy read version, or other way of this being communicated with you?

4 (10%) reported that they were not sure including:

"Got a letter a while ago - cannot remember properly - I have a memory loss issue."

"Not sure poor memory."

Not sure

5 (12%) reported that they had no issues with reading the information, comments included:

"Okay with reading."

"It was fine what we received."

"Ok but of no use due to being after the closing date."

Most participants were unable to answer this question due to not receiving the initial letter, comments included:

"Not informed - got letter day before was going ahead did not fill it in as do not know how to do it - reading a letter to me is like a foreign language. When RC send letters, they use big words - I am 52 and I say to people explain like I am a 4-year-old so I can understand."

"No - I have readware on my phone - does not always understand - someone told me services had gone".

"Not offered easy read, consultation was only open 2 weeks not a month."

"Invited to zoom at centre - understood the letter but don't use the PC".

"No lots of big words things we didn't understand - staff usually help us with things like this."

How participants benefited from the 'Moving On' service

Question 5: Participants were asked 'how has the service impacted on you / your loved ones? What outcomes did you achieve from accessing the service?

100% of participants reported positive experiences of accessing the Moving On service

Comments included:

"Helped others, cheered others up - gave me a sense of purpose."

"Improved my ability to walk - since just sitting about MS has gone worse. I need to get walking it has got me down. "

"Now with Moving On closing it is a big loss to hundreds of disabled people and some of these people are now stuck in their own four walls 24/7 with no lifeline at all and the odd ones of these could easily harm themselves and even go as far as taking their own lives."

"Got me to the stage that I could drive again - built my confidence".

"I met new people who understood what I was going through with a disability -an able bodied person does not understand the aches and pains of everyday life."

"Opened up doors for me, confidence, self-belief and self-esteem – purpose for the day – helped you feel useful."

"When made disabled – I had no confidence – I could not walk, I got to where I was using a stick but now deteriorating due to lockdowns. I cannot go out on my own, partner works."

- **Support offered due to the service ceasing.**

Question 5: Do you have alternative arrangements now? Do you access any other services through adult care - commissioned package, cash budget, respite services etc)?

34 stated that they do not have alternative arrangements in place.

8 stated that they did have support either now or planned for after Covid.

Comments included:

"I have had no offer from social care -will go to the Stroke Association when back open".

"Not doing bad with MIND, been on course for CBT, I am enjoying this very much – my memory is impacted will forget names if I do not capture information".

"Limited options – stroke group when back on – much more in Bury, Mum goes to a group via Zoom 'speak easy session'.

5a: Participants were asked 'If you do not have alternative support arrangements are you receiving support from social care?

Many participants were not receiving support in this area, with many stating they did not need any. Comments included:

"No support from others just from each other. We have anxiety disorders. Our health deteriorated during the closure, ended up in hospital at Birch Hill- been in a bad place, we had a multi-agency meeting that someone who had worked at Moving On supported us with, because we had been left with no services or support, we got worse. Staff used to pick up on this at Moving On and intervene before it reached the stage of hospitalisation / specialist services support."

"Adult care don't want to know, they have a waiting list if you do need help."

"I have the Care Manager at Harehill if needed".

Question 6: Have you been offered a needs assessment?

69% stated that they had not been offered an assessment.

14% stated possibly at the start.

17% were unsure making the following comments:

Comments included:

"Got a letter a while ago – cannot remember properly – I have a memory loss issue."

"Not required at the moment."

Have you taken up this offer?

11 (26%) stated that this question was not applicable as they were not offered an assessment.

2 (5%) participants were referred to Adult Care by Healthwatch Rochdale during this process.

One participant explained how they had contacted the council number and had told the operator that they were distressed and needed to know what was happening with the centre and that they were getting to the end of their rope. The participant explained that they became upset during the call and then felt like they had been hit with a sledgehammer when the response from the council staff member was to contact The Samaritans. The participant explained to the operator that they were desperate as they had lost all contact with staff and that they need someone to talk to. They were once again advised to contact The Samaritans.

"Tried to! Because professionals believe what they are saying. Because asked for help and told to ring The Samaritans it makes me think they do not want to know."

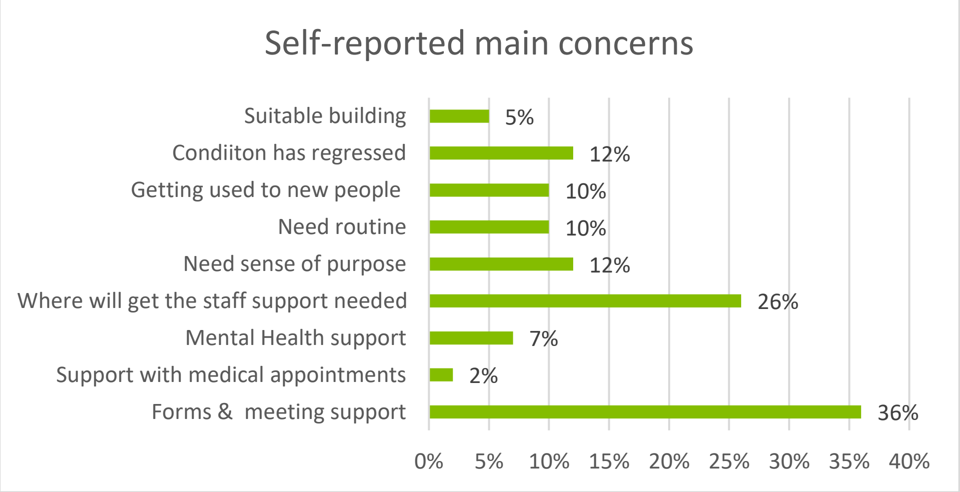
A small number of other participants have expressed a need for support with the following comments:

"Have regular carers at home - assessment about 2 years overdue – my last one included that I access Moving On for support".

"Will do after lockdown".

"Yes, I have asked for one".

Question 7: What are your main concerns: keywords



A few participants expressed concern that they have personal belongings at the centre and are keen to get these back safely including CBI card, personal files, craft kits, deckchair, walking stick, other personal items, and trip money. (Healthwatch Rochdale can support in reaching these individuals if required).

There were also several enquiries regarding what will happen to all the equipment purchased by Hope – the council only own things like computers and desks.

Comments included:

“If people are left in their homes 24/7 it may cause them to harm themselves.”

“A call would have been beneficial to know we mattered and would have helped us get through the pandemic.”

“Fed up with being told to shut up – trampled on me and upset lots of people with this – think more people will die with Moving On not being there. They knew you really well they only had to look at you to see that something was wrong.”

“What costings will it mean for RC if going down costings – will be far more than them accessing one centre for their mental health, physical health, benefit help. Can’t think for one second how and why this centre should close other than money – put your cards on the table. We can play the game, but this is not a game, it is our lives. You cannot put a cost on people’s lives.”

“People left with no support will end up rotting away.”

“It was mentioned that Moving On have it a couple of days a week which would have been fine – not sure if this is accurate or not but all felt this was a good idea.”

“Basically, I feel so angry and let down (upset) unbelievable what damage people can do to other people’s lives and their feelings and desperation and not knowing what will be going on. Lots of us are not online they are calling others to ask as we are trying to stay up to date with it. Some people are left in the cold knowing nothing.”

“Risk of lots of people with a disability just giving up – do not know what to do as they have had no feedback do not know where to go and who to talk to – they ring adult care and get no answer.”

“We were in the system, why do they not find out why we were accessing.”

“Felt like we were being set up to fail, not considering people’s brain injuries or disabilities with everything from A to Z – not dealt with us like ‘XXXX on their shoe!’ We matter”.

“Do not know what I will do without it, no motivation – not sure why I bother getting up every day.”

“Need a service like this, screwed without it.”

“Moving On meant us moving on with our disabilities not expecting us to move on.”

“If Moving On should have been their short term where would they have moved on to? Where is this being picked up now as still a need for people? There was not neuro rehab at Moving On – one armchair for exercise sometimes and some quizzes where can people get this in the borough? Does the Floyd Unit provide this? We have had negative experiences there previously, but a long time ago. Is Green Lane condemned or offering a service?

What has worked well?

The letters sent out regarding the new services seemed to have reached more people, this was mentioned by residents on the calls which took place after the letters had been sent out.

What has not worked well?

1. Initial communication regarding the onlineconsultation – many people reported not receiving letters.
2. The use of letters was not always the most appropriate method of communication for individuals including someone who is blind and another person who is unable to read or write. This is all information that will have been accessible by the council, due to the individuals accessing Moving On.
3. The option to use Zoom as a platform excluded a great number of participants from the session in November.
4. People who contacted the council about the consultation reported not receiving a return call although they had been told that they would get one – this resulted in them not being consulted.
5. The consultation format was changed mid-way through – this was identified by a service user.
6. There was very limited support for service users after the centre closed due to lockdown. This left some users in vulnerable positions. This included one lady being admitted to the psychiatric ward and Healthwatch Rochdale picking up two safeguarding referrals during this process. There was also a referral to a local carers organisation for support with a PIP application which had been declined, the lady had been worrying about this and stated that she did not know where to turn.
7. Personal files had still not been received by all ex-service users at the latter end of the consultation.
8. Individuals reported feeling worthless due to how the process had been carried out.
9. People remained at Moving On for long periods of time but have since been told that the term ‘Moving On’ meant that it was short term and that they should have moved on. Questions were raised as to where individuals could have moved on to as there are no appropriate services to meet their needs. If the service was meant to be short term this should have been a managed transitional process by the council and their team.

Healthwatch Rochdale Recommendations

1. Initial communication regarding the online consultation: most people reported not receiving letters. This may have been down to the postal service during COVID-19 but given the low uptake online it would have been beneficial to reach more service users by telephone or other appropriate means dependent upon the individuals abilities / preferences.
2. To ensure that an individual’s communication needs are considered when consulting them.

3. The implementation of a Zoom meeting Although it is acknowledged that this was initially planned as a face-to-face session, there should have been methods put in place to effectively consult and update those unable to participate.
4. To ensure that a clear process is in place to log calls and how / when they have been responded to.
5. To ensure that consultation processes are not changed mid-way through the process and if this is unavoidable to start the process again with clear, transparent information to residents.
6. To ensure that there is an effective transition for service users in the future which safeguards their needs.
7. To ensure that if services are closing that individuals are contacted to determine if they want their personal files back or want them disposing of safely.
8. To ensure that individual impairments and needs are considered when consulting them, especially when access to personal details and knowledge of specific conditions is available.
9. To carry out some form of equality impact assessment on how to reach service users appropriately when carrying out consultations.
10. To add Healthwatch Rochdale to Rochdale Borough Council's consultation procedure so that we can work together to reach residents.

Direct quotes

"Moving On brought me back to life - I was going down a blackhole. Then came relief, someone came and took the pressure off – feel like going back to square one again now."

"Where is the care in adult care? The waythey have done this is about cuts and what they want not what people need."

"Frustrates me as a parent using the term money – feel like you are carrying around a pound sign on top of your head – it is inhumane, the mental health issues we have jumped up so much."

"Moving On gave me a new lease of life and I found myself, when I did not know that I was lost."

"Feel blanked and ignored, it was there one day, stopped the next and not coming back."

"The care was unbelievable – only certain people can give you that – totally knew me."

"My confidence has dropped a lot now that I cannot go anywhere. COVID-19 had little effect but the loss of Moving On is what is making me feel depressed."

"Staff were suddenly made to stop calls – support from those you trusted taken away."

Additional quotes relating to specific questions:

The consultation process

Question 1: How did you find out about the consultation?

No letter received - stating the service would be stopped - not even as a carer to advocate on my Mums behalf. No letter regarding consultation – only found out via Karen from Moving On.
Informed day after closing date - did not contact council as cannot do online - so bypassed me.
Letter at beginning – later than the consultation date not sure what it was.
Told by someone else who uses the Barnfield, not computer savvy so could not take part. Did not contact Council as I would not know what to say.
Letter after consultation period – never got a letter to say the date was extended.
Letter to say go online – was not involved in telling them what we did – this is the council you are dealing with. Said would call me did not do.
Not online I do not think - first thing was list of when meetings were taking place at the centre – about 4 dates. Think this was September, then went into lockdown so did not go ahead. Was shielding - self choice so worried about going. Said if cannot attend but want to be kept in touch, let them know via a telephone number and request email or post contact. XXXX spoke to a young man who knew nothing about it but said would email the lady on the letter to ask them to get in touch. We then heard nothing from them. Never got told about the change of face to face being Zoom as we could have done that option. Last 2-3 weeks had the letter about the sessions which will be on - what is planned. None are suitable for us - not sure how it is for others.
Did not know about it until November meeting at the centre. Could not go to this as we were shielding. Could not go to the Zoom one as did not know how to access it.
No letters invited to Zoom at later stage but do not use PC.

1.1: Were you told the reasons for the consultation?

Was not clear. Chat previously about sharing did not realise trying to close.
Not aware of it – not received any letters on this.
No.
Yes - from people on Facebook not council.
No not contacted by council.
No waited for a call.
Basically, I felt they were reviewing all adult services but when came down to it feels like it was just us as other services they were reviewing are still going.
No letters about it. No opportunity to go to the consultation. Not been told anything.
Officially – shutdown for COVID-19 then told next shutting service.

1.2: What were the reasons given for the consultation?

Lots of people to meet there.
Re-jig by council.
Not sure.

1.3: How have you been consulted?

Email. Letter.
Online contributed in about May.
Cannot read or write - had nothing on the consultation or engagement event – just know what others have told me.
Heard from another member there was a Zoom meeting – no good for me. People using centre with own problems not likely to understand what Zoom is about. They should have had a meeting instead. Could have had their day and hear what other people had to say.
Told at beginning would not close.
Not informed, had no letters whatsoever. When made aware by another user – went online – then attended a Zoom meeting. A few people received letters after the date. Think on letters it said if any problems ring adult care.

1.4: How was the new model explained and did you understand it or if not have the opportunity to ask for clarification?

Had no contact regarding Moving On and what I need personally.
Got a letter about online services but was 2 days after deadline so no chance to contribute.
Not contacted by council.
It was not.
Letter with it on was the first I knew of what would be there.
Told would have to get own carer if have anger management issues.
Not sure – but takes me a while to get to know people.

Question 2: Did you find the process accessible and in a format to meet your needs?

Cannot use computers /Zoom – engagement not at all – do not know as making suggestions as to what could be made available as letter not that helpful.
They have torn it away by stopping the funding.
Did not tell us before they made the decision. Tried to call, told wait until after Covid - you will have your say – cannot remember if got a letter or offer of call.
The consultation – cannot do Zoom unable to access it."
Been bad how done – 6 weeks in to lock down calls stopped, contact Moving On told we cannot contact you anymore. XXXX did not get anything to tell them that they could not have the contact any further and had to signpost them to adult care. Questions and box at the end put in what impact would have on me. Zoom meeting – told that was how it was no option to do another way. Think people felt be-littled from this. People have said when they talked, they were not answered.
No did not ring me back.
Forget with letters – a phone call I would understand.
Could not take part, cannot use Zoom not computer savvy.

Question 3: Did you receive clear information, which enabled you to clearly understand what you were being consulted on and what the changes meant?

Was not clear. Had a chat previously about sharing did not realise trying to close.
Cannot read or write - had nothing on the consultation or engagement event – just know what others have told me.
No.
No waited for a call.
Never understood letters not made easy to understand.
No letters about it. No opportunity to go to the consultation. Not been told anything officially – shutdown for COVID-19 then told next shutting service.

How participants benefited from the ‘Moving On’ service

Question 5: Participants were asked ‘how has the service impacted on you / your loved ones? What outcomes did you achieve from accessing the service?

Learnt to trust certain people, made friends, could smile, and laugh – more sociable.
So much to do. Now just sit in front of TV. We are all friends, helped each other, had cooking lessons and did lots of work in the garden.
Improved my social skills and confidence being surrounded by friends
Helped with benefits, housing, council tax, helped to get Pip re-instated.
Provided respite for my Mum who was having to visit a care home, she knew I would be safe where I was.
Made a phenomenal difference – as soon as went in mood lifted given serious projects to do with support – learnt new things, had a fantastic time. If having a bad day just went in and had company.
Need it mentally.
Not got people behind me now when things go wrong.
Adapted around me so that I could do things myself.
When went I was a different person, treated as normal / same all caring for each other – without that we have nothing.
Got me my bungalow – asked if I wanted to move out of my mums – thanks to staff got my independence.
Used to ring me up to get me out – got the kettle on. The phone calls made a difference that I was noticed. Was a different situation – all gelled together, so significant in this day and age.
Was one place could all go to for the advice and support – helped with PIP took 3 years due to brain injury court three times. To try and prove had a brain injury – got help and support from the centre – was a pillar I needed and could not have done it without my family and the *staff*.
Rehab in Rochdale was non-existent for brain injuries when XXXXX needed it
Gave incentive to get up
Socially I had not realised how very down I had lost myself, found myself again since going there.
Helped with form filling and letters I did not understand – it took away worry as I do worry about things a lot.
After my stroke I was very low – they went out of their way to help, lifted my mood.
It gave me increased confidence – this has dropped down again now without the service.
Made a huge difference to people who attended – felt safe – not different.

Helped me to believe in myself and do things.
Supported me at school meetings about my daughter – there for your emotions.
Moving on was a massive lifeline to everyone who attended there even if it were just a few hours out of their four walls and a cup of tea and a biscuit at Moving On and a chat with their friends or sometimes the staff would sit down and talk to everyone in their turns.
When your head is everywhere following a stroke, can go to a place where you are not judged about your difficulties or getting your point across.
“No motivation now or reason to get out of bed – lack of structure in my life now.
Developed craft skills and use them at home to occupy myself.

Support offered due to the service ceasing

Question 5: Do you have alternative arrangements now? Do you access any other services through adult care - commissioned package, cash budget, respite services?

Had a phone call about a place in Middleton – if there are familiar people, I might try it if not no.
Not applicable.
Two carers for after Covid for social,
Nothing at the moment – MIND café in Middleton if it re-opens.
Accesses MIND volunteers under their care for MH.
Already have carers and a care plan in place. Will need social activities after as need to get out – feel low.

5a: Participants were asked ‘If you do not have alternative support arrangements are you receiving support from social care?

I already have a care package and employ my own PA’s someone to cook. Confused who is there for what and what they do.
Might need form filling etc.

Residents main concerns following the closure

Question 7: What are your main concerns: keywords

Additional comments included:

Disgusting what they are doing, adult care say they care – closing a place like that is so wrong, it means such a lot to so many people.
Will feel very uncomfortable going anywhere else.
Councillors did not come to see it before making a decision - did not ask people what they want, we were not given the chance – they have decided what will be on there.

It is a disgrace that is my opinion – it is the coward's way out when we are doing so well.
And people were achieving phenomenally. Then a meeting and already decided.
Feels like I am not a person just a number.
Says volunteers - not staff, so not qualified to deal with our problems.
One cold cut off from the service – not offered any future form of support or help.
Benefits – worried on how to deal with them in the future as do not always understand what is needed.
Impossible for me to attend, need full physical support and personal care.
When at Moving On watchful eye on them – re-direct as required. If go to other places nobody there to help them who are trained like the staff team were e.g., if had a seizure or a few incidents at once.
A forgotten society – see who copes and carry on.
Regressed decline in him,
What is there for people who used Moving On with staff support?
Don't agree with what they have done – it is needed for the general public. What about people who have had strokes or were born with a disability. What can they safely access e.g., walking group was not hydrated impacted on his brain function e.g., hot weather.
Nobody wants to know about carers – respite is needed.
It has been stripped away left to feel in isolation,
Lots of people won't be able to go as not got their care needs there.
Hope might not carry on if not got the staff as they helped with the confidence for it and the initial set up of it.
I am devastated it was not the building it was the staff,
Without care and service a lot won't be able to go and there is no transport.
So sorry for people who live on their own and have no social links / isolated.
Some days just feel like taking a load of tablets and just going to sleep.
Do not think they took any notice. Do not think they knew what Moving On really did, if they did they would have kept something. Did they just think it was a cash drain.
They were the only lifeline I had – I do not have one now, made to feel like I do not matter
Provided transport to get there – how can we do that?
Knew how to handle people who were being inappropriate.
Think saved adult care a fortune if they did not have this many may need care packages.
Who will be there to police us and monitor us – e.g., one learner came in and kicked off with another, they spotted it in their face and staff dealt with it?
Do not go anywhere on my own as I feel vulnerable – felt safe there.
Support for carers, need safe respite, not in a care home, something social.
More confident people there to help with bus pass etc, never had one until then.
Need carers there to support with appointments / doctors.
Disabled people become more and more isolated.
Will not be the same without the same staff – used to staff leaving and going can cope with that – not cope with the day to day – not having a routine is impacting on me. Devastated over it all. They have no idea what they have done to us.
Cannot go somewhere full of strangers for if someone says the wrong thing – staff helped to manage this, knew us that well.
Godsend without them, did everything, if got mixed up with XXX's letters would help me with it e.g., benefits. Took XXX's letters to sort them out if they did not understand them. We wouldn't have a clue how to do this. We had both always worked so did it understand what to do about benefits.

Shopping days out to get us back in the system due to his wheelchair, helped us as I was getting it all mixed up. With money and everything.
Where are we all going to go – all stuck at home doing nothing (did 9-4), will be climbing the walls like now. Some do not have people to talk to and depend on places like the centre to meet people and socialise.
I have low periods; I can be talking to you then in a slit second it can go because of my brain injury

Response

The below response was received from Adult Care on 30.04.21

1. Adult Care acknowledges that communication with service users regarding the online consultation could have been better. At the time of the consultation there were difficulties due to the Covid pandemic and the fact that service users were not attending the centre. In more usual circumstances we would have provided face to face communication and had information to explain that the consultation was taking place readily available at the centre. In future we will endeavour to utilise other means of communication to keep service users informed about consultations that may affect the services they attend, and this will include meetings or telephone contact as appropriate.

2. Adult Care will in future ensure that individual needs are taken into account when consulting as it has been recognised that people with a cognitive impairment or with specific difficulties would have benefited from alternative means of communication. Ideally we would have wanted to meet people face to face, but this was not possible due to Covid. Whilst we did attempt an online meeting/ forum we accept that this may have been difficult for some users to access.

3. As stated above, an online meeting was put in place since we were unable to continue with the planned face to face meetings as we went into lockdown. Following the Zoom meeting written updates were sent to all service users. In the future, where we are unable to facilitate face to face meetings, we will consider making contact by telephone.

4. In the future consultations will incorporate telephone logs and individual responses will be collated in one location.

5. Adult Care would always try to avoid changing consultation processes but, in this case, changes were unavoidable due to the Covid pandemic. We did, however, make efforts to ensure service users were kept informed, and to be transparent about the process. As part of future consultations Adult Care will, as stated above, consider the differing communication needs of residents and service users.

6. Adult Care will always endeavour to have in place effective transition processes. In this case we did offer reviews to all service users and have kept service users informed of the new offer at Alkrington Day Centre. Covid restrictions have hampered our new service delivery, so that the offer is still not what we would want but, as we come out of lockdown, we are hoping to rectify this and to provide a beneficial prevention service hub at the site.

7. Personal Hope Charity belongings have been returned. We are aware that some personal files were stored at the site, and are in the process of returning these to the service users. I can confirm that Adult Care acts in accordance with the law in terms of the personal information held for assessment and contact purposes.

8. Adult Care will in future ensure that individual needs are taken account of during consultation processes.

9. For any future consultations Adult Care will work with Healthwatch and other organisations in terms of equality impact assessments to access the public appropriately.

10. Adult Care is unable to commit to the Council always consulting residents. I can confirm, however, that this recommendation has been noted and will be escalated for consideration at the Council's governing body.

Additional Response

Following consultation with Healthwatch Rochdale's Advisory Group a request for additional information on three points was made. Healthwatch Rochdale received the below additional response on 9th June 2021.

1. In terms of the "new offer" at the Alkrington centre this is in development and already some activities have been offered and will be offered online during the current covid restrictions. I will ask the most recent timetable of available activities sent you and or the next proposed. In terms of the building we are at the initial stages of a process which will include some consultation with groups around the future configuration of the building. The hope is we ensure the building is enabled to be as flexible as possible for groups and activity and could include space for testing simple equipment and a smart home function to showcase digital solutions available to people. You also ask for assurance people have their needs met. I can assure you anyone we know of who attended Moving On has been offered an assessment of individual need and support given to arrange suitable support if they have eligible need. If you are aware of anyone we have not seen who needs support then please ask them to contact us or send information on their behalf if they prefer.

2. In terms of future consultations and the engagement with Healthwatch we will make Healthwatch aware of the consultations we are to undertake which are published on the public website. If there is likely to be a change to service provision and an equality impact assessment is to be undertaken we will make Healthwatch aware we are doing this and which groups may be affected.
3. Adult Care is a part of the Rochdale Borough Council and is obliged to follow the corporate approach to consultation both of staff and residents affected by change. Adult Care follows rather than makes corporate policy but as stated we will escalate the concerns raised regarding the corporate approach we followed in this instance known to corporate services.
   We will escalate by the 3rd of June 2021.

Contact us

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