

Case Studies

Here are three examples of people who use day centres with differing needs and reasons for using borough transport.

Sid

Sid is 42, has a learning disability and attends the day centre three times a week. Sid lives less than a mile away from the centre and travels on borough transport. Sid regularly misses the bus; this is due to him not being able to dress himself as he relies on a carer for assistance. He therefore has to walk to the centre, accompanied by his carer when possible. If it is not possible, on occasion Sid is not able to attend the centre, as this is an ad hoc arrangement.

When escorted, Sid ably undertakes the 10-minute walk and is happy on arrival at the centre. Sid's health care workers have commented on how positive the exercise is for him and his health and wellbeing. Under the new policy, Sid could be provided with a support worker to walk with him to the centre, instead of travelling there on borough transport. This would mean Sid would have flexible access to the full opening hours of the centre, be increasing his independence and be taking regular exercise three times a week.

Shaz, Aisha and Delilah

Shaz, Aisha and Delilah all attend the day centre on the same days, twice a week. They are all older people living with the early onset of dementia. They all live close to one another, socialise together and get on well. They all travel in on borough transport. Their journey time home is excessive and can take up to two hours due to the number of stops the minibus makes dropping off the eight other passengers along the way. Under the proposed policy, Shaz, Aisha and Delilah could be assessed that they share a taxi as a more appropriate means of travel for them - as it is likely this could reduce their travel time by an hour each way.

Chris

Chris has profound learning and physical disabilities and is dependent on a large wheelchair for physical support. Chris needs a hoist for transfers.

Due to their complex medical needs, they are required to remain in a reclined position in their Neo wheelchair and therefore might require specialist transport depending on their medical therapy assessment of need and the availability of appropriate transport.