

Annexe 2

Community Overview and Scrutiny Sub-Committee

Day Centre Review – Visit to Farncombe Day Centre – 4th October 2007

Brief notes of visit

1. The Farncombe Day Centre is owned by Waverley BC and is linked to Bowring House Sheltered Housing Scheme. Age Concern Farncombe is an independent charity that occupies the Centre at little cost to run day centre services.
2. The Centre is managed by 2 job share managers who work a total of 40 hours per week.
3. The Managers are supported by a care assistant and bathing assistant (paid for, as in the other centres, through the Voluntary Grants Partnership), 2 kitchen staff, an activity organiser and drivers (all part time).
4. Age Concern receives a grant of £44,500 from Waverley BC and in addition the premises and equipment is maintained by the Council at little cost to Age Concern Farncombe.
5. Income is supplemented by fund raising and sale of meals etc.
6. There are a number of volunteers, who help out in the Centre, mainly behind the coffee bar and helping with fund raising.
7. Customers are drawn from neighbouring Bowring House (WBC managed) and Allingham Court (private sheltered housing) and also from the surrounding area.
8. The centre is comparatively small and there is a limit to how flexibly the rooms can be used. Its customers are more likely to be older than in some of the other centres and are not generally well off. The centre offers a welcoming and caring service, with a programme of activities particularly aimed at the current customers.
9. Around 30 – 40 meals are served each day. They continue to maintain a steady number of older customers and the atmosphere is always cheerful and bright, but they find it harder to attract the active older customer as they are limited on what activities they run that would appeal.
10. Prices tend to be maintained at a lower level than at the other centres.
11. The Centre runs its own accessible minibus and employs its own drivers.
12. Facilities offered at the centre include a medical room, which is used mainly for chiropody and a hairdressing room. The bath at next door Bowring House is used to provide the bathing service.
13. The centre is hired out in the evenings and weekends to a limited extent for local groups including whist and bingo.

Community Overview and Scrutiny Sub-Committee

Day Centre Review – Visit to Haslewey Community Centre 11th October 2007

Brief notes of visit

1. The Haslewey Community centre opened 4 years ago. Haslewey owns the building and Age Concern Haslemere rents space from them. Age Concern Haslemere provides the services for older people. The building is modern and well equipped with a separate café.
2. There are approximately 100 –125 different clients who attend each month. Monday, Tuesday and Thursday are the busy days.
3. The café is now run by Age Concern. The café provides approx 35 – 40 meals a day at £4.20 for a main meal and 80p for sweet however the centre operates a Diamond Card which costs £24 per annum but which provides a discount of £1 off the price of the main meal and 30p off the price of a sweet. Occasionally will hold a Toast and Roast when 50+ meals are served.
4. The Haslemere Hard of Hearing Group use the Centre one morning a week from 9.30 – 11.30am, reflexology is provided on 3 days a week and chiropody on 4 days. The chiropodist pays rental to Haslewey and charges customers £17 per 30 minute session. Hairdressing is also available and used by both Haslewey and Age Concern clients.
5. Transport to the centre is provided by Hoppa the charge is £3.
6. Sharing the facility between organisations is not without challenges.
7. The majority of users are women.
8. The staff are employed by Age Concern and consist of a Manager. Care Assistant, Bathing Assistant and 2 kitchen staff. The Centre also benefits from 40 volunteer workers.
9. A bathing service is offered and charged at £2 per person or £4 per person with help from a Care Assistant.
10. Haslewey and Age Concern Haslemere offer a wide range of activities - examples are singing, bingo, art classes, computer lessons, mother and toddler group, yoga/exercise classes and short mat bowls. The nature of the Community centre attracts a range of ages to the building – its proximity to Tesco also adds to its appeal.

Community Overview and Scrutiny Sub-Committee

Day Centre Review – Visit to Rowley's (Cranleigh Day Centre)

11th October 2007

Brief notes of visit

1. 'Rowley's' Day Centre is attached to Waverley's Rowland House Sheltered Housing scheme in Cranleigh. Rowland House is due to be demolished in the near future to be replaced with a new development. Rowley's future is uncertain but from their point of view they would like to have a new centre built as part of the overall plans for the Rowland House site.
2. Rowley's have a 97 year lease for their building with Waverley owning the freehold. It would be possible however for Waverley to develop the site whilst leaving the existing day centre as it is. The building was built in the 1970's.
3. The run down of Rowland House has impacted directly on the Day Centre as occupants have move on from Rowland House – the last residents have only recently been relocated and Rowland House is now unoccupied. In previous times many of the customers of the Day Centre would have been Rowland House residents.
4. Rowley's numbers have been in decline, as set out above, it caters on an average day for between 30 – 45 lunches. Charges are £3.20 for a two course lunch.
5. Catering is provided by 140 Restaurant (a local restaurant) as part of a non-profit making service.
6. Transport for customers is provided at a cost of £3 per day – consideration is being given to reducing this cost for customers who attend more than 3 days a week. Hoppa is used along with the centres own car.
7. Staffing is provided by a Manager, a part time Assistant Manager, a Bath Nurse and a p/t Care Assistant. The staffing is supported by 25 volunteers.
8. Bathing is offered using the Rowland House bathing facility.
9. By the manager's own admission the Centre needs to attract more of the younger older people.
10. It has the feel of a traditional day centre with old fashioned furniture and fittings. The facilities are poor e.g. toilets and building layout is restrictive – one large reception area divided up.
11. Understandably the centre looks tired, sad and drab.
12. Services provided are chiropody, reflexology, conditioning and movement, yoga twice a week

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Day Centre Review – Visit to Brightwells Gostrey Centre – 16th October 2007

Brief notes of visit

1. The Brightwells Gostrey Centre building is owned by Waverley and is currently part of the East Street regeneration scheme. In due course a brand new centre will be built in a different location as part of this scheme.

At present the building is a hotchpotch of rooms and corridors. The first floor has a number of small offices which are also used by the WRVS and Carer Support. This is included in the floor area of the building but would have been very difficult to utilise if a refurbishment had been the only alternative to a new centre.

2. Brightwells Gostrey has a full-time manager with a finance assistant, 2 Care Assistants, a Chef and Kitchen Assistant and Driver.

Also located at the Centre are 3 x WRVS MoW staff and 3 x Carer Support staff.

3. The facilities are hired out during the evenings for classes such as Pilates and Yoga, karate, a mothers group and on a Monday morning between 9am-10am for a music morning.

Fund raising, such as raffles, raises money for the centre. Coach outings, which take place once a month, are always fully booked. An accompanied holiday is arranged annually.

Walking for Health meet at the Centre and use the facilities upon their return for coffee and biscuits.

4. The number of volunteers has declined over recent years.
5. BGC runs a small group for people who suffer mild dementia and who were referred by SCC – this group is supported by a care assistant.
6. Membership numbers are to be supplied following the visit. Most users are female and from the visit the majority seemed to be at the older end of the age spectrum. The catchment area is Farnham and surrounding villages.
7. Members are usually referred from eg their GP or family members following which staff will liaise where necessary with Social Services mental health teams/district nurses and family members etc.
8. Referrals are not normally accepted from Nursing Homes as the Centre does not have the resources to care for people who are not physically able to look after themselves. However, a member is not automatically excluded if they become too frail or disabled whilst they are a member, and can continue visiting the Centre as long as it is possible to accommodate them.

9. The Brightwells Gostry Centre has its own assessment form and staff are very involved with family members.
10. The Centre owns 2 x 16 seater minibuses, one of which was bought following a bequest. The minibuses make 1 trip in the mornings and 2 trips in the afternoons. Members are charged £3.50 per return journey which is a standard charge whatever the distance. It was felt too difficult and confusing to stagger the charge.
11. Brightwells Gostrey offers daily bathing and laundry facilities. There are two Care Assistants available as necessary. In addition hairdressing and chiropody are available.
12. Meals are prepared daily (Monday-Friday) at the Centre by a Chef and Kitchen Assistant. The cost of a meal is £3.50 for a main meal, sweet and cup of tea and the Centre caters for 50-60 lunches each day. The Centre opens on Christmas Day to provide a lunch for those people who would be spending the day alone 80 – 90 attend. Once a month on a Sunday a local church offers Sunday lunch.
13. The Centre has a dining room, but no space for a separate lounge area.
14. The kitchen facilities are not ideal as they are cramped due to the fact that MOW also use it as a cooking and collection point.
15. Aspirations of the staff centre around the long awaited move, which would mean a new building and facilities which is anticipated would become more of a Community Centre which could be hired out for art and dancing classes, toddler group and crèche. It is hoped that that this would appeal to a wider age group as staff wanted to encourage a younger membership.
16. At present staff feel “in limbo” and are biding time leading up to the move. They feel strongly that they should be involved/consulted in the design of the building and the Sub-Committee supported this view.
17. In the future staff would like to fill the gap between a referral and members turning up at the Centre, by have a visiting service to people’s homes. This would ensure that new members had a chance to chat to staff about the facilities and visit the Centre in advance.

Community Overview and Scrutiny Sub-Committee
Day Centre Review – Visit to Milford & Villages Centre – 16th October 2007

Brief notes of visit

1. The Milford & Villages Day Centre was built in 1998 on land previously owned by Secretts. At first it opened for only one day a week but has steadily increased its opening to the present four days for all members and Fridays for the 'cared for' and their carers.

Office space at the Centre is hired out three times a week to Cruse Bereavement and Relate. The Godalming area WRVS also have an office at the Centre for Meals on Wheels.

2. The Centre is managed by a full-time member of staff and a full-time assistant supported by 13 part-time members of staff.

These include

3 x drivers (equal to one full-time post)

1 Chef and 1 Assistant Cook

2 x bathing assistants (job-share)

1 x activities co-ordinator (Friday stimulation classes)

3. There are currently 12 trustees, 2 x full-time board members and 7 retired members. All the trustees are very 'hands-on' and give help and guidance to the staff.

When there is a need to appoint a trustee, the Board looks for particular skills in the individual which could bring specific expertise to the running of the Centre, ie. doctor/solicitor/marketing/pastoral care.

4. The budgeted turnover of the centre is £240k funded by a raft of supporters, including £48k from WBC and £20k from the WBC Grants Panel. The Board submits a business plan to WBC each year with their funding application.

Funding is also received from:

Friends of the Day Centre

Donations

Occasional legacies

Hiring out the facilities (Witley PC meetings/Bridge Club/occasional dinners)

Profit from lunches (mostly) and the shop

Outings and holidays are usually self-funding.

Fund raising over the year reaches around £15k, but last year reached £23k. 18 fund-raising events had taken place up until September this year.

5. There are currently c.70 volunteers, who help out at various times at the Centre.
6. Milford & Villages Day Centre currently has c. 200 members and the membership fee is £10 pa.

7. Membership has declined since 2005 and a survey is currently in progress to around 500 addresses in nine villages to find out why. Once the survey is returned the Trustees will look at making any changes to encourage more people to attend.

Recognised health advantages should be identified to emphasise that the physical and mental stimulation available for older people attending the centre which helps to keep them out of the doctors' surgery and hospital.

In encouraging a more diverse age membership, difficulties envisaged are how to mix ages and physical and mental abilities in a limited space and how to develop different activities on different days to accommodate all ages.

Membership of the Centre is open to anyone over the age of 50, however, the current average age is 84. It is the Centre's policy to ensure members can carry on attending until it was no longer possible to care for their needs.

8. Members are often referred by their GP or other health or social care professional, following which the manager undertakes a home visit and bring them along to the centre to assess their needs and give encouragement to attend. The Manager will also visit local organisations and clubs to encourage attendance and the profile is raised at fund raising activities around the borough.
9. Milford & Villages Centre owns two minibuses and also utilises the Hoppa service. Their own minibuses are used for transporting members to and from the Centre and the Hoppa is used as necessary in between.
10. Minibus cost is £3.00 for all distances
11. The Chef and Assistant Cook at the Centre cook around 35 - 40 meals a day, but could accommodate a maximum of 70.
12. Meals cost £3.50 for two courses and locals over 50 are welcome to come in just for the meal.
13. The average age of volunteers is 74.
14. Facilities offered at the Milford & Villages Day Centre include a medical room which can be used by District Nurses and for chiropody.

A discount card is offered for £5 per year which gives discounts for Chiropody, Hairdressing and Reflexology. A charge is raised on the people offering these services of a percentage of their takings.

There is also a purpose built Parker Bathing facility.

Activities at the Centre include 'Extend' exercise/mobility classes which are held three times a week.

There is a small shop on site which sells the basic essentials and a quiet room and activities room.

15. The modern facilities are bright, clean and spacious and the staff and trustees friendly and welcoming. A great deal of work is continually undertaken on looking at ways to encourage a greater range of membership and increase resources

Community Overview and Scrutiny Sub-Committee
Day Centre Review – Visit to Denningberg Centre – 4th October 2007

Brief notes of visit

1. The Denningberg Centre is a small single level facility adjacent to the Council Offices. The Godalming Old People's Welfare Association occupies the premises at a peppercorn rent to run a drop in facility for older people.
2. The organisation has no grant funding to operate the service and raises income from sale of refreshments and light lunches and from its investments and fund raising.
3. The Centre is run by part time organisers on a rota basis.
4. Volunteers work on the coffee bar in 2 hour shifts. They recruit volunteers from such places as the Town Women's Guild and local churches. They have some difficulties recruiting volunteers and put this down to the growing number of retired people who look after grandchildren.
5. The drop in centre is, in the words of the organiser, "non-regimented" (ie NOT a day centre), but the benefit to older people who pop in for coffee or a snack is that they do so in a sociable environment where staff and volunteers keep an eye out for them.
6. If customers are identified as having need for further assistance from another organisation the organiser will do her best to give information and sign-post to professionals such as Care Managers in Social Services.
7. The building is maintained by the organisation itself.
8. In the evening the centre is let out to organisations like the Town Women's Guild, the labour party, whist groups etc.
9. A chiropody room is used by a private chiropodist and appointments cost £14 (£13 for "local people")
10. The organiser helps people obtain hearing aid batteries.