

# Day Opportunities Consultation.

## Frequently Asked Questions and Responses.

1.

**Q: The Age Band 16-64, is quite a big age range, will you be splitting that down a bit more because having a Service that does engage with younger people and also older people, we know that those two groups do want different things out of a Day Service. Young people want things around sport and going out with their peers and older people are more focused on things like where they are going to live, and Carers have worries around when they get older and wish to look at independent living for example. Have they thought about narrowing the band down?**

R: Further to the question raised at the service provider consultation meeting in regard to the 18 to 64 age banding please see below which has been modelled by the Business Intelligence Team, although please note the difference in data between the two due to a difference in the snapshot in time.

Adults 18. – 64 – **463** this is 68%.

Age 65-74. – **55** this is 8%.

Age 75-84. – **83** this is 12%

Age 85-94. – 67 this is 9%

Age 95+. - 14 this is 2%

Total **682.**

	<b>Female:</b>	<b>Male:</b>	<b>Total:</b>
<b>18-29.</b>	57.	96.	<b>153.</b>
<b>30-39.</b>	42.	72.	<b>114.</b>
<b>40-49.</b>	22.	46.	<b>68.</b>
<b>50-59.</b>	42.	39.	<b>81.</b>
<b>60-69.</b>	23.	34.	<b>57.</b>
<b>70-79.</b>	37.	34.	<b>71.</b>
<b>80-84.</b>	29.	21.	<b>50.</b>
<b>85+.</b>	46.	32.	<b>78.</b>
<b>Total</b>	<b>298.</b>	<b>374.</b>	<b>672.</b>

2.

**Q: One point that I feel is important to mention is the staff had a little meeting after and asked me why part of the discussion was not based around how the clients feel about the current support they receive. I suppose on the basis of two questions really are they happy with the support they receive from Sefton and in relation to choices do they enjoy their club and would they like to change anything. I did mention to the staff that my take on these proposed meetings are that they are based on new opportunities that may be available to them or they would like to be available. However, the girls are very proud of the service that we all provide and pointed out a lot of the activities that are mentioned in the new opportunities we do provide.**

R: Thank you for taking the time to feedback to us and for the support you are providing to ensure that the voice of service users and carers are heard about what our future services should look like and how the COVID Pandemic has impacted on the experience of day opportunities in Sefton.

In relation to current services and your specific question, we are intending to introduce monitoring visits across all the day opportunity service we commission which will enable staff and service users to tell us about the services and evidence the impact of such services on the outcomes for service users and carers.

3.	<p><b>Q: Will everyone need to take a direct payment going forward?</b></p> <p>R: It is not our intention for all service users to access a Direct Payment, this is a choice made by the service user and not by the Council.</p>
4.	<p><b>Q: Are any of the day centres going to close?</b></p> <p>R: That is not the intention, at this stage we are looking to understand how COVID impacted on people's attendance at day centre as we are aware that some people did other things during that time, and we also want to understand what day opportunities people would like to be able to access going forward.</p>
5.	<p><b>Q: Do we have any contact with solicitors for people to get in touch with about issues?</b></p> <p>R: The Council does not hold details of legal firms or is able to refer any individual cases where a legal view may be needed, by a carer. The Council does support local advocacy organisations who may be able to help such as Sefton Advocacy or the Council for Voluntary Services CVS or the Carers Centre who may be able to help with finding local legal firms who support vulnerable groups.</p>
6.	<p><b>Q: When is the plan to get the day services back to normal?</b></p> <p>R: Currently day services should still be adhering to government guidance with regards to safe measures around social distancing and infection control. This guidance outlines that support groups can still meet face to face but only where they have a risk assessment in place which considers the environment, washing facilities etc and where the location is sufficient with only up to 15 persons able to access a session where the risk assessment would support this number. We are not aware of when this may change and certainly the increase in covid cases and new variants would support a cautious approach to managing services at this time which is supported by our Public Health team. Where carers have any specific issues or need additional support to manage their situation contact can be made to the Council for support through the Contact Centre.</p>
7.	<p><b>Q: Do people with dementia have a social worker?</b></p> <p>R: Any individuals who require a Care Act assessment, including those with Dementia, will have an allocated social for the period of assessment. Where social care needs subsequently identified the individual will remain open to that social worker whilst a support plan is formulated in terms of how assessed needs are to be met, etc. Once any services are in place, and the support plan has been reviewed the individual's case will be closed to the allocated social worker although the case will remain open to Adult Social Care, being allocated when the annual review is next due or before if circumstances change and social work intervention is required.</p>
8.	<p><b>Q: Mencap supports young people but how much do they get from the Council?</b></p> <p>R: Details of what payments are made to providers are on the Council's transparency pages</p>

# Day Opportunities Consultation

## Raw Comments

## Additional Comments Made by Service Users at Consultation Meetings

No.	Comments
1.	Love the staff at the day centre. The food is very good
2.	People are wonderful couldn't wish for anything better
3.	The staff at day centre are 110%
4.	Look forward to going to day centre and meeting people
5.	Enjoys the meals and company at the day centre
6.	The staff are great, and the meals are alright too
7.	If I wasn't happy coming here, I wouldn't come
8.	My days changed from 4 to 3
9.	Services are better now
10.	My days changed from 5 days to 2 days would like to go back to 5 days
11.	I have had my days changed but this is better as I can see other friends
12.	I could not go to respite
13.	I am getting out more
14.	Evening sessions in the summer but not in the winter
15.	I wasn't able to use the shower at home
16.	Days at the centre where reduced
17.	Continue to use STU (Sefton Transport Unit) to do trips out if the budget allows - subsidised transport would help
18.	Longer days in nice weather
19.	I had to pay for a ramp to access the garden
20.	It took 18 months for me to come back. The social worker said I didn't deserve to go to the day centre
21.	Used to go to Park Lodge but now closed
22.	Day centre is important to me
23.	Accessibility is a barrier in Southport
24.	The centre has one bus with wheelchair access, covid has reduced the numbers who can use it
25.	I needed a stand aid this took a long time
26.	I dropped to two days, don't do anything else
27.	Lots of groups have been put on hold because of covid
28.	Staff delivered meals to us at home
29.	Glad to be back
30.	It was important to get back to the centre as I am now able to use the shower I can't at home
31.	Coming to the centre is important to me
32.	Staff really listen - you can tell them anything
33.	Coming to the centre gives my carer some respite
34.	We received activity packs from staff
35.	People feared the virus
36.	Difficult finding places in the community to go/visit as toilet facilities not always accessible - find this a barrier to accessing the community
37.	Felt sad when returned to centre
38.	I go to the local church as outreach with support worker
39.	I would like the business to be safe
40.	I live on my own and did some outreach work at St John's.
41.	I go to the day centre and use to go to Midstream in Skelmersdale
42.	Happy to go to my day centre

43.	At the weekend I go shopping but need to be back before dark as my support worker tells me I can't go out because it is not safe.
44.	I get on a bus to Southport to meet friends
45.	Missed the staff when I came back, they are not the same
46.	My brother/sister came to see me and take me out for half an hour
47.	Felt like what was the use of getting up - effected my mental health
48.	I missed my friends and staff at the centre
49.	I don't like change; I get upset when things change
50.	I have got no confidence to get on the bus, but would like to with support
51.	Staff came with a cup of hot chocolate
52.	I go on Twitter; I know about easy read and keep up with the BBC news
53.	I am going on a cruise in September
54.	I am having my jab tomorrow
55.	I used to have someone take me to Yoga of a night but that has stopped
56.	I am going to Flamingo Land to see my brother/sister at Christmas
57.	Increase my days back to five
58.	We were not allowed to mix because of the restrictions
59.	Outreach provided by the centre
60.	I came into the centre for 4 days during lockdown
61.	I came back on 16th December for 3 days
62.	I have come back for 2 days
63.	We talk about information, and I would like a talking session to be set up
64.	I like our History Group - learning historical information and reminisce sessions
65.	I like taking pictures of activities taking place in the centre, to put on the New Directions website
66.	We could have a gym group/health eating or gym room at the centre
67.	There is a lovely atmosphere, happy as I have ever been.
68.	I like it here, there is never a crossword-but they do crosswords!
69.	I come here to give my husband/wife a break. I make great demands on him/her. I have dementia, I forget things and it gives me lots of pain.
70.	Everyone is kind here; the staff work hard and are selfless.
71.	This is a happy place; the manager is very sweet and doesn't miss anything he/she works hard
72.	It's nice to keep in touch with people and be social. Lot of people are lonely so it's good to mix and not feel alone.
73.	It's all because of Boris he shut us down
74.	Love coming here
75.	During lockdown I wanted to smash things
76.	Friday I am the Bingo caller
77.	We are getting a kitchen done at the centre so we can do more baking. This morning we made flapjacks
78.	I like volunteering in the gardens and café. This has stopped because of covid
79.	We all did a 10-week boxing course, and we all got our white belts
80.	When we help the homeless, we go out and take drinks and clothes to them
81.	My Christmas wish would be for Covid to end
82.	I like being part of the events team, who co-ordinates the events
83.	Helping at the café
84.	I tried to join the community radio in Maghull, but no one responded

**Total of 84 comments**

## Comments Made by Carers at Consultation Meetings

No.	Comments
1.	<p>Son/daughter used his/her Direct Payment to access many of his/her day activities, however during the Pandemic when everything closed, he/she was at home my own caring role increased greatly.</p> <p>When my son/daughter moved to a Supported Living all of his/her Direct Payments ceased. The Day Centres where he/she used to go opened back up and he/she had to pay entirely from his/her PIP and ESA to support him/her in day activities but on a much more limited scale not what he/she was doing before because they cannot afford it and everything has to be budgeted.</p> <p>Since moving into Supported Living there seems to be no effort to provide any kind of sports activities.</p> <p>Although they provide 5 hours per week one to one there doesn't seem to be a plan in the place to keep people physically active, by walking or swimming maybe exercise or music instead of going to a Daycentre all day from 10-4pm. There are some facilities like that in Sefton for example Sailing, Swimming.</p> <p>Our group tried to see what they could do to keep people physically active with an activity of their choice, not anything too expensive but one or two hours of activity that will help to freshen their minds which at the moment doesn't seem to be available.</p> <p>As Parents they shouldn't have to tell the Providers what to do. I feel that small activities are required inside existing facilities instead of creating bricks and mortar centres so she is looking at "how can we make these people active"?</p> <p>Mental Health is a very big thing if they are isolated, lonely, constantly watching television it does have an effect on them, my son/daughter is having problems, he/she is very isolated, showing aggression since he/she has moved into this place. Would like to see some kind of provision, not necessarily a whole day provision but some activity and socialising.</p> <p>The facilities are there but that they just have to be approached on how they manage them, that there are so many Providers, Special Needs Schools etc there would be no shortage of clients for these places.</p> <p>Sometimes even in a day centre they can be isolated as this is what is happening with my son/daughter who expects that as a group they will go out and do things. However, he/she doesn't and just does their projects from morning until afternoon and then comes home. As he/she is not living at home they are isolated, and that kind of social interaction is not there.</p> <p>For example, in London he/she was part of a Special Olympics Group and they had swimming, horse riding, athletics on different days of the month and they used to take part in competitions which would bind them together. You don't have to be a very good athlete to just participate, now he/she is completely missing these activities and has become very isolated and has begun showing signs of</p>



	<p>Whatever he/she does activity wise is always a solo activity and through sports you can engage people and despite all the facilities in Southport and Sefton there</p>
2.	<p>My son/daughter lives in Supported Living and is well supported with a one to one so has no problem with going out to do things, the problem is that the things aren't there for him/her to do.</p> <p>Before lockdown my son/daughter was at college, he/she was due to get four days per week of Day Opportunities then lockdown happened, so when college finished overnight which was very stressful for him/her because he/she didn't understand why. At College he/she met and interacted with people.</p> <p>My son/daughter is nonverbal, and this is something that he/she is really missing so at the moment instead of four days he/she has only got two which are excellent but that is two days out of seven so for the other five days although he/she is lucky because he/she has the one to one and is taken out for walks which he/she enjoys it's the physical activity side that's needed.</p> <p>I asked the Aiming High Team as I understood that they were the people who was supposed to deal with the 20-25 age group because the Local Offer is supposed to go up to 25 Unfortunately, they weren't able to find any information, the Aiming High Team didn't know anything about it they just said that they stop at 19.</p> <p>All the things that my son/daughter used to have like the gym and swimming he/she used to be able to access but now he/she has to pay for both themselves and their carers, so it costs twice as much which I feel is discriminatory against their disability. Even with the Active Leisure Card he/she only gets a 90p discount for him/herself and his/her Carer and it still costs £ 9.60 to go swimming. He/she is on the Government Fixed Figure for his/her income, so everything gets paid out of that. The gym fees he/she was told would be £12 for one gym session</p> <p>My son/daughter would like to do sports, but he/she can't access an ordinary club, as he/she need support to do that. In previous Day Services they would go to places like trampolining and swimming, and he/she wouldn't have had to pay for them as an individual which he/she is now because he/she only has the two days at the day centre.</p> <p>My son/daughter also wants to do some Volunteering work, he/she used to do a lot of volunteering at college such as litter picking, sweeping leaves, working in parks etc but I have not been able to find anything like that for him/her to do. Five days per week he/she can only go swimming or trampolining when he/she can afford it.</p> <p>The socialisation part of it is completely missing and he/she is very isolated, although he/she has Carers and family and that is it apart from the two days at the day centre. He/she is not interacting with anyone, and this is what is really missing and what he/she needs.</p>

	<p>with groups of people doing things and also, he/she wants to do things that are constructive.</p> <p>My son/daughter wants to give something back in volunteering work and actually doing something that he/she can take pride in and whether it is planting flowers in Formby or something similar and he/she can go past and say, "I helped to do that".</p> <p>So rather than just sitting doing craftwork for a whole morning which he/she couldn't do because he/she needs to be outside so more of those opportunities are needed.</p>
3.	<p>The physical side and the social engagement are quite a theme and perhaps if not full days of activities, but shorter sessions and more availability is what is</p>
4.	<p>I was looking for my son/daughter who has Autism/Asperger's for something that is continuous. Often you find something for him/her to do for example the Brighter Living had short cookery courses which were for just six weeks. I have to go with my son/daughter for the first couple of times until I can leave him/her depending on who the subject teacher, if he/she takes to them and they get to know him/her. Just as he/she is getting into it and getting to know the other participants it finishes.</p> <p>I am looking for something for him/her that he/she can go to that would be ongoing or an educational term that would be an ongoing thing.</p> <p>There was a Computer Course that my son/daughter found themselves which was at the Technical College, and it turned out that there weren't enough participants to run the course. That course was for 30 weeks, and he/she was so disappointed that this wasn't going to run.</p> <p>He/she doesn't particularly want or couldn't cope with Day Opportunities 10-4pm as he/she is more of an afternoon person anyway so something between 2pm and 4pm on an ongoing basis that was structured would be ideal.</p> <p>My son/daughter is very much interested in science and was doing a degree in Astro Physics which later switched to an Animation degree.</p> <p>Currently he/she is stuck in his/her office room on the computer all day, so I am desperate to find some activities for him/her albeit for a couple of hours in an afternoon. A lot of people with disabilities like my son's/daughters don't seem to be morning people and their sleep patterns are different so to get him/her anywhere in the mornings would not be easy at all.</p>
5.	<p>I feel that for whatever reason a person is going to use Day Opportunities they need to be at a time that suits the individuals who will be taking part and not those people who are running them. There is a tendency in whatever walk of life to arrange things around the people providing rather than what they should be which is around the people attending whatever Day Opportunity that may be.</p> <p>It might be better to have shorter opportunities but more frequent because just a couple of hours out of somebody's day it doesn't matter whether it is your own day or someone that you are caring for if you don't do anything with your day, that day becomes so long.</p> <p>The communication of the opportunities that are available is important because there are lots of people who are hidden Carers, they don't necessarily know about the opportunities available so therefore the person that they have care and</p>

	<p>responsibilities for doesn't know so that person doesn't access the opportunities available. It is very important how it is marketed and how they are communicated and reviewed.</p> <p>We can all review what we do in the future based on the Pandemic and this should be an ongoing review.</p> <p>Everybody whether they have used Day Opportunities before or not we all had to reassess how we managed our lives. Based on those learning experiences for example, we know that throughout the Pandemic things moved and it was a moving picture for examples groups of six, bubbles etc. We should be learning from that and working towards if we had this type of situation again.</p> <p>What could we then introduce and introduce things gradually so that we are prepared, and we have got plans as to how we would reintroduce things.</p> <p>There were opportunities once of the rule of six came in and those people who work within the Provider Sector should continue to be thinking about what activities can be provided possibly outdoor opportunities. Providers need to consider as things progress, and it should be an ongoing process like having an Action Plan which is ongoing, and you review it and don't just let it sit and go stale.</p> <p>So much can be learned from the Pandemic for the Providers of Day Opportunities.</p>
6.	<p>Sefton Council have an initiative developing certain projects in the Communities and the Parks in order to "build a better future" and asking people to put their ideas forward regarding Climate Change etc.</p> <p>Would it be an idea if for example in Bootle's Derby Park to have an area to promote gardening and to link it in with Climate Change and improving the climate, get the community involved so Service Users could come in and bring a gardener so that they could teach gardening skills.</p> <p>If they set up a Gardening project in Derby Park it could be for 12 months, they could link in with the Southport Flower Show and showcase their work.</p> <p>They could take the produce to the Day Centres and do some cooking, also they could do "Art in the Park" painting the flowers etc and it would all be based outside.</p> <p>People in Care Homes could be involved and brought to the park, the whole Community would be included.</p> <p>They could link in with Sefton Council Climate Change issues, better Air Quality etc, Derby Park gets negative reviews, vandalised etc but it would be a perfect way to turn it around and start making these Green Spaces for everybody.</p> <p>They could get Schools, College and Universities involved and have the children in the schools etc to come and interact with the Service Users with Autism and Asperger's and learn about it.</p>
7.	<p>My son/daughter did attend something very similar in London called London Wildlife Project which was very good. It was a whole day run from morning until afternoon and they would do a lot of gardening, but they also did cooking with the produce and they really loved it and through the cooking and gardening they formed a bond with others.</p> <p>What I see with all of the Day Centres is they find for example if someone is good at drawing or painting, they will just do a painting project but there is no</p>

	<p>interaction. My son/daughter is very good at art and horse-riding, and he/she volunteers at a Riding School each week.</p> <p>The London Wildlife project they had a lot of special events such as a Summer BBQ.</p> <p>There doesn't see this type of provision at my son/daughters Supported Living facility, they have just kept them isolated and there is no effort and therefore they don't feel that it is their home.</p> <p>It must be a conjoined approach it doesn't have to cost extra but everybody needs to work together. It is very expensive to run all the programmes and the Service Users cannot afford them on their limited budgets.</p> <p>I pay a lot for activities for my son/daughter otherwise he/she will not want to stay in his Supported Accommodation and will develop Mental Health Issues.</p> <p>I also want to reiterate the importance of continuity and the Services not ending after six months when my son/daughter would be asking why he/she is not going there anymore and where are their friends, so continuity is very important.</p>
8.	<p>There was a garden in a Church in London called The Memory Garden where Service Users would go and collect whatever was there and create sculptures and have lunch while they were there.</p> <p>This was a very low-key activity but also very good to get the Service Users out and improve their Mental Health and Social Skills.</p>
9.	<p>My son/daughter is 27 and has Autism and Bi-Polar and he/she needs the motivation to do things, he/she does go out in the community with one-to-one staff and chooses things that he/she wants to do.</p> <p>I think that a project such as has been suggested would need to be an ongoing and regular thing as my son/daughter is also more of an afternoon person. That would give him/her something to look forward to and the feeling of achievement. It would be something that he/she would want to go to all the time, but also the fact that he/she is accessing the community.</p> <p>Some of the activities are expensive and they do only have their benefits for going to the gym. I do think they should be some sort of discount card for them to access the facilities.</p> <p>A full gym membership is not suitable for my son/daughter because due to his/her mental health he/she can't go all the time. To have some kind of discount card to enable him/her to go for one session when he/she wants to.</p> <p>In the past when he/she has signed up for example for one month, he/she has become unwell and not gone continuously. I feel in a way they are being taken advantage of because once you have signed up you have signed up.</p> <p>My son/daughter loves to go swimming and swimming sessions could be cheaper although perhaps they could do sessions for different groups of people as sometimes, he/she feels intimidated when he/she goes to the gym even though he/she is with Support Staff if he/she is not feeling too good.</p>
10.	<p>My son/daughter's activities don't necessarily need to be outside although he/she does enjoy planting things at home. However, we need to take into account that in Southport the Northern part of the Borough that it is only difficult if he/she is going out of Southport to go somewhere for 2 or 3 hours either he/she would have to be taken there.</p>

	<p>If it was somewhere very local that I could take him/her to until he/she was familiar. He/she would be able to know where he/she was going and able to go on their own. But the traveling aspect from Southport to Bootle or even Crosby takes so much time up for him/her and the Carer to get to Bootle or Crosby and the fact that they are going out of their comfort zone.</p> <p>My son/daughter 2 or 3 years ago was able to go to the Dunes Leisure Centre on a GP referral. He/she got a number of sessions free and could bring a Buddy to those sessions.</p> <p>They had just got into a routine for approximately 6 weeks and were told that they could go on their own. The one-to-one introductory session was fine but after that they were very much left on their own my son/daughter would tend to sit back and not participate unless there is someone to encourage him/her to do some more.</p> <p>The disappointing thing was that after the six weeks they were told that they could subscribe to get a pass.</p> <p>I was really surprised at the cost and to try to encourage people that were possibly overweight, unfit maybe unemployed to take physical activity and the cost which has already been mentioned of the individual sessions to go to. I found this shocking especially at the time when the pools appeared to be more or less empty during the day and yet they were pensioners sessions 3 or 4 times a week where they only paid £1 to swim. You had a lot of well-off middle-class 60+ using it, whereas the unemployed and people with difficulties were paying the full price.</p> <p>The cost of trying to keep fit for certain groups is so high whereas if you were a pensioner no matter what your income was you could go for £1.</p> <p>I tried to get through to speak to somebody at Sefton Leisure but was unable to reach the correct person.</p>
11.	<p>I have written to my MP about cost of Gyms, what I found when my son/daughter became an Adult was that it was like he/she was falling off a cliff. The number of things that were provided for them as a child, all the Special Needs Clubs, things like the bracelet that he/she got from Aiming High which meant he/she could use the gym for free.</p> <p>I don't understand why for the people who are severely disabled that can't access these things normally and have to have a Carer with them.</p> <p>I don't see why that sort of arrangement cannot carry on, just because they have reached the age of 18 they don't suddenly change, the needs he/she had at 17 are exactly the same as the needs he/she has now they haven't changed, he hasn't changed and he isn't going to change just because suddenly he/she has officially become an Adult.</p> <p>I am certainly not suggesting that he/she shouldn't have choice and I not saying treat him/her like a child. I am saying that his/her needs are the same so there needs to be the clubs that he/she had through college and through School and Aiming High.</p> <p>I would love to have something like Aiming High to carry on past age 19 because these are still young fit people that want to do those sorts of physical activities and socialisation and they just don't have the opportunities because they can't access the normal mainstream.</p>

	I don't understand why it says that the Local Offer goes up to age 25 because I haven't seen any provision post Aiming High which is 19 and thinks that this is a big issue and added that obviously even after the age of 25 they don't suddenly become independent.
12.	<p>When you are working with people with the likes of Dementia you have the Alzheimer's Society who do so much and there are so many ideas that could be taken from things that they provide.</p> <p>Again, it is provided to the people who know it is available, so it is about the communication and the marketing of these thing.</p> <p>They work with the Private Sector to provide things in respect of Day Opportunities for people who have Dementia so for example they will run suitable films at the Plaza Cinema in Crosby. I feel that some of the things they do are worth looking at.</p>
13.	My son/daughter has a review every year. It has taken 18 months for me to speak to a social worker. My son/daughter lost his/her social worker and lost 2 days care.
14.	I couldn't have continued caring role if my son/daughter didn't go to a day service. The Day centre means that someone is looking after him/her – keeps the carers sane.
15.	Direct Payment seems to be the same amount, but the costs of care have gone up.
16.	The Direct Payment do give choice and control but costs £45 + per day – cost implication for carers.
17.	Son/daughter supported by Options (Charity) for swimming, the training and staff are excellent.
18.	Young people with LD need to know how to use technology. There is no-one at the day centre with expertise to teach technology/speech technology.
19.	Son/daughter had five days, got three days back – want five days again – need to have a reassessment.
20.	Need to support day centre and Mencap – support people to have a Direct Payments.
21.	Public money is being wasted – as a parent I need to help people understand. Having to tell the same information to different people all the time. Staff working from home doesn't help.
22.	Need to know information about the cost/changes.
23.	Need face – face contact and a named social worker. Social workers don't know my son/daughter, I didn't get a copy of review meeting and when I did, 90% of the conversation was missing.
24.	Staff working from home but didn't call back there is no feedback. Not the same service waiting for the Contact Centre.
25.	Need a direct line
26.	I contact social worker and people on the switchboard, email social worker and they say that they will reply within a certain time – but don't.



**Question asked – Has your caring role increased since the start of the Pandemic?**

27.	My son/daughter goes to day service which costs money but needs a support worker and there is a cost for that too.
28.	My son/daughter does not have cognitive ability to use technology. Tried during first three months of lockdown – doesn't understand – distressed him/her because he/she wasn't with the parent. Not having any physical
29.	It's been chaos!
30.	Stressful – seen no-one and the Memory Clinic have been shut. All the
31.	Feel isolated
32.	Affected services
33.	Never get a GP appointment. There are only 4 appointments a day at Hightown
34.	People who are helping us don't seem to understand the needs
35.	It is difficult to raise a concern and escalate a concern.
36.	111 is a waste of money
37.	Do not mix dementia with young people.
38.	My husband/wife goes to a day centre for 4 days – the service is excellent. I'm
39.	Carers need more information
40.	Carers lumbered with other responsibilities others should have, i.e. family
41.	<p>The process of getting a social worker, getting assessed and accessing support in Sefton was very difficult. The process was confusing and hard and took a long time. It was hard to get a social worker, and this was frustrating as in Lancashire where my son/daughter previously lived there was a different system, that appears easier and more efficient.</p> <p>People with autism had a social worker attached to them from an autism specific social work team who understood people's needs and what is available my son/daughter used to have access to a named social worker to call on for help and support.</p> <p>When my son/daughter moved into the area, a social worker was not allocated for quite a while. I had to keep ringing up and spoke to different people. When a social worker was allocated, they did a telephone assessment that lasted 1 ½ hours. They were not able to do the meeting on teams and they never met so it was difficult at an already difficult time.</p> <p>I understand that this was due to the circumstances of the time and is very happy that the day care and respite was sorted out but just acknowledged it was a difficult process.</p> <p>Whilst the social worker was supportive professional, it was a '12-week intervention' and then cases are closed.</p> <p>I was undergoing a big change and did not know what would help, what they needed, what to ask for- I didn't understand the process and was in a time of shock and crisis.</p> <p>That did not feel the most supportive thing and I felt that I could have been given more information. It is not a reflection on the social worker, but maybe the way teams are currently working. Having a team who understand and specialise would be beneficial to help people navigate the system.</p> <p>The process was all very new to me, and I was not familiar with the terms and abbreviations and found it confusing. I was offered a direct payment and didn't fully understand what this meant or what a direct payment was. The paperwork was 'challenging' and words used by staff was 'confusing'. I am intelligent and</p>

	<p>educated but it was very difficult to navigate. My sons/daughters' father had previously managed all the paperwork and so it was all completely new to me. Thankfully a worker from the carers centre, became involved and helped explain the terms and processes, who was lovely, helpful and very supportive.</p> <p>I feel that an autism specific team with a dedicated social worker would have made things easier. Continuity is important and having to explain and reexplain the same information to different workers is frustrating.</p> <p>The 5-year government plan re-autism stresses the need for continuity workers need to be able to answer questions and know about what is out there.</p> <p>The staff at Green Sefton have been fantastic, they know my son/daughter well and know how to best support him/her. They kept in touch during his/her bereavement and while he/she was in hospital following surgery. They also kept in touch during the pandemic I 'cannot speak highly enough of them' - 'the staff are superb; I can't fault them'.</p> <p>My son/daughter is challenged by staff at The Rangers/Green Sefton'. He/she is kept active, has routine and the dynamics are really good. He/she loves 'going to work' and loves the uniform. It gives him/her a sense of purpose, connection with likeminded others and has helped his/her skills and development.</p> <p>The staff try and help people develop their independence and know each person who attends as an individual.</p> <p>There is great banter between everyone, but it is appropriate and helps people understand limits and boundaries and what is allowed / appropriate to say and what is not. This is important and gives the people who attend life skills. My son/daughter would not want to go anywhere else and likes the continuity and sense of purpose.</p>
42.	<p>When I have been supporting my family with their son/daughter I has found that people's perceptions of children with ASD or ADHD, if they are not involved with someone who has got a disability where it is not obvious is that these children are being naughty.</p> <p>I feel that because the interaction is only with other children with ASD and similar issues they are not breaking down those perceptions so rather than it being a Service for child with ADHD It could be a Service for families.</p> <p>I used to take my Grandson/granddaughter to a Children's Centre when he/she was a baby, and the best part of that time was sitting in the café talking to other Mums. They don't need to go and talk about ASD they need to go and let the children have a nice time, get other people to get to know children with ASD and ADHD etc and although they may have their differences, they are still children, they are still individuals, and it doesn't have to have about their disability all the time.</p> <p>It is a matter of finding out about those Services in the Community as I found it difficult to find things about multi-generational Services for my own mother.</p>
43.	<p>Having an adult son/daughter with a physical disability, I found that all his/her life he/she has been pigeonholed by society as a disabled person. Where in reality he/she mixes mostly with his/her able-bodied peers, and he/she doesn't necessarily want to mix in a disabled world.</p> <p>Why they have to be in a Specialist Provision and only mix with people just like them and for this reason I believe, until we all mix together as a community, we are not going to break down those barriers.</p>



	<p>I previously worked for a company and found that people are disabled by the society that we live in. I feel that parents don't disable their children because they see their children's strengths but once you go out into the community you are reminded of your difference and until we break down those barriers that is not going to change.</p>
44.	<p>The Consultation is a good idea not only to see what people in Sefton are saying and what they want but in linking up at the early beginnings to make disability the norm.</p> <p>There was a recent TV Documentary Programme featuring Paddy McGuinness who has 3 children with ASD, visited an amazing College School which is mainstream, but they educated the pupils constantly around Autism and that there will be pupils in their class who were Autistic and what to expect and it was just the expected norm in that school.</p> <p>Sharing the Outcome from the Consultation with Education and all the other Services within Sefton is really important, and it is also important that they grasp what people are saying at the other end and how we need to start.</p> <p>For our Parent Carers from the very first point that they touch base with them they want to join in. They want to be able to take their child out and as they get older as teenagers. The feedback we get is that they want to be independent in the Community, although they have their needs, they don't want their Parents with them they want to be able to go out. Parents want their children to be able to go out and not be vulnerable and to be safe.</p> <p>I feel that the inclusion is really very important from the beginning. There is an Organisation in Liverpool called Daisy Inclusive UK who promote through Sport what they call "Reverse Inclusion" ( where activities are designed with disability in mind and then non-disabled people included) so it starts off with it being an open group with pockets of funding or they encourage people to get pockets of funding to be able to do this in the community but it is for everyone but will fit for disability or needs. It would be a good Organisation for Sefton to contact.</p> <p>When I worked for another authority, there was a child of 10 with Cerebral Palsy who was attending one of the mainstream schools and was the only disabled child in the school. The school wanted to look at his/her strengths rather than what he/she couldn't do, this made him/her very aware that he/she couldn't do things that his/her peers could do.</p> <p>What they decided to do was have one of their staff who had quite complex Cerebral Palsy go in to the school and within one day at the school he/she took in some wheelchairs and he/she put the children in wheelchairs and they started having wheelchair races and the little boy/girl became so popular because he/she was winning all the wheelchair races where he/she had never won anything before he/she was always the last one to the class because he/she was walking with his/her frame.</p> <p>Afterwards they said that this one visit changed the whole mindset of the school and the children, and this made him/her the most popular child in the school, it was just a matter of turning it into a positive.</p>
45.	<p>An organisation called The Good Help trainers, have been doing some training around focussing on what people can do and the person being the expert in their life and their abilities.</p> <p>As far as bringing people together if their children only mix with children who have got Special Needs, they don't learn from other children.</p>

	<p>Learning is a two-way thing in what is acceptable behaviour in an environment for both groups of children. There are lots of things that could be provided in a Hub where you have got opportunities for volunteers, respite for Carers, children mixing with other people. Unfortunately, it is always limited by funding and in my experience applications for funding are always to fix a specific need instead of looking at something holistically, prevention.</p> <p>I spend a large amount of time sorting things out for my father/mother as a Carer going from place to place. Whereas if that was all available in the one place where I could access the different Services in the one visit while I was there it would save so much running around.</p> <p>They have got Community Services in a place where people can access them when they need them without them going from house to house.</p> <p>It is a case of using the funding creatively and I believe that you can hit your targets while still delivering what people need.</p>
46.	<p>I mostly engage with Children's Services Social Workers but occasionally have to do joint pieces of work with Adult Social Care and from a workplace point of view because social workers are so busy, they don't know what is out there to offer families. It is a case of knowing what is out there, keeping in touch with what is going on because sometimes with those Assessments for both Children and Adults because of resources they are sometimes led by resources where ideally, they would be Service led around to need.</p> <p>Sometimes it is quite a rigid response to what they can be offered in the Community or as a Day Service, it is about creative thinking which can sometimes be supported by what their knowledge is, it's not always about turning to funding.</p> <p>I feel that Professionals need time within their work process to find out these things as I has often had conversations with Social Workers where they didn't know that particular Services existed.</p>

**Total number of comments 46**

## Additional Comments Made by Staff at Consultation Meetings

No.	Staff Comments
1.	Shorter sessions would suit some people
2.	People's mental health declined, and they felt down
3.	People was scared to let staff into the house
4.	OPERA visit the centre
5.	Day centre recruited volunteers to help support visits
6.	Personal care was affected for those who use the facilities at the centre
7.	Provided support via telephone calls and provided support or sign posted people to other services
8.	People's mental health declined, and they felt down
9.	Schools and colleges come in to join in with the workshops
10.	We have good links with the community, we upcycle things to sell to Park Lodge
11.	They link in with Dementia Friendly Groups
12.	Prior to lockdown we used to go to one of the local schools and pupils from year 8/9 would read stories
13.	We have a young man/woman who volunteers at the Oxfam shop once a week
14.	Accessibility to beach is sometimes difficult, sand is brought into the centre so they can feel different textures
15.	Most people stayed at home, some had to come into school as they were unable to cope at home
16.	The transitions process - young people 17/18 in the session did not have a social worker
17.	Social work assessments were how people were found to be eligible for support services. What if they are not eligible but still in need?
18.	The group and the staff would be happy to be involved in the coproduction of the day opportunities service specification. They would also be involved in any other developments of services in the future.

### Question asked – what do you enjoy about attending the centre?

19.	Likes the company
20.	Likes the break from boredom and being home alone
21.	Likes having a chat with people I know

### Question asked – What's your favourite thing during the day?

22.	Enjoys the food
23.	The food is good
24.	Enjoys the food
25.	Enjoys the food

### Question asked – What would you do if you did not attend the day centre?

26.	If I didn't attend the centre, I would stay in bed
27.	I would be on my own and probably do some cleaning
28.	I Would sit alone watching TV hour after hour

### Question asked – What do you enjoy about the centre?

29.	The centre is caring, and the staff are friendly
30.	I am kept amused
31.	It's friendly here and there's company
32.	My husband/wife has a chance to rest, and I broaden my outlook and keep my mind active

**Question asked – Is there anything you would like to do?**

33.	All four people in the session said nothing
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**Question asked – Is there anything you would like to do in the future?**

34.	All four people in the session said maybe some trips out
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**Question asked – Would you change anything?**

35.	They should get a cat
36.	All four people in the session said that we value our time here and would be lost without it and so would our loved ones who need a break. During the pandemic we were very board, and it was very stressful on our families

**Total number of comments 36**

Questionnaire Comments made by Service Users or Parents/Carers.

**I Am Responding on Behalf of Someone Else Interested**

1.	Completed on behalf of my wife as her carer/husband
2.	For my son
3.	Voluntary worker (CAB)
4.	Parents of someone who goes to a day centre in Sefton
5.	I am the service user's widowed mother and, at the moment, his only constant Carer.
6.	I am the service user's widowed mother/father, and, at the moment, his only constant Carer is me. XXX, my son/daughter, has profound learning difficulties and cannot communicate verbally. He/she also has a "rolling gate" and hypertonia of the limbs which affects his/her mobility, and I am desperately trying to keep him/her mobile but worry that I could be causing him/her harm but not to do so, would likely to render him/her unable to walk. He/she has epilepsy (mainly controlled) and danger of choking. Everything including rubber gloves etc. he/her puts in his/her mouth. He/she has 1-1 care day 2-1

**Q. Activity During the Pandemic**

1.	Some FaceTime contact with friends and family Spent time in hot tub Took dogs for walks in evenings so we didn't meet as many people
2.	Couldn't do much as he/she is blind and into sport so was mainly on the phone and zoom calls to friends and did some exercise but lost the motivation to keep this going Listen to audiobooks
3.	During lockdown I stayed at home with my Mum & Dad. When the day centre opened up I was able to go back there.
4.	I am a keyworker so was a work.
5.	My granddaughter/grandson stayed home with me and I had home visits from the day centre which gave her a break.

6.	Anthony enjoyed walks within his/she local community a lot of the activities he/her did was indoors stipulated above
7.	Very little contact from the day centre just an odd phone call on a Friday just to tick a box and write everything down that's said without warning for safeguarding prospects which is understandable but it would have been better to be told this before starting to write things down false promises all the time from the manager saying that she/he will ring more often and never rang a semi-automatic offer to help with shopping but didn't mean it felt like I had been forgotten we had to rely on my 76 year old grandparent to get our shopping and we have had to use the food bank we have never been told about the support on offer to families who are struggling in the pandemic for example the day centre staff coming out to the house or trips out for an hour to give people a break we were only just told this by the social worker saying that is how it was put to our team
8.	All usual activities were initially shut due to lockdown which caused anxiety and stress. My son/daughter could not understand why his/her Day Service and activities had to cease nor why respite or swimming for example was terminated. Apart from walking with me each day I had to occupy my son/daughter by continually and repeatedly doing household jobs and cooking/baking for his specialist diet.
9.	My son/daughter is not able to communicate so the Zoom/Internet & telephone questions aren't applicable really.
10.	My husband/wife has underlying health conditions including Alzheimer's Disease. He/she spent the first three months of the year very unwell so was unable to participate in many activities, then ended up in hospital for 3 weeks. My husband/wife had to learn to drink out of a cup, use a knife and fork and climb stairs again when he/she came out of hospital. The activities at home have focussed on coordination skills.
11.	A week's holiday in cottage with bubble friends. Cookery at home. shopping on line. Doorstep chats. Zoom
12.	1) Drives with my husband/wife 2) Visit grandchildren/family
13.	When locked down I did nothing except watch tv and eat. I was frightened of going outside even when not locked down. I missed my friends at my day centre. I cried a lot. I hated not being out with my friends from day centre. I felt very lonely even though I had my mum/dad. I didn't see my nan for a year and seen my boyfriend/girlfriend 4 times in a year.
14.	Went for a little drive in the car with my dad/mum
15.	with the help of my mum/dad, I delivered lunches to elderly people who couldn't leave the house.
16.	I really struggled during lockdown and without my day centre, I was very stressed and upset.
17.	Did not do any other activities apart from stay at home and watch TV
18.	We are Jehovah Witnesses so we still carried out our work via ZOOM. My wife/husband would set it up as I am unable to use it.
19.	Enjoyed being with family
20.	Went for a little drive in the car with my dad/mum
21.	I did not do any other activities at home during the pandemic
22.	I really struggled during the pandemic, because I did not like being away from my day service. I missed my routine, the activities we do and my friends.
23.	Enjoyed being with family Online shopping with
24.	I listened to classical music on my mum/dad's mobile phone

25.	I struggled without my day service during lockdown. I missed my normal routine and the activities the day service offered.
26.	Restrictions meant seeing family was limited
27.	Kept in family bubble with son/daughter and family. Daughter and other son by telephone. Spent lots of time in garden and around house. Sometimes went to son's but due to dad/mum's care issues was difficult.
28.	Stayed at home - I read Went outdoors for exercise - with my son/daughter
29.	I was unwell and shielding
30.	No, as I was shielding by choice.
31.	I was shielding through choice
32.	No - watched Netflix - learnt how to get it on.
33.	None
34.	Go out everyday in electric wheelchair to get out of wife/husband's way. So she/he could do housework. I'd go to the shops to get the shopping
35.	Went to the shops a couple of times with my son/daughter.
36.	My mum and dad took me out in the car with my lunch to Burbo Bank to watch the ships and we found some demolition sites I liked to watch but I found the lockdowns very hard and got very depressed.
37.	Did gardening, went outdoors and met people indoors in bubble with my carer. The day centre was closed I had no choice. I had to stay at home with a carer
38.	Did a lot of gardening. did a lot of telephone calls locally and internationally. Did a lot of ZOOM on weekdays.
39.	Needed staff with me in the garden. Met up with carers only in bubble. Day centre closed. I had no choice, could not do anything wheelchair bound and in the house. Reliant on carers coming in.
40.	walks - had someone to walk with. Met just with carers bubble indoors. Day centre closed. My son/daughter was off school, had carers in and had to school and teach my son/daughter.
41.	I need someone with me at all times. Day centre closed. I am wheelchair bound and I have no choice to stay at home and I was isolated. I can't exercise at all.
42.	House isolation
43.	No
44.	n/A
45.	Went to my sister/brother some weekends. Went out sometimes in the car. Just did knotting and colouring in. Went in my wheelchair to the park with my sister/brother.
46.	usual help for partner with daily duties
47.	I am part of a group called SAFE (Southport Access for Everyone) and campaign for better access facilities across the borough. We have recently been successful in getting changing places facilities at the Atkinson Centre, the New Market Hall and the day centre. This has made going out in Southport so much easier for me and my carers and also other disabled people.
48.	No. I have square eyes
49.	no
50.	Bike rides and snooker, darts, football and basketball
51.	Basketball, bike riding snooker
52.	No
53.	Hock ey
54.	Stayed at home with my brother/sister. Sometimes I went to my Uncle/Aunt XXX or XXX for the day and helped in their garden.
55.	At home used laptop to do hobbies, met with my sister/brother in the bubble indoors and mum and sister outdoors. The day centre was

56.	XXX walked her/his dog everyday lives and socialised with her/his brother/sister Had some outreach from day centre Spoke to XXXX sometimes
57.	Met with brother/sister indoors. Didn't got to Day Centre as shielding. In contact with Day centre by telephone. I stayed at home with my mum/dad as we were shielding together.
58.	was unable to go out due to pandemic. Elderly parent was vulnerable.
59.	Done word search Went to the shops with sister/brother on Thursday Did chair exercises XXX used to bring tea over, seen XXX too kept in touch on phone with sister/brother XXX and she/he tried to teach me ZOOM
60.	I did more crafts at times but got fed up. I needed company of friends; I was so lonely.
61.	Done some gardening with my uncle/aunt XXX (XXX is the nephew/neice)
62.	Staff from the centre took me out some afternoons on the mini-bus. I would get an ice-cream or a cup of tea. I have looked forward to this all the time I was stuck in the house.
63.	My day centre (XXX) provided outreach. On a few afternoons each week, I went out for a drive on the minibus, this was good for me and my dad/mum. Staff would also provide me with materials to work on my cross stich.
64.	Outdoor walks and day service was outreach.
65.	My day centre was closed because of the pandemic but they gave me outreach 3 times per week for 2 hours. I went out in the minibus for my safety. I am a wheelchair user, so access is difficult.
66.	NO
67.	NONE
68.	Day centre was outreach
69.	Lego - done this alot.
70.	We put on 'Golden Oldies' records and CD@s on and sang our heads off. Now and again my husband/wife (who goes to a day centre now) danced away to the music. He/she can remember verse after verse from years ago. He/she smiled so much I could have cried. He/she loves to dance to music
71.	Attended day centre when it reopened. I stayed at home and looked forward to my visits from the ladies from day
72.	Day centre - Mar - Oct day centre closed)
73.	Did go back to day centre when it was allowed but now only go 2 days instead of 3
74.	Read newspapers. Did crosswords. Jigsaws
75.	Spent time in garden when hot. Not able to walk far. Went to day centre 3 days per week. When fine we went to Formby Village, shopped and occasional meals out. We visited our children in Formby, Southport and had rides out in the car. We used to have XXX (can't read word), played locals and did lots of walking but there XXX (can't read word) are beyond us. We do a lot of gardening and XXX washes up after meals.
76.	No
77.	I went on my laptop and singing and TV and tidying my room up Boccia
78.	Diamond pictures Sing on Karaoke
79.	singing and dancing and art and craft
80.	Lego games



81	Monday night football
82	I watched TV, listening to Spotify, doing exercise, playing games like Tomb Raider I played before. Watching Marvel films and painting all day at day centre
83.	During lockdown and when day activities were suspended my son spent a lot of time at home indoors and had support from some day activity centres by zoom. some of these were excellent, particularly the day centre in the support they provided during the 2021 lockdowns. He/she met up with friends by organised zoom activities and when the activities resumed.
84.	My son/daughter went nowhere and had no support Until the day service opened late 2020, Green Sefton gave no support until Oct 2021. I have worked full time and would have been totally lost without Carers to help out with my son/daughter
85.	Cooking, gardening, treadmill, weightlifting
86.	We did bake off competition, talent show, sports day, had a BBQ, a disco and did Take-a-ways a lot
87.	Shopping, Gardening
88.	Bought an exercise bike and did online Zumba classes rather than going to the gym. Enjoying zoom at the beginning but then lost interest. Became very sad and was much happier when day service opened again.
89.	The support staff compiled a rota of activities that kept us busy and stimulated
90.	The Zoom sessions provided by the day centre during the lockdown at the beginning of 2021 were a real lifesaver. They turned what could have been a difficult time into quite an enjoyable one. My son/daughter was able to see his friends every day and get involved in sessions covering music, art, drama and dance. Without the sessions, he/she could have been quite isolated.
91.	Went out for walks early mornings.
92.	None
93.	No
94.	No not at all.
95.	No not at all
96.	Activities were very difficult for my father/mother during lockdown, the only thing that kept any routine or feeling of normal life was the private day centre he/she attended (part funded by Sefton Council). It is extremely hard to engage dad/mum in activities as he/she is very much a social person and prefers the company of other people his/her own age. He/she cannot concentrate for too long on any task, hobby e.t.c.
97.	Do you mean during lockdown or since restrictions were lifted? During lockdown I stayed home with my mum/dad who was furloughed. I saw my friends on zoom and went for daily walks and did Joe Wicks. When restrictions were lifted I returned to my day services.
98.	Very little contact from the day centre just an odd phone call on a Friday just to tick a box and write everything down that's said without warning for safeguarding prospects which is understandable but it would have been better to be told this before starting to write things down false promises all the time from the manager saying that she/he will ring more often and never rang a semi automatic offer to help with shopping but didn't mean it felt like I had been forgotten we had to rely on my grandparent to get our shopping and we have had to use the food bank we have never been told about the support on offer to families who are struggling in the pandemic for example the day centre staff coming out to the house or trips out for an hour to give people a break we were only just told this by the social worker saying that is how it was put to our team



99.

The person supported had difficulties with the ever changing Covid guidelines and restrictions. It was crucial that the person supported continued to access the resource centre during the pandemic as this could have had a significant impact on the wellbeing of the individual and family network. It could have resulted in parent/carer breakdown.

100.	n/a
101.	<p>My daughter/son still attended the day centre but she/he had less days to begin with and now attends 5 days a week. This was essential to her/his mental health and well-being.</p> <p>Given her/him diagnosis we and she wouldn't have managed with out day centre help. My daughter/son has a severe learning disability and autism.</p>
102.	<p>I have done lots of Art work - Canvases Painted Tiles Colouring Books Keeping occupied Gardening Planting Seeds Shopping</p>
103.	<p>Swimming Walking the</p>
104.	<p>- Re care staff - non drivers, apart from 1 day governed by Government guidelines and laws. Had to be kept local due to lack of safe transport and difficulties re rest stops for XXX</p> <p>- 2020 Summer - during my 3 mths lockdown on age grounds, I tried to keep in touch by Zoom. It was heart-breaking. XXX is used to my being at his/her front door to take him/her out for at least 3 hours to try to keep him/her happy and mobile. XXX could not understand that he/she could see me but I was not available to take him/her out and he/she kept leaving the room and going to his/her front door to find I was not there. His/her sister/brother XXX, who was always his/her best friend when he/she lived at home until his/her 20's (and still is) was also prevented from seeing him/her re government restrictions and was equally distressed at XXX deterioration; though she/he has a young child and full time job.</p> <p>- After the 3 mth lockdown, I have managed to at least improve his/her confusion and prevent some of the deterioration in his/her mobility but I could be doing more harm than good at times when he/she appears to be limping or stopping to "hang on to a wall" and of course, as he/she cannot verbally communicate his/her distress, I worry he/she could have hurt his/her legs and I am prompting him/her to walk. But getting help - I've tried and failed and have to live with doing my best</p> <p>- not easy.</p> <p>- Other activities with his/her staff were severely limited and since his/her service provider sold the business it is much worse. But how bad does it need to be to get any professional help? 3 out of 4 of his/her carers, left their jobs</p>
105.	I spoke to my brother/sister on the phone a lot to update him/her
106.	XXX enjoyed playing on her/his computer consoles
107.	I received some outreach support from staff at my day service for a couple of hours 2 days per week to give my family a break and so that I could have some social interactions outside my bubble.
108.	Watched DVDs at home
109.	Made new friends Enjoyed family time

110.	Went for walks every day Went for a drive every day x 2
111.	I stayed at home with my carer coming to help me and I played with my cards, listened to my radio and watched TV
112.	Went shopping to the Strand in my wheelchair with support from carers
113.	I received some outreach support to help with personal care etc. for about 1-2 hours Monday - Friday. This was provided by staff that know me well from the Day Centre I attend.
114.	Playing Football
115.	Watched my dvds Went out
116.	Art Colouri ng Singing Drama
117.	Played games and did colouring on tablet
118.	No
119.	Practiced craft
120.	Watched the TV
121.	No
122.	House work all the time Practice acting, dancing Star acts Singing on my own Go on my laptop and I- pad watch Tv Gardening Played games Watched movies & videos Clap & clapping on front step for NHS On phone Zoom Calls online
123.	I falling at horse riding and twist my ankle  Playing my laptop a time
124.	I did baking, art, singing, quiz with the day centre and my friends
125.	Videoing and video editing. Zoom quizzes (by my care centre)
126.	Karate Laptop spending time with family and friends help mum/dad
127.	Videos, quizzes, talent contest arts and crafts baking by Zoom
128.	Talent contest hair and make up baking

129.	QUIZZES, TALENT CONTESTS, ARTS & CRAFTS BAKING (BY ZOOM)
130.	Went for drive in mum/dad's car Singing Dancing talent competition Quizzes baking cleaning wrote
131.	N/A
132.	OUTDOOR FILM & EDIT WALKING AROUND PARKS & PIER TRIP TO YORK & BLACKPOOL (DAY CENTRE)
133.	Outdoor filming and editing (Day Cntr) Walks in the park (Day Cntr) Trips to York and Blackpool (Day Cntr)
134.	Baking Arts & Crafts Football
135.	Outdoor filming Editing (Day Cntr) Walks in park (Day Cntr) (Day Cntr) Trips to York and Blackpool
136.	Outdoor filming & editing (Day Cntr) Walks in park (Day Cntr) Trips to York & Blackpool (Day Cntr)
137.	I did arts and crafts, exercising, gardening, playing my guitar, cooking, baking, reading and running.
138..	Played games on laptop Played football in garden Arts & crafts in hub

**Q. Where you able to learn any new skills?**

1.	Ordered a lot is take aways
2.	Video calls were new to me. I enjoyed being with my family and going for walks when the weather was nice. We sometimes would take my brother/sister's dog, Dixie, for a walk to the park.
3.	I learned how to needle felt.
4.	XXX spent time with family and enjoyed contacting family using the phone
5.	Lots of zoom meetings with the Catholic Church Enjoyed being together with my family FaceTime calls with my Uncle/Aunt XXX Phone calls with friends from church Buying things from Amazon YouTube talks and masses  Talking on Snapchat with my nana/grandad Online concerts and pantomimes
6.	I was quite ill at home, with my wife/husband and carers once daily
7.	My son/daughter does not have hobbies, cannot make friends or even understand the concept of friendship. As he/she is non verbal and cannot read or write any activity has to be routine based and one that keeps him/her busy through physical movement.
8.	No
9.	Not really applicable as my son/daughter has complex needs
10.	No everything was restricted and very difficult for me.

11.	Spent time with my family bubble
12.	My husband/wife is completely reliant on me (his wife/her husband) and my family to help him/her with most things from getting dressed to giving medication. He/she has not learnt any new skills and his/her anxiety levels have increased also.
13.	No
14.	enjoyed zoom calls.
15.	Nothing I didn't really go out for 18 months
16.	as above. Would like more info on ZOOM video calls etc
17.	NO
18.	No
19.	Enjoyed spending time with mum/dad. Made video calls
20.	I like being at my day centre, although I do love being with my family I struggled to stay at home during lockdown.
21.	no
22.	Tried knitting but due to visual impairment, struggled. No support with this hobby whilst at home. No online shopping or making video calls.
23.	No
24.	no
25.	I did enjoy spending time with my family
26.	I learnt to buy stuff online Spent lots of time with my mum and dad, sisters and nieces
27.	I struggled with being away from my day centre and found it very difficult to stay at home.
28.	Enjoyed spending time with family and they also learnt some baking. No, I didn't start a new hobby. I was with my mother/father my main carer all the time.
29.	Being with family was very enjoyable.
30.	Enjoyed being with family Made video calls
31.	I started using lego Arts and crafts - colouring books
32.	Know
33.	I learned and studies Thai-chi and kickboxing techniques
34.	Enjoyed spending time at home with friends I live with
35.	video calls - supported by mum
36.	Learned how to make video calls
37.	Video calls used for the first time
38.	Mum/dad learnt sewing and learned how to use iPad and apps.
39.	Couldn't see family
40.	I did not do anything new. I enjoyed being with family.
41.	I enjoyed being with family but did not learn anything.
42.	Just stayed in house with my daughter/son
43.	no
44.	I enjoyed the word search provided by the day centre
45.	No
46.	No
47.	No
48.	No
49.	My dad/mum helped me to make some things with wood in the garden.
50.	No, I could not

51.	No
52.	No, not able.
53.	No, very depressed
54.	No, I was very depressed and isolated.
55.	online shopping with support of husband/wife
56.	I enjoyed being at home with family
57.	Did not start any new hobbies. Didn't make any new friends, no online shopping
58.	Stayed sometimes with my sister/brother in our bubble. Played games on my tablet. did some gardening.
59.	No
60.	new friends
61.	I learned how to use ZOOM and kept in contact with my faith group. Made new friends. Bought goods on the internet and watched YouTube talks and
62.	Did online shopping
63.	No
64.	No
65.	Video calls and colouring in books
66.	ZOOM
67.	Enjoyed being with my family Video calls
68.	NO
69.	No Enjoyed with family sometimes.
70.	I was shielding with my mum/dad, adhering to the government guidelines. I am unable to use the internet.
71.	I liked to go shopping but was unable to go out most of the time and unable to access online shopping.
72.	No
73.	No, just watched TV
74.	No, I didn't learn any new skills. I did enjoy being with my family
75.	No, I gave up of doing anything.
76.	No
77.	No
78.	No
79.	NO
80.	No, I did not learn new skill. I go to my sister/brother to give my carer a rest at weekends.
81.	NO
82.	NO
83.	NO
84.	NO
85.	no
86.	NO
87.	NO
88.	shopping with mum/dad
89.	Made video calls
90.	Exercise Dance classes on YouTube
91.	My husband/wife just smiled when he/she saw our family on Face Time. He/she was in a daze when he/she saw his/her 10 grandchildren speaking to

	sadly he/she couldn't talk back. He/she doesn't speak very much now since not mixing since COVID began. I chat as much as I can to help him/her.
92.	No
93.	No
94.	No
95.	XXX is losing concentration but still manages word search. She/he will answer the telephone but will pass the phone to me.
96.	No
97.	ZOOM calls
98.	Boccia - done it at home
99.	Diamond pictures
100.	I spent lots of time online chatting
101.	Gardening
102.	Crafting
103.	I worked on my painting skills that I made
104.	no, although he went for lots of walks.
105.	No new skills just lots of walking and became more withdrawn as My son/daughter is a creative of habit and has gained approximately 2 stone in the last 18 months
106.	Vaccination course (SJA)
107.	ZOOM calls
108.	ZOOM calls
109.	ZOOM calls
110.	Had to do ZOOM and video calling
111.	Learnt to behave - no hitting staff. Control my anger.
112.	ZOOM
113.	ZOOM calls
114.	phone calls
115.	Gardening
116.	I done online shopping
117.	Being with my family. Planting
118.	Art at home
119.	Did a lot more baking, zoom calls with my friends, even learning rooms organised regular group zoom calls and weekly challenges like model making, puppets and baking challenges which were good for a limited time.
120.	No
121.	We learnt about Zoom ! Did quizzes on this medium . Learnt how to film another and send these films to other households . Also had guitar lessons in house and other enrichment activities
122.	My son/daughter played his/her guitar during the Zoom music sessions provided by the day centre and this gave him/her the confidence to start taking his/her guitar to the day centre after the lockdown. Playing regularly, there, has improved his/her ability.
123.	Online shopping but wasted a lot of money.
124.	No
125.	Made radio and clock
126.	No
127.	No
128.	used skills we had but possibly improved them using zoom when his/her centres were closed and gardening - growing vegetables & flowers

129.	No, dad/mum cannot engage with technology, he/she doesnt have the mental capacity.
130.	Zoom sessions with day services where we did crafts, games, music and baking.
	Lots of zoom meetings with the Catholic Church Enjoyed being together with my family FaceTime calls with my Uncle/Aunt XXX Phone calls with friends from church Buying things from Amazon YouTube talks and church masses Talking on Snapchat with my grandparent Online concerts and pantomimes
131.	XXX would be supported to talk with family through Zoom.
132.	video call my dad/mum and brother/sister
133.	No
134.	No
135.	The person supported was able to adapt to the ever changing Covid guidelines and restrictions on activities whilst accessing the resource centre. It was crucial that the person supported continued to access the resource centre during the pandemic as this could have had a significant impact on the wellbeing of the individual.
136.	No
137.	No
138.	n/a
139.	n/a
140.	No
141.	Called my friends every day Enjoyed being with
142.	Enjoyed being with family and playing games together
143.	I started the Day Centre and met new people
144.	No
145.	No
146.	I made new friends during lockdown
147.	Made new friends enjoyed being with my family online shopping facetime
148.	No, but new skills do not come easy due to my disabilities BUT I loved my version of my social life and the only constant has been my family, especially now as apart from one day a week, I never know who is going to look after me and I can't tell them how to help me.
149.	Nothing new
150.	Went on walk every day
151.	Went shopping with family
152.	Enjoyed being with family Facetime family
153.	Made new friends With my family Online
154.	Played on I-Pad Made new friends enjoyed family time
155.	No



156.	Video calls (zoom) made new friends waved at dad
157.	Made coffee, tea and cakes
158.	No
	Shopping Walks New friends
159.	Enjoyed being with family Friends
160.	Video calls
161.	Listening to instructions Team work in house Eye conversations Perform with XXXXXX at screen
162.	I using Zoom all the time Spending time with XXX
163.	Word grammar
164.	None
165.	Help cooking
166.	I did cooking during lockdown
167.	Using a video camera Using photoshop Editing a video
168.	Video call
169.	Made new friends Enjoyed being with family
170.	Video and editing
171.	Zumba
172.	Cooking
173.	Making posters Made new friends Enjoyed being with my family
174.	Started new hobby Enjoyed being with my family online shopping facetime & Zoom
175.	Partes yoga on line shopping got new boyfriend out it Jigsaw puzzle Zoom is new
176.	Started learning Korean
177.	Made lots of new friends
178.	No
179.	VIDEO & EDITING LEARN GUITAR & XYLOPHONE BAKING SINGING DRAMA (DAY CENTRE ALL ABOVE)

180.	Video Film Guitar Singing Dancing All with day cntr
181.	Enjoyed being with family line shopping
182.	Video Boxing Film Cooking kitchen all with the Day Cntr
183.	Video & Editing Baking Music (Tambourine) Drama All with Day Cntr.
184.	I have learned how to use zoom during the pandemic. I have done the same with Facetime. I have also done gardening and arts and crafts.
185.	Called family on phone

#### Q. More information on technology

1.	Did some online lessons
2.	Used all tech like zoom calls WhatsApp
3.	I send text messages to my friends and speak to them on my mobile.
4.	Microsoft teams.
5.	iPad Computer Home phone CD /DVD player Printer
6.	mobile phone
7.	My son/daughter has an iPad that he/she uses to play clips of music and to use a basic communication app to express some needs and wants but cannot use any of the above technologies.
8.	My son/daughter is not able to communicate so these questions aren't
9.	I pad, mobile phone
10.	My husband/wife is only able to use Zoom because family set it up for us. We have used it to join in sessions for Singing for the Brain with Alzheimer's Society and for hospital appointments.
11.	No
12.	I don't really understand it but my son/daughter reads the whats app messages to me and then types out replies for me they are usually from my lovely grandchildren
13.	No
14.	I can use my phone and a kindle. I don't like video calls I cannot concentrate .
15.	No
16.	ipad. playing games on it
17.	laptop
18.	Used no technology
19.	no

20.	Used the laptop a lot Used my mobile phone a lot
21.	no
22.	Used the computer
23.	Ipad, internet on phone
24.	None
25.	iPad
26.	nothing
27.	No
28.	None
29.	No, I don't use technology.
30.	No
31.	No
32.	iPad, to watch music and fins out football results
33.	iPad
34.	Candy Crush on phone.
35.	iPad for watching favourite videos, photographs etc
36.	No, I was upset.
37.	No
38.	None, only my house phone
39.	No
40.	None at all
41.	n/A
42.	No
43.	home phone and mobile!
44.	iPad, printer, computer, CD and DVD player, home phone.
45.	No
46.	NO
47.	Laptop
48.	N/A
49.	N/A
50.	None
51.	No
52.	No
53.	No
54.	used my digital camera
55.	No
56.	No
57.	No
58.	NO
59.	None
60.	NO
61.	NO
62.	NO
63.	My husband/wife cannot use any technology. I set up Alexa and choose his/her favourite songs to calm him/her down at times, i.e. going to bed or
64.	No
65.	No due to my dementia
66.	No
67.	No
68.	None

69.	Face Time
70.	FaceTime
71.	Facebook Instagram
72.	Phone
73.	I used my computer listening to music
74.	He/she joined zoom activities with family support at all times
75.	My son/daughter will-not use Zoom at all
76.	Facetime on iPad/Iphone
77.	I learnt how to an iPad and a tablet
78.	iPad Air 2
79.	Laptop
80.	Gaming
81.	Computer for ZOOM
82.	You Tube
83.	iPad, Spotify - Music
84.	Computer to keep contact with people
85.	iPad
86.	My daughter/son needed a lot of help to do this
87.	Facebook Messenger
88.	PC Computer
89.	chess.com, Amazon and eBay.
90.	No
91.	No
92.	Alexia and Google
93.	no
94.	iPad Computer Home phone CD /DVD player Printer
95.	I-Pad for communication Apps and listening to Disney music
96.	No
97.	None
98.	My daughter/son & I spoke to family using messenger. I cannot use any applications
99.	Sky Box XBox Laptop
100.	I-Pad Laptop Tv Nintendo Switch
101.	My family used Zoom - It was a disaster. I watch a screen for most of my days, I need to go out in the community and meet my day centre friends.
102.	No
103.	Ipod Touch
104.	I use my computer
105.	I-Pad
106.	Facetime
107.	Tablet

108.	I-Pad Phone Laptop
109.	Faced timed
110.	XBox 360
111.	Video cameras Microphones Video editing
112.	laptop
113.	Video cameras editing equipment wireless microphone
114.	USED A VIDEO CAMERA USED A WIRELESS MICROPHONE USED A VIDEO EDITING SUITE
115.	Cruise
116.	Gaming PC
117.	Messenger Facebook
118.	VIDEO CAMERAS EDITING SUITE RECORDING (AUDIO)
119.	Video cameras Editing suite
120.	Speakers
121.	Video camera Editing suite
122.	Video cameras Edit videos
123.	Facetime
124.	Laptop

#### Q. Future activities - Anything else

1.	Swimming
2.	XXXX enjoys activities that include him/her and his/her 1-1 support
3.	Once/week is totally inadequate, he/she needs to be occupied and on the go every day.
4.	Hydrotherapy and swimming but no suitable hoist facilities
5.	Visit dementia friendly establishments (not too noisy) cafes, pubs, restaurants, museums Plaza Crosby, concerts.
6.	Going to shows with friends, going out for meals with my 1:1 carer. Going to the gym and the pool.
7.	Go shopping with help
8.	Independently
9.	Weekly activities at the day centre
10.	Retired. Weekly activities at the day centre
11.	I am retired and I like the activities at the day centre
12.	meet up with people to do indoor exercise and art & craft/activities at activities the same as before pandemic all at the day centre
13.	Weekly activities at the day centre
14.	Activities at the day centre, activities alone at home with support at day centre, would prefer to mix activities - five days at the day centre
15.	Weekly activities at the day centre and I would want to go to art galleries etc with support from the day centre

16.	meet to do indoor exercise and art and craft - at the day centre, activities alone with support from the day centre, group activities at the day centre and sheltered acc. and needs support to go to art galleries etc.
17.	weekly activities at the day centre
18.	Retired. Weekly activities at the day centre
19.	weekly activities at the day centre
20.	weekly activities at the day centre
21.	I am 71. I can't afford paying for the care to take me out. Taxi's are a problem.
22.	This is why the day service is so important. Not only allows us to socialise but gives us a chance to have classes and be with friends
23.	This is where my day service is so important because we are all in the same building plus all my personal toilet needs are totally met and my physical and mental needs are met. I also meet my friends I've known for a long time that is very important more than ever now due to the pandemic.
24.	Not able to - cannot use hands. Attends church
25.	Volunteering - already tied up!
26.	weekly activities - at the day centre
27.	weekly activities at the day centre. activities from the community with support
28.	Cafe - with my friend XXX, I do chair based activities at the day centre, which I enjoy. Do art & craft at the centre.
29.	I experienced some of the above, however this was unsuccessful in the past, as I prefer to know who and where I am going? This can cause myself anxiety however, the day service is my safe environment in which I feel secure to enable me to do some of the things I like.
30.	I do art and craft in the day centre. Mixed activities in a building like a day centre. Activities the same as before - don't know - hard question
31.	Have an extra day at the centre (XXX) to learn new skills like cookery, shopping online, budgeting
32.	Needs support when visiting galleries, museums etc.
33.	The family come 3 times per week and we go out for a meal and food shopping. Should meet people and do indoor exercise. not possible to do outdoor exercise.
34.	Bowling
35.	wouldn't be able to do things independently
36.	Practice independent travel
37.	Dad/mum enjoys seeing friends and going to daycare
38.	The person supported requires a rigid routine which involves group activities within the community and activities just with support
39.	The person supported requires a rigid routine which involve activities just with support
40.	Swimming and 3 wheel cycling

#### Q. Other Future Activities Ideas

1.	I used to go swimming at splash world on Fridays I would like you to restart a swimming club
2.	Meet up with other blind / VI young people 18+ in a venue where we could be independent from family and have our own time Not all disabilities can mix It's hard to mix and not knock someone over with other disabilities or walk into a wheel chair
3.	I have dementia and Parkinson's, I cannot go out without my family.
4.	XXXX did enjoy visiting a day centre five days per week before the pandemic unfortunately this has come to an end now

	<p>XXX does not like to mix with others but may do if its something he/she is interested in and he/she has his/her 1-1 support with him/her</p> <p>XXX likes spending alot of time in charity shops</p>
5.	Not well enough do do a lot; enjoy reading, crosswporods, listening to music
6.	Want to be able to go to the day centre, I loved it there and it enabled my daughter/son to have a break
7.	<p>As my son/daughter not only has Down Syndrome, he/she is also hearing impaired, has poor speech and consequently is extremely vulnerable. He/she needs his/her activities and carers to help him/her resume meaningful activities to keep him/her as fit, healthy and positive as possible.</p> <p>Thankfully he/she is enjoying Live to Learn and his/her carers are starting to be able to be more adventurous with activities.</p>
8.	I want to go back to the way we where before Covid. I miss the close company of my friends at day centre and the staff. It's like a family but without it being my family. My friends understand me they go thru what I go thru. Video sessions are no good for me I cannot concentrate. I want to go back to before
9.	Meeting my old friends at the day centre.
10.	I enjoy my current routine and only want to do activities with my day centre.
11.	Volunteering - would like to get involved at a playgroup again and oxfam. Would like to work with animals. Would like to go swimming. Would like more support with knitting and embroidery. Would like to learn how to type letters
12.	Meeting my old friends at the day centre
13.	Would like to get involved with volunteering more. This is impossible without support due to physical disability
14.	I am very happy with my current routine at my day centre and am happy with the activities I am currently doing.
15.	Holidays with my day service
16.	go shopping
17.	I am interested in joining a group where I can practice art. I would love to go target-shooting!
18.	I am very happy with my current routine at the day centre
19.	I enjoy the activities my day service offers me, and I do not want that to change, or do anything else.
20.	Learning how to use technology (iPad) Talk to more people
21.	<p>Need special needs sports clubs that cater for adults with SLD.</p> <p>Affordable sports such as swimming and gym - not to have to pay double the amount a non-disabled person pays because son/daughter needs a carer with him/her.</p> <p>Affordable opportunities for sports such as horse riding, sailing, rock climbing. roller skating, running , cycling, etc. for people with SLD who need a carer with them</p> <p>Linking in with voluntary and other groups for gardening, park maintenance, grounds maintenance, litter picking, beach cleans, environment and wildlife volunteering opportunities.</p> <p>Voluntary work that improves the community and gives self esteem to the volunteer</p> <p>Individual sessions offered that can be tailored to an individual rather than a block of one or two days</p>
22.	Keep engaged and continue to be in communication with family
23.	XXX would benefit from 1 extra day. Too old to find a job.

24.	Enjoyed all activities at the day centre
25.	What I like to do is meet friends again at the centre. I am missing that and like to do thing
26.	I want to get back to day centre as before the pandemic. Be with friends I class as family and doing my activities. I was taught to read and write at the centre and still learning.
27.	Activities same as before the pandemic - at the centre. Like to come to centre and meet up with friends
28.	Work experience - you must be joking. I can't even dress myself. I can't do anything unsupported. Activities same as before - at the centre. want my days back. Can't access art galleries etc because I can't be unsupported. Get all my day centre days back and get back to what was normal. I don't like the fact I have lost a day at the centre. At home I was totally isolated, and I felt
29.	Would like to go with carer to visit art galleries, cinema, museums. Cannot go out alone.
30.	Would like to do karaoke - weekly. Would like more involvement with art activities - weekly. Would like to be part of a walking group - weekly. Would like to cook
31.	I would like to get back to the day centre
32.	I like to do my drama and to be with my friends at the day centre
33.	I like to continue with my drama
34.	Shopping
35.	Enjoy my drama
36.	XXX stated she/he prefers a mix and match but feels let down by her/his community support.
37.	I want to continue coming to the centre. I want more days.
38.	Work outside in the garden/greenhouse at the day centre
39.	Have more time with friends in the centre. I've known my friends for a lot of
40.	No
41.	Due to my illness, I only attend the day centre and appointments. My family visit me at home for tea and cake.
42.	I am unable to do any activities  Not capable to use technology and access online activities
43.	Go to Aqua fitness class or swimming but I would need support as I have dementia, a stoma bag and wear a hearing aid (without which I cannot hear anything)
44.	Would like to meet more people at home - we the family and neighbours also the carers twice per day. We always had a good social life.
45.	Trip to Tatton park
46.	Play in darts league
47.	Learn to play the drums Rock climbing
48.	Hairdressi ng Work
49.	work sports
50.	Kayaking or Bocha
51.	No
52.	Art classes



53.	XXX enjoys his/her current activities and accesses sport and leisure with his/her carers.
54.	My son/daughter needs structural very much and has seriously struggled during the last 18 months
55.	Rowing
56.	Going to Scotland with my family
57.	Don't want to do activities at home at all and up to once a month in the community with support and weekly group activities in a building.
58.	Don't want to do activities at home alone but weekly in the community with support and want to mix some activities home/community up to once a month with group activities in a building weekly.
59.	Don't want to do activities at home at all but weekly in the community with support and weekly group activities in a building
60.	Don't want to do activities at home at all but want to do them in the community (with support) weekly and in a group in a building weekly
61.	Archery
62.	Activities in the community and some group activities in a building at least
63.	Sheep shearing
64.	As my son/daughter has a personal budget funded by Lancashire council he/she has the freedom to have a variety of day services and supported work experience.
65.	Get back to work slowly in the new year.
66.	No
	My son/daughter has severe learning difficulties, I dont think some of these questions apply. He/she loves company/doing activities with others, but not in big groups as he/she gets anxious if places are very busy or noisy, he/she has physical difficulties needs close support
67.	going out for lunch
68.	Do my activities in the day centre
69.	XXX needs to keep mobile. Swimming was available at Day Centre which helped him/her and also 1-1 centre and he/she was happy just being with his/her peers travelling to and from venue. He/she loves to be out of the house enjoying himself with his/her peers. I take him/her to "special disco weekly" he/she loves it and he/she gets to exercise his/her limbs without effort.
70.	Enjoy going to drama twice a week at the day centre
	At the moment doing nothing out of the centre, I don't understand why any service users are not going out on the bus for walks, feeding the ducks or going to local amenities. Other day care providers are getting out and about in the community.
71.	I would like to go to the gym and do exercises
72.	Would feel too scared to go out on my own independently. I would like to do art, football and drama
73.	Would like to continue my drama sessions which I enjoy and get a lot from going to the day centre.
74.	Would like to have my football sessions back at the day centre. Would like to continue my two days at the day centre
75.	Doing disability awareness day Get more clients in the day centre Help people with

	Support family friends Support staff XXXX day centre
76.	I wanted visit in art galleries cinema and museums
77.	Going on a holiday to bail with XXX and mum/dad
78.	Southport fair in summer Another
79.	Go on day outs. trips, weekend away holidays
80.	*Already independent*
81.	N/A
82.	I want to keep on singing, dancing, drumming, band practice, see my friends, swimming, arts and crafts, go to the disco, see new places, shopping and guitar practice.
83.	Gardening Play with animals - no dogs

**Q. Is there anything else that you would like to tell us about how the pandemic affected you or about what you would like to do in the future?**

1.	I am very that I missed most of my last year in college I think it would be good for people like me to be able to gain the work experience we have missed out on it's difficult enough under ordinary circumstances but now it's almost
2.	As a blind person everything stopped for a lot longer for me as in my support worker wasn't allowed to guide me, so all support stopped. We had 2 weeks between both lock downs which I could go out Even though we were both wearing face mask no guiding or going into cars or buses. The only activity allowed was going for a walk, but we had 6 hours You can't walk for 6 hours. It really affected how I was feeling
3.	I would like to carry on going to the day centre because I love being there, meeting my friends and doing the activities that we do.
4.	It made me realise how essential day services are and how carer burnout happens very quickly when day centres are removed.
5.	I have health issues and it has stopped me going into the community with my family. I would like to start doing it again where possible
6.	stopping the day centre effected XXX he/she would like to know the opportunities that are available to him/her now
7.	Very anxious about staying alive or if something happened to my dad/mum or grandparents and left on my own Quite lonely at times I would like to return the day centre but I'm scared as I need personal care which means close contact with other people I also don't want to be left doing nothing in the day centre as often happened before it felt like I was in God's waitingroom I am 26 and feel like my life is fading away. Although I care about all the staff and people at the day centre and know they mean well. And want to return, it often feels like that I am a child in a nursery Better disabled Changing places Toilets in the day centre Better sound system with improved microphones for feel good music sessions in the day centre Improved hoist in the small disabled toilet in the day centre battery always flat after one sequence of going up and down A second bus for trips out other group have to walk to the Atkinson for arts and crafts session as first bus gets priority for going to Liverpool, Preston,

or bigger trips to a garden centre zoo or swimming or wheels for all other group left out with nothing to drive and come back to the centre worn out carrying all their heavy bags and suitcases with paint etc in on their back  
More height adjustable tables for disabled people to use during important sessions and meetings and lunchtimes not enough to go round  
Better meals at lunchtime  
Bring back spoons at lunchtime  
Some members of staff shout all the time at people and down the corridor to bring items from the other rooms not enough staff I do not see my key worker very often anymore  
No warning given about the Fire Alarm test or drill very loud keep changing the time without notice very little consideration for the people who use the service manager always laughing about not telling everyone or a notice being displayed in the hall and sometimes done over lunchtime  
Staff meetings are always in a morning some people are very often left without a drink or help to take their coat off very little people manning the entrance door used to be a rota  
Music system for dining hall still not arrived or ordered  
Carer meetings need to be re-established and run properly by the manager and informed by letter and websites and Facebook  
Better massage chairs needed for sensory room as always broken and people fell out without pressing any buttons  
Some more jigsaws and games  
Staff training for trampoline is very slow  
Some people miss the pool table and pottery workshop  
Lift to the outside garden area can't take heavy wheelchairs and is always breaking down  
New garden area is beautiful  
Some people would like to see a drama performance building  
Lots of waiting around in the morning and before going back home this can sometimes mean shorter sessions than usual  
Service user focus group meetings stopped because staff haven't got time  
Better disabled access to the lodge on rotten row and with toilets for everyone to use  
the need for defibrillators at all day centre sites and staff training should be given on how to use this  
showering areas in the bathrooms need to be looked at because the drainage is not very good and the water goes everywhere the floor is uneven in parts and the water even goes down the corridor in to the day centres hallway  
staff talk about service users outside the toilet door and can be heard word for word which is totally unprofessional in all day centres and some day centre transport providers block the ramp for wheelchairs getting out and block car park entrances some drivers have an attitude when asking the calmly to just move the bus a few yards to be able to get into and out in my wheelchair accessible van some day centre staff need to learn phone manners instead of telling people off or screaming down the phone  
Physhio bed should be used properly and staff need to stop saying don't touch him/her because you haven't been trained in this the manager needs to organise proper training for this  
When going to the toilet the staff say now don't touch him/her because of Flu and COVID how else am I going to be and put on and go to the toilet without the

	<p>a more suitable day centre just for wheelchair users and disabled people to be reintroduced considered for Southport area like Ainsdale and Formby used to be because COVID has taught us a lesson that putting everyone in one building is not very good enough because staff are too busy with more service users than they can cope with and can't care for everyone properly we will also need a changing places toilet in any future building plans with a geribert merna care toilet and so on</p> <p>Staff talk about inappropriate subjects very often during relaxation sessions this needs to be kept in the staff room for example boyfriends/girlfriends husband/wives and sex videos and problems at home the service users come as a priority they need to be looked after with great service and care</p> <p>Better entrance security because even though the staff do everything to monitor this people that shouldn't be in the day centre walk in everything needs to be extra safe after a couple of break ins and people do take notice of when staff aren't on reception some people in the past have even parked their cars in the day centre car park and gone into town shopping to find their car locked up on return or a man with his horsebox or young girls going out to the night party till late signs have now been put up but this is an ongoing problem</p>
8.	now have long covid, breathing difficulties
9.	It is vitally important that my son/daughter continues to access his/her Day Provision, continue to receive his/her Direct Payment and that Respite be reinstated as before the pandemic.
10.	<p>The pandemic has reduced the amount of day care (2 weekdays rather than 5 pre-pandemic) but the total lack of respite care is of greater concern, when caring for someone with complex needs.</p> <p>Transport to/from day centre has also proved more problematic. Sefton used to provide mini-bus transport, travelling with other colleagues. however, my son/daughter now has to have an individual taxi service as Sefton transport unit (STU) do not assist people who are health funded (PHB).</p>
11.	Exercise is very important for someone who is immobile with spinal rods in their back. One of the few forms of exercise which is safe is hydrotherapy, but this is impossible to access in Sefton as there are so few facilities with hoists. Please review as this is such a beneficial activity for me that I really enjoy too.
12.	I was going to start going to a lunch club in Ainsdale as they picked people up to save my son/daughter some time I don't think they are doing that now
13.	My husband/wife was diagnosed with Alzheimer's Disease in December 2019 just before the pandemic. As a family we felt let down as we had to find out ourselves about his/her condition. We were handed a book by the memory clinic and told by the doctor you will be entitled to some money off your council tax but very little else. My husband/wife and I were stuck in the house and there was little stimulation for him/her. He/she enjoys being sociable but this all stopped as he/she is considered to be in the most clinically vulnerable group too. Life has been extremely difficult for us all as a family and finding answers to certain questions has been very difficult tiring and disappointing on occasion. My husband/wife and I have just started a Memory Cafe at XXX church. This has been a great help.
14.	My Alzheimer's deteriorated a lot being confined to home and unable to go to my day centre.
15.	NO
16.	I want to do the same as before the Covid restrictions , but safely.
17.	Before the pandemic I would call myself a taxi and go to town or church most days with help from my walking aid a three wheeled Walker but since lockdown

	no longer have the strength energy or confidence to be able to do this on my own my family are very good and do visit and take me out but it would be nice to go out with assistance from someone other than one of my son/daughter it's embarrassing shopping for under wear when your 89.
18.	Almost total of meeting groups with similar likes. Increase in loss of
	I do not like the changes the pandemic did. I do not want to lose my place at day centre I would be very isolated without it. I need to be close to my friends and the staff at day centre. I need constant motivation and prompting I cannot get that thru a video. I hated not being close to people being stuck in my house. No friends hardly any family. I'm autistic so this hurt me a lot.
19.	Had to stay at home with dad/mum. Did not see friends. Could not go to the cinema, meals out etc.
20.	I am very autistic and I feel safe in my current routine. I do not want this to change.
21.	The pandemic affected my mood and not being able to see my friends has caused a drift. Worried if certain groups don't start up again.
22.	It has made me more introverted and affected my mobility
23.	Had to stay at home with dad/mum. Did not see friends. Could not go to the cinema, meals out etc
24.	When lockdown began in March 2020, I was REALLY worried. I couldn't go out and see people! I was really struggling.
25.	I do not know of any activities in Sefton, other than my day service.
26.	Pandemic stopped interaction with friends, cancelled visits from carers due to covid. Gym closures was upsetting.
27.	I do not understand money and would maybe like to learn about it
28.	The pandemic allowed me time to think and I feel a lot better in myself now. As well as this, I do not know of any activities available for me in Sefton. There is no information easily accessible to me.
29.	made me depressed
30.	I do not know of any activities in Sefton
31.	I would like to get a job/volunteer
32.	Son/daughter was at college in March 2020, left overnight and didn't return. Went from 5 full days a week of structured, full time activity organised in many different ways, with lots of different activities and interaction with his/her peers on a daily basis to (eventually), two days at a very good placement which suits his/her needs very well. However, the other 5 days are more aimless and less structured and he/she has no interaction or involvement with people his/her own age. Spends much longer now at home playing on his devices than he/she did pre-pandemic. There are very limited opportunities in the community for him/her, given his SLD and autism, to engage in any indoor activities he/she is able to access for example swimming/gym or trampolining as they are expensive which during the winter and/or bad weather makes
33.	During pandemic I missed contact with people
34.	No, although I did miss coming to the Day Centre
35.	Dad/mum doesn't communicate and dad/mum cannot read/write but helped by family and carers
36.	I missed the day centre. I am glad to be back
37.	Once the centre closed, became more anxious, missed people from the centre who were close to me. I felt lonely and bored. Missed friends and activities. I would like more time at the centre.
38.	I would just like to get out more.

39.	No
40.	Missed my friends at the centre. Me and my husband/wife got under each other's feet.
41.	Pandemic made me feel 'crap' - so glad to be back at the centre - it's f@#king brilliant!
42.	As my day centre was closed for a lot of time due to the pandemic I was therefore unable to socialise and join in my local activities. I had a more restricted life and relied on my parents and being at home more than I was used to and was unable to understand why.
43.	I would like to come back so you can do things what is already and seeing friends again even now we are not able to use all building. I lost a day and would like back.
44.	Feeling down in the pandemic. Future to be back to normal.
45.	Missed the day centre. Like to use all the building.
46.	After the loneliness of being at home and not seeing and being with friends at the centre, doing my activities and socialising, I am happy to be back. I hope to be able to do all the sessions I enjoyed before when I can use all the building as we are in zones at the minute.
47.	Want to get back to normality. Not being kept inside, socialising with friends from centre. Hoping to do all the things we did before. Missed the day centre!
48.	Want to get back to normal at the day centre with all my friends and do all the activities I can access at the centre. I am very happy to be back at the centre even now with all the zones.
49.	No day centre, no respite
50.	The pandemic affected a little. It stopped me seeing my family and partner. Made me feel lonely. Lost my ability to go outside and feel safe from covid
51.	I want day in the centre. I was staying in a lot more. XXXX would like another day at day centre or back to Park Lodge.
52.	I got very down and upset not being able to do my drama and see my friends
53.	I was very anxious about staying alive and about my dad and nan and what would happen if they became ill and died.
54.	I attend two days a week. I would like another day
55.	It affected my routines. My mental health hit rock bottom - my depression caused me to feel very low and I often had panic attacks. I had suicidal
56.	I miss coming to my friends at drama
57.	Carry on drama
58.	To carry on.
59.	Bored.
60.	missed all my friends at art and drama
61.	missed my friends, felt lonely. Glad I came back to drama.
62.	It makes me feel scared
63.	I didn't go to the centre.
64.	Lonely, sad, worried, upset. see my friends.
65.	XXXX stated he/she can't use public transport alone and specialised transport is not available at the weekend. Support at times lets him/her down and doesn't follow through his/her wishes.
66.	Through the pandemic I put on weight because got no reason to move about as much and wasn't doing much exercise. Got bored easily just watching TV
67.	I felt terrible lonely and missed attending the day centre
68.	lonely, isolated
69.	Got very depressed. I just like company of other people.



70.	I'd like to learn to use the petrol lawn mower at the centre.
71.	I was stuck in my house a lot of the time.
72.	I still feel frightened by covid.
73.	NO
74.	NO
75.	NO
76.	Needs support accessing transport
77.	Safety concerns and accessing transport - needs support
78.	Evening activities once a month Needs support on roads and accessing transport and information and advice Felt depressed when off due to nothing to do.
79.	It hit my husband/wife very hard and myself. one lockdown over 70's were not even allowed into local shops because of COVID. We had to ask our neighbours to get the basic fresh milk and bread for us and a paper. I had to order the groceries online.
80.	More days at my day centre
81.	I'd like to go back to 3 days a week to my day centre
82.	Lack of social contact was difficult. I was diagnosed with dementia during the pandemic and not socialising seemed to magnify the symptoms.
83.	We miss visits to the garden centre. Would like to go to Vue Cinema.
84.	I used to be able to get the bus to town, but I am no longer able to do so as I have dementia can no longer remember where to get on/off the bus.
85.	Sefton
86.	It meant I was stuck at home a lot and I found it really hard to go back to activities. I became lazy and didn't want to do anything
87.	Couldn't see parents
88.	He/she found the lack of structure in the first lockdown difficult, and all the care reverted to his/her parents. Once zoom activities restarted and he/she was able to see his/her friends virtually or in person he/she was happier although he/she required carer support to enable him/her to do this as he/she has very limited ability to access technology.
89.	Really think all support services should continue to maintain structured for vulnerable young adults, all other essential services had to continue as usual , the change in my son/daughter is unbelievable and not for the better he/she has really struggled over the last 18 months, it's very sad to watch
90.	Lack of Sefton keeping in touch
91.	Sefton keeping in touch
92.	Day trips out
93.	Skiing, watch rugby
94.	Go into supported living, go on holiday with friends, go to concert with friend and day trips
95.	Water skiing and rock climbing
96.	Go to football matches with friends
97.	XXX (can't understand two words) bad on my mental health
98.	Sefton didn't keep in touch
99.	Don't tell us anything
100.	To do more gardening
101.	My learning of English and Maths
102.	Learn to play the piano
103.	Didn't cope at all when pandemic started but coping better now.
104.	No

105.	As with a lot of things his/her centres used to do they have cancelled for safety or things are more restricted. My son/daughter doesn't really understand the reason for this, but it obviously affects the fun he/she has.
106.	I would like to be able to continue to go to my day care and this be continuous with no changes.
107.	<p>Very anxious about staying alive or if something happened to my dad/mum or grandparents and left on my own</p> <p>Quite lonely at times</p> <p>I would like to return the day centre but I'm scared as I need personal care which means close contact with other people I also don't want to be left doing nothing in the day centre as often happened before it felt like I was in God's waiting room</p> <p>I am 26 and feel like my life is fading away</p> <p>Although I care about all the staff and people at the day centre and know they mean well. And want to return, it often feels like that I am a child in a nursery</p> <p>Better disabled Changing places Toilets in the day centre</p> <p>Better sound system with improved microphones for feel good music sessions in the day centre</p> <p>Improved hoist in the small disabled toilet in the day centre battery always flat after one sequence of going up and down</p> <p>A second bus for trips out other group have to walk to the Atkinson for arts and crafts session as first bus gets priority for going to Liverpool Preston Blackpool or bigger trips to a garden centre zoo or swimming or wheels for all other group left out with nothing to drive and come back to the centre worn out carrying all their heavy bags and suitcases with paint etc in on their back More height adjustable tables for disabled people to use during important sessions and meetings and lunchtimes not enough to go round</p> <p>Better meals at lunchtime</p> <p>Bring back spoons at lunchtime</p> <p>Some members of staff shout all the time at people and down the corridor to bring items from the other rooms not enough staff I do not see my key worker very often anymore</p> <p>No warning given about the Fire Alarm test or drill very loud keep changing the time without notice very little consideration for the people who use the service manager always laughing about not telling everyone or a notice being displayed in the hall and sometimes done over lunchtime</p> <p>Staff meetings are always in a morning some people are very often left without a drink or help to take their coat off very little people manning the entrance door used to be a rota</p> <p>Music system for dining hall still not arrived or ordered</p> <p>Carer meetings need to be re established and run properly by the manager and informed by letter and websites and Facebook</p> <p>Better massage chairs needed for sensory room as always broken and people fell out without pressing any buttons</p> <p>Some more jigsaws and games</p> <p>Staff training for trampoline is very slow</p> <p>Some people miss the pool table and pottery workshop</p> <p>Lift to the outside garden area can't take heavy wheelchairs and is always breaking down</p> <p>New garden area is beautiful</p>



	<p>Lots of waiting around in the morning and before going back home this can sometimes mean shorter sessions than usual</p> <p>Service user focus group meetings stopped because staff haven't got time</p> <p>Better disabled access to new leaf Park lodge on rotten row and with toilets for everyone to use</p> <p>the need for defibrillators at all day centre sites and staff training should be given on how to use this</p> <p>showering areas in the bathrooms need to be looked at because the drainage is not very good and the water goes everywhere the floor is uneven in parts and the water even goes down the corridor in to the day centres hallway</p> <p>staff talk about service users outside the toilet door and can be heard word for word which is totally unprofessional in all day centres and some day centre transport providers block the ramp for wheelchairs getting out and block car park entrances some drivers have an attitude when asking the calmly</p> <p>to just move the bus a few yards to be able to get into and out in my wheelchair accessible van</p> <p>some day centre staff need to learn phone manners instead of telling people off or screaming down the phone</p> <p>Physhio bed should be used properly and staff need to stop saying don't touch him because you haven't been trained in this the manager needs to organise proper training for this</p> <p>When going to the toilet the staff say now don't touch him because of Flu and COVID how else am I going to be and put on and go to the toilet without the staff touching me and using a slidesheet and hoist</p> <p>a more suitable day centre just for wheelchair users and disabled people to be reintroduced considered for Southport area like Ainsdale and Formby</p> <p>used to be because COVID has taught us a lesson that putting everyone in one building is not very good enough because staff are too busy with more service users than they can cope with and cant care for everyone properly we will also need a changing places toilet in any future building plans with a geribert merna care toilet and so on</p> <p>Staff talk about inappropriate subjects very often during relaxation sessions this needs to be kept in the staff room for example boyfriends husbands and sex videos and problems at home the service users come as a priority they need to be looked after with great service and care</p> <p>Staff Sometimes very often call service users Children</p> <p>Staff Members say and pass comment on why do men come in work clothes</p>
108.	No
109.	No
110.	the person supported continued to access the service during the pandemic.
111.	Would like to have seen family more
112.	It was essential for the person supported and their family for the provision of the resource centre to be in place through the pandemic for the wellbeing of the individual
113.	Don't know just bored at home, glad to get back better than looking at four walls :- (
114.	I was lonely and I would like to maintain social skills
115.	The activities in the Willows are enough for me.
116.	Get more social situations and see people
117.	Nothing else
118.	Anxious & worried

119.	My carers are unable to take me to morning (pre-noon) activities due to my lack of a reliable sleeping pattern and I could give up the morning hours at day care but I really need to be able to look forward to leaving the TV and enjoying friendship, exercise and keeping cheerful. I can't explain my distress and agency/bank staff can easily mistakenly think I'm okay because I am unable to communicate my needs.
120.	The pandemic stopped me from going out into the community and seeing my brother/sister which I found difficult.
121.	I missed going to art and drama, missed my friends.
122.	More isolated and staying indoors when he/she likes to be out on the bus or walking. Staying inside and not mixing in the community makes him/her lose the ability and much more stressed when getting back to it.
123.	I was fed up and bored being at home when the centre was closed. I missed seeing my friends at the centre.
124.	I would be worried if my services at drama stopped as I want to continue this in the future.
125.	Angry upset about pandemic
126.	See family more
127.	Not speaking to my girlfriend and my friends. I missed my friends and family. Thought about my grandparents.
128.	I missed seeing my friends at drama and the staff. I have missed doing the shows.
129.	The pandemic stopped me accessing my day service, I no longer attend football. I would like to do this again.
130.	Missing my dad/mum friends from high school and friends from dance club scared terrifyi ng nervo us Leaving my old XXXX
131.	I think about our future
132.	Miss my family
133.	I would like to try and start working here more
134.	Pandemic made me feel terrible, unhappy. Angry. Anxious.
135.	Going on holiday with family
136.	Upset, bored and didn't sleep well
137.	Seeing more people activins
138.	N/A :-(
139.	Felt trapped and anxious
140.	Nervous and Anxious
141.	It stopped me from going swimming
142.	To go out more to places and see friends

#### Q. Carer role increased during pandemic

1.	No daytime activity or college No outdoor activities during lockdown and they are very slow to start up again
2.	During lockdown not getting any help made everything rest on me with 2 young people to try and keep motivated

3.	Our son/daughter has been diagnosed with a serious illness and has returned home to live with us, his/her parents. He/she previously lived in supported living. This almost coincided with the pandemic and has been a major change to all of our lives.
4.	I started caring for a loved one mid-pandemic. They have since died.
5.	Until the day centre resumed, it was 24 hours a day, every day. I had no break. It was extremely testing on my mental health
6.	The day care support reduced during the pandemic, so I had to arrange both alternative support and provide more support myself.
7.	XXXX did not need 1-1 support when he/she accessed the day centre five days per week he/she now currently receives support from Accomplish 24 hrs a day with 7 sleepovers a week
8.	Due to the pandemic we have been looking after XXXX at Home
9.	I had one to one in the home as I lived out of Sefton at the time and I still needed to go to work. So it started just in the mornings then got to full time being supported
10.	Husband/wife now has long covid plus other complex health issues
11.	In the early days of the pandemic, as I am a single parent my son/daughter was with me 24/7. He/she needs 1:1 support at all times and cannot be left alone and is exceptionally persistent and demanding. He/she does not occupy him/herself and follows me at all times. Respite has been a major problem and has had to be accessed on an emergency basis due to risk of Carer breakdown. Due to my son/daughter's language and communication difficulties he/she cannot understand why he/she hasn't been able to access respite on a regular basis and this leads to heightened behavioural difficulties and
12.	As my son/daughter only attends day centre 2 days per week, rather than the 5 previously. Additionally no respite has been offered since the start of the pandemic, previously I would have received up-to 28 days per year.
13.	National shortage of carers means I have to do more night care and I have severe back pain issues as a result
14.	With advancing age my father/mother needs me to do a lot of things for him/her
15.	My husband/wife symptoms have deteriorated since the beginning of the pandemic. He/she received a 12-week care package after his/her stay in hospital, but this cause my husband/wife and I more stress. We had 12 Carers in the space of 5/6 weeks and our given time could never be guaranteed. By the time some Carers had come I had done all the jobs for my husband/wife. His/her time was meant to be between 8.30-9.00 but some mornings it was 07.00am and others it was 8.45am. The demands on myself have increased.
16.	Due to the day centre being closed my caring role changed to 24/7
17.	As my dad/mum's day centre had to close for a time, I felt my dad/mum's health and mindset deteriorated.
18.	Yes. Initially when there was no access to day care there was pressure to set up activities at home and set up timetables. It is hard trying to be upbeat all the time when you are a single carer and if I was under the weather then activities did not happen. Zoom calls with Live to Learn were a fantastic support and helped to keep motivation going. No access to the gym and pool meant my son/daughter was less inclined to exercise the same at home. This had implications for fitness.

19.	Before mum/dad used to do all their own shopping now we do it for them also attended hospital and doctors' appointments on their own they can no longer do this also they did all their own cleaning now needs help doing this.
20.	Rely on family and care centre alongside my care. Care centre is new to us and hope it will take up more time during days.
21.	My daughter/son could not go to her/his day centre. My grandchild was off school. I help care for both of them they have Autism I also had to help my cousin who lives next door who has severe arthritis. My caring responsibility
22.	My son/daughter only goes to the day centre 3 days a week instead of five previously.
23.	Having to test each individual as they return with the possibility of a positive case resulting in isolation/lockdown. Sadly, having to advise to restrict from certain places due to risk of possible infection.
24.	Because my husband/wife has deteriorated and because all activity stopped I had to take on more.
25.	My son/daughter only goes to the day centre 3 days a week instead of five previously.
26.	Son/daughter lives in supported living
27.	My mother/father's dementia support needs have increased
28.	Absolutely! The lockdown meant total isolation for me and mum/dad. It affected her/his mental health and physical disability. More support was needed by myself.
29.	Conditions and needs worsened for mum and dad with more hospital appointments and care around house - managing home
30.	N/A
31.	No day services – day centre gave us more time together
32.	I was shielding, which did not help XXX as we could not go out.
33.	It has been extremely difficult for all the family during the lockdowns. I am disabled and XXXX wanted to be going out every day.
34.	The person I care for was unable to attend the day centre so required being at home which restricted every one's roles in the family and time was used for caring without the break of them having their days at the centre.
35.	very little respite facilities
36.	Used to go in 3 days and it has been cut to 2 days.
37.	With restrictions and lockdown came into being, unable to make visits anywhere. Had to conjure up more activities at home for XXXX.
38.	I needed to see XXX most days as there was no day centre. XXX stayed at my house every weekend - we struggled with the stairs.
39.	Yes, caring 24 hours a day has taken its toll on my general health and mental health
40.	person cared for gets bored
41.	Due to the pandemic, we have been looking after XXXX at home.
42.	We stopped carers due to being sent four different carers in a week as mum/dad now has vascular dementia and this can be confusing for her/him, so I do mum/dad's washing and dressing myself.
43.	I was with my husband/wife (carer) for 24 hours a day. Our family live a 3.5 hrs drive away so could not come to visit in case they passed it on to us (Covid). In the winter months it was dreadful. NO ONE ELSE TO TALK TO FACE
44.	My husband/wife's Alzheimer's got worse in the pandemic.
45.	I used to have more support family but that reduced with the restrictions
46.	Without the day centre the only people my mum/dad saw were the carers)

47.	In the first lockdown we didn't see anyone
48.	Had to care 7 days a week without a day off - also my husband/wife has become less capable.
49.	During the pandemic, the person I care for was diagnosed with dementia. Then a few months later spent 4 weeks in hospital where he/she ended up having their bowel removed and a stoma made.
50.	I try not to leave XXX alone to do outside jobs, banking etc on my free days.
51.	Mum/dad's dementia has got worse, she/he can't go shopping in town by her/himself and relies on me to take her/him places.
52.	I'm self-employed and I was unable to work for long periods because I am my young adults only carer. She/he was off college for long periods. My income suffered. I was ineligible for any furlough support.
53.	In March 2020 our son/daughter left his/her supported living accommodation and moved home temporarily so we took on a caring role 24/7. Otherwise, he/she would not have been able to have any visitors or social contact outside of his/her flat. He/she has since moved into an extension to our home, so we are providing care on a part time basis.
54.	When the care centres were shut down, we had to provide care for our son/daughter. This added extra pressure on our family as both parents work full time (essential workers). The day centre helped with online activities through Zoom, but he/she fretted from the lack of social contact with his/her peers. The mental strain was very hard on him/her.
55.	Absolutely no support from the care services due to the pandemic however I work in healthcare and have still had to work as normal and working longer hours,
56.	When day service providers were closed and XXXX had to be shielded it was extremely difficult. XXX became depressed. The initial excitement with zoom calls didn't last and the lack of contact with his/her friends really affected his/her and he/she became sad.
57.	Providing when day activities were suspended due to COVID 19 restrictions
58.	With home learning for our youngest, it was super difficult to manage balance with the use of technology (Zoom, Microsoft Classrooms). It was so hard to manage everyone's needs on my own.
59.	My son/daughter is living in a supported tenancy and in lockdown could not come for his/her usual overnight stays. We had contact outdoors by
60.	My daughter/son spent a lot more time at home as centres/clubs closed. I obviously had to be inventive finding ways to keep her/him entertained and happy.
61.	Dad/mum became very agitated with being unable to meet with his/her friends. Which I usually take him/her to see and pick him/her up. For a short period, the day-care was closed too and his/her depression, paranoia increased. there was significant decline in his/her dementia, as routine helps him/her feel safe and structure. He/she became very depressed, claustrophobic and agitated. He/she was classed as extremely vulnerable so I could not even take him/her to the shops etc. This led to very difficult situations, as he/she lives with me, so any chores became extremely difficult as I had no time away, or available time to be able to carry on with chores.

62.	I couldn't go to work so was a full carer. I am a single parent so there was no one else to share the care.
63.	Due to the pandemic, we have been looking after XXXX at Home
64.	Limited respite / certain services stopped
65.	Son/daughters day service was closed and he/she could not access until September 2021 so he/she was at home with me full time.
66.	We have to be a lot more careful and consider where and when to go to places. We have had less respite.
67.	Day Services have been closed so I have had to look after my son/daughter during the pandemic
68.	Some time I bring my brother/sister In
69.	My son/daughter came to live with us
70.	More pressure and time spent caring
71.	Motivation - independence
72.	Yes due to less social opportunity for my parents our role increased dramatically
73.	I am XXX mum/dad and at the moment, his/her only consistent carer, apart from one day a week, in terms of understanding his/her needs and dangers. The loss of his/her day care has had a major effect on XXX as he/she loves people, noise, music, swimming - anywhere where people are enjoying themselves including pubs, coffee shops etc.
74.	My caring role increased to 7 days per week at the start of the pandemic, lasting 12 months due to day centre closure.
75.	When day services stopped for 12 months it put a lot of pressure on us as a family as we all work and had to adjust to giving extra support to our sister/brother as she/he was unable to access her/his usual daily
76.	During the pandemic I attended to all of my son/daughter's needs for 12 months whilst Day Services was closed. We chose to keep ourselves safe by not allowing others to visit.
77.	Had no break, all services shut down, was also very concerned about my son/daughter catching Covid if attending the centre.
78.	My son/daughter's usually attends Day Service 5 days a week. When pandemic started, he/she had to remain at home all day due to his/her health conditions, my son/daughter's needs full support with eating and personal care routine.
79.	As a carer my son/daughter was receiving 5 days service at Day Centre. When pandemic started my son/daughter was at home with me. Increasing my time spent caring for him/her at home for 12 months.
80.	I don't know about role pandemic
81.	My care for XXXX has increased as per making sure washes his/her hands and has his/her mask on - and also stays in doors at times of isolation and

**Q. Carer wellbeing – has your caring role affected your own health, either physically or mentally?**

82.	Trying to keep safe and having to go shopping and hoping not to bring the virus home. Having to try and keep the motivation going. The second lockdown was the worst
83.	It very quickly caused emotional burn out.
84.	I was unable to exercise - I couldn't go out as grandad/grandmother would try to leave the house, I can't do it indoors as he/she doesn't like any banging (running machine etc)



85.	<p>I have worried constantly over arranging the additional support required and the impact it has had on my own work commitments.</p> <p>Not having the continuity of the day centre made a huge difference to my son/daughter's and my own lives.</p> <p>The whole country had to isolate but it highlighted the total isolation my son/daughter would be in without day centre support. He/she has no friends and the only unpaid people in his/her life are his/her immediate family. Every other person is paid to be with him/her. With the day centre at least, he/she has a chance to be with his/her peers although his/her complex behaviours mean contact with others is limited.</p> <p>At the day centre he/she has the chance to do fun activities with both committed, caring, trained, reliable staff and other users.</p>
86.	We have had extra support from my dad/mum who is 76
87.	Treated for anxiety and depression due to isolation
88.	I have some medical conditions that have been exasperated by the demands of my caring role and I have struggled with my mental health particularly due to the increase in the isolation that I have always experienced over the last 25 years. I am currently on medication for depression.
89.	Less time for leisure activities and for socialising.
90.	See above. The law says my daughter/son needs 2 carers at all times for hoisting and moving and handling yet I as he/his mum/dad have to do this alone when carers aren't available. 21 years of doing so means I have a chronic back condition which regularly flares and goes into spasm. I have to push through extreme pain to care for my daughter/son.
91.	I feel absolutely shattered
92.	Having a husband/wife who has dementia is devastating. I know it's a terminal illness for one thing and this is often overlooked. I know his/her condition will get worse over time, but nobody can tell us anything about when things might happen. His/her symptoms fluctuate on a daily basis as does his/her mental capacity. It is often distressing for my husband/wife and myself. It is an emotional rollercoaster.
93.	I'm more tired and stressed. Feel unable to cope at times.
94.	<p>It is hard as a lone carer so when you feel the need for a break it wasn't available. Consequently getting tired, getting low moods, has to be hidden to appear as upbeat, as possible.</p> <p>I needed cancer treatment and had to find a friend to Bubble with to look after my son/daughter when I needed to attend hospital.</p> <p>I didn't think it had affected me but my friends noticed that it had.</p>
95.	I have been diagnosed with bowel cancer and now live with a stoma now I'm not saying this was caused by mum/dad's situation, but it certainly hasn't helped. I find myself being concerned about mum/dad when I should be thinking about my own health
96.	Mentally a big strain on my mental health trying to arrange activities he/she can find interesting. Fell sometimes I let him/her down. Sometimes lack
97.	I am presently being investigated for spinal issues & cancer. I felt overwhelmed with little or no help. It made me ill with the stress.
98.	I now suffer more from angina attacks than previously.
99.	I get stressed more easily. Some days I wish my husband/wife and I could just go to sleep and wake up to the paradise hope we have
100.	I now suffer more from angina attacks than previously.
101.	I feel stressed a lot more

102.	Mental and physical health affected (as everyone's has been) by not being able to see son/daughter, check on his/her welfare, only be able to see him/her through a video call with a nonverbal person, knowing that son/daughter didn't understand and possible blamed us for not seeing him/her or having him/her visit us at home. Knowing how the loss of all his/her usual routines and interaction with peers overnight must have affected him/her and not being able to explain it to him/her.
103.	Increased stress, anxiety, depression. I felt at times I had no physical strength. It was unbearable at every level, and I am a string minded person and was tested to the full.
104.	Son/daughter ensures plenty of food assists with food and meal prep - cooking. Carers also prep and heat food.
105.	Increased isolation
106.	As well as dealing with my needs, I had to do more cooking. I had my own carers coming in.
107.	I am physically and mentally exhausted after the last 18 months. It has been very difficult and of course we couldn't have any respite.
108.	I don't feel my mental or physical health has affected me other than the frustration of losing the freedom of doing tasks, jobs and hobbies temporarily during the pandemic.
109.	Feeling more tired and down at times
110.	Yes, it's caused me more stress and anxiety which leaves me with severe fatigue at times
111.	This is not solely because of our son/daughter. My wife/husband and XXX mum/dad were terminally ill for approx. 10 months.
112.	Yes, I have rheumatoid, so my illness is affected by stress. I was looking after my 90-year-old mother/father too – she/he died recently (July)
113.	Over the last 12 months I am under four different hospitals
114.	concentration affected!
115.	We have had extra support from my mum/dad who is 76 years old.
116.	I suffer from osteoporosis in my spine. (Vertebrae collapsed) so doing everything for my husband/wife who has Alzheimer's has taken its toll, especially when it was bad weather, and I had to take my husband/wife out every day to calm him/her down when he/she got anxious and to exercise
117.	I am physically exhausted and feel run down and being able to cope like I used to.
118.	There are no options for a break or time for personal activities/care. I have to plan everything around when he/she attends the day centre.
119.	As above, only time I was able to shop/walk dog/exercise where when carers came - depression set in as I were so isolated - I gave up jobs in 1st lockdown and unable to restart.
120.	It's exhausting looking after someone with Alzheimer's
121.	More demands on my time and I do everything and I'm not getting any younger - I'm 87
122.	I had retired just before I started to be a carer to hopefully spend more time with my wife/husband and grown up children (who live away). being the main carer, this has affected these plans.
123.	Very tired and some balance XXX (can't read word), but I am 87!
124.	I no longer have any time for myself as I care for my mum/dad when I am not in work but off work with stress.
125.	Very little time for myself. Long periods confined at home.



126.	Extra pressure trying to do our day jobs and care for our son/daughter.
127.	No willing to discuss
128.	Life was quite stressful and I worried about XXXX mental well-being. As well as working in a school which was also difficult home lifewas hard too. Grateful that when we all got covid we weren't that poorly.
129.	Less opportunity to take exercise
130.	Total sleep disruption... my only alone time was when everyone else was sleeping and now my sleep rhythm is shattered Weight gain and depression that I'm still battling Difficulty maintaining my own social activities and friendships. Im just too tired and isolated.
131.	We get tired!
132.	During lockdown, my caring role became exhausting and more demanding. Lack of sleep and further stress caused me to approach my doctor, I am now taking Sertraline to help relieve the anxiety caused. Due to the anxiety my physical health suffered, as I have upper back problems/pain which increase with stress and lack of sleep.
133.	We have had extra support from my mum/dad who is 76
134.	It has been more stressful not having day service to look after my son/daughter.
135.	I am a lot more anxious.
136.	I have found it very tiring mentally and physically caring for my son/daughter
137.	Extra stress
138.	Exhausting! Without the centre I couldn't cope
139.	It was hard during the full lockdowns as there was little to no respite and it was 24/7 care.
140.	As only one person (for one day a week) has a car and "to date" it is unsafe to use taxi's, and his/her other carers during the pandemic didn't drive, I have felt I needed to replace the day care and take responsibility of trying to replace day care until I can speak with social services. I have for almost two years, restricted myself to being almost exclusively XXX outside reliable activity person. At 73, this is hopefully making me fitter physically but I am feeling the strain as in between 3 hours activity in UK weather means I am tired mentally as well as physically and the cost of keeping him/her occupied is high. P.S. XXX has only his/her benefits and I have increasingly met his/her activities almost exclusively out of my own savings. Day care and the "special disco" we attend costs at least half the price for the same refreshments and it's getting worse.
141.	Get more worried about my daughter/son catching Covid but also very concerned about her/him being isolated and then not wanting to go anywhere or trying new things.
142.	It was quite stressful not being able to get out and about to the shops as I am a single parent with 2 children who have additional needs. I felt socially isolated at times.
143.	I caring role own health
144.	mentally I am very concerned about XXXX getting the virus and keeping as healthy as possible

#### **Q. Comments about future day opportunities**

1.	More access to learning and developing skills for employability
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2.	<p>Somewhere young blind people 18+ could meet up Even if he/she would like to meet up with friends for a meal and a drink family or support workers has to take him/her. It would be great for just venue once a month to meet with other blind/VI people he/she could meet and have an independent night out</p>
3.	<p>More opportunities for evening activities would be helpful to us all. Our daughter/son does visit a day service in Southport one evening a week, which she/he loves. Another evening or 2 would be good.</p>
4.	<p>There needs to be more information shared of what help we are entitled to. I have been a carer for nearly 3 years, and I don't know what is available to me</p>
5.	<p>The existing day centre service provision needs to be developed and improved. We all want an inclusive society but until there are real meaningful 'community based activities' the need for day centre provision is essential. If my son/daughter did not attend a day centre I would have to arrange alternative support with paid workers via direct payments (if funding was agreed). If any workers called in sick I would have to arrange cover or provide the necessary support myself meaning I could not go to work. Working from home would be impossible whilst providing support to my son/daughter due to his/her complex challenging behaviours</p>
6.	<p>XXXX would like to know the options available to him/her</p>
7.	<p>Not Really</p>
8.	<p>Never had information on day care, or whether it is available to us</p>
8.	<p>Easier together advice quickly</p>
9.	<p>Other than getting respite support services back to pre-pandemic levels, no.</p>
10.	<p>More exercise and wellbeing for wheelchair users who can't access gym equipment etc eg hydrotherapy, adapted bikes etc.</p>
11.	<p>Maybe a day centre with lunch but have transport to pick him/her up</p>
12.	<p>Courses for Carers  Dementia friendly services for those with dementia  Sitting services at home that do not cost a fortune  1-1 services with a skilled and trained support worker  Transport for carer and person with dementia that are already funded. My husband/wife attends a day centre once a week. Day care is not cheap to add transport costs on top then limits other activities that I can afford for my husband/wife and I to do together. I know getting out the house on a daily basis (so long as my husband/wife is well enough) is an essential part of our</p>
13.	<p>Maybe respite</p>
14.	<p>Social services and my son/daughter's social worker XXX has been an excellent support.  Live to Learn has been great for my son/daughter's with Zoom classes the a resumption of the day access and activities.  My son/daughter's carer made sure there was regular contact through doorstep chats, texting, zoom calls and eventually trips out.</p>
15.	<p>Better access to day care would be a start with people to help relatives navigate through the issues associated with old age and dementia it seems like you can't get what you may be entitled to if you don't shout and stamp your feet and when you do that your labelled as troublesome.</p>
16.	<p>Increasing pressure on family and day care centre to maintain her/his interest. Notice her/his deterioration her/his dementia - needs much energy.</p> <p>Broaden activities/days out/family days at care centres - Monday - Friday.  Weekend groups - same type different venues. cafe/theatre (word missing here as cannot understand writing).</p>

17.	If anything happens to me my daughter/son is unable to live independently. She/he would need to go into assisted living. There should be a department that deals with these situations. Someone who can help and manage getting that vulnerable person into a place of safety
18.	My son/daughter used to get to a day service for Respite 28 nights a year. He/she has not been for 19 months now.
19.	More activities, more options, more arts and crafts, more computers. Projects to bring home to complete with help from staff
20.	The day centre my husband/wife goes to has been a lifesaver and been real respite for me and knowing I have the option of increasing the days he/she goes helps me mentally. I feel that I am not on my own.  There needs to be more transportation available. I am not a driver so consequently it's having to arrange for taxis or family members to take my husband/wife to the centre.
21.	My daughter/son used to go to a day service for respite 28 nights a year. She/he has not been for 19 months now.
22.	It is probable that my father/mother will need to go into residential care as his/her condition worsens and my mother/father is unable to meet his/her needs in their home
23.	Yes! To have mum/dad back in the day centre for the 5 days weekly. This not only gave mum/dad a routine, it helped keep her/him mental state of mind more stable having interaction with people. Also, activities i.e. classes, music, cooking and so much more.... She/he is very happy at the centre and is cared for by all staff. Having mum/dad at the centre not only helps mum/dad, it also helps me in many ways. 5 days is needed for mum/dad.
24.	Home physio for dad/mum
25.	Can someone let me know what is available please
26.	No idea, don't know what's available.
27.	We had problems getting shopping at first. We just want to get back to normal.
28.	More choices for respite to suit each person's needs so the parents feel more relaxed knowing their child is comfortable and is enjoying their stay.
29.	More access to going out for days on the day centre bus, visiting new and different places.
30.	More day centre days to attend. More respite facilities. Woodwork department to be created. Technology teaching to be introduced.
31.	Went into respite this year because I wasn't coping well
32.	Physiotherapy may help XXX
33.	I may need respite care so I can go on holiday without being worried about XXXX (he/she does have carers but only 1.5 hours a day). Respite access to social worker needs to be easier to access. XXX cannot leave his/her flat - very limited mobility - without help. May be an easy college course for people with Learning Difficulties and are disabled. Need transport/bus to get to places.
34.	To be able to talk to social worker, who shows some compassion.
35.	Courses in internet for further consideration
36.	Not really, although physiotherapy and a hydrotherapy swimming pool would benefit greatly.
37.	I think a 'signing for the brain' classes over the Sefton borough would be popular and beneficial benefit for 'Alzheimer's' and their carers. They all closed down as covid began and have not started up again.

38.	I don't know what more could be done BUT there is very little support from Sefton Council for myself and my grandad/grandmother. The day centre has been our only support during the pandemic, and we would be lost without them.
39.	More days at the day centre as my dad/mum's always comes back content as not just seeing me and all the activities they do with him/her. Weekend opening at the day centre would be brilliant.
40.	More access to the fantastic day centres for people who need them.
41.	Respite More days at the day centre Shower, stairlift fitted soon Easier access
42.	It would be good if the person I care for could have days out to indoor and outdoor places with people who don't always have dementia, as the person I care for still can have a conversation but has great difficulty with short term memory. He/she would also need to have someone with him/her who is able to keep an eye on him/her stoma bag and change it when needed. I think he/she would enjoy chair yoga and aqua fitness classes as well as days out to parks,
43.	I frequently ask XXX the following: What did you have for a meal? Do you always sit at the same table and with the same people? Is XXX communicating with the staff?  XXX is not able to answer these questions and I would like some
44.	I feel there is not enough care hrs. My dad/mum enjoys the day centre but misses going into town in the day, misses going to a cafe or pub for a coffee - just getting outdoors.
45.	Massive lack of day service / activities. No real centralised information for accessing these. Most day centres are privately (charitable) bodies. Not entirely sure how quality is monitored. No ofsted kind of inspection reports available as far as I am aware. Without these independently run centres there would be virtually no suitable provision. These rely on client payments which often come via direct payments. The approved daily rate for day centre provision is £45.00. I feel strongly that this needs reviewing
46.	The direct payments provide some flexibility and works well at present.
47.	Unsure - would need more information on what is available and funding
48.	More day support groups like the cafe They have been fantastic and in particular XXX who runs it he/she has gone above and beyond his/her job to try and help
49.	outdoor activities
50.	Our day service is excellent as they also organise regular evening meet ups. As I've said before as XXXX has a personal budget we buy services which gives him/her freedom. I also think there should be a proper complaints procedure for day services, and they should be regulated. Service users that live outside of Sefton but use Sefton day services should not be discriminated against. Currently they are, it is ludicrous that parents are expected to 'commission' these places
51.	I have to help our son/daughter access everything, so I don't know how I'd manage
52.	Subsidies to the costs of certain activities would be of benefit, particularly for carers. For instance, bowling, cinema etc.

53.	I'm sure there is something, but we don't know about them. At the moment centres have opened up and he/she is happy
54.	<p>I think a buddy service would be a fabulous idea, as dad/mum loves being out and about but prefers the company of men/women. I care for all his/her needs but find it difficult with engaging him/her in activities.</p> <p>Respite was practically non-existent during lockdown. which weighed heavily on our family situation. More help and consistency and continuity with respite and his/her social care contact would save a lot of stress.</p> <p>My husband/wife and I have no personal time together and it can cause issues within the marriage.</p> <p>The type of illness...Alzheimers is a very complicated and ever-changing situation and dramatic changes can happen overnight.</p> <p>It is difficult to convey the help needed whenever contact with social care is like contacting for the first time. There is no continuity, the rules constantly change and criteria's change, it generally leaves me and as I am aware through groups in a tailspin of not knowing where to turn.</p>
55.	Back to the full care package we had before the pandemic. Full time day services to resume.
56.	Not really
57.	I would love extra activities or services at weekends as well as the fantastic day centre my daughter/son goes to during the week.
58.	More respite services
59.	Someone to take our daughter/son out to access more activities
60.	Weekend day care
61.	<p>I am overwhelmed and very grateful for the care compassion and support afforded to my dad/mum and I.</p> <p>We were both in crisis before we came to the day centre. They are truly a family of professionals who are passionate about those they care for. My dad/mum is treated with true respect. Great leadership encompasses standards of excellence. They don't just look after my dad/mum - they look after me too.</p> <p>Thankyou everyone!</p>
62.	Need more days at a day centre
63.	<p>XXX needs consistency of carer and consistency of care to even hope to enjoy some of his/her day and without that, he/she is in real trouble both physically (re mobility) and mentally (his/her love of being around people doing activities, loud noise, music, dancing, eating out etc.) and we presently have not got even near that level following a change of service provider and the current Covid effect on general social/welfare services. To get back to his/her previous service (minus some morning hours at day care) would be a dream come true, but matters have taken a very worrying turn at the moment which is unsafe and it would make a big difference if we could at lease see "a light at the end of the tunnel" especially as I meet people from his/her day centre in similar circumstances who have already returned.</p>
64.	<p>Needs to be encouraged to do new things and not give up at the first hurdle. Needs to mix with people of similar/age.</p> <p>Respite services could be developed because at the moment it is pretty much none existing, may get 1 or 2 nights every 3 months if lucky.</p> <p>Don't know of any other services available.</p> <p>Never have a get together with staff/carers to see how things are going and how my daughter/son is encouraged to participate in activities and learning new skills. I don't want a baby sitting service, I think it's very important to encourage</p>

	users for their own benefit in the future. Most people would be quite happy to sit and do nothing, which is good for no one.
65.	Making people happy Being with girl/boyfriend getting married start a family Anniversary First wedding dance
66.	Support for care in my future with XXX

**Total number of comments 928**

## Activity Sheet Comments Made by Service Users

No.	Comments
1.	Everything about the day centre is excellent
2.	Nice coming to club, I would like to come more days
3.	I don't leave the house much, so I enjoy coming to meet my friends
4.	Enjoy my time at the day centre, love the entertainment
5.	I would like to learn on a computer course in the day centre
6.	I really enjoy my days at the day centre, everyone is lovely at the club
7.	The staff at the day centre are fantastic
8.	I really enjoyed the presentation, the staff at the day centre are excellent
9.	I struggled and was offered a service from the centre, but my mum/dad was afraid, so I didn't get it
10.	The assessments were ridiculous the way they were handled. How social workers assessed people they didn't know and turned their lives upside down with their comments
11.	It was 1979 when I saw an unidentified flying object, I was amazed what it was
12.	Wasn't able to get outside the house for a change of scenery
13.	My friends are here and give me company. I was slow but they help
14.	Would like more options session wise, to be kept busy
15.	Felt anxious and worried because their carer sometimes would not show up due to Covid. Feel better now the carer is back
16.	Gym was locked down, so I wasn't able to stay active
17.	Just keep our daycentre services open and appreciate what these services do to enhance people's lives
18.	Outings in the community daily
19.	I benefit from my sessions and have fun
20.	I love my sessions pamper, Art, Outings, Storytelling, Gardening. Sensory - they all make me happy.
21.	I love that I have friends here and they help me to communicate more than if I was at home all the time.
22.	I would like to go out more in the community as I really benefit from this as I love fresh air, people and nature
23.	I really enjoyed my 1-1 time, and I am getting in the green zone and doing my physio. I love the music class too.
24.	I need 1-1 support 5 days a week at the centre, and I have extra support when I go out in the community. The centre is very important to me.
25.	Would like to go out and have dinner with staff
26.	Still at home and attending the centre 5 days a week
27.	Intensive interactions
28.	I struggle and was offered a service from the centre - but my mum/dad was afraid, so I didn't get it
29.	Going to hydro/swimming once it is safe to do so again
30.	I still want to attend the centre 4 days a week as I sometimes have health issues, and this can mean on odd days I cannot attend because of this
31.	I would like to go back to respite soon to give my family and me a break over a 3 day or weekend periods.
32.	Activity Games - ball games, beanbags, Story Telling, Dancing to music, Books, Computer screen
33.	Respite is important to help me with my behaviour and Autism

34.	Using interactive computer and mat in sensory room
35.	I would like to go back to going to hydro when it is Covid safe as I feel it really benefits me and my health

**Total number of comments 35**



## Additional Day Centre Small/Friendship Group Engagement Sessions Held by Providers

1.	Planned dates to capture the majority of service users who attend our service with Sefton Council
2.	Prior to the sessions we were able to share the literature with service users.
3.	We completed group and 1-1 sessions with service users the week leading up to consultations
4.	We held 17, 1-1 sessions. that each lasted around 20 minutes and facilitated service users to give their opinion on questions prior to consultation. This ensured staff could advocate on their behalf at the consultation if necessary or the service user could use notes taken to prompt their answers.
5.	We also ran 4 group sessions lasting approx. 2 hours prior to the consultation, 2 with 9 service users and 2 with 8 service users
6.	Directly after the consultations we spent the afternoon completing questionnaires with service users who attended, it took a further 2 x 1-hour sessions to ensure they were completed and returned. We did this with both groups who attended the consultation
7.	Each questionnaire took around 4 hours to complete as they were used as a tool for discussion, reflection and future planning. 17 questionnaires were completed onsite. In addition, a few chose to take them home and complete with family or carers.
8.	Only 2 service users were not present at the consultations, we did our own sessions with these, completing the activity sheets and then questionnaires. We did an hour- long session for activity sheets and 2 hours with questionnaires with these service users.
9.	Once all questionnaires were completed, we did 2 x2 hour long sessions with 8 and 10 service users to look at what the Centre is getting right, what could be improved and what we don't currently offer but would be beneficial too. We used these sessions as a positive tool to review and evaluate our service.
10.	The team delivered the session over a weeklong period to capture all service users attending.
11.	The sessions were delivered in groups of around 7-10 service users and those service users who chose to participate in completing the booklet/activity sheets were supported by staff were needed
12.	Majority of the service users that completed the booklets done so independently. We reached around 13-15 service users.
13.	The Council did not take part in delivery of the sessions this was all done in house due to the Covid restrictions in place.

14.	We used activity sheets with approx 75% of our clients, we felt the activities were beneficial to the support needs of our clients. We worked in twos and one group of three whilst doing this
15.	During every activity session being delivered, during the fortnight and week before Sefton`s visit we used part of the session to discuss the visit and what could be discussed and the possible questions that could be asked and the reasons why Sefton were coming in. There were between three to 12 people in these sessions
16.	We again took time out of existing activities being delivered to discuss the visit and seek feedback. The majority was positive; however, we had a few individuals were nervous about change
17.	We held 3 group sessions for the consultation questionnaire with Maximum of 6 Service Users in each Session We also held between 4 and 5 individual sessions for Service users who didn't attend the group meetings
18.	We held 3 group sessions to discuss the Activity sheets with Maximum of 6 Service Users in each Sessions We also held between 4 and 5 individual sessions for Service users who didn't attend the group meetings.
19.	Direct questions where not discussed but everyone was informed why the consultation was happening.
20.	We held a pre-meeting with all three of the groups that participated in the consultation. We introduced the paperwork at the pre meeting to help ease any anxiety around the consultation meeting. At the pre meeting, there were approx. 8 people in each so a total of 24/25 people attended both the pre meeting and the consultation itself. We also introduced the activity sheets to allow people to understand what will be asked of them in the consultation meeting.
21.	There were individual sessions for those who requested more information, and that time was provided with a member of staff to go over any questions that the person might have needed answering. This happened approx. 3 or 4 times.
22.	I the Centre Manager, went to visit another site who had their consultation first to see how the process rolled out. This proved very helpful as I could then reassure staff and service users how the session would play out here.
23.	Informal session held with Zone 2 services users in December to discuss the questionnaire as part of the consultation process.
24.	information referring to your consultation exercise went into our December Newsletter to parents / Carers
25.	In addition, we have had small group discussions with service users post the consultation exercise and they were pleased to be involved and enjoyed the process. They liked very much that it was done in a safe space alongside their friends and people who support them every day.
26.	We held meetings after both sessions with Sefton Council with a group of 12 on each occasion.

27.	We held a pre-meeting with all three of the groups that participated in the consultation. We introduced the paperwork at the pre meeting to help ease any anxiety around the consultation meeting. At the pre meeting, there were approx. 7/8 people in each so a total of 21/24 people attended both the pre meeting and the consultation itself. We also introduced the activity sheets to allow people to understand what will be asked of them in the consultation meeting.
28.	There were individual sessions for those who requested more information, and that time was provided with a member of staff to go over any questions that the person might have needed answering. This happened approx. 3 or 4 times
29.	I the Centre Manager, went to visit another site to see how the consultation sessions worked. This proved very helpful as I could then reassure staff and service users how the session would play out here.
30.	We completed 1-1 sessions with approx. 8/9 service users following the three consultation sessions held by Sefton Council staff.
31.	XXX one of our staff, who also attended the meetings you did sat and supported the guys when they filled out the questionnaire. There were the ones who attended the meetings so about 28 plus a few more, so about 35 approx

Total of comments – 65 sessions with 275 people (supporting table now sits in the full list of supporting documents)

**Grand total of comments = 1404**