



**Follow up consultation -  
Day Care & Wellbeing Transformation Project 2017  
Lewis Place and New Rannoch Centres**

**Contracted Work:**

- *2 weeks work at 3.5 days per week to provide advocacy support for clients through a consultation period at New Rannoch and Lewis Place. A total of 49 hours over the 2-week period (including admin).*
- *Preparation of any communication aids relevant to the situation and individual*
- *Meeting with all clients/advocacy partners (unless they do not wish it) to talk or observe with a mixture of instructed and non-instructed advocacy.*
- *For non-instructed advocacy (and a mixture of instructed and non-instructed) there is a necessity to observe and meet over as many occasions as possible within the timescale and hours.*
- *Liaison with other professionals involved through meetings, phone calls, and written communication*
- *keeping notes and admin up to date*
- *provision of a brief end report.*

**Outcomes to be gathered:**

- *Information on clients/advocacy partners (with their permission, but will be anonymised)*
- *Input to clients/advocacy partners*
  - *number of meetings,*
  - *type of meetings*
  - *type of advocacy – instructed/non-instructed*
  - *number of visits*
  - *preparation time and type of preparation*

**Input and Outcomes for Clients**

- 23 clients were consulted with over a period of 2 weeks.
  - 18 were ex Lewis Place
  - 5 were from New Rannoch

**Number and type of meetings:**

- 17 meetings were held one-to-one
- 1 meeting was a group of 4 people
- 1 meeting was a group of 2 people
- 2 phone calls were made to carers

**Type of Advocacy**

- 13 people had a higher level of understanding
- 10 people had more limited understanding

#### Preparation time & type of preparation

- 28 hours undertaken on the consultation in total.
  - 18 hours in consultation with clients, staff and other professionals
  - 10 hours in travel and administration – initial briefing, meeting preparation, phone calls, recording

#### Outcomes for Clients

- 23 people had their voices heard
- 23 people participated in the consultation
- 23 people had their human rights upheld

#### Summary of Comments

Of the 18 ex LP clients 13 stated that they are very happy with all aspects of their day care - the only two issues being:

- the space/vastness of the venue for the client who has mobility problems
- the sandwich lunches for the other (although latterly then said she in fact likes the new lunches as it feels like 3 courses instead of two).

The other 5 ex LP clients feel they are making the best of it but still feel the loss of Lewis Place

- 2 of the ex LP clients requested to speak privately about how the merge was being experienced by them:
  - One had experienced both Day Centres but does not like either of them, although does like the bus trips which is why she attends.
  - The other has several issues.
    - The amount of time waiting between arriving and leaving and when the activities begin and end, and between lunch and afternoon tea and activities. The activities are much shorter than she would prefer because of this, and there are few others who she can have a conversation with in between.
    - The sandwich filling can become repetitive for those who do not wish to eat soup or cannot, and often tends to be corned beef.
- 3 others identified things missed from LP:
  - the homely atmosphere
  - the bakery group
  - the quiet room with bed – if feeling unwell
  - the shower/bath facility - if it was needed
  - the hairdressing service
  - the wonderful design of the Lewis Place layout and the roses in the garden.

It was also mentioned here that some clients had attended LP for many years and its development over the years would have been influenced by them, so was possibly a bigger loss to them than some others.

Having spoken with mainly ex Lewis Place clients, overall feedback was that most of them have managed the change of venue, change of lunch provision and the larger, more diverse client group all fairly well.

Many made positive comments about the New Rannoch Day Centre. Two ex-Lewis Place clients who had doubts regarding the move have found it all to be much better than expected. One, who did not like the idea of no choice at lunch time has decided the three courses now offered suits better. The other comment was that it is too spacious and this is not helpful due to the nature of some health issues, "but otherwise everything is great". The staff are amazingly good, the groups are very enjoyable, the lunches are satisfactory and it "really is all good".

For a significant minority (5 clients) the closure of Lewis Place has been and remains a loss to them. Specifically, New Rannoch was found to be spacious, clean and bright but also a bit clinical and not as homely as Lewis Place. Some of the elements identified as missed are listed above.

One client mentioned they liked the roses in the Lewis Place garden and asked could they not have taken the roses to New Rannoch?

One client mentioned she would have liked to have known about the Lewis Place closure before reading about it in the paper.

Some of the clients had been attending the Lewis Place Centre for many years, and having existed for over 20 years it had developed to suit its client group. In comparison, New Rannoch has only been in its new multipurpose role for a shorter period. Overall feedback was that the New Rannoch Day Centre seems to be meeting most of the needs of most of the clients and the staff are hugely valued by everyone.

Clare Gallagher  
Executive Director  
July 2018