

Email address: CommunityLives.Consultation@RBWM.gov.uk
Phone number: 01628 685 733



www.rbwm.gov.uk



Name
Address 1
Address 2
Address 3
Postcode

2 June 2021

Dear (name)

Have your say about proposed changes to day services



Windsor Day Centre



Oakbridge Centre



Boyn Grove Community Resource Centre

Do you need this information in another format?

If you need this information translated into another language, in Easy Read format or in large font, please call 01628 685733 or email: communitylives.consultation@rbwm.gov.uk

A video about this consultation is on our website at <http://tiny.cc/gr4ytz>

We are consulting on proposals to change day services in the Royal Borough of Windsor and Maidenhead. Day services include activities, services and day centres for adults who need care and support and their carers who may need respite services.

We are writing to you because you are on the register at one of our day centres or because you care for someone on the register and the proposed changes would impact you if they are agreed to go ahead.

Our aim is to enhance our service to meet the needs of people who need day services and respite in a more person-centred way that allows them to have more choice and control in their lives. We want to build on the best of what we currently offer, adapting what we can do to meet the expectations of our current and future customers and their families.

The consultation closes on Sunday 29 August 2021.

Please share your views before then.

Who would the changes affect?

If the changes are agreed, they would affect people who currently use or who would like to use our day services that are provided by Optalis Limited. This includes:

- people with learning disabilities
- people with additional complex needs
- older people and those living with dementia
- carers (a carer is a person who looks after someone with care needs)

Our proposals

We would like to:

1. Work with customers, and their carers and families to support them in a more flexible and person-centred way that enables their independence and choices in the community.
2. Support and enable customers to take part in a wider range of activities with people of similar ages, interests and levels of need.
3. Close Windsor Day Centre (for older people and those living with dementia) and Oakbridge Centre (for people with learning disabilities) and support people with additional complex needs in other buildings if they need this type of support.
4. Make a support service available at the times our customers need it (for example, in the evenings and weekends).
5. Continue to provide carers with respite breaks and support.
6. Continue to use Boyn Grove Resource Centre in Maidenhead as a community hub, which includes the day centres for older people and those living with dementia and people with learning disabilities and additional complex needs.

No decisions have been made. Please have your say about the proposals so that the Council can take your feedback into account when making its decision.

Reasons for the proposals

Our day services are well supported and valued by our customers and their families. We have always sought to improve and look to the future and we believe our proposals would be in the best interests of our current and future customers and carers because:

- We want to explore better ways of meeting people's unique needs so that we can offer them the best service for their needs which will help them to thrive. We will continue to work with customers to understand their wishes and ambitions and involve families, carers and advocates in these conversations.
- Having a blend of building-based and community activities will provide value for money to give more people the support they need.
- There are many local community groups and clubs that offer a broad range of activities and we want to work more closely with them to support our customers to be involved in these.
- We aim to create enhanced, flexible and person-centred day services that are also good value for money.
- We believe that day services are not about buildings. Day services are about enriching the lives of people who need support so they can reach their goals and live fulfilling lives in the way that they choose. There is a need for specialist facilities to enable people with additional support needs to socialise and learn in an environment suited to letting them engage fully. These venues should be seen for the value they add to people's lives, not solely as buildings for people with care needs.
- We want to be able to offer a service outside of the usual working weekday hours if that is needed by our customers and carers.
- We want to enable people to be truly a part of their communities.
- We want to continue to support our valued carers in their caring roles. Regular breaks help a carer return to the caring role with a positive attitude, prevent carer breakdown, help them to maintain good relationships with their loved ones, and are good for the carer's own wellbeing.
- We want to develop what is on offer at Boyn Grove Resource Centre in Maidenhead and invite the community to spend more time with us in our shared spaces.
- There are many people that we could be supporting who do not want to go to a day centre because we are not offering the service in a way that suits their lifestyles. We want our service to fit in with people's lives, not for people to fit into the service.

How to have your say

- Complete our online consultation survey at <http://tiny.cc/gr4ytz>



Scan this special QR code with the camera app on your mobile phone to access the consultation.

- If you are unable to complete an online survey you can ask for a printed copy of the consultation survey by calling 01628 685733 or by emailing communitylives.consultation@rbwm.gov.uk. We will send you a freepost addressed envelope so no stamp is needed.
- If you currently use day services we will contact you directly about how we or one of our partner organisations can support you to tell us your views.

All responses will be treated in confidence and we will take them into consideration when making decisions.

To read about the proposals in more detail please visit our website at <http://tiny.cc/gr4ytz> or, if you cannot access the website, contact us using the details above. Remember to tell us if you would like to know more about the consultation for older people and those with learning disabilities and additional complex needs or the consultation for older people and those living with dementia.

A video about this consultation is on our website at <http://tiny.cc/gr4ytz>

The consultation closes on Sunday 29th August 2021. Please share your views before then.

What happens next?

The Council will consider all responses to the consultation before it makes a decision about whether to change day services, including whether to close Windsor Day Centre and the Oakbridge Centre. This decision will be informed by all information available to the Council.

If the proposals are agreed by the Council, it is anticipated that we will close Windsor Day Centre and the Oakbridge Centre and be able to start bringing in new activities from the end of 2021, working closely with customers and their families throughout. If the proposals are not agreed we will not be able to broaden the services we offer and day opportunities in the borough will largely remain building-based.

Thank you for taking the time to read this letter and we very much hope that you will share your views with us.

Yours sincerely

Hilary Hall

Director of Adults, Health and Housing