

## **Comments made during the Canterbury LD day Services consultation**

- The loss of the centres – whilst a small group of family carers at both centres have expressed considerable concern and anxiety regarding the closure of Canterbury DOS and are anxious to have a replacement building, others are keen to see improved provision of a wider range of more diverse services. There was some concern that there would be a reduction in hours of support / services. Staff also expressed concern over the loss of the services being concentrated within specific buildings.
- Finding a market – the question was raised as whether there would be the availability of a sufficient variety of services within the private and voluntary sector. What would happen if Kent Adult Social Services failed to find sufficient providers?
- Quality of care - assurances were sought that services purchased from the community would be of an equivalent standard to that which had previously been provided at Canterbury DOS and Swalecliffe DOS.
- Employment - family carers expressed views that employment will not be suitable for the majority of people with a learning disability, however this is not the general view or the wish of the students who see work as a main priority. It is clear that the term 'work' means different things to different individuals; however Kent Adult Social Services do not want to deny anyone the chance to experience training, learning new skills, voluntary or paid, part time or full time work, according to each person's wishes and capabilities.
- The Canterbury Learning Disability Action Group (family carers) have been actively involved with consultation meetings and workshops. They have conducted their own research, survey and analysis, which revealed the following issues:
  - The value and importance of good research and analysis, contributing to the consultation process and outcomes
  - Continuity and appropriate levels of dedicated staff who can meet the needs of the people using services
  - To have work, training and volunteering opportunities
  - To have equal access to leisure and sport facilities in the community
  - Appropriate levels of care and support, including access to health professionals
  - Maintaining friendships and relationships
  - Sufficient respite for family carers to be able to continue in their caring role
  - Maintaining good levels of safety and protection for people with a learning disability
  - Some family carers question the need for people to have to work to produce items for sale and some want to keep existing services or replace on a like for like basis.

- Students have raised the following issues:
  - They want good information to find out about services, with options throughout the Canterbury district
  - Being able to travel is very important so people can access the services they want
  - Some people at the centres have paid or voluntary work, others do not want to work and some think that attending the centre is work
  - They want to know how many people can use the new Hub's at any one time and who will work there and if people will have the support they will need?
  - They want to know how can people group together to buy their support for example, someone to make sure the computers work and support to use them? What happens if ten people pay for the support together and then only eight people use the support? To know how the share of money and agreements for support will be sorted out
  - They have asked who will pay for any specialist equipment, which some people may need, will this be provided or will people have to have their own equipment
  - And can students choose who they want to support them with their activities.

**The proposed new model looks to address these issues through person-centred approaches.**

