

From: pandj.beeby [REDACTED]
Sent: 19 September 2021 16:42
To: Carol Bradley <carol@ddlcareservices.co.uk>
Subject: Proposed Care Hub

Hi Carol,

Thinking back over the years of care and assistance that you and your colleagues provided for my dad, before his recent move from Peebles. I can only describe it as excellent and in many ways more than we could have reasonably expected. I can also say that if the changes in my dad's care needs had not required him to move out of the Peebles area, he would not have looked elsewhere for his care needs, as each time he was about to be discharged from a stay in hospital, he always wanted to make sure that DDL would continue looking after him when he got home.

As my dad's mobility decreased, his opportunities to get out and about virtually ceased, therefore if a facility such as you are proposing had been available to him, it would have enhanced his mental and physical wellbeing significantly. Being with care staff that people already know and feel safe and comfortable with will increase their opportunities for both mental stimulation and social interaction considerably.

The provision of transport to and from the hub will encourage people to make the effort to get out and about, especially if their mobility is limited.

From a personal point of view, I only wish that the hub you are proposing, had been available to dad, as the facilities and opportunities provided would not only have benefited him enormously by enhancing his quality of life and reducing his isolation from society. It would have also alleviated my concerns in relation to his overall wellbeing, in particular the loneliness I know he felt at times even though he would not have admitted it.

Lastly, I would like to say, that the hub sounds the sort of facility, that will, over time, benefit many groups, both young and old, in Peebles and the surrounding area.

May I wish you all the best with your plans for the hub.

Yours

Paul Beeby

KENNY LOGAN

WHEN I HAD MY STROKE I LOST
MY PARTNER MY PETS I FELT LOST
WHEN ON MY OWN IN MY HOUSE AS MOST
OLD FOLK ON THERE OWN THE MIGHT GO
TO A CLUB AS I DO WHICH COULD BE
ONE DAY A WEEK OR EVERY TWO
WEEKS BUT A DAY CENTER COULD BE
ONE BIG HELP TO MEET OLD FRIENDS OR
TO MEET NEW ONES AND A NEW
OUTLET FOR GETTING OUT FOR A NEW
AND HAPPY LIFE THAT WAS
MISSING I CAN ONLY PRAY
THAT THIS IS GOING TO HAPPEN

WHAT PEERLES NEEDS. FOR ALL GROUPS
TO GET IS A PLACE AS A DAY CENTER THAT
GETS EVERY ONE OUT SO THEY CAN MEET
EVERY ONE FOR TEA & SOME EATS, EVERY ONE FROM
OTHER CLUBS IT CAN BE FOR TALKS I.E.

FROM POLIES AND FRIE BRIGADE FOR TALKS ON
SAFTY AND GOOD INFORMATION TO HELP EVERY ONE
THEY COULD GET MUSICIANS AND PLAY FOR THEM
OR THE RED CROSS TO GIVE WHAT THEY CAN DO FOR
ENERY ONE THERE A LOT OF FLOKE WILL GIVE
THERE TIME TO GIVE TALKS QUETS COULD BE
INVIED PERONS FROM OTHER GROUPS A SHARE
WHA THEY DO IN THEAIES FOLK CAN HAVE
SING SONGS PLAY BINGO HAVE NIT AND TATER
THE END (NO THE LIST CAN GO ON AND ON)

From: snecma bowick [REDACTED]
Sent: 16 September 2021 23:31
To: [REDACTED]
Subject: Re: DDL Care Hub

Hello Shirley. I will certainly back your application. I can't open the attachment but I did read the newspaper article so I hope the following provides the sort of support you're looking for - let me know if I can add anything useful.

I cannot understand why the DDL application to establish a care hub would be refused.

In my experience, DDL worked cooperatively and successfully with other care organisations and helped me hugely in navigating the very complex new situation I found myself in when I became the main carer for my mother. They clearly know the Care system inside-out and a Care Hub would be a reliable source of information for clients.

The team treated my mother with care, respect and kindness. She had such a lot of fun, I wish she had remained well enough to continue her care at home, supported by DDL. She certainly couldn't have remained at home as long as she did without their support, and she would have eagerly participated in DDL hub activities if they had been available. Resources at the proposed Care Hub would have enhanced my mother's enjoyment and given me some respite, knowing she was safe and happy.

As far as I can see, all care services are fully stretched and local premises are bursting at the seams so a made-for-purpose Care Hub would ease the system for the whole community.

I hope the application will be reconsidered so that this valuable service can be provided.

Claire Bowick.

Katherine Walpole [REDACTED]

Mon, 13 Sept,
13:53 (4 days
ago)

to me

Hi Chelsea

I was very disappointed to hear the DDL's planning application for the proposed day centre at Cavalry Park has been turned down.

My parents have benefitted hugely from the excellent care provided by DDL staff over the past 16 months following my Dad's accident and subsequent disability. Without this support they would definitely both have had to move into residential care. I have been particularly impressed at the way that DDL proactively interacts with other care services such as physiotherapy and the district nurses thereby looking after the whole person.

Now that my Dad has passed away the social aspects of the care that DDL provides have become even more important to my Mum. This will become increasingly so as her dementia progresses and given her mental health history. The more we can increase her social interaction, the more I hope we can delay her needing to move into residential care which there seems to be a huge shortage of. If this can integrate with the care package currently provided by DDL and other support services then that is even better.

We would certainly make use of the proposed facilities at Cavalry Park, particularly since there seems to be an absence of anything comparable in Peebles. I really hope therefore that DDL's appeal is successful.

With best wishes and thanks to all the DDL staff.

Katherine Walpole

Freda Douglas [REDACTED]

Mon, 13 Sept,
17:32 (4 days
ago)

to me

When I heard about the Care Hub proposal I felt great relief ! My 89 year old mother was finally diagnosed with Vascular Dementia early this year. Until now my sister and I have struggled between us to support her to live independently in her home with input from DDL. She has 2 visits each day from carers to help her to shower, administer her meds and check that her food is available.

My sister and I meet her basic needs but find this increasingly demanding : we are both retired (I am retired due to health reasons and my sister lives in Midlothian).

We would be delighted to pay for some day care for mum and feel we would all benefit !

In particular, mum would enjoy a better quality of life:

- Transport available means she doesn't have to get anxious about booking taxis and travelling alone.
- My mother has always taken great pride in her appearance and would welcome an occasional visit to a hairdresser.
- The offer of a main hub area and a quiet room would allow mum to have some choice : I personally think that she needs more opportunities to socialise and receive some stimulation but understand that she also appreciates quiet time.
- A kitchen area with supervision would provide a safe space for mum. She has worked in catering all of her life but has lost confidence and now finds herself unable to attempt any cooking.
- Eating with others might encourage her to increase her food intake. I notice that she is more prepared to eat if we take her out for lunch and she is socialising. Eating alone is not appealing for many of us.

Since mum's diagnosis, we feel rather abandoned.... I took her to be assessed at Firholm Centre, mum has received home visits from the post diagnostic team but has not been offered any opportunities of day care or spending any time with others.

This week I am taking her to a music group at the Eastgate Theatre - this is something I found out about myself ! No service told me about it.

Dementia is a horrible illness for the sufferer and their family. We welcome any help that might be available and certainly support the proposal of a care hub.

Many thanks,

Freda Douglas and Angela Dobson

From: Simon Norris [REDACTED]
Sent: 14 September 2021 15:44
To: Shirley Scott [REDACTED]
Subject: Re: Care Hub Proposal

Dear Shirley and Donna-Dee

My experience of dealing with DDL has been excellent. Over 3 years or more you provided my aging mother with increasing levels of care, allowing her to remain at home for the longest possible time before moving to the nursing home in Peebles. The staff were always friendly and caring and became an important part of the mum's life.

Particularly during the periods of Covid restrictions. Care was always carefully planned and delivered, and links between Social Work and District Nurses and doctors was always made easy and quickly. Donna-Dee was extremely professional, made herself accessible when required and I came to depend on her sound advice, which I greatly appreciated.

The Care Hub project they are proposing is an excellent idea, and I would anticipate it would be professionally planned and delivered and would be a great asset to the community.

Best wishes
Simon

Simon Norris
[REDACTED]

From: Gauld Paula [REDACTED]
Sent: 15 September 2021 22:31
To: Shirley Scott <[REDACTED]>
Subject: Proposed Care Hub development by DDL Care Services

Good evening Shirley,

Thank you for your email sharing details of the proposed Care Hub development for Cavalry Park.

Firstly, I'd like to say that I have every confidence in the care and support provided to my aunt over the last 10 months since we first engaged the team. All my engagement with the team has been professional and the team have been really helpful in assisting me personally in navigating what was a difficult set of circumstances. The DDL care team were excellent in working in partnership with Borders / Peebles Social Services team to help put arrangements in place for my aunts care. From what I have observed, and, have heard from my aunt and her friends who have witnessed it, is that the care provided by the team has been professional, caring and attentive to my aunts needs.

Although I'm not local to Peebles and am not close to the details of the plans or what other provision is available locally, the proposals as outlined would appear to provide a valuable set of additional resources and could only be a benefit to the local community.

If my experience with DDL Care over the last 10 months is indicative of the level of care and support that the local community would receive via the proposed Care Hub, then I would be of the view that the development would be a positive addition, and therefore I would be supportive of the proposals.

Kind regards,

Paula Alexander
[REDACTED]

Tina Davey [REDACTED]

Thu, 16 Sept,
19:15 (15
hours ago)

to me

Re: Plans for care hub.

My mother (age 98) is very happy with all the invaluable care and help she receives from DDL care services, without which it would have been hard for her to remain at home for so long.

It is my belief that the additional help being proposed in the form of a care hub would be hugely beneficial to the local community by providing clients with stimulation, company and exercise outside of their home as well as giving much needed support to unpaid carers, such as myself.

With a lack of access to similar facilities in the area, and the benefits this service would bring to local residents, I fully support the proposal for a care hub.

Christina Davey

From: Derek Smith [REDACTED]
Sent: 15 September 2021 17:52
To: Shirley Scott [REDACTED]
Subject: Re: Care Hub Proposal

Hi Shirley, thanks for sending this through to me. Your new Care Hub does sound like a very good idea and reading through the range of services and facilities that your business case is outlining, it does feel like this may well be useful for my mother on the days that she is now already involved at the RVS social / lunch club.

It would defiantly provide added care support to my mother on many levels and if this can be tied into the many existing support services, it would be great for the district.

I do hope that you can take this forward and get the assistance to get this off the ground. I am sure this would greatly appreciated by many elderly and family's in the Peebles and surrounding area.

Best wishes

Derek Smith
[REDACTED]

From: pandj.beeby [REDACTED]
Sent: 19 September 2021 16:42
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The provision of transport to and from the hub will encourage people to make the effort to get out and about, especially if their mobility is limited.

From a personal point of view, I only wish that the hub you are proposing, had been available to dad, as the facilities and opportunities provided would not only have benefited him enormously by enhancing his quality of life and reducing his isolation from society. It would have also alleviated my concerns in relation to his overall wellbeing, in particular the loneliness I know he felt at times even though he would not have admitted it.

Lastly, I would like to say, that the hub sounds the sort of facility, that will, over time, benefit many groups, both young and old, in Peebles and the surrounding area.

May I wish you all the best with your plans for the hub.

Yours

Paul Beeby

Dear Sirs

I write in support of the planning application made by DDL Care Services Limited (DDL) to develop a Care Hub in Cavalry Park, a location which would provide ease of access for those attending.

There is a need for the proposed services which would enhance the lives of the people who would be able to attend the Care Hub. Maintaining personal dignity and the holistic wellbeing of the individual is paramount to the care DDL provides. I have observed their care first hand as DDL provided personalised care and support for my mother for over three years with compassion, responding effectively as her needs evolved.

This forward thinking holistic initiative would provide much needed welfare and social interactive care for individuals who may, for a variety reasons be unable to access such services elsewhere.

It is well understood, and the recent pandemic has certainly emphasised, the impact isolation can have on an individual and the importance of interaction for their wellbeing. The existing services are under ever increasing pressure and unfortunately are realistically not always able to provide such encompassing personalised care as proposed by the development of the Care Hub.

The opportunity to receive multi-disciplinary and non-clinical care in a single location where the individual has been safely transported to, where they feel comfortable and settled would benefit those whose personal level of mobility, cognition and/or confidence makes it extremely difficult for them to access such services elsewhere.

Shower Facility: The impact of having a supported shower on an individual should not be underestimated and in this day and age should not be considered an optional extra. Not only is it important for personal hygiene and offer the opportunity for good skin care, it gives the individual the knowledge and confidence they can have a shower safely and be supported which may not be available in their own home. The lack of an accessible shower, concern about falling in trying to access their shower or bath at home or simply the inability to dry themselves will often prevent an individual from doing so and has detrimental impact on their wellbeing and their dignity.

The Exercise Room would be very beneficial for both individual and group exercise. The consequences of falling resulting in injury, loss of mobility and loss of confidence has such detrimental impact on both physical and mental health leading to a significant reduction in the quality of life for the individual and an increased need on existing services. Having seen the impact of a fall can have, I appreciate how beneficial it would be to have a variety of approaches to engage those who struggle with accessing rehabilitation services and /or cannot maintain an exercise programme on their own due to lack of understanding and cognition issues and/or lack of confidence.

The Main Care Hub and the Kitchen providing opportunity to engage with others in a supported, safe environment. Having seen the positive impact on mental and physical health that social engagement and positive encouragement to be involved in activities with others can have I would have appreciated such an opportunity for my mother.

The Dining Room. The positive effect of having sharing a nutritious meal should not be underestimated. It alleviates the sense of isolation which living alone can have, often leading to skimped or missed meals particularly where the ability to prepare a meal is a struggle or is not safe to do so at home due to physical or cognition issues.

I believe the Care Hub would enhance the lives of those attending in so many ways For their family members and carers time out is also vital. Providing family members a short time without caring duties, with peace of mind, knowing that their loved ones are receiving excellent care and access to services in an environment designed to ensure their safety and their wellbeing, enables them to continue supporting those they love and care for .

Yours sincerely

Judith Buckingham

Care Hub Support

Inbox

Susan Russel [REDACTED]

11:24 (5
minutes
ago)

to me

Dear Chelsea

I'd like to say the following in support of your planning application -

As a member of the local community I write to offer my support to the care hub planning application.

My husband recently died following a brain tumour diagnosis in September 2019. We needed support from the outset as he quickly became disabled and this progressed rapidly. Within 6 weeks of diagnosis he was advised by the physiotherapist at the BGH that upon discharge from hospital he should not use stairs and from that date in October 2019 he lived downstairs at home.

We do not have a downstairs bathroom so he was unable to have a bath or a shower. In the 20 months between October 2019 and his death in June 2021 he only had a bath twice at Haylodge hospital in Peebles but this facility closed due to COVID and when I asked about this service restarting there was speculation that it never would. Discussing with his OT other options for him in the local area to get a shower there was nothing available. She even suggested the swimming pool accessible changing facility or an accessible bedroom and ensuite at Peebles Hydro. Clearly neither of these suggestions is ideal or more importantly safe for a disabled person so a purpose built facility for showering/bathing would appear to me to be an **essential** addition to the local community.

As a family we received great support from DDL Care Services and an expansion of their business to include a community hub to help vulnerable people in many ways is a project that I wholly support.

Susan Russel

Victoria Steven [REDACTED]

Tue, 14 Sept,
18:47 (3
days ago)

to me

To whom it may concern,

My name is Victoria Steven. As a local resident of Peebles who has been part of this community since the age of 9 years old, I have seen the work that care services like DDL have brought to our local community and I am a huge supporter of the manifesto DDL have proposed to open a Care HUB at Calvary Park. I am delighted at the proposal of such a warm kind service they would bring to our local community. Having a hub where the vulnerable and our elders would appreciate having here in Peebleshire.

I have worked in care sector myself with Clackmannanshire council and Independent Living Services, the care hub in Alloa is very beneficial to their community and I feel this is exactly what we need here in Peebles.

Treatment rooms/showering facilities/ social interactions/ transport collection for those who struggle to leave home would be beneficial. This Care Hub would also bring to Peebles a wide variety of job opportunities.

Locals helping locals, taking care of our community elders, that's what we have been needing here for a while. It would also benefit and help the NHS which would relieve some of the stress that it has within the Care System.

Social and Care go hand in hand with each other. Interactive Music, Arts and Crafts/ Social Games/ are all part of this manifesto. This would also give the High School the opportunity to work in conjunction with the Care Hub.

Local Artist in Art and Music can bring their knowledge to the fold. As a Musician and Artist myself I would love the opportunity to be able to share my craft with this new hub. Creative and Performance Art brings smiles and memories to our elders. There could also be an opportunity to bring a writers group and poetry to the centre. The list is endless and exciting.

With the instalment of new technology such as iPads will help our elders communicate with family members that may not live here locally to Peebles.

A quiet room for those that have anxiety and stress can feel comfort with a low lighting and a safe space.

And thats exactly what this Care Hub boils down too. A safe space for those that are vulnerable and Elders. What better why to add to our community.

We have lost so much of our care system and care centres especially through the Pandemic and we need to start bring these facilities back to Peebles. This is the

perfect opportunity to do what is right and put back into our community. For the health and the well being of those in need this is a huge yes and support from myself and my family.

DDL are a hard working thoughtful care company and I fully support what they are wanting to bring to Peebles.

I look forward to seeing the proposal become a huge yes.

Kindest of regards

Victoria

VICTORIA STEVEN



Wednesday 15th September 2021

Dear Sir/ Madam

I am writing to voice my support for the application submitted by DDL care service to open a care hub located in Calvary Park Peebles. I myself have worked in the care sector within the Scottish Borders for the last 12 years and have seen first-hand how these hubs can benefit the local community. At one time Peebles its self was well known for its day centres, there were many centres that offered support with social and personal care needs. Unfortunately over the years we have seen the closure of Victoria Park day centre which offered social and personal care needs for adults with complex learning disabilities, Dunwhinney which offered specialist support for dementia patients and Firm Holm day centre which not only offered social support for adults but the option to receive onsite support with their personal care such as showering. These centres have been replaced by voluntary organisations such as the RVS and local church community groups, I do not wish to talk negatively about the voluntary services but they are just that, voluntary. They do not have trained staff to help support with complex health needs or facilities to support with personal care. This unfortunately means that adults with complex care needs such as dementia, or challenging behaviour are excluded from attending. Care hubs are a vital part of our community, not only for the service user but for the family who support them. It has been well documented that there has been a rise in individuals suffering from and seeking support for mental health over the last 5- 10 years with a lot of these cases stemming from social isolation or carer stress. Social isolation can not only effect ones mental health but their physical health too. More often than not we are seeing service user decline in their physical abilities due to being "stuck" in four walls daily. This has a back lash effect on the support they require, the need for increases in packages of care and implementation of equipment to support individuals to remain safe in their homes has shot through the roof. This is putting extreme pressure on adult social care and health as quite frankly we just do not have the staff to offer this level of support, some individuals are sitting on care at home waiting lists for up to 8 weeks. Due to the lack of support, people are often being admitted to hospital on health or social needs which increases pressure on the NHS which is already struggling due to the pandemic.

Understandably day centres have been suspended during the pandemic but there has been no word circulated as to when or even if they will reopen. DDL's proposed plan to open a care hub which will provide a space to offer trained support with individuals social needs, personal care needs and daily living activities along with a space to facilitate support groups for carers who provide 24/7 care is a service which is greatly needed in the area. Not only will this directly benefit service users and their family members but greatly help relive the pressures on adult's social care and health and the NHS.

I do hope you consider all factors and possibly seek input from those who would be using the service before making your decision.

Kind Regards

Michelle Smith.

Wilma MacLean 

Thu, 16 Sept,
20:43 (13
hours ago)

to me

Dear whoever it may concern,

I am writing to you in support of the proposed care hub in Calvary Park Peebles. I truly believe this would be a great addition to the town, especially following the past year or so where I have sadly seen many of the elderly around me lose their independence and lust for life. Having a community care hub could only be beneficial for those in the community who need a little more support alongside this, a few hours a day/week and use of the facilities would bring a great deal of relief to their families and friends who are currently stepping up as carers. I know personally, it would be a huge help for the likes of my father and mother in law and it would ease some of the pressure from my family and I.

Please do not hesitate to contact me if this is something you would like to discuss further.

Many thanks,

Wilma MacLean

Also supported by Dawn MacLean, Angus MacLean, William MacLean & Cieran Hart - should you need any details please let me know.

Louise Balmbra [REDACTED]

09:32 (49
minutes
ago)

to me

DDL social Hub.

Upon reading the plan for a social hub for older adults within the Peeblesshire community I would like to offer my opinion and support on this topic.

After 18 months of the Covid pandemic, loneliness and social isolation is at an all time high amongst older adults who may have not seen family or friends for a very long time. I Believe that this hub would provide social stimulation and a safe environment where older adults can socialise. As a staff nurse working in a busy admission unit, we see a lot of social admissions every week into hospitals where bed pressures are extreme. Loneliness can contribute to general decline in health, as individuals may be less like likely to eat and drink as well, and also their mobility may be reduced. Also, mental health within older adults may be affected.

I believe this hub service may help with this, as it will provide older adults with something to look forwards too, and a chance to mingle with others. In hand with this, this may reduce the pressure on the NHS as if used appropriately may reduce social admissions. This is also a service in which I would be happy to refer patients too upon discharge, also giving family carers some respite.

This service would be a chance to offer person centred care and support to older adults within our community, a service in which I believe we are in need of in Peeblesshire.

Louise Balmbra

charly.is [REDACTED]

Tue, 14 Sept,
10:14 (3
days ago)

to me

To whom it may concern,

Having lived within the greater Peebles area and worked in the care sector across the Scottish Borders I feel it's important to share my position on the creation of a care hub in Peebles.

As the focal location for much of the local amenities both for the town itself and the wider satellite villages, Peebles supports a surprisingly large array of people. It is a thriving, welcoming, interconnected community, to which many are drawn in their retirement. For pensioners who are still active and independent the town provides a range of amenities and opportunities. However the options for people within the community of any age who live with additional support needs have become more and more sparse in recent years. Social isolation and disengagement have been linked to depression and other comorbidities that significantly impact on health and reduce quality of life, declines in health outcomes put pressure on NHS and local authority resources, and often result in service users requiring costly residential care or lengthy hospital inpatient stays.

The proposed creation of a care hub in Peebles by DDL offers an opportunity to build and maintain better social and health engagement for the residents of Peebles with complex care needs, allowing more people the opportunity to live fulfilling lives within their community.

It seems likely to me that strong support by the local authority would be repaid in better health outcomes for the service users, greater support for the many unpaid carers in Peebles, improved social enterprise engagement, job creation, and other satellite benefits. It is my sincere hope that the planning application that was recently rejected be reexamined, and guidance given if required - DDL Care Services have identified an overlooked service area and are prepared to fill it in order to support the local community.

Best, Charly Wilson.

To whom it may concern, in support of DDL Care's application for change of use of premises.

Three factors lead me to write in support of DDL Care's plan to develop a Care Hub at their Cavalry Park premises.

1. Consistency:

Kingsmeadows Nursery, a care facility, already operates from premises at Cavalry Park. It caters for a different age of attendees; presumably its permission was granted because the nursery provision assists parents of young children to participate in productive economic activity. It is now widely recognised that responsibility for caring for dependent elderly parents is weighing increasingly on what has become known as "the sandwich generation". (See, for example, <https://www.google.com/amp/s/www.independent.co.uk/money/spend-save/sandwich-generation-carers-parents-children-support-expenses-cost-care-homes-social-care-a8733841.html%3famp>) Knowing that elderly parents are being cared for in a safe environment which promotes the preservation or rehabilitation of abilities - exactly as DDL intends to provide - could allow a number of family carers to continue working and contributing to the local economy.

2. Local need:

The lack of facilities for older adults with disabilities in this locality is very marked. One example, from my own family's experience, illustrates the impact of closure of previous day care facilities: a 95 year old friend is unable to bathe safely in the extremely cramped bathroom of her own home. In previous decades this very independent lady would have been allocated a weekly "bathing" slot at Dunwhinny or Hay Lodge, where she would have been able to bathe in comfort and with dignity, with the appropriate equipment to ensure her own safety and that of her carer. The lack of such a resource is presenting significant risk to her physical and mental health, and to the health of the daughter who is her carer. DDL's proposed Care Hub would provide safe bathing facilities - as well as many other such minimal interventions which

make a huge difference to the quality of individual lives as well as providing cost-effective prevention of greater dependence.

3. **High standards of care:**

Before retirement I worked alongside Donna Dee, the owner of DDL care, in my professional capacity. Everything I know about her company leads me to believe she continues to work extremely hard to ensure clients receive very high standards of care.

Christine Drummond

(Formerly Dementia Home Support Advisor, Scottish Borders Council)

17 September 2021