

# Hawick and Liddesdale area Day Care Opportunities

A report to Scottish Borders Council and the  
Health and Social Care Partnership from an  
engagement exercise in Teviot and Liddesdale

Carol Hayden, Paul Marshall and Elaine Torrance



National Development Team for Inclusion  
[office@ndti.org.uk](mailto:office@ndti.org.uk)

## Acknowledgements

Thank you to all the people we spoke with to produce this report. We appreciate how you gave us your time and shared your experiences with us. Our thanks also to the Teviot and Liddesdale Day Services Task and Finish Group and staff from Scottish Borders Council for your guidance and help with organising the engagement exercise.

© 2023 National Development for Inclusion  
[www.ndti.org.uk](http://www.ndti.org.uk)



## Contents

<b>1. INTRODUCTION .....</b>	<b>4</b>
Background .....	4
Purpose of engagement.....	4
<b>2. ENGAGEMENT .....</b>	<b>6</b>
Who we engaged, how, where and when .....	6
Questions for our conversations .....	7
<b>3. DAY SERVICES OPPORTUNITIES AND GAPS IN LOCAL AREAS .....</b>	<b>8</b>
Bonchester Bridge.....	9
Denholm.....	10
Hawick.....	11
Newcastleton .....	12
<b>4. OPPORTUNITIES AND GAPS IN DAY SERVICES ACROSS TEVIOT AND LIDDESDALE .....</b>	<b>13</b>
Current activities, facilities and services.....	13
Gaps .....	17
<b>5. KEY FEATURES OF A DAY SUPPORT SERVICE .....</b>	<b>19</b>
<b>6. CONCLUSIONS AND KEY MESSAGES .....</b>	<b>22</b>
<b>APPENDIX: WHO WE ENGAGED WITH .....</b>	<b>24</b>



# 1. Introduction

## Background

The day service for older people in the Teviot Day Centre in Hawick closed in 2019 prior to the pandemic and alternative supports were put in place including a Social Centre for older people and a new Local Area Co-ordination (LAC) service to support people to access community activities and develop new activities for people to participate in.

A number of local residents in Hawick were concerned that the consultation process for this closure had not been robust and as a result, the Integration Joint Board Carers Workstream developed an Unpaid Carers Survey to understand the level of need in the area and across the Scottish Borders to inform the future approach for commissioning of the service. This survey identified that the greatest expressed need for day services was indeed from people in the Teviot and Liddesdale Locality.

In parallel with this process, a local group took their concerns to the Court of Session which ruled that the process around the closure of the Teviot Day Centre had not been enacted properly in line with legal requirements, as the Equality Impact Assessment was not properly undertaken and as there had been insufficient consultation.

In response to this and the findings of the Integration Joint Board Carers Survey, the Integration Joint Board (IJB) and Scottish Borders Council (SBC) / Health and Social Care Partnership (HSCP) set up the Teviot and Liddesdale Day Service Task and Finish Group involving key interested stakeholders to inform the best way to take this forward. The Task and Finish Group membership includes unpaid carers, service user representatives, public representatives, third sector organisations (Borders Carers Centre and Borders Care Voice), social care, social work, social care commissioning and health staff.

As part of this work the National Development Team for Inclusion (NDTi) – an independent organisation- was commissioned to engage local communities to hear their views to inform the scope of a future day support service. This exercise was to be undertaken in January and early February 2023 with a final report to be completed by the end of February to inform the decision making process on the next steps for the Integration Joint Board (IJB).

## Purpose of engagement

National Development Team for Inclusion (NDTi) was commissioned by the Health and Social Care Partnership (HSCP) / Scottish Borders Council (SBC) to gather views on day services from a range of interested people and organisations in Hawick and the surrounding area. This is in line with the approach being taken by the HSCP and the Council to engage

openly with communities and key stakeholders to co-produce any future changes to services.

We aimed to engage with local communities to hear the views of older people, carers and aimed stakeholders about two key topics:

- To identify current activities and any gaps in support services
- To gather views about the development of new day care and support opportunities

We wanted to connect with a range of interested people and organisations to hear their thoughts about the how best to meet the needs of older people and the range of day support services required. We were particularly keen to hear the voices of people with lived experience and their carers about their views of what is needed to provide a range of support in the area and to inform the scoping of any future building based day service.

We were aware that there are many community activities and supports already taking place in the area, which we were keen to know more about to avoid any duplication. In addition we offered to talk to any key groups who were meeting locally to hear their views.

Following the engagement exercise, NDTi agreed to produce an independent report detailing the views of interested parties for the HSCP by the end of February to help to inform the model and approach moving forward.



## 2. Engagement

### Who we engaged, how, where and when

At the start of the work, NDTi met with the Teviot and Liddesdale Day Service Task and Finish Group in December 2022 to seek members' views on the day services scoping exercise, which groups we should talk to and how best to do this.

Following this meeting a letter was sent jointly from SBC/HSCP and NDTi in early January 2023 explaining the purpose of the exercise and detailing the public engagement sessions that had already been arranged including a lunch time public meeting and four local drop-in sessions. Publicity for the sessions was put out through the Council's website, local press and social media as well as on posters in Hawick, Denholm, Newcastleton and Bonchester Bridge.

During the engagement, we received a request to add an evening online session for people who were working. We were also invited to the Evergreen Lunch Club and Social Centre to meet people taking part in these activities.

Overall, the engagement sessions comprised the following:

#### Public meeting

- Lunch time meeting in Hawick Town Hall - Monday 23 January 12-2pm

#### Locality Drop-ins

- Heart Of Hawick Café/ Bar - Wednesday 25 January – between 11 and 2pm.
- Buccleuch Centre, Newcastleton – Tuesday 31 January – between 11 and 2pm.
- Auld Cross Keys, Denholm – Thursday 26 January – between 10 and 12am
- William Laidlaw Memorial Hall – Bonchester Bridge – Tuesday 7 February - between 1.30 and 3.30pm

#### Online session

- Online MS Teams - Wednesday 1 March, 7 - 8.30pm

#### Other discussions with people attending other activities

- Evergreen Lunch Club, Hawick - Thursday 26 January, 12.30 - 1.30 pm
- Social Centre, Hawick - 13 February, 10.30 am - 1.30 pm

We also made contact with representatives from the Dementia Café as well as the Salvation Army, who run the Cuppa and Chat Group in Burnfoot. It was not possible to visit either group in the timescale available but both organisations publicised the lunch-time public meeting and the locality drop-ins to their members and networks.

We engaged approximately 120 people in our conversations about day services in Hawick and Liddesdale. The breakdown of people from the different sessions and by organisation/interest (where available) is appended.

## Questions for our conversations

We structured our conversations around the following questions, which were agreed with the Task and Finish Group, although we customised these for the different engagement sessions:

- What local services or groups, if any, do you use in the Teviot and Liddesdale locality that support you?
- Do you feel that there are any gaps in support services in the area?
  - If so, what would be of most benefit to you?
  - Is there anything that is currently being offered that does not meet your needs? If so, what?
- Have you tried to access information and support in the area and how was that experience? How could it be improved?
- What would be most important to you in relation to a day care service?
- Do you think that this would change for you in the future?
- What support and/ or activities would you like to see in a building based day service?
- How would you like to see this service interact with (other services) in the community?



### 3. Current activities and gaps in local areas

The engagement exercise covered Teviot and Liddesdale and, not surprisingly in a rural area of this size, we found there were differences in what was available and where the gaps were between the different areas.

This section details what people told us about **local community activities and gaps in Bonchester Bridge, Denholm, Hawick and Newcastleton**. This information is mainly from the local drop-ins but also from the public meeting and other engagement sessions when activities and gaps in particular areas were discussed.

We asked people about local services and groups that support older people in Teviot and Liddesdale, which they use, have used in the past or know about. They include activities and facilities open to the whole community as well as those aimed at people with dementia or other disabilities. They also include services (e.g. information, transport) that help people access activities. We also asked people about gaps in activities and support in each of the four areas and how these could be rectified.



## Bonchester Bridge

### What is available now in Bonchester Bridge?

- We did not hear of any specific activities put on for older people in Bonchester Bridge, but there is a range of **community activities open to all that many retired people attend**
- The community very much help each other in the village – **good community focus**
- **The local pub is a focal point** where there is a monthly quiz, pool league and bake off (2 x month)
- In the **Community Hall** there is:
  - Yoga (including chair yoga)
  - Coffee and biscuits - each Tuesday 1.30 -4 pm
  - Weekly badminton
  - Weekly Indoor bowls
  - Kettlebells – each Monday
- **Transport** – there is a community bus which can run on a Tues, Weds, Thurs, Friday – leaves Bonchester at 11 am for Hawick – returns at 3pm. This is run by the council – need to ring Newtown St Boswells to book the day before 4 pm (free service)

### Where are the gaps/what's needed?

- Range of activities in village but people need to be able to get themselves to these – so people with poor mobility or dementia struggle to use without help from families or other supports. So **people who can't get out of house are socially isolated**
- **Transport limited** – taxi cost to Hawick is approximately £ 20 each way
- Lack of **information about what is available** and how to get in contact (e.g. a few people attending were not aware of the community bus)
- **Lack of home carers** for people needing care – people can't get care packages and inconsistency of carers so families have to pick up and fill gaps
- Lack of **respite for unpaid/informal carers**
- **A day service for people with complex needs.** Transport would need to be provided wherever the day service was – the village is equidistant between Jedburgh and Hawick.

## Denholm

### What's happening now in Denholm?

- **Range of informal community activities** that are popular with older people. There is a strong view that these work better than formal services which have not been successful (e.g. RVS tried to set up a lunch club but didn't work, Men's Shed didn't work but some men meet regularly in Fox and Hounds pub). These include:
  - **Weekly coffee meetings** at Auld Cross Keys (Thursdays 10 - 12)
  - Cross Keys and Fox and Hound pubs have **pensioners lunch offers** and will deliver hot meal if requested
  - **SWI** – monthly meetings with speakers and activities
  - In Village Hall – **Knit and Natter group, whist, exercise** classes
- **Churches run a warm space** on a Monday – 1.30-3.30 in Church Hall – limited take up just now
- **Friends and Neighbours offer informal support** when needed – e.g. shopping, etc
- Some **new ideas** being planned – e.g. Pétanque using wind farm monies

### Where are the gaps/what's needed?

- **Transport** – there is some fully accessible transport available through Teviot Wheels but is expensive. Bus timetables limited e.g. difficult to get to Hawick and back for an afternoon film
- **Home Carers** – shortage of staff and not enough time to spend with people needing support
- **Respite for carers**
- **Lack of volunteers** - current volunteers are getting older - and few younger people are coming forward
- **Day support with trained staff** – e.g. if bathing equipment was on offer people could get more support – would mean staff could support more people (compared to going to individuals' homes). Ideas about providing day support included:
  - People could pay or make donations to help with financing (maybe could use Attendance Allowance or other benefits)
  - Trained staff could support people with dementia and enable carers to have a break
  - Some people are isolated who can't get out of the house – company and stimulation are needed
  - View that a day service is more likely to work and be used if set up in Hawick but transport would be needed

## Hawick

### What is available now in Hawick?

- Hawick has a **wide range of community activities**, some of which are popular with and/or mainly used by older people e.g. Men's Shed; Women's Craft Group; Cuppa and Chat Group (run by Salvation Army), Burnfoot; Hawick walled garden (where people volunteer and visit); afternoon films at Heart of Hawick
- There are also **activities and facilities that are specifically aimed at older people**, including those with mild dementia/low level of support needs. These include:
  - Evergreen Lunch Club (30 - 4- people attend weekly)
  - Fitness class (25 – 35 people attend weekly) at Evergreen Hall
  - Carpet bowling on Tuesday and Friday afternoons at Evergreen Hall (20 members)
  - Tea dances, yoga, mindfulness at Evergreen Hall
- **Local Area Co-ordination (LAC) Service** – Community Link workers support individuals and helps them access organise activities – e.g. tea dance, afternoon films, lunch club
- **Sheltered housing**
- **What Matters Hub** – gives out information on 'what's available' and signposts people to activities that interest them/meet their needs
- **Social Centre** - run by RVS and caters for people with mild to moderate dementia and physical disabilities (helps arrange transport but does not provide personal care)
- **Dementia Café** - monthly lunch and entertainment for people with dementia and carers

### Gaps and what's needed

- **Home care** – some available but 15 minutes per visit is not enough
- **Information about what activities are available**
- **Shortage of volunteers** (affects Social Centre and other activities)
- **Better co-ordination of volunteers**
- **Respite for carers** “it's essential to have respite for carers for their health and wellbeing”
- **Social opportunities for people with physical disabilities** who can't get out themselves
- **Main need – day service for high level needs** - could cater for both physical frailty and dementia (mixed views about whether a separate service is needed for people with advanced dementia to reduce stigma and communication problems for people with physical disabilities, maybe different times for different groups)
- **"Day care is just part of a bigger issue to support people with dementia"**

## Newcastleton

### What is available now in Newcastleton?

- **Buccleuch House** – wide range of opportunities open to all with many attended by people with dementia and physical disabilities. Activities include:
  - Community Drop in
  - Walk It, Singing for Wellbeing, Pilates, In Stitches/Art group
  - Tuesday lunches
- **Newcastleton and District Old People's Welfare Committee** ('Welfare Group' runs:
  - Art group (at Buccleuch House)
  - Village lunch at Copshaw Café – monthly run by Welfare Group (32 people attend, £10 pp plus £5 subsidy)
  - Exercise in the Village Hall
- **Bowling Club and golf club**
- **Swimming pool** at The Lodges – need transport as a 'not very nice mile long walk'
- **What Matters Hub** (at Buccleuch House - just restarted after Covid/lockdown)
- **SWI (The Rural)** – monthly meeting with speaker, baking stall, walks. 20 members – has to raise own funds
- **LLAGS** – raise money from coffee mornings and donations for Xmas lights, clock etc.
- Welfare Group can provide **transport** (volunteer drivers using own cars) for non-procedural appointments. Not fully restarted since Covid. (Shortage of volunteers as people got used to being at home during Covid/lack confidence to start going out again. Also, less face-to-face appointments although some dentists are restarting)

### Gaps and what's needed

- Provision of **day services to allow carers/spouses respite in their own homes** (carers/spouses feel that they have to leave their home when replacement care is in place)
- **Service required for individuals with a higher level of complex needs.** Should include social interaction to promote wellbeing – so they are not confined to their own homes
- **Support and/or transport for people to get to activities that meet individual interests.** Difficult to source direct payments for this and shortage of home carers in rural areas. Teviot Wheels should be able to provide transport for people using wheelchairs but too expensive at £4.00 per mile (charged for driver's journey)
- Need **information** about 'what's on' - social media no good. Best method is posters in shops. Also on Welfare Benefits, Attendance Allowance, help with energy costs.
- Need **building based day centre for people with higher needs.** One suggestion was made about using a room in Newcastleton Health Centre (which has been closed since Covid) but other community facilities may also be suitable
- Need **care home** in Newcastleton. (Used to be at Woodside but nothing now). Best place for a day centre would be in a care home in the village



## 4. Opportunities and gaps in day support and day services across Teviot and Liddesdale

### Current activities, facilities and services

The previous section detailed the community activities and gaps in the four areas of Bonchester Bridge, Denholm, Hawick and Newcastleton. This section combines this information (mainly from the drop-ins) with what we heard from people at the public meeting, online session and visits to specific groups. Charts summarising the findings from the public meeting and people's voices from the Evergreen Lunch Club and Social Centre are included in this section.

There are a **wide range of community activities that provide day support and opportunities across Teviot and Liddesdale**. These include:

- Community activities open to all and often popular with older people
- Activities targeted at older and/or disabled people
- Activities that provide additional support (but not personal care) to people with mild to moderate dementia or other disabilities
- Support to access some of these activities through information, signposting and transport.

Each of these types of activities and /or support is discussed below.

### Community activities and informal support

As can be seen from the local information in the section above, we found there was a broad **range of community activities** available in all of the Teviot and Liddesdale key towns and villages – many set up locally by the community themselves.

In addition there is a **well-developed sense of community**, particularly in the smaller villages, where people know each other and offer informal support when this is needed, for example with shopping and gardening.

In Denholm and Bonchester Bridge, people meet informally in either local cafes or bars for coffee, lunch and a catch up. Other activities, such as craft groups, are run for all members of the community to get involved in and are popular with older people.

Other groups and activities, such as walking groups and exercise classes, are run by local organisations such as the Buccleuch House in Newcastleton and the Hawick Senior Citizens Association at the Evergreen Hall, Hawick.

## Public meeting - summary of participants' views

### What is available now in Teviot and Liddesdale?

- **Community activities - mainly in Hawick and all run by local community/voluntary sector**
- Include several **weekly lunch clubs (at churches, Evergreen Hall)**, garden groups, Heritage Hub, Knit and Natter, craft clubs, tea dances, Men's Shed, Stroke Club, Rugby Memories, Salvation Army etc.
- **Dementia Café** — once a month
- **RVS Social Centre** – Mon + Fri (and can be cancelled)
- **Family and friends'** support
- **BCC/BCV** – for carers' support
- Support from **Personal Assistants, MHOAT Team**
- **Local Area Co-ordination (LAC)**
- **What Matters Hubs**

### Where are the gaps/what's needed?

- **Transport with support** – in and to/from Hawick
- **Complex needs care with qualified staff** to provide personal care/administer medicines
- Services for people with **mid/high level dementia**
- Social and mental stimulation for those with dementia (peer group contact)
- **No buildings based all-day care service**
- **Respite for unpaid carers** (day and residential)
- Insufficient numbers of **volunteers** - including volunteer drivers
- **Journey planning** (as dementia/disability progresses)
- Training for public in **dementia awareness**
- Availability of **information** on what's available
- **Lack of coordination** in existing services/ activities (e.g. mental health/ social work)

## Targeted community activities

Some community activities are targeted at older people or people with a disability – for example the **Evergreen Lunch Club** in Hawick. This runs weekly in Evergreen Hall and costs £4 a year to join the club and £4 for each lunch. Usually 30 – 40 people attend. Community Link Workers from Local Area Co-ordination (LAC) are at the lunch and give people information/encouragement to attend and support while they are there. They can help arrange taxis for people but don't provide transport or any personal support themselves. Some local facilities, such as the cinema at Heart of Hawick, put on specific sessions that will attract and be more accessible to older people (e.g. afternoon films).

There are also customised activities for people who need more support to participate such as the 'Walk It' and 'Singing for Wellbeing' sessions at Buccleuch House, Newcastleton. Both of these are popular with people with mild dementia and/or mobility issues.

## Voices from the Social Centre and Evergreen Lunch Club



## Activities with additional support

A higher level of support is available at the **Social Centre, Hawick**. This is run by the RVS and caters for people with mild to moderate dementia and physical disabilities. There are two sessions a week which run from 10.00 – 2 pm on Monday and Friday and cost £10 per session. Sessions include quizzes, games (e.g. dominos), craft activities and lunch. The RVS helps to arrange transport but does not provide personal care. Around eight people attend each session which is run by one member of staff and a volunteer. The RVS are currently looking to run an additional service for a half day each week aimed at people with dementia and their carers. This will provide activities and support to carers but not personal care.

The **Dementia Café in Hawick** is the only other activity specifically for people with dementia and their carers. This provides lunch and entertainment once a month and is very popular.

## Help with accessing services

The Community Link Workers from the **Local Area Co-ordination Team (LAC)** provide information, encouragement and support to people who could benefit from attending activities such as the cinema in Heart of Hawick and the Evergreen Lunch Club. This includes helping people arrange transport for themselves – usually from local taxis. They are also one of the main sources of referral to the Social Centre (along with GPs and District Nurses).

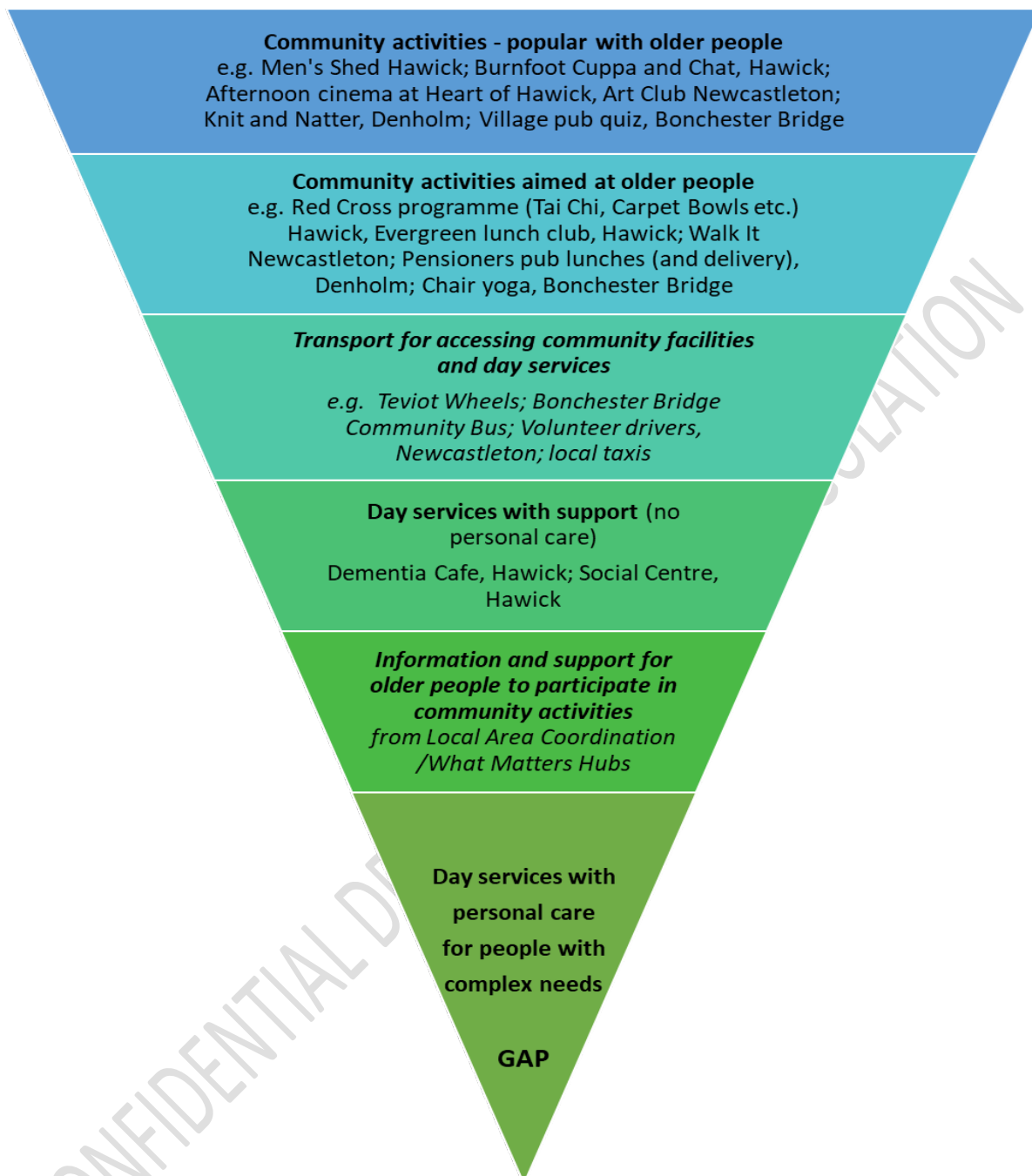
The **What Matters Hub** that runs every Thursday from 10am – 2 pm at Heart of Hawick and is an important source of information and signposting to community activities. The Hub works closely with LAC if support is needed for people who they signpost to community activities, particularly for the first time.

**Transport** is vital for many activities particularly for people living in towns and village in Liddesdale to access activities in Hawick. There is a Community Bus from Bonchester Bridge to Hawick, and Teviot Wheels serves the whole area, although people commented that it is expensive and sometimes difficult to arrange. Local taxis seem to be the most used form of transport within Hawick.

The graphic below shows the range of provision for people with different levels of needs.



## Day opportunities and support for people with different levels of needs



## Gaps

There was a strong feeling from all the people we talked to that the **main gap is day services for people with complex needs and who require personal care from paid, qualified staff.**

We heard frequently how this should complement the current provision that is run by local communities and voluntary sector and relies heavily on volunteers.

Such a service should provide **social interaction and stimulation for users** as well as **respite for unpaid carers**. It would be relevant to people on a 'dementia journey' who typically require more support because of more complex needs as the dementia progresses.

Many carers highlighted that a day service provides a **good number of hours respite for carers**, which is important to enable them to have a decent break to provide time for rest and recuperation or to participate in their own interests or activities. This length of respite cannot be provided through short periods of home/respite care or if carers have to accompany their loved ones to community activities. We also heard comments that a day service would mean carers could have some time to themselves in their own homes, rather than feeling they have to go out to justify the respite care.

More details about key features of such a service are discussed in the next section.

The other main gaps that were mentioned across most of the engagement sessions were:

- **Home care** - currently insufficient hours to provide support that is required
- **Respite for unpaid carers** - during the day and through residential respite care
- **Convenient, affordable transport**, particularly in villages and rural areas so people can access activities and services in Hawick
- **Volunteers** - particularly as volunteer drivers and from younger age groups
- **Information about what's available** in a range of formats - recognising that not everyone is on/feels comfortable with social media
- **Co-ordination of services** between SBC, NHS and the Voluntary and Community Sector (VCS) to share premises, volunteers etc and provide a pathway for people with dementia

It was stressed that these gaps need addressing alongside the provision of day services for people with complex needs. As one person at the Hawick drop-in said:

*"Day care is just part of a bigger issue to support people with dementia"*



## 5. Key features of a day support service

We asked all people at all the engagement sessions what a day support service should look like should one be re-established in the future. The different groups had similar views although the most detailed responses came from the public meeting.

### Who should it be for?

Given the gaps identified in the section above there was broad consensus from everyone that we spoke to that any future day service needed **to support people with complex needs** including people with significant dementia and people with physical health needs who need personal care.

Social isolation was often cited as a problem for people living on their own and whilst it was acknowledged that home care support is provided for people in their own homes, visits were often limited to 15 or 30 minutes. This places significant pressure on families and unpaid carers. It was highlighted by many carers that day support provided much needed respite and time for carers to relax and find time for themselves.

It was noted that **clear criteria** would need to be provided to ensure that everyone including professionals were aware of who should use the service. This would address the concerns that were raised about inconsistencies in referring people to the previous day service. There should also be clear information about how to access the service, for example, through the **social work assessment process**. There were many comments that any new service would need to be registered with the Care Inspectorate.

### Where should it be?

There was a general consensus that **Hawick is the most central place** for a building based day service **but that transport would be needed** to enable people to access the service from other areas.

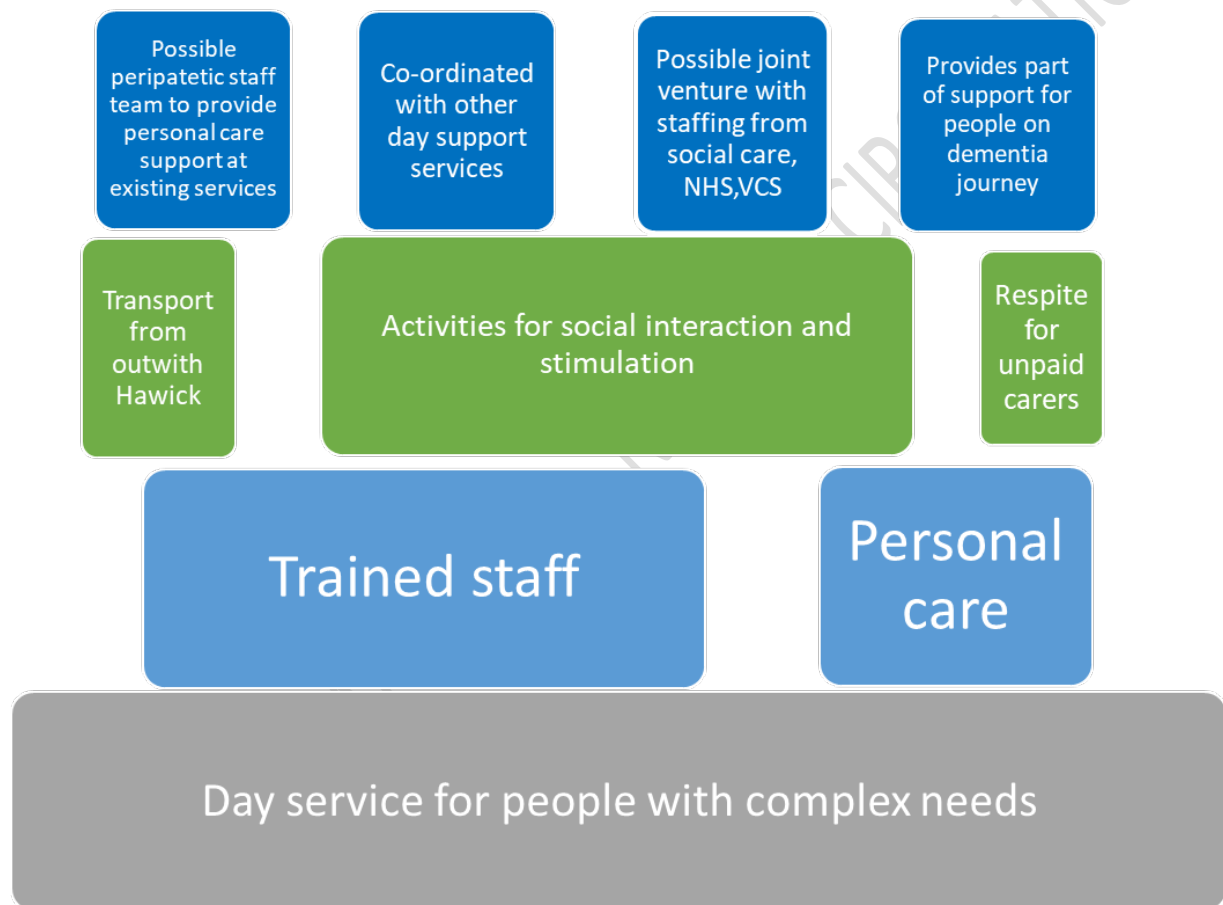
There was some discussion about whether this could **build on existing services**, for example, with trained staff working alongside staff and volunteers at the Social Centre in Hawick.

We were advised that the journey from Denholm to Hawick was short and not too far for people to travel. However, there was some concern that the journey from both Newcastleton and Bonchester Bridge may be too long and arduous for some frail people, particularly in a bus.

This led to other suggestions that a **peripatetic team may be worth considering**, for example, providing a day service in Hawick three days a week and using a community facility

in Bonchester Bridge and Newcastleton one day a week. Further work would be needed to identify the extent of need to justify this approach. This option could link with a suggestion from people in Bonchester Bridge that a day service could be provided locally one or two days a week in the existing care centre in the village in which the current residents could also be involved. A similar suggestion was made in Newcastleton where residents suggested that the health centre could provide a venue for a day service.

### Key Features of any new Day Service



### What should it offer?

A new building based day service would only fill the current gap in day services and opportunities if it provided **personal care from trained staff**. This is not currently available from any of the existing community activities or more targeted services such as the Social Centre. The personal care would need to include help with going to the toilet and eating as well as being able to give medication to users.

People at all the engagement sessions stressed how a day service for people with complex needs because of dementia and/or physical disabilities must provide **activities for social**

**interaction and stimulation.** This is **important for people's wellbeing and quality of life** (e.g. the idea of 'Living Well with Dementia') and enables the service to go beyond providing care in a safe environment, important though that is.

Any day service, through including personal care from trained staff, should be able to provide **respite for unpaid and family carers** of people with complex needs. We heard many times how important this is for carers' physical and mental health and their ability to continue caring for their loved ones in what are very challenging services. No other day activities in Teviot and Liddesdale enable this respite for carers (with the exception of the Social Centre, which is currently only open for two day sessions a week and sometimes these have to be cancelled due to difficulties with recruiting volunteers).

### How should it work?

People felt strongly that any new building-based day service should **complement existing services and activities**. Specifically it should not replace any current provision, which is all well used but doesn't cater for people with complex needs and who require personal care.

It should, however, be **co-ordinated with other day support services** so there is a range of provision for people needing different types and levels of support. In this way, a day service for people with complex needs would be an important **part of support for people on dementia journey** - with the level of support increasing with the severity of the dementia but still offering as full a range of activities as possible.

As noted above, the provision of personal care requires **paid staff with training in dementia**, who could be employed by social care and/or NHS. We heard several people comment on how there is no longer an NHS day service for people with dementia (there was one for a time at the Community Hospital in Hawick). There could be scope for a joint venture between the Council, NHS and voluntary sector (e.g. RVS) which employed trained staff from social care and the NHS, supported by staff and volunteers from the voluntary sector and local community.



## 6. Conclusions and key messages

The engagement exercise to contribute to scoping for a building based day service has established the current provision and gaps in day support. It has also provided the opportunity to think about what sort of service should be provided to meet older people's needs for support in Teviot and Liddesdale.

### Existing community activities, opportunities and support

We found that there is a **good range of community activities in all areas we went to in Teviot and Liddesdale**. Some of these are aimed specifically at older people but others, although generic, are popular with older people who enjoy and participate in them. These types of activities are often developed and run by the community themselves. We also heard about the importance of a **strong sense of community** where people help each other.

A **higher level of support** is available at the Social Centre, Hawick, run by the RVS for people with mild to moderate dementia and physical disabilities, and the Dementia Café. Neither of these provide personal care and therefore family carers or carers paid for by a direct payment need to attend the facilities to support people who need such assistance which is often difficult to arrange given the shortage of social care support staff.

The Community Link Workers from the **Local Area Co-ordination Team (LAC)** provide information, encouragement and support to people who could benefit from attending community activities. The **What Matters Hub** that runs in Hawick and Newcastleton is an important source of information and signposting to community activities.

### Gaps in day services and support

The **main gap is day services for people with complex needs and who require personal care from paid, skilled and qualified staff**.

Such a service should provide **social interaction and stimulation for users** as well as **respite for unpaid carers**. It would be relevant to people on a 'dementia journey' who typically require more support because of more complex needs as the dementia progresses.

Other gaps include **convenient, affordable transport**, particularly in villages and rural areas so people can access activities and services in Hawick and **information about what's available** in a range of formats. **There is also a shortage of volunteers**, particularly as volunteer drivers and from younger age groups

## Key messages for scoping building based day services

- Any new day service should provide **support for older people with complex needs** due to dementia and/or physical disabilities.
- The service should include **activities for social interaction and stimulation** for users and opportunities for decent periods of **respite for carers**.
- Any new service should **complement the current provision that is run by local communities** and voluntary sector and relies heavily on volunteers. It should not replace existing services but add to these to ensure increasing levels of support are available for people at different stages of a '**dementia journey**'.
- **Partnership working is important**. Consideration should be given to providing day services through health, social care and the third sector working together, rather than duplicating activities.
- A day service for people with complex needs requires **skilled trained staff**, who can work with people with moderate to severe dementia. These could be but supported by volunteers who can add value to the range of activities on offer.
- Hawick is the most central **location for a day service** although transport would be needed for people from other areas. Another option would be to employ a peripatetic team of staff who could run a service in Hawick (with transport from Denholm) for three days a week (possibly by enhancing an existing service like the Social Centre) and provision in Bonchester Bridge and Newcastleton at local community/health venues on the other two days.
- There should be **clear and transparent criteria** agreed for assessment for and access to the service.

## Appendix: Who we engaged with

Engagement session	Local Residents				Professionals / staff /volunteers		Other groups	Total
	Members of public	Specific interest in dementia	Families/ unpaid carers	People using current services	Social work/NHS	VCS/ volunteers	Other interested/ community groups	
Public meeting	7	3	4		2 (1 social work, 1 LAC)	1 (RVS)	4 (TDDSG)	<b>21</b>
Hawick Drop-in	5		4		4 (2 social work, 2 LAC)			<b>14</b>
Denholm Drop-in	5						1 (Community Council)	<b>6</b>
Newcastleton Drop-in	3		1		2 (social work)	2 (Buccleuch House)	4 (3 Welfare Group, 1 SWI)	<b>12</b>
Bonchester Bridge Drop-in	12		4				3	<b>19</b>
Online evening session					3 (RVS)		1 (TDSSG)	<b>4</b>
Lunch Club				32	2 (LAC)	1 (organiser)		<b>35</b>
Social Centre				7	1 (RVS)	1 (volunteer)		<b>9</b>
<b>Totals</b>	<b>32</b>	<b>3</b>	<b>14</b>	<b>39</b>	<b>14</b>	<b>3</b>	<b>15</b>	<b>120</b>