

Consultation with people who currently use My Day, My Life Services

August 2023.

Following the review of My Day, My Life services carried out between November 2022 and March 2023, an implementation plan was developed to support with the 10 recommendations set out in the review report. As part of these recommendations, a commitment was made to work closely with the individuals who currently receive a My Day, My Life services and a series of workshops were planned to address key points in the implementation plan and recommendations. The first of these was on the topic of the design and location of future buildings bases.

Initial workshops were planned for individuals receiving a service in Monmouth for the 8th of August and for Abergavenny on the 10th August. Abergavenny date had to be moved to the 15th following a clash with the People's Scrutiny meeting on respite services. The Abergavenny workshop was subsequently cancelled due to only two individuals and their families being able to attend; home visits or telephone calls were offered as an alternative. Outcomes to consultation and workshops can be found below.

Monmouth

There are 10 individuals who are currently eligible for support via My Day, My Life in the Monmouth area, all of these individuals were contacted via letter to invite them to the workshop on the 8th August 2023. 6 of these individuals attended the workshop, and a further one asked to provide feedback via phone; a 70% response rate. During the workshop we considered what people enjoyed or had enjoyed about MDML (as an ice breaker), each of the potential bases (including positives and negatives) and what they would like to see in a future base.

What they enjoyed about MDML now and in the past

Meeting friends and spending time with friends came out as very important for everyone who attended the workshop, and for family members who were present. It was felt to be crucial to have the opportunity to maintain relationships and social connections. People also spoke of the importance of being linked to and involved in the wider community, either via being in and part of existing community activities or by contributing via making and selling items (with fond memories of pottery and woodwork). Individuals also enjoyed drumming, going shopping, walking, gym, swimming, crafts, and dance classes.

Potential Bases

We also asked people what they thought about each of the potential options for future My Day My Life bases, and this is summarised below.

Bridges Centre	
<i>What they liked.</i>	<i>What they didn't like.</i>
Fashion show	No lift – did clarify there is a lift on site
Community Activities and Tea Dance	Might not have storage

Meeting the public and having lunch in the Café	Old building – wouldn't be able to make changes
Beautiful building	Rent costs
Easy parking and access	
No stairs	
Accessible changing facilities	
Activities and courses	

Monnow Vale	
<i>What they liked.</i>	<i>What they didn't like.</i>
Restaurant	Rooms not big enough
Easy Parking	
No stairs to go up	
Very clean	
Staff very friendly	
Meeting community	
Two big rooms for activities	
Dentist/Podiatry	
Price	
Good dinner.	
Activities – painting, courses, computers, sensory, Cheshire cat.	
Access	

Over Monnow	
<i>What they liked.</i>	<i>What they didn't like.</i>
Cooking – nice kitchen, wind down worktops. Ability to make lunch together.	Entrance too small for bus, car
Gardening – grass and hedge cutting, planting	Taking my own dinner
Opportunity for activities – pottery, singing, crafts and art	No kiln
Good place to get together and to access the community from.	
Outside space, that's gated and has opportunities for gardening.	
Adjustable tables	
Different rooms – sitting room	
Parking	

What they would like to see in the base.

Hoists	Storage
Changing beds	Bright lights
Exercise equipment	Socialising
Alexa Music	Activities such as painting, music, singing, dancing, drama, cooking, drumming, sewing, bocce and board games
Plants – indoor and outdoor	Adjustable tables
Kettle and equipment	Garden – benches and tables, plants
TV	Appropriate height planters
Comfortable Seating/Sofas (including specialist chairs for those who need them)	Adjustable kitchen, worktops
Sensory room	Dance blast
Swimming	Suitable for wheelchair user
Gym	Somewhere to see friends
Table tennis	Opportunity to eat together
Work bench for woodwork	Computer Games
Board Games	Beam bag chairs
Fun Days – fairgrounds and festival games	Gardening

Abergavenny

There are 11 people who are currently eligible for support via My Day, My Life in the Abergavenny area, all were contacted via letter to invite them to the workshop on the 10th August 2023 and subsequently to one on the 15th August (due to the original date clashing with Peoples Scrutiny meeting for respite). Only 2 people and their families expressed an interest in attending the workshop, and the decision was taken to cancel due to not being enough to run a meaningful workshop. All 11 people were contacted by phone and offered the opportunity to have a home visit or a phone call instead. 5 people received a home visit from the community learning disability team and 4 people received phone calls; 82% response rate. Many people were able to contribute independently, but in some cases were supported by a parent, carer, or a support worker. Two people declined the option of home visit or phone call, one said they would only attend a workshop and the other was unable to take part for personal reasons unrelated to the review. As we did not run a workshop, feedback received was more organic and whilst a similar approach was taken; asking for feedback on each base and what facilities were wanted, it was individually given – with this in mind we have indicated in brackets after each statement how many people mentioned or requested a specific thing. Some people did not provide feedback on all buildings.

General Feedback

The four people who provided general feedback, were all happy with the support provided by My Day, My Life support and said they or their family member enjoyed the time spent with the support workers. Three of the people (or their relatives)

spoke about enjoying being out in the community going to the gym (1), shopping (2), going the art group (1), seeing friends (2) and going out to different places (2). One person really misses attending Greenfingers but still does gardening a few times a week.

One person's relative had several concerns in relation to the current arrangements around cost of fuel, food expenses (although sometimes a pack lunch is provided) and activities. The same relative also expressed concern re: lack of pre planning of activities and handover. They also expressed some concerns around paperwork, and training which whilst important and valid would be best placed picked up outside of this report. They also raised concerns around the need for more social opportunities, poor weather activities and a safe place to meet and use.

Potential Bases

Melville Theatre	
<i>What they liked.</i>	<i>What they didn't like.</i>
Likes going there/like the place (2)	Not own space (1)
Likes meeting his friends there (3)	Small Room (1)
A light/bright building (2)	In accessible & no accessible toilet facilities (or doesn't like the toilets) (2)
Parking (1)	Small kitchen (2)
Staff there are lovely (2)	No space for integration of groups (1)
Clean facilities (1)	Poor parking (1)
Dance Blast (1)	Don't like drama or dancing (1)
Greenfingers (2)	
Activities on offer (3)	
Big building (2)	
Busy/lots going on (1)	
Big outdoor space (2)	
Places to sit and talk (1)	
Nice toilets (1)	
Close to walk in to town (1)	

Abergavenny Community Centre	
<i>What they liked.</i>	<i>What they didn't like.</i>
Quite nice there/seems OK (2)	Limited outdoor space/small garden (2)
Nice Garden (2)	Parking at back (and spaces too tight for individuals who use wheelchairs) (1)
Place to meet friends (2)	Not accessible for people with physical disabilities (1)
Good parking (1)	No functional kitchen (1)
Nice building – light (2)	No wheelchair accessible toilets or changing bed (1)

People in general were not as familiar with Abergavenny Community Centre, and many hadn't attended, as such people didn't feel as comfortable responding on this one and some didn't provide any feedback at all. It is worth noting for example that there is a large working kitchen currently in operation at park street.

Tudor Street	
<i>What they liked.</i>	<i>What they didn't like.</i>
A nice building (3)	Building is too old (1)
Really liked the activities there (4)	Noisy wind (1)
Use of a variety of rooms with ability for lots to happen (3)	Used to get bored here, wanted to be out and about (1)
Familiar with building (2)	Not enough going on, too much sitting (1)
Beautiful garden (4)	
Staff were excellent (1)	
Accessible toilet facilities (2)	
Good facilities (5)	
Lovely big, open light building	
Seeing friends (4)	
Sensory room (1)	
Computer room (2)	
Community café (washing up and making tea) (2)	
Opportunity for community integration (1)	
Accessible building (2)	
Kitchen (1)	

Two of the individuals spoken to really enjoyed their current offer and being out in the community. One of these thought a building would be good for other people and that it would need to be accessible but didn't express any views on specific buildings.

What they would like to see in the base.

Meet friends/social opportunities (5) – (1) in evenings at the pub	Computers (3)
A variety of activities both in and out of the centre e.g. canoeing	Café (and option to work in it) (2)
Garden and Gardening (6) (1 ideally Greenfingers)	Outdoor chairs (1)
Variety of activities including arts and crafts (5), photography (1) drumming (1), music (1), touch trust (1), bocce (1), football (1) and yoga (1)	Drinks, biscuits and cakes (2)

Accessible for all (space to mobilise in walker/wheelchair) (2)	Learning to cook and bake (4)
Chairs and sofas to be able to sit and be with friends (3)	Community Integration (1)
Day Trips and Residentials (1)	More stimulating and varied activities (1)
Easy to get in to town/access shops (1)	

Other Feedback

Some people in both the workshop and in home visits spoke about hours of service and transport policy, neither of these are specifically related to a building base and relate to eligibility and assessment of need and or council policy. Where applicable and appropriate individuals' circumstances will be discussed as needed on an individual basis.

Observations and Conclusions

People were very keen to be involved in giving their views and shaping the future development of the hub. They were clear about what they hoped for out of a future service, and what activities, opportunities and features they would like in a future hub.

It was clear that everyone had individual wants and interests, some people spoke of really enjoying being out and about on the community with a limited desire to return to a base, whilst others wanted a home and space to call their own. Also, people spoke about a wide variety of activities they were hoping to enjoy in the future. All these activities and opportunities listed be met in any or all the bases, or by joining in with wider existing community groups with or without support.

Some of the potential buildings were more familiar to people than others, and for some people it was difficult to give views on place they weren't familiar with and in some cases, there was some perceptions or views that weren't fully accurate (e.g., no kitchen at Park Street).

People were more familiar with some buildings and there for were more easily able to comment. However, there was no clear preferred future base identified in either Monmouth or Abergavenny and equally no future base was discounted.