

**Better Lives for Older People
Phase 2 Review of Residential Care for Older People**

Consultation Report September 2013

Contents:

Section One: Purpose of the Report and Background

Section Two: Methodology and Consultation Process

Section Three: Overall summary of the consultation

Section Four: Detailed findings relating to the proposal for each care home

Section One

Purpose of the Report and Background

Purpose

The purpose of this report is to inform Executive Board of the outcome of a process of consultation in relation to the future of Leeds City Council owned and operated residential care homes. It is also to give Executive Board sufficient information to enable it to make an informed decision about the proposed future options for these services.

This consultation report takes the opportunity to formally recognise and acknowledge the great deal of time and effort that has been put into the responses by contributors to the consultation.

All respondents offered very helpful and detailed comments which have provided a valuable insight into their opinions and wishes and helped to refine recommendations. The findings from the consultation, and the strength of feeling expressed by respondents, have enabled officers to consider the proposals whilst fully taking into account the key themes and issues regarding potential positive and negative impacts on those directly affected; and mitigations against these.

Background

A review of the Council owned and operated residential care homes has been completed and proposals developed that revise the current service model. This report follows the decision of the Executive Board in February 2013 to begin a period of statutory consultation on these proposals.

Section Two

Methodology and Consultation Process

Consultation Finding Phase 1

An extensive and inclusive consultation process undertaken as part of the Future Options for Long Term Residential and Day Care for Older People review in 2011 was informed and endorsed by a Scrutiny Inquiry and aimed to seek the views of all key stakeholders and specifically of those people currently living in residential care homes, their carers and the staff who provide care and support. The wider consultation involved discussions and engagement at a more general level with stakeholder and interest groups and the wider general public who may have expectations about the future of older people's care services.

Through a series of planned events, consultation was undertaken with a wide range of stakeholders including current users of adult social care services, carers, voluntary, community and faith organisations, and independent sector providers of adult social services, members of staff and equality and diversity groups and organisations.

The outcomes of the wider consultation together with feedback from a range of stakeholders and the detailed consultation with those directly affected provided the Council's Executive Board, in September 2011, with a mandate to approve and proceed with the proposals to decommission, recommission as specialist provision or earmark for further review all 19 Council owned and operated care homes as part of the Better Lives Programme. The outcomes of the Phase 1 review were aimed at reshaping local authority residential care home provision for older people in Leeds in response to changing future needs. Of the 19 care homes reviewed, Executive Board agreed to bring forward further options in relation to eight residential homes to be considered under a Phase 2 Review.

The main findings arising from this consultation in 2011, and the ongoing work undertaken by Adult Social Care to address these issues are as follows and are directly relevant to this second phase of the Better Lives Programme.

Finding	There is some distrust of the services provided by the Independent Sector. Concerns relate to the standard of care provided.
LCC Response	<i>A five-year Residential Quality Governance Framework and associated fee structure for residential and nursing home care has been adopted by the Council. This will provide the Council with far greater contractual influence over the quality of independent sector care within a long term, affordable structure.</i>
Finding	It was generally agreed that maintaining people's independence is a priority; however, in the view of stakeholders, this requires the provision of preventative services.
LCC Response	<i>Leeds is already amongst the highest investors in preventative direct access social care services in the country. Its Neighbourhood</i>

	<i>Networks have received national attention for their innovative support for older people. Neighbourhood Networks are working to develop new services that will help to prevent older people going into hospital unnecessarily, and supporting them by providing a greater range of activities using new funding available through direct payments.</i>
Finding	There needs to be a strategic approach to change and setting priorities within the Council and across the partnerships
LCC Response	<i>Although the demand for long term care homes may be decreasing there is continuing demand and a potential continuing role for the local authority for the provision of specialist care, provided in partnership with the NHS. Harry Booth House closed in 2012 (Phase 1 review) and has been re-commissioned as a 40 bed short stay community intermediate care bed unit managed in partnership by the NHS and LCC. The facility, which is now known as the South Leeds Independence Centre, opened its doors to the public in April 2013. It is a pioneering new service, integrating health and social care services to deliver short term, patient-centred rehabilitation, recovery and reablement.</i>
Finding	Leeds has a growing number of older people and a need for new specialist accommodation to be delivered in the context of reduced public resources.
LCC Response	<i>To address this key challenge a co-ordinated programme of activity is being developed by Adult Social Care, City Development, and Environments and Neighbourhoods. The Housing and Care Futures Project aims to support the delivery of investment in specialist housing and care for older people in Leeds. The Council will work with its partners, taking a strategic lead on services for older people utilising existing assets, specialist knowledge and influence within the sector to meet the changing needs of older people who wish to remain independent for longer.</i>
Finding	A number of issues arose relating to the management of change for the people affected by the proposed changes, with specific reference to the support available for older people transferring between services.
LCC Response	<i>Following the Executive Board decision in September 2011 an extensive programme was undertaken to implement the agreed proposals. A team was recruited, from existing resources, to work with the residents, day centre service users and the families of those people affected by the decommissioning of residential care homes and day centres. This work involved re-assessing residents' and day centre service users' needs and ensuring that their transfer to alternative accommodation was done safely and in accordance with their choice. A Leeds specific 'Care Guarantee' and an Assessment and Transfer Protocol were developed and the transfer process was quality assured to minimise risk and address any issues of concern.</i>
Finding	Carers emphasised the need for ensuring that the Council maintain specialist services for people with dementia.

LCC Response	<i>Three care homes have been recommissioned as specialist dementia facilities. In addition the Leeds dementia strategy looks to develop a city-wide, multi-agency approach to dementia care with the potential for partnership working and development of services with the independent sector to increase the quality and range of services available.</i>
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The lessons learned from the Phase 1 consultation and decommissioning process conducted in 2010/11 have also helped to shape the second phase of the review and, at its meeting on 15 February 2013, the Executive Board approved the commencement of formal statutory consultation on the proposed options outlined in this report.

Phase 2 Consultation Process

As in Phase 1, the aim of the detailed consultation on the proposals was to consult with those directly affected and as a priority the existing residents of care homes and their families and carers. Detailed consultation also took place with affected staff and Trade Unions and with related stakeholders within the locality, including elected members and partner organisations. The following methods of communicating and collecting data were used.

Establishing clear lines of communication

- Letters were sent to residents and their families and carers on 7 February 2013 advising them of the Council's intention to seek Executive Board approval to begin consultation on the proposed options and prior to any breaking news stories.
- A further letter was sent on 16 February 2013 following Executive Board's decision to commence consultation.
- A telephone helpline, staffed by experienced officers in the Programme Team was made available to provide residents, their relatives and carers with the appropriate level of information from the beginning of the process.

Fact Sheet

- A fact sheet providing background information to the proposed changes, details of the proposals, the consultation process and where to seek further help and information was sent to all those directly affected.

Detailed questionnaire

- As part of the consultation with residents and their families a detailed questionnaire has been used in one to one interviews as a tool to capture responses to the proposed option for each individual care home and day centre.
- Minor changes were made to improve the consultation process following the evaluation of phase one of the programme and questionnaires for care homes were developed with specific questions designed to help describe what people wanted from the care services they receive.
- The purpose of using a questionnaire was to ensure consistency throughout this process.

- Each individual meeting has been logged and interpreted using a quantitative and qualitative approach.
- The questionnaire has five rating-style questions and five open comment boxes to capture concerns, impact, comments and other ideas or options.

Phase 2 Methodology

The evaluation draws upon the following data sources:

Quantitative data - all quantitative data has been collated and analysed in spread sheets from which charts and tables have been produced and are included in this report in section 4. For rating-scale questions, the frequency of responses for each rating (strongly agree, agree, disagree and strongly disagree etc.) was assigned a numeric value.

Qualitative data - to capture the richness and diversity of what people said we have chosen to use a qualitative methodology. This data has been gathered from the open comment boxes. Comments have been analysed for recurring themes and general trends. The following themes have emerged. A coding procedure has been used for recording purposes.

- Methodology
- Strategic
- People
- Financial
- Quality
- Locality

Phase 2 Consultation in Detail

Consultation with those Directly Affected

Detailed consultation on the proposals took place between 11 March and 3 June 2013 with those directly affected as follows:

- 212 permanent residents and their families/carers
- 50 respite residents and their carers
- 10 temporary residents and their carers

Further stakeholder comments were received up to 5th July 2013 and have been included in the consultation analysis and evaluation.

The consultation, undertaken in a person centred way, involved talking directly to residents, their families and carers about why the changes are being proposed and to ensure that the rationale behind the proposals is clearly understood.

It was essential to call upon the experience and expertise of staff working in the care homes to help coordinate the consultation and to that end those nominated to undertake the consultation attended a workshop on 6 March to prepare for and plan the consultation.

The manager in each care home arranged a suitable date and time for one-to-one interviews to take place. Relatives, carers and representatives were invited to attend. The questionnaire, available in a range of formats has been used. The aim was to:

- Capture people's responses to the proposed changes
- Determine the impact on individuals and how this might be reduced as plans are developed.

Care and consideration was given to any communication issues for each individual resident. The Programme Team worked with each home prior to the engagement with residents to identify individual communication requirements

Capacity to participate in the consultation was determined by the Care Home Manager. Guidance notes were issued to prompt and guide managers in obtaining the views of residents with dementia.

For people who were not able to make decisions for themselves, or had no relatives or friends to be present, steps were taken to ensure an independent advocate was present to ensure they were appropriately consulted and their views recorded.

Feedback from this consultation is summarised in sections 3 and 4 of this report.

Consultation and Engagement with Staff

Keeping residential care staff affected by the proposed changes staff informed and involved in the process is important to LCC as an employer. It is also a key factor in providing a greater sense of security for the residents for whom they care. If staff that are affected by change feel confident and involved (then not only is this consistent with their employment rights) it makes the management of change easier. It helps to remove a potential source of anxiety for residents and relatives who will be concerned to know what will happen to the people who look after them. Staff members also contribute a wealth of experience and expertise to draw upon as the change programme moves forward.

In order to establish clear lines of communication and engagement right from the start, letters were sent to staff on 7th February advising them of the intention to seek Executive Board approval on the proposals for consultation and again on 16th February following Executive Board's decision. Following this a briefing took place with staff and senior managers.

Staff briefings on the proposed options took place during week commencing 11 March. A questionnaire was approved by the Trade Unions and made available to all staff for completion.

Separate briefings on employee matters took place concurrently with managers from adult social care. The programme worked closely with trade unions to ensure employee matters were given high priority and regular meetings with trade unions have and will continue to take place.

138 staff questionnaires have been received from residential staff.

Details of these responses are outlined in section 3 of this report.

Consultation – Trade Unions

Trade union representatives play a key role in supporting employees through organisational change and monthly consultation meetings have taken place to ensure that arising employee matters are addressed.

In addition to this, representatives from Unison, GMB and Unite Trade Unions were invited to participate in the consultation process and this has been a standing agenda item at the meetings between the Unions and ASC senior management. The Trade Unions have been kept apprised of all developments in this process and will be consulted further on workforce issues, depending on the options selected.

Details of these responses are outlined in section 3 of this report.

Consultation – Elected Members

Elected members were kept fully informed on the proposed options and a briefing note and a fact sheet outlining the proposals were circulated to all 99 members in February 2013. The aim was to:

- provide members with background information to the proposed changes and outline details of the consultation
- outline details of the proposed options for each facility
- provide information on where they can direct people for further help and information.

In addition, as likely first points of contact for those directly affected, all ward members were invited to attend individual briefings on the proposed options for facilities in their own and neighbouring wards.

Sixteen ward member meetings took place with twenty eight members in total.

To ensure that a connection is maintained between strategic and local interests and to facilitate the engagement of citizens, a Cross Party Member Advisory Board has been established to provide an opportunity for members of all parties to discuss a shared interest in further improving services for older people.

Adult Social Care made presentations to the seven area committees affected by the proposals in June and July 2013 with the aim of ensuring that future services reflect local needs and opportunities and to allow area committees to use their local knowledge and experience to influence the consultation. Members of the area committees were asked to comment on specific local issues that will assist in planning for the future needs of older people.

Feedback from the area committee meetings is outlined in section 3 of this report.

Consultation – Members of Parliament

Invitations to submit a response to the consultation were made to MPs in Feb 2013.

Consultation with other stakeholders

Invitations to submit a response to the consultation were made to the following:

- NHS Leeds Partnership Foundation Trust
- NHS Leeds
- Leeds Community Health Care
- GP Practiced Based Consortia
- Town and Parish Councils

Details of these responses are outlined in section 3 of this report.

Media relations

The Programme Team has liaised closely with Corporate Communications and the Press Office to ensure continuing contact with various media for the purpose of informing the public of progress on the Phase 2 review in a positive, consistent and credible manner and to ensure timely and widespread media coverage. There was also local and national press and television coverage.

There were a total of 15 media enquiries during the consultation process:

- Yorkshire Evening Post – 8
- Radio Leeds – 3
- BBC Look North – 1
- Wetherby News – 1
- Leeds University Student Newspaper – 1
- Radio Aire – 1

These enquiries ranged from requests for interviews, responses to petitions and public meetings.

Petitions

12 petitions have been received from the following:

- Burley Willows (2)
- Fairview (1)
- Manorfield House (2)
- Primrose Hill (3)
- Suffolk Court (2)
- GMB Union (1)
- Musgrave Court (1)

Submissions

A campaign group opposed to the proposal for Primrose Hill care home has established the Save Primrose Hill Care Home Campaign (SPHCHC). The group's

aim is to raise awareness of the proposal within the wider community and ensure that a wide range of stakeholders have the opportunity to respond. Their submission, and the response from Adult Social Care, is outlined in the main body of the Executive Board report and attached as an Appendix.

Deputations to full Council 1 July 2013

Deputations to full Council were made on the 1 July 2013 by representatives of Primrose Hill and Manorfield House. The content of the deputations and the response from Adult Social Care are outlined in the main body of the Executive Board report and attached as an **Appendix ? Shirley to add**

Public meetings

A public meeting was called by the GMB Union on 1 May 2013 and attended by the Deputy Director of Adult Social Care.

A summary of the outcomes from this meeting is included in section 3 of this report

Equality and Diversity

The proposals are the subject of Equality Impact Assessments (EIAs) which have been completed as a parallel exercise to the consultation. The EIA is submitted with this consultation report to be considered through the Council's decision making process. It is proposed that should agreement be given to progress with the proposed options, that an implementation plan is developed in line with the Assessment and Closure Protocol. This would show how any closures would be managed over the agreed timescales and how many residents, relatives, carers and staff will be supported to safeguard human rights and equal rights, minimise distress and maximise benefits to individuals.

Section Three

Detailed Overall Summary

This section of the report provides detail on each of the consultation elements broken down by stakeholder group. Further and more detailed information from the feedback and responses from consultation undertaken with those people currently living in the care homes and their relatives and carers is contained in section 4.

The table below outlines the key submissions received from stakeholders throughout the whole consultation process.

Stakeholders	Consultation responses included within the analysis
Residents, relatives, next of kin & carers	448 contacts by Email, telephone and letter 272 questionnaires completed
Residents, relatives, next of kin & carers meetings	9 meetings were held, one each relating to Burley Willows care home (1) and Fairview (1), Manorfield House (2), Musgrave Court (2), Suffolk Court (2) and Primrose Hill (1).
Residents	26 comments were also received via comment boxes placed in care homes.
General public	80 enquiries by Email, telephone and letter.
Public meetings	1 GMB Trade Union meeting
Deputations	2 deputations to full Council on 3rd July 2013 (regarding Primrose Hill and Manorfield)
Petitions	12 petitions with a total of 13,215 signatures were received: Burley Willows – 2,842 & 642 e-petition signatures Fairview – 571 signatures GMB Trade Union – 315 signatures Manorfield House – 970 and 13 signatures Primrose Hill – 5,861, 78 and 36 signatures Suffolk Court – 1,354 and 86 signatures Musgrave Court - 447 signatures
Care home staff	11 enquiries by Email, telephone and letter. 138 staff questionnaires. 23 individual staff briefings
Voluntary, Community & Faith Groups	Wetherby in Support of the Elderly (WISE) in relation to Primrose Hill Aireborough Voluntary Services to the Elderly with Disabilities (AVSED) in relation to Suffolk Court.
NHS Leeds	1 letter from Leeds & Yorkshire Partnership NHS Foundation Trust 1 letter from Leeds NHS trust – Teaching Hospital 2 letters from Harrogate & District Foundation NHS 1 letter from Yeadon Tarn medical practice 2 letters from GP surgeries regarding Primrose Hill
CCGs	1 letter from Leeds South East CCG 1 letter from Leeds North CCG

Trade Unions	4 formal meetings with Trade Unions. Unions represented were; Unite Unison GMB 1 Meeting with Student Union for Burley Willows 1 Submission from GMB received.
Elected Members	25 Emails, letters and telephone calls 16 Meetings
MPs	11 contacts Greg Mulholland MP submitted a petition to Parliament for Suffolk Court Alec Shelbrooke MP wrote to the Minister of State for Health asking him to condemn proposals to close Primrose Hill Stuart Andrew MP objecting to proposals regarding Manorfield and Musgrave Court
Area Committees	7 Area Committee meetings.
Parish and Town Councils Attended by Officers	5 meetings with Parish and Town Councils: Horsforth Town Council Wetherby Town Council Boston Spa Parish Council Clifford Parish Council Rawdon Parish Council 9 Submissions from Parish & Town Councils Horsforth Town Council Wetherby Town Council Boston Spa Parish Council Clifford Parish Council Linton Parish Council Thorner Parish Council Collingham Parish Council Bramham Parish Council Thorp Arch Parish Council

Stakeholder Contacts – Meetings, letters, telephone calls, comments and e-mails

676 contacts including petitions have been received from all stakeholders affected by the proposed changes. The following summary captures the comments and issues raised:

- Don't close the home
- Positive comments on the care home and the quality of care provided
- Impact on the health and well-being of vulnerable older people
- Service users and their families have long established links to the local area
- What will happen to people if the home closes?
- Critical that a decision has already been made
- Challenge to the accuracy of information supplied
- Concern for loss of friendships
- Praise for the staff
- Risk of social isolation

- Concern for the needs of carers
- Loss of respite beds
- Loss of a skilled workforce
- Issues regarding en suite facilities are irrelevant to those not able to use them without support
- Concerns about the loss of continuity of care from local GPs and other medical professionals
- Fears that alternative homes will not be local, near to family and friends
- Concern about the availability of alternative homes
- Concern that the alternative services will not be affordable
- The Council should make savings elsewhere
- Concerns and fears about the standards of independent sector homes
- Don't understand the financial reasoning behind the proposals
- Concern of the impact on daily visits to maintain contact
- Older citizens need the support they deserve
- Loss of a familiar environment and routine
- Insufficient detail provided on the alternatives
- The facility is an important local resource
- How will LCC provide for the future requirement of an ageing population?
- No other Council home in the area
- Consider a gradual phased shutdown; do not take on any further permanent admissions
- Concerns that proposals based on money and not quality of services
- What will happen to this building?
- Council policy is to keep everyone at home – not everyone can
- Keep informed /involved
- Families would want the same level of service in another home, like for like
- Will you take my comments on board?

One-to-ones and completion of questionnaires

The richness and diversity of responses from people who participated in the consultation does not lend itself to statistical analysis. Many of the comments raised have emotional connections that are difficult to reflect in the findings. Residential care is described by many as 'their home' and the staff members are seen as their family. Understandably people have described how they are angry, upset, sad, appalled and distressed by the proposals. Many people have said the proposals are unfair and that the Council does not have the interests of older people at heart.

To capture what people have said we have chosen to use a qualitative methodology as described in section 2 of this report. This is not to say that people's feelings have been disregarded. This approach is merely a method of identifying the underlying concerns.

As outlined in section 2, a set of themes have emerged from the responses to the questionnaire. The key issues and messages are captured in the following sections below. A response from Adult Social Care is also included.

Further detail on the comments relating to the impact on individuals is outlined for each facility in section 4.

Theme	Comment
People	<p>Respondents to the questionnaire described what the current service means to them.</p> <p>The overall view is that the Council provides a very good quality service and that the homes should not close.</p> <p>There was much praise for the standards of care and the professionalism, understanding and friendliness of the staff.</p> <p>Residents, service users, relatives and carers were asked what impact the proposals will have on them if they are implemented.</p> <p>People have said that the proposals will result in deterioration in their physical and mental health, including a return to depression for a number of people. There were particular concerns expressed for very old residents with high care needs and those with dementia who will find change hard to cope with. Relatives and carers attribute the improved health and well-being of their loved ones to the care and social interaction they receive from services and are worried that they will not receive the same level of care elsewhere and the impact this will have on their physical and mental health.</p>
LCC response	<p><i>Should the proposals be agreed, the needs of residents and their carers will be at the heart of all implementation plans. The Council is aware of its duty of care towards residents and we have drawn on good practice observed elsewhere and the report by the University of Birmingham in association with the Association of Directors of Adult Social Services (ADASS). We used these protocols in 2011-12 for home closures and successfully moved 88 people with no adverse effects on their health and well-being. The majority have reported an improvement in their surroundings and are happy in their new homes. An assessment and transition process has been developed and a full reassessment of all service users and carers will be undertaken by qualified social workers to ensure that current, individual needs are properly understood. Individuals and their relatives/ carers will be supported by their service managers or a dedicated resource to seek appropriate alternative services following a reassessment of their needs and will be given comprehensive information on cost, quality and all alternatives in order to make an informed decision.</i></p>
People	<p>There are strongly expressed wishes to stay with groups of friends and maintain the peer companionship that in some cases has been struck up over many years. Also to remain in the local area they are familiar with.</p>
LCC response	<p><i>The Council is aware of the importance of friendships formed between residents. In earlier care home closures we have been successful in keeping friendship groups together. Should the proposals be agreed, current staff will play a lead role in helping service users make the right decisions and support them in adapting to a new environment and changes in routine.</i></p>

Finance	There are concerns of possible financial detriment to residents and their families and that alternative care in the independent sector is not affordable.
LCC response	<i>The Council is committed to ensure that no individual is disadvantaged as a consequence of the recommendations contained in this report.</i>
Finance	Some people have challenged the accuracy of the financial information provided and suggest that the maintenance costs are inaccurate and prohibitive. They also express concerns that under- investment has allowed homes to become outdated.
LCC response	<i>The Council has invested heavily in its buildings over the years. However, the scale of that investment would need to grow significantly against a background of less money being available to the Council overall</i>
Finance	People suggest that the Council should invest in the services and make savings elsewhere.
LCC response	<i>The Council has sought every means possible to ensure that the services received by people with statutory social care needs are impacted as little as possible by the current financial circumstances. This has meant significant efficiencies have already been made and will continue to be made; however, it is clear that in some areas alternatives to Council provision present far better value for money.</i>
Locality	The location of services and how close this is to friends and family was considered very important both in terms of having long established links to the locality and the distance to travel. People are concerned for the social aspects of this; if they would be able to move with their existing networks and the potential loss of regular visits from relatives.
LCC response	<i>The needs of relatives and carers in terms of the closeness of alternative provision to transport routes will form part of the assessment process.</i>
Strategic	<p>People recognise the policy of supporting older people to remain living independently with support in their own home however for some older people with high dependency needs and requiring twenty four hour care in a safe environment, this is not possible.</p> <p>Although there was acknowledgement that the buildings are not modern, comments were made that ensuite facilities are irrelevant, particularly for those not able to use them.</p> <p>People have asked why the homes are closing given the growing ageing population.</p>
LCC response	<i>Although people are living longer they are also accessing greater choice over how their care needs in later life are met. This means that there will be less need for residential care in the future. The availability of en-suite facilities and rooms large enough to accommodate different types of care equipment are becoming increasingly important and the Council needs to respond to these emerging requirements. Quality of care will continue to be</i>

	<p><i>an over-riding consideration.</i></p> <p><i>Three care homes were recommissioned as specialist dementia facilities during the first phase of this programme. In addition the Leeds dementia strategy looks to develop a city-wide, multi-agency approach to dementia care with the potential for partnership working and development of services with the independent sector to increase the quality and range of services.</i></p>
Quality	<p>There was a clear view expressed that the homes provide a safe environment and a good quality of service. This was attributed to good staff training and direct accountability through the Council.</p> <p>There were concerns expressed as to how a safe and good quality service could be assured and monitored if the provider was from the independent sector.</p>
LCC response	<p><i>The Council is determined to ensure that quality standards in the independent sector are maintained or improved and to that end has developed a Quality Framework.</i></p>
Methodology	<p>Concerns were expressed that decisions have already been made; others questioned the criteria used to determine the proposals and commented on the lack of information to be able to make an informed response to the proposals.</p>
LCC response	<p><i>The consultation was an important part of the process and all the feedback has been evaluated and presented in this report to the Council's Executive Board. The consultation has been helpful in developing a detailed understanding of the impacts of the proposals on individuals and how we can reduce this, should the proposals be agreed.</i></p>
Methodology	<p>What will happen to the buildings?</p>
LCC response	<p><i>Should the proposals be agreed, and on completion of the transfer of residents and service users to alternative provision, the buildings will be handed over to Corporate Property Management who will ensure the continued safety and security of the building. Discussions around the future use of the building will take place with local elected members and key partners.</i></p>

Consultation with staff

Out of a workforce of 274, 138 questionnaires were completed and returned. The following comments were recorded:

The impact on physical and mental health of residents and service users and that it is unfair / unreasonable to move vulnerable people

- Maintain and improve the facilities
- Some understanding that savings need to be made but that the Council need to be more creative or look at other ways of making cuts rather than 'targeting', as they saw it, the most vulnerable
- Concerns about the independent sector and quality of care

- Many service users have long established links to the local areas and the current location of care homes are accessible and convenient
- The capacity and availability of alternative private provision
- Staff displaced as a result of the proposals will be managed in accordance with the Council's Managing Workforce Change Policy. Workforce planning and controlled vacancy management is embedded within the Directorate. Every effort will be made to make available suitable alternative employment opportunities for any potentially displaced staff.

In addition, the Council's Early Leavers Initiative (ELI) is being used as an additional opportunity to enable posts to become available for displaced staff through the process of 'switching', facilitated by the Council's Resourcing team.

Consultation with Trade Unions

Regular meetings took place with the Unison and GMB Trade Unions during the consultation process. Specific issues discussed included:

- The unions sought and received assurances that staff would be fully involved in the consultation process.
- The support needs of staff to enable them to hold consultation meetings with service users and their families.
- The options available to staff should services be decommissioned.

In response to requests from relatives, members of the public and staff, the GMB Trade Union held a meeting on 1 May at the Civic Hall. A question and answer session was attended by the Deputy Director of Adult Social Care.

The following points summarise the submission from the GMB:

- GMB and all its members unanimously and unequivocally reject proposals to shut down local authority services and engage in any form of externalisation or outsourcing.
- Agreement that doing nothing is not an option, but why not invest in these vital services and expand their use and eligibility criteria?
- Concerns about the shift from Local Authority provided care to private sector care which operates for profit.
- The overwhelming concern from staff during consultation was for the safety and wellbeing of residents and service users.
- A number of buildings remain empty as a consequence of the first phase of the programme in 2011.
- A waste of investment in staff training. Where will the jobs come from? Staff were moved from services which closed last time.
- The human cost will always outweigh any monetary savings, which in this case are minimal

Consultation with Elected Members

In total twenty five contacts have been received from elected members.

Consultation with MPs

Greg Mulholland MP presented to Parliament a 1300 strong petition in support of Suffolk Court Care Home.

Alec Shelbrooke MP has called on the Minister of State for Health to condemn plans to close Primrose Hill and also wrote to the Director of Social Services expressing concerns about the proposals.

Stuart Andrew MP wrote to formally oppose the proposals for Manorfield and Musgrave Court.

Consultation with Area Committees

Area Committee meeting	Comment
Outer North West, 17 June Manorfield House Suffolk Court	Adult Social Care were requested to provide: <ul style="list-style-type: none"> • A written response to the questions from members of the public and elected members • A copy of the assessment protocol and confirmation that no resident will be forced to move to a home that they do not choose. • An overview of the strategic framework for older people's supported housing and residential provision in the outer north west area, together with the evidence base for future provision planning It was resolved that a special meeting of the North West (Outer) Area Committee be held on 10 July.
Outer North West, 10 July Manorfield House Suffolk Court	It was resolved that: <ul style="list-style-type: none"> • Adult Social Care would provide the Area Committee with a weekly list of beds available in the Horsforth Area. • Members requiring specific information are to inform the Area Support Team who will collate a list of issues for an Adult Social Care response.
Inner East, 20 Amberton Court Fairview	Issues were discussed around consultation with staff and trade unions. Members commented on capacity in other local facilities.
Inner North West, 27 June Burley Willows	The following issues were discussed: <ul style="list-style-type: none"> • Possibility of other uses or public ownership of the buildings. Discussions to be held with ward members regarding future possible community use. • Estimated savings, should the proposals be approved, will be approximately £488,000. Capital investment is required to bring the homes up to standard and it was felt unlikely that a residential care provider would take on use of any of the buildings.
Outer East, 2 July	Specific reference was made to the following issues: <ul style="list-style-type: none"> • The difficulties in finding a use for the building once no longer used in its current capacity, and concerns

	<p>around maintaining its security.</p> <ul style="list-style-type: none"> • That ward members could discuss the issue in detail with the Executive Member.
<p>Outer North East, 8 July Primrose Hill</p>	<p>Specific reference was made to the following issues:</p> <ul style="list-style-type: none"> • Has adequate consultation been undertaken? • Approximately 1000 surplus beds available throughout the city but lack of provision in the Wetherby area • Alternative options not forthcoming • Wetherby Manor currently has no vacancies • 22 people in residence at Primrose Hill • Primrose Hill may close over a period of time which may provide further options. • Any decision to close would determine pace of closure • Previous briefing meetings suggested Wetherby Manor could accommodate Primrose Hill residents but this now appears not to be the case, no availability in the area • Options around choice not possible at this time but residents may wish to explore other options; moving out of area for example • “The Area” Terms of definition <p>In drawing the discussion to a conclusion the Chair said that consultation was carried out on the basis that places would be available in Wetherby Manor, and this appears not to be the case, resulting in a lack of provision in the Wetherby area.</p> <p>It was the opinion of the Area Committee that the consultation undertaken about the proposed decommissioning of Primrose Hill Care Home required to be re-visited and the Executive Board be made aware accordingly</p>
<p>Outer West, 10 July Musgrave Court</p>	<p>Members sought clarification on a number of issues including:</p> <ul style="list-style-type: none"> • number of beds currently in use at Musgrave Court • sufficient provision of the independent sector within the area • residents wishes for allocated places at private care homes being adhered to • care costs of the residents being relocated into the independent sector • trained nurses for those residents who have dementia and • relocation of LCC staff <p>Members were given reassurance that there were sufficient good quality care homes within the area offering specialised dementia care with trained nursing staff. It was noted that Musgrave Court is a 36 bed facility with 28 beds currently occupied on a permanent basis. If residents were to be relocated to the Independent Sector as a result of decommissioning the Council would cover care costs.</p>

	<p>The Area Committee was also provided with an update on Westholme. The residents of Westholme were allocated places of their choice. Any future decommissioning of homes would apply the same principal. Staff at decommissioned homes would be offered employment elsewhere in the Council or the Early Leavers Initiative.</p>
<p>Outer South, 15 July Home Lea House</p>	<p>In response to Members comments and questions, the following issues were discussed:</p> <ul style="list-style-type: none"> • Dolphin Manor continues to provide residential care. Partnership arrangements are being discussed. • New provision of Extra Care Housing – involvement of private sector and use of Section 106 monies. • Care homes in outer south have residents from elsewhere in the city; this is due to personal choice and involvement of relatives. • Partnership working with community groups and independent care providers.

Parish and Town Councils

A summary of the main issues and comments captured from these meetings can be found below:

Manorfield House

Horsforth Town Council 13 March

- Concerns that accommodation in the independent sector will cost more.
- Can the Council encourage residential care developments in Horsforth and ensure these are available before closing Manorfield?
- There is a demonstrable requirement for the facilities provided by Manorfield House, both now and in the foreseeable future.
- There is no current viable alternative with sufficient available places in the vicinity of Horsforth and that no current proposal to replace these facilities exists.
- In the absence of such alternative facilities and until such time as replacement facilities in this area are provided, Horsforth Town Council believes that Manorfield House must remain open.

Rawdon Parish Council 15 May

- Councillors felt that it would be wrong to close Manorfield until an alternative facility was available locally.

Primrose Hill

Boston Spa Parish Council 24 April

- With an ageing population the demand for care will increase. Boston Spa has a higher percentage of older people and this trend is likely to continue.

- There is no other residential care home in the village and limited access to homes in the immediate area.
- Primrose Hill provides suitable, affordable, flexible and accessible accommodation for local residents.
- Closing Primrose Hill will reduce access to quality care and the choice to stay in the area they live.
- Detailed financial information should be provided as part of the consultation.
- Closure of the home will impact on the local economy.

Clifford Parish Council 19 June

- How would future care needs be met if Primrose Hill closed?
- Where would current residents move to?
- Concern about how respite would be provided in future.
- Concern about what would happen to staff.

Wetherby Town Council, 12 March.

- Some acknowledgement and understanding of the rationale for change however unhappy with proposal to close Primrose Hill
- There needs to be a local resource for local people.
- Recognition that Wetherby Manor is opening shortly however there is no guarantee there will be vacancies.
- Can Wetherby people move to homes in North Yorkshire?
- Primrose Hill is an important part of the local community

Submissions were also received from the following Parish Councils stating their opposition to the proposed closure of Primrose Hill.

- Bramham
- Collingham,
- Linton
- Thorer
- Thorp Arch

Voluntary, Community and Faith Sector (VCFS)

The following is a summary of a submission received from Wetherby in support of the elderly (WISE) in relation to the proposed closure of Primrose Hill.

- WISE, as the local Neighbourhood Network seeks to provide a range of services targeted to older people.
- Care provision for the elderly should be locally based and easily accessible to the communities it seeks to serve.
- Local people fear the loss of a much loved local provision and that private sector provision will be costly and not locally based.

Consultation with the NHS

Leeds North Clinical Commissioning Group (LNCCG):

LNCCG is committed to the Health and Social care integration agenda and enhancing patient choice, affording them choice to stay in their own home and

receive more locally based care. In this regard LNCCG is supportive of increased access to intermediate care and enablement programmes.

Concerns were expressed over potential closures of specific residential homes and they have requested assurance that the Council will:

- Ensure that appropriate accommodation would be available for those residents currently in a home that may close.
- Understands the capacity issue about nursing care and can give assurance that the potential closure of any homes will not result in insufficient capacity for care.

LNCCG also expressed concern about the local implications in terms of capacity for older people and choice about availability of care. It suggested that the Council works across Local Authority boundaries to ensure that capacity implications are understood.

Leeds South and East Clinical Commissioning Group (LS&ECCG):

- LS&ECCG is strongly supportive of the integrated approach to health and social care provision. Providing quality, seamless care in a community setting and reducing inappropriate admissions to, and length of stay in an acute setting remains one of their strategic aims.
- Has consulted with practices within the CCG boundary and is happy to support the approach to consult on the proposals for the care homes.
- Is committed to working in partnership with other CCGs across the city, and the Council, to evaluate and realise the full benefits of the South Leeds Independence Centre, with a view to developing similar models to meet the health and social care needs of older people in Leeds.

Leeds and York Partnership NHS Foundation Trust (LYPFT):

- Has requested continuing partnership work that to ensure that services are complementary with each other, that there are appropriate overlaps at the interface, and no gaps in service provision.
- Some concerns were expressed that the level of experience and skill provided by Council homes is not matched in independent residential and nursing homes.

Harrogate & District NHS:

- Is supportive of the strategic approach for preventative and reablement services aimed at reducing the need for residential care.
- Concerns expressed that there are insufficient community reablement staff, home care staff and residential homes staff in the Wetherby area to provide services and that the staffing issue is compounded by carer's transport problems. This impacts on achieving timely and safe discharge for patients in the Wetherby area and causes significant capacity issues in their organisation.
- Concerns also that patients living in the Wetherby area are already disadvantaged and experience significant delays in on-going care compared to those in North Yorkshire.

Leeds Teaching Hospital Trust (LTHT):

- Is generally supportive of the proposals and confident that they should not adversely impact upon the discharge process for LTHT.
- The key to maintaining the flow through the bed base lies with alternatives to hospital admissions and increased intermediate care and 'step-down-' facilities which maximise rehabilitation.
- Support the proposal for further reductions in delay transfers of care within the system and are keen to offer on-going support to ensure that the lessons from the South Leeds Independence Centre can be applied to future service developments at Suffolk Court.

Section Four

Detailed Consultation Findings Relating to the Proposal for Each Care Home

The following information represents feedback and responses from consultation undertaken with those people currently living in the care homes and their relatives and carers. The questions highlighted are taken directly from the questionnaire.

As an 'open comments' section was used in the questionnaire, some respondents made multiple comments in these sections which is why the number of comments is generally greater than the number of people responding to the questionnaire.

Proposal	Residential Homes	Type of Resident			Total registered residents at the time of the questionnaire	Responses Received
		Permanent	Respite	Temporary		
Decommission	Amberton Court	19	7	10	36	23
	Burley Willows HOP	21	46	5	72	41
	Fairview	23	8	3	34	23
Transfer Management	Home Lea House	23	14	3	40	48
Decommission	Manorfield House	21	17	1	39	47
	Musgrave Court	30	12	0	42	28
	Primrose Hill	26	12	1	39	37
Recommission for intermediate care	Suffolk Court	32	21	4	57	25
		195	137	27	351	272

In some circumstances there were a greater number of responses than number of residents. This is due to responses coming from a combination of residents, carers and families.

There were also some people who did not complete the questionnaire, with a variety of reasons for non-completion (eg service user in hospital, declined or relative completed questionnaire on their behalf).

Measures were taken to ensure that people with dementia who may not be able to complete a questionnaire by themselves were supported to do so.

Amberton Court

23 people responded to the proposal to decommission the home.

How much do you agree or disagree with the proposal?

- 9% neither agree nor disagree
- 9% disagree
- 83 % strongly disagree with the proposals

Reason for your answer?

Key themes

- People are happy in the home and with the support they receive from the current staff.
- The quality of current services is very good / excellent.
- The proposed closure would have an adverse impact on resident's health.
- Concern that the quality of alternative homes may not be as good

If the proposal to close the home goes ahead what might the impact be on your family and carers?

Key themes

- The adverse impact on having to move and worry about where they would be moved to
- Disruption to friendships and the loss of a familiar environment and surroundings
- The adverse impact on the physical and mental health of residents
- The negative impact on the health and well-being of carers

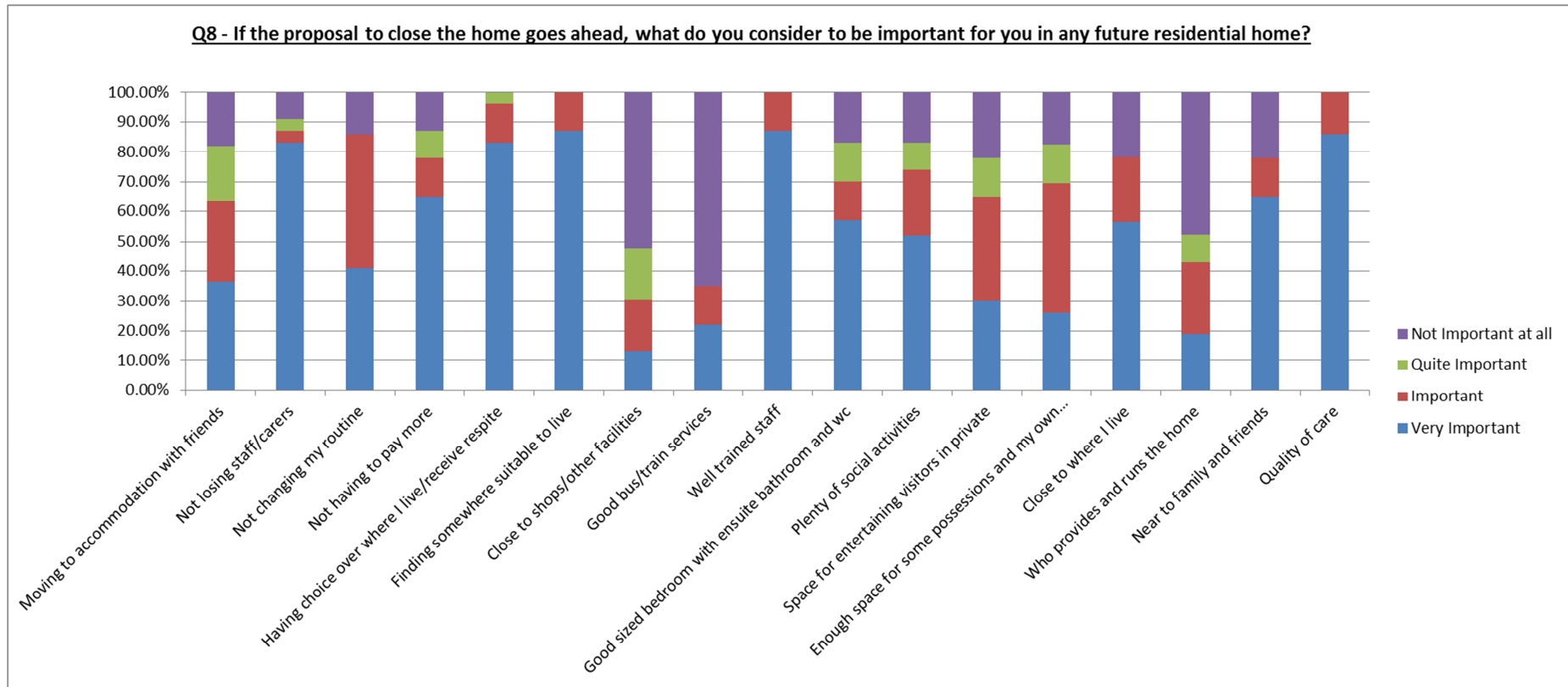
What could the Council do to reduce the impact?

Key themes

- Provide support to find alternative home should the proposal go ahead.
- Find somewhere local for them to live
- Enable people to move with their friends

What do you consider to be important for you in your new home?

There are seventeen elements to this question and respondents were asked to rate each of these elements.



Summary of other comments

- Resident wants to have the freedom to have an alcoholic drink
- If proposal goes ahead the alternative home should have a smoking room/somewhere to have a cigarette
- Who provides and runs the home is not important, it is about the standard of care
- Good sized bedroom is important in an alternative home
- Ensuite bedroom is not important in an alternative home
- Good food that is nutritious and homemade is important in an alternative home

Is there anything else you would like to tell us?

Key themes

- Impact on people and their feelings
- Quality of current services very good/excellent

Burley Willows

41 people responded to the proposal to decommission the home

How much do you agree or disagree with the proposal?

- 2% neither agree nor disagree
- 20% disagree
- 78% strongly disagree

Reason for your answer?

Key themes

- Happy in the home and with the support provided by current staff
- Quality of current services is very good / excellent
- Disruption for residents / friendships / familiar people
- Concern about availability, location and quality of alternative provision

If the proposal to close the home goes ahead what might the impact be on your family and carers?

Key themes

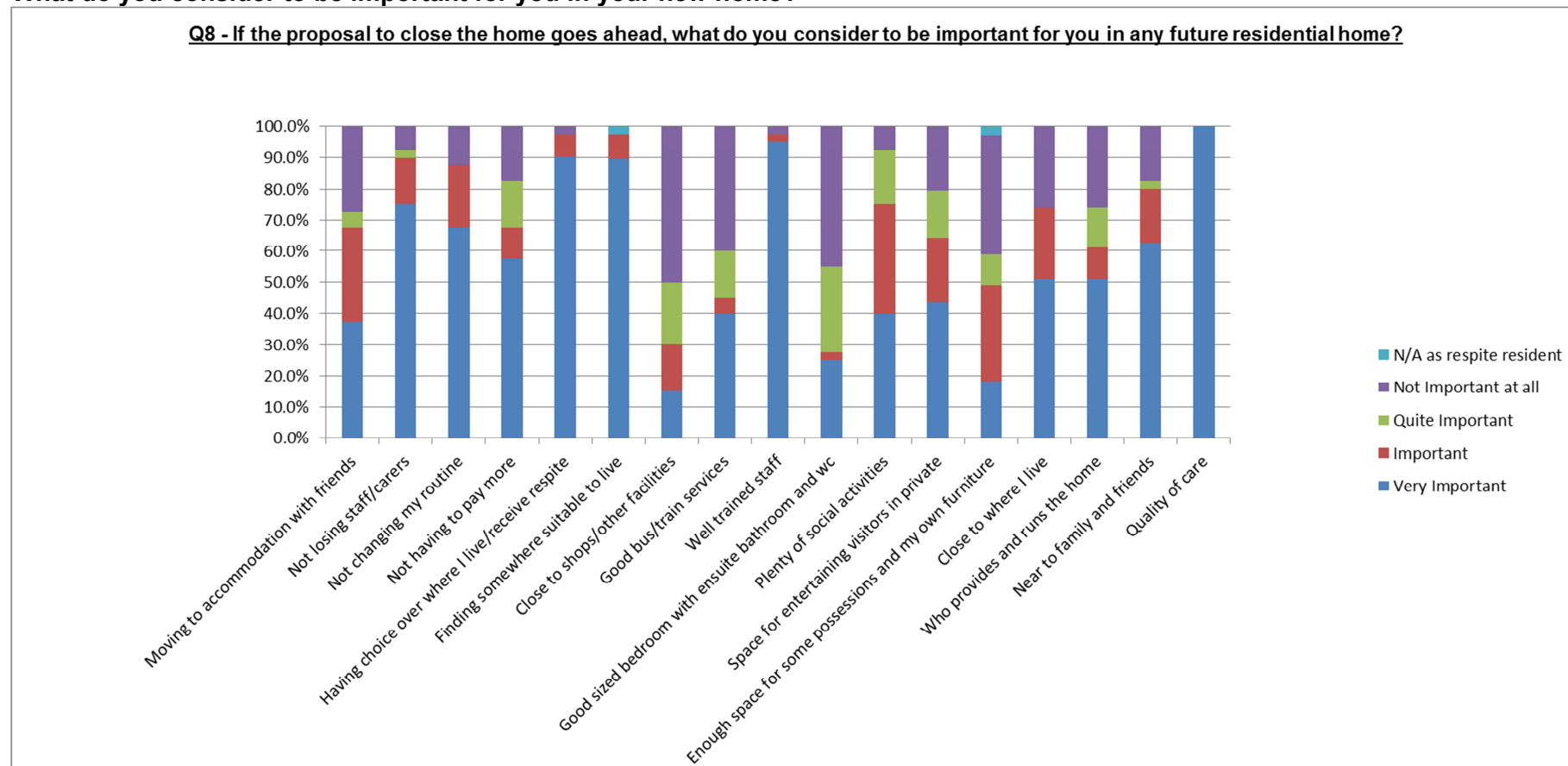
- Adverse impact on the physical and mental health of residents and carers
- Concerns at moving residents with dementia and anxiety at how they will cope with the change.
- Disruption to routine and the loss of friendships and the continuity of staff
- This will mean another move and concerns are expressed at how unsettling and disruptive this is.
- The impact of a change in location, the loss of established links to the local community and relatives expressing concern at having to travel greater distances.
- Concern regarding the availability and quality of alternative accommodation and respite provision.
- Concerns about having to pay more/respite may cost more

What could the Council do to reduce the impact?

Key themes

- Support for residents / carers in finding an alternative home
- Residents / carers to be kept updated on developments
- Important to move with friendship groups
- Residents would like to maintain contact with keyworker
- Alternative respite provision needs to be of high quality and pre-bookable in advance (for holiday arrangements)

What do you consider to be important for you in your new home?



Summary of other comments

- Continuity of care, routine and a familiar environment is very important for older people.
- Access to a hairdresser
- Resident would like a ground floor room
- Resident would like alternative home to be on one level / doesn't like lifts and cannot manage steps
- Alternative home should have a smoking room/somewhere to have a cigarette
- Resident/relative would like a garden/outside space for resident to be able to sit in

- Family/resident would like opportunity to be able to go on outings

Is there anything else you would like to tell us?

Key theme

- Residents and their relatives are happy at Burley Willows and with the care and support they receive from staff.

Fairview

23 people responded proposal to decommission the home

How much do you agree or disagree with the proposal?

- 13% neither agree nor disagree
- 13% disagree
- 74 % strongly disagree with the proposals

Key themes

- Happy in the home and with the support provided by current staff
- Excellent quality of current services
- Closure would have an adverse impact on residents mental and physical health
- Residents with dementia find transition hard to cope with
- Location of current home is convenient for relatives, visitors and medical professionals

If the proposal to close the home goes ahead what might the impact be on your family and carers?

Key themes

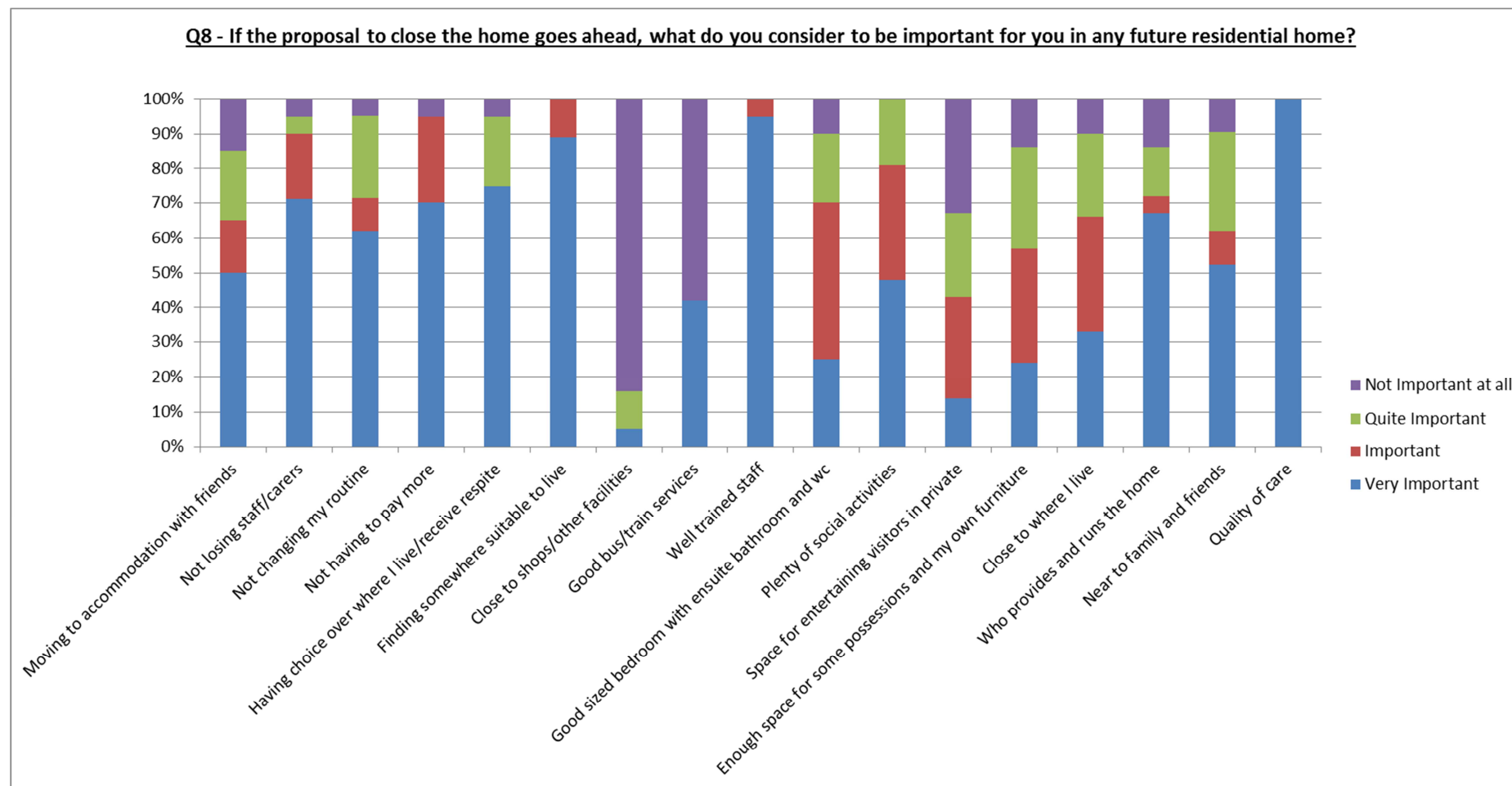
- Current home successful in making people feel safe and secure
- Stress and anxiety to carers caused by any move
- Impact of a change in location, particularly having to travel further to visit with resulting increased costs and/or fewer visits.
- Concerns that for people with dementia, it will be more confusing having to cope in a new home with unfamiliar surroundings and staff.
- Disruption to friendships and familiar people.

What could the Council do to reduce the impact?

Key themes

- Provide information on alternative accommodation, including respite provision.
- Help to find alternative local provision
- Support residents and families to make the transition as easy as possible.

What do you consider to be important for you in your new home?



Summary of other comments

- People would prefer a Council run home
- Local alternative accommodation
- Consider individual needs; for example, a double bedroom is essential for some residents

- Quality of care is very important
- Concern that quality of alternative homes may not be as good
- Transfer staff and residents together to an alternative home to lessen the impact if the proposal goes ahead

Is there anything else you would like to tell us?

Key theme

- Satisfaction with the current home and the negative impact of the proposals on residents and carers.

Home Lea House

48 people responded to the proposal to transfer management of the home

How much do you agree or disagree with the proposal?

- 23% agree
- 37% neither agree nor disagree
- 12% disagree
- 28% strongly disagree

Reason for your answer?

Key themes

- Keep in Council ownership
- Need further information on the business plan and proposed alternative management arrangements of the home.
- Not for profit better than closure but concern that standards may not be maintained
- Happy with support provided by current staff
- Respite services should be retained

If the proposal to transfer the management of the home goes ahead what might the impact be on your family and carers?

Key themes

- The viability of the proposal and any assurance that Home Lea House will not be privatised in the near future.
- Ratio of staff to residents and the impact on the quality of care
- No impact providing they receive the same quality of care

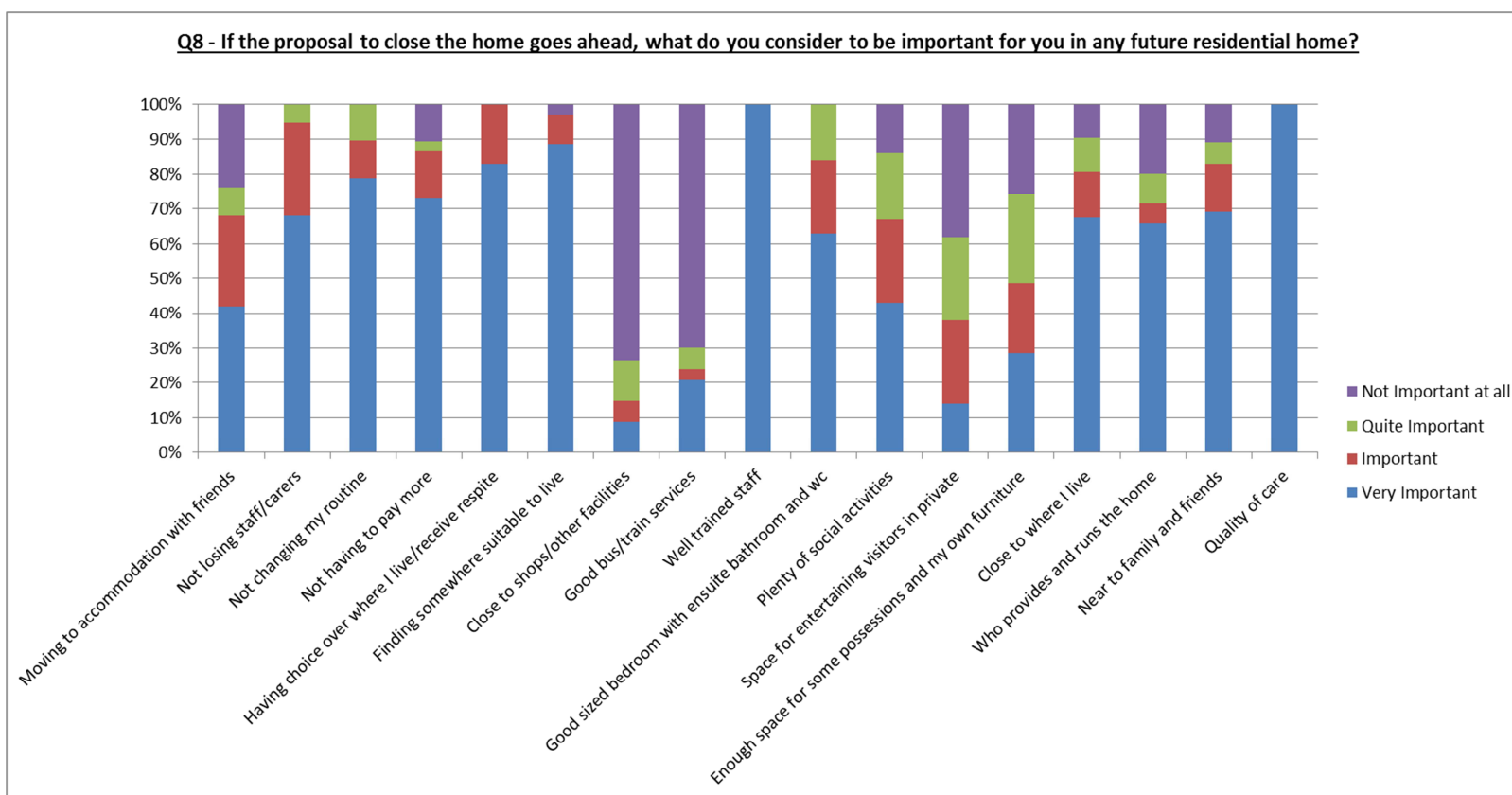
What could the Council do to reduce the impact?

Key themes

- Provide further clarity on the proposals
- Maintain quality of care
- Retain current staff and involve them in the process
- Address concerns about having to pay more

What do you consider to be important for you in your new home?

Q8 - If the proposal to close the home goes ahead, what do you consider to be important for you in any future residential home?



Summary of other comments

- Cost is not important providing standards of care are maintained
- Continuity of staff support
- It is important for staff to care and look after residents correctly
- Who provides and runs the home is not important, it is about the standard of care
- Who provides and runs the home is important, i.e. good quality care provider with a good track record
- When agency staff cover the home resident is upset as they perceive that their privacy and dignity is not respected.

Is there anything else you would like to tell us?

Key themes

- Don't understand the financial reasoning behind the proposals
- The Council is trying to offload its responsibilities
- The Council should keep its remaining homes open
- Integrating residents from Dolphin Manor and Home Lea House sounds like a good idea and would save the Council money.
- The Social Enterprise would need a lot of support, guidance and direction from the local Council to ensure it is able to operate at a high standard.

Manorfield House

47 people responded to the proposal to decommission the home

How much do you agree or disagree with the proposal?

- 4 % agreed
- 11% disagreed
- 85% strongly disagreed with the proposals

Reason for your answer?

Key themes

- Quality of current services very good/excellent
- Current home location convenient/accessible for relatives/visitors/medical professionals
- Happy with the support provided by current staff
- Concern about availability of alternatives
- Moving vulnerable older people will have adverse impact on their physical/mental health.
- Lack of evidence for the proposals

If the proposal to close the home goes ahead what might the impact be on your family and carers?

Key themes

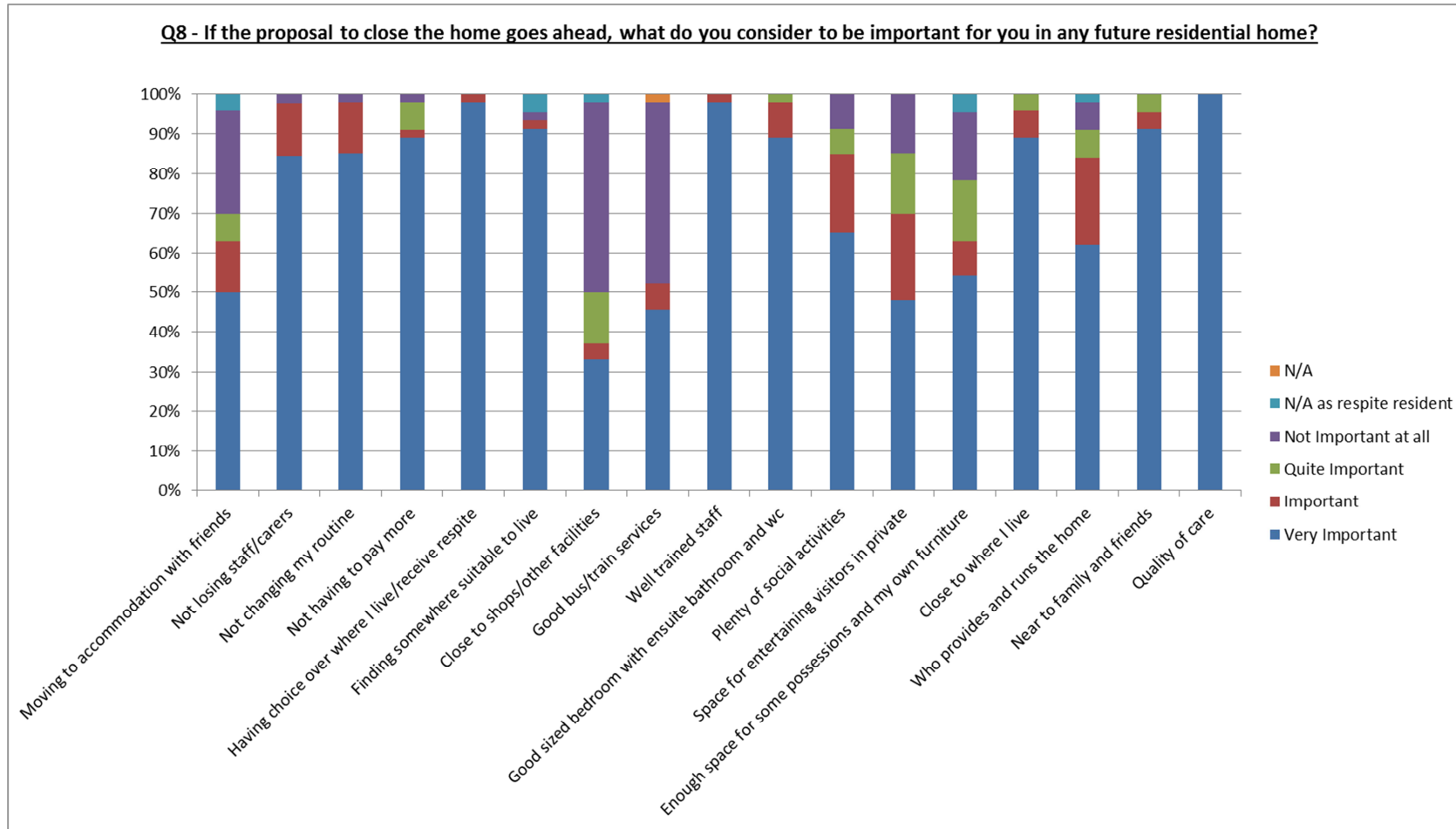
- Concerns for the impact on carers or relatives in terms of their physical/mental health and wellbeing
- The availability of alternative accommodation and concerns that alternative homes might not be as good.
- The impact on carers due to the potential loss of local, pre-bookable respite care.
- Concerns at having to travel further to a new home and lack of transport
- Loss and disruptions to friendships and impact on family networks that are well established in the local area/ social isolation.
- The loss of continuity of care due to the change of medical staff

What could the Council do to reduce the impact?

Key themes

- Alternative local accommodation to be provided
- Specific information to be provided on alternative care and respite provision
- New home to be built in Horsforth before Manorfield House is closed
- Open days at alternative homes to make the move less daunting
- One comment- proposals would be more acceptable if permanent admissions were stopped and residents allowed to remain

What do you consider to be important for you in your new home?



Summary of other comments

- Smoking room (18% of the twenty two responses)
- To have staff who encourage residents to socialise and be occupied
- Privacy to be maintained

- Easy access for wheelchairs
- The alternative home should be as good as Manorfield
- A good key worker relationship can only be provided by a non-profit making, well-trained provider.
- A home where there is a low turnover of staff

Is there anything else you would like to tell us? Key themes

- The quality of the current service is excellent/very good.
- Do not agree with the proposals and cannot understand why the Council want to close a well-run home
- Understand that finance is an issue for the Council but money should be saved in other areas

Musgrave Court

28 people responded to the proposal to decommission the home

How much do you agree or disagree with the proposal?

- 4% agree
- 4% neither agree nor disagree
- 14% disagree
- 79 % strongly disagree with the proposals

Reason for your answer?

Key themes

- Residents are happy in the home and with the support provided by current staff
- Residents would find the move traumatic and it would have an adverse impact on their health
- People with dementia need quality care and they receive that in the current home but alternative homes may not be as good
- Dementia residents do not understand the proposals and are vulnerable/unfairly targeted
- Familiar environment is important as older people find it hard to move homes
- Current home is a specialist dementia facility, alternative home might not be and as dementia is on the increase more reason to keep a specialist dementia facility open

If the proposal to close the home goes ahead what might the impact be on your family and carers?

Key themes

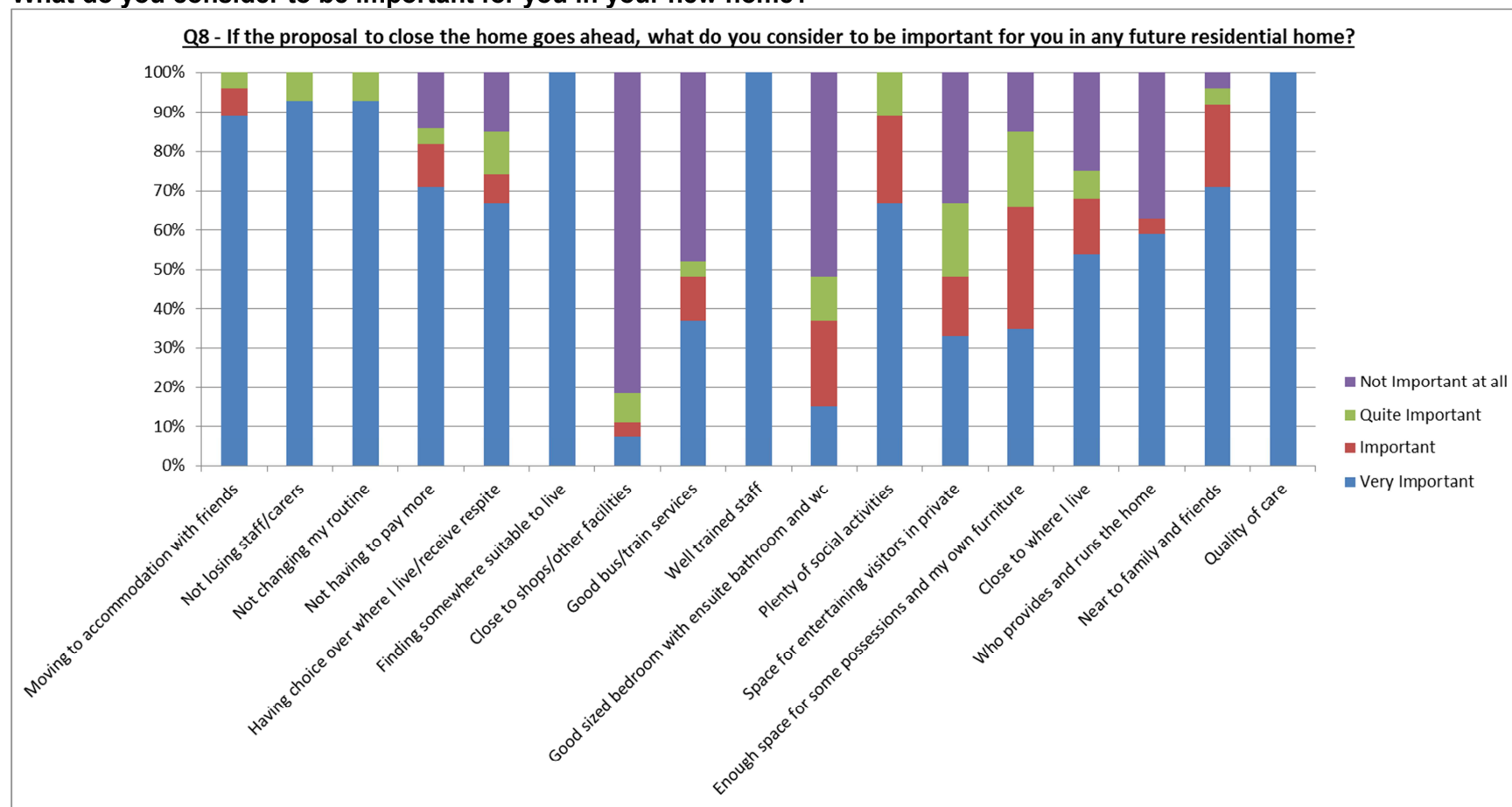
- The impact on the physical and mental health of residents and that of their relatives and carers.
- Concerns about moving to a different location as the current location of the home is convenient/accessible for relatives/visitors/medical professionals.
- The anxiety at the inevitable practical and emotional upheaval of finding somewhere else to live
- The availability, quality and cost of care / respite care in alternative homes

What could the Council do to reduce the impact?

Key themes

- Provide support to find an alternative home
- Give families as much notice as possible and time to prepare for the inevitable changes
- Support residents to make the transition as easy as possible

What do you consider to be important for you in your new home?



Summary of other comments

- Would like more opportunities for outings
- Transfer staff and residents together
- Continuity of care from local GP and other health professionals
- Smaller homes are better and suit the needs of older people with dementia

Is there anything else you would like to tell us?

Key themes

- Residents and their relatives are happy at Musgrave Court and with the care and support they receive from staff.
- Concerns about the impact on the health of residents, particularly those with dementia and the impact on carers.
- To be kept updated on developments

Primrose Hill

37 people responded to the proposal to decommission the home

How much do you agree or disagree with the proposal?

- 3% neither agreed or disagreed
- 3% disagreed
- 95% strongly disagreed with the proposals

Reason for your answer?

Key themes

- Leave things as they are, the facilities at the home are adequate and resident doesn't require en-suite / or would be unable to use without assistance
- Concern about availability/and or location of alternative provision including respite care.
- Quality of current services very good/excellent and happy with the support provided by current staff
- Resident/family doesn't want resident to move
- Respite resident doesn't want to receive respite elsewhere
- Adverse impact on resident if fewer visits due to a change of home

If the proposal to close the home goes ahead what might the impact be on your family and carers?

Key themes

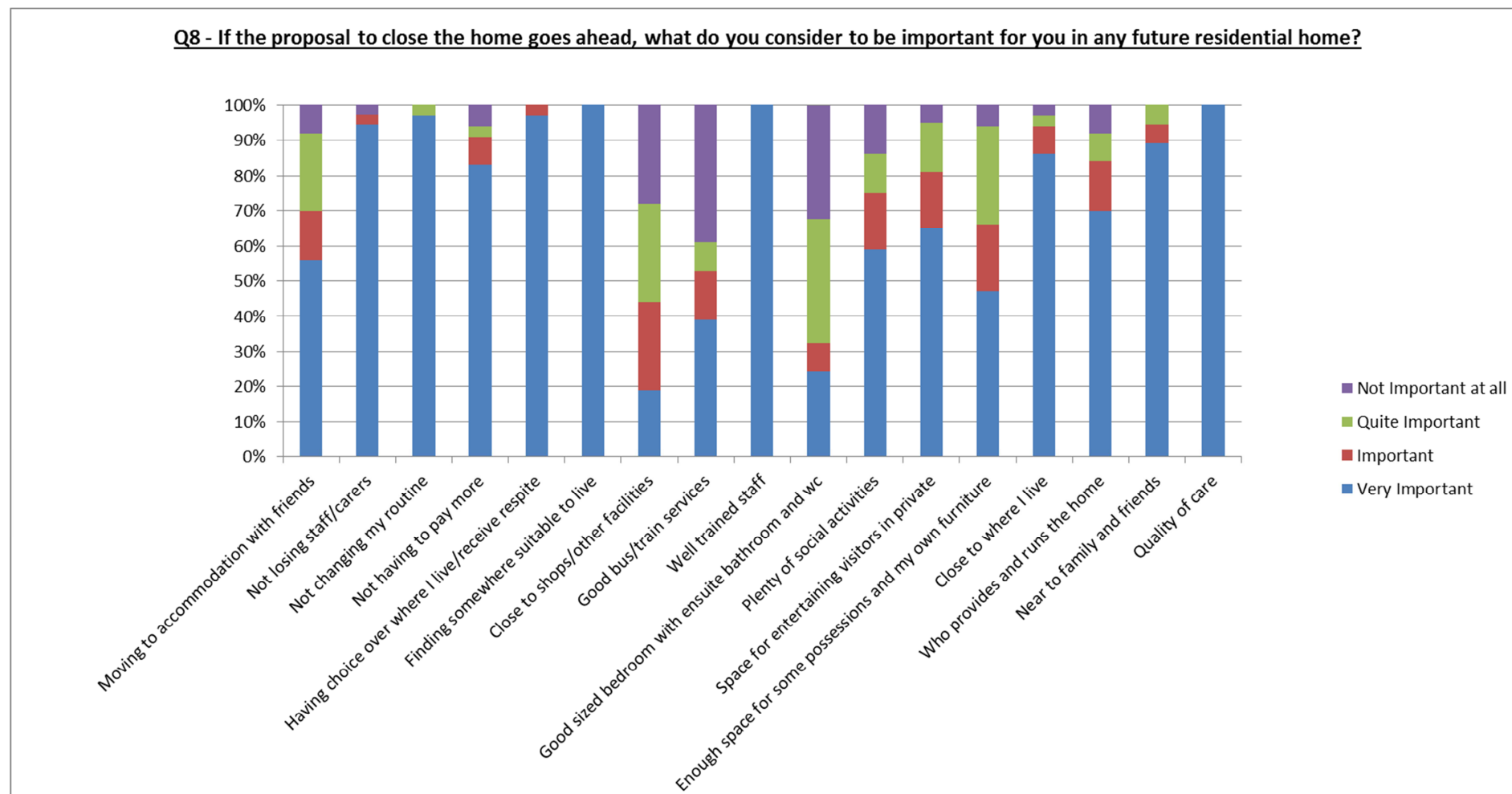
- Concerns at having to travel greater distances -might not be able to make daily visits to maintain regular contact with residents, particular difficulties for older carers.
- Concerns that fewer visits will have an adverse impact on residents physical and mental health and lead to social isolation
- Loss of friendships, loss of continuity of staff, loss of what is familiar, loss of the connection to local community and for carers a loss of peace of mind.

What could the Council do to reduce the impact?

Key themes

- Provide support to residents and their relatives to find an alternative home
- That somewhere local is found for residents.
- Home to remain open, even if the number of residents reduce

What do you consider to be important for you in your new home?



Summary of other comments

- Availability of rooms on ground floor
- Alternative home needs to be close to good health care and 'have all the extra needs met to the same standard – e.g. chiropody, manicures, hairdresser etc...'

- Alternative home needs to make residents feel safe, secure, cared for and have staff that know them.
- Move with friends.
- Skype to talk to family and friends.
- No increase in cost

Is there anything else you would like to tell us?

Key themes

- Happy with the support provided by the current staff and that the quality of the service is very good/excellent.
- Concern regarding the adverse impact on the health of residents brought about by any move.

In addition to the questionnaires, Members of the Save Primrose Hill Care Home Campaign presented their submission, petition and collected letters to the Executive Member for Adult Social Care and the Director of Adult Social Services on 22 May 2013.

The main themes of the submission are:

- challenge to the accuracy of information supplied
- concern for existing residents
- maintenance of a community resource in a rural area
- concern relating to lack of choice and quantity of alternative provision within the independent sector

Suffolk Court

25 people responded to the proposal to recommission the home

How much do you agree or disagree with the proposal?

- 4% strongly agree
- 4% disagree
- 92% strongly disagree

Reason for your answer?

Key themes

- Resident doesn't want to move is happy in the home and with the support provided by current staff
- Current home location convenient/accessible for relatives/visitors/medical professionals
- Quality of current services very good/excellent
- Proposals will cause disruptions to friendship networks/familiar people
- Moving vulnerable older people will have an adverse impact on their physical/mental health

If the proposal to close the home goes ahead what might the impact be on your family and carers?

Key themes

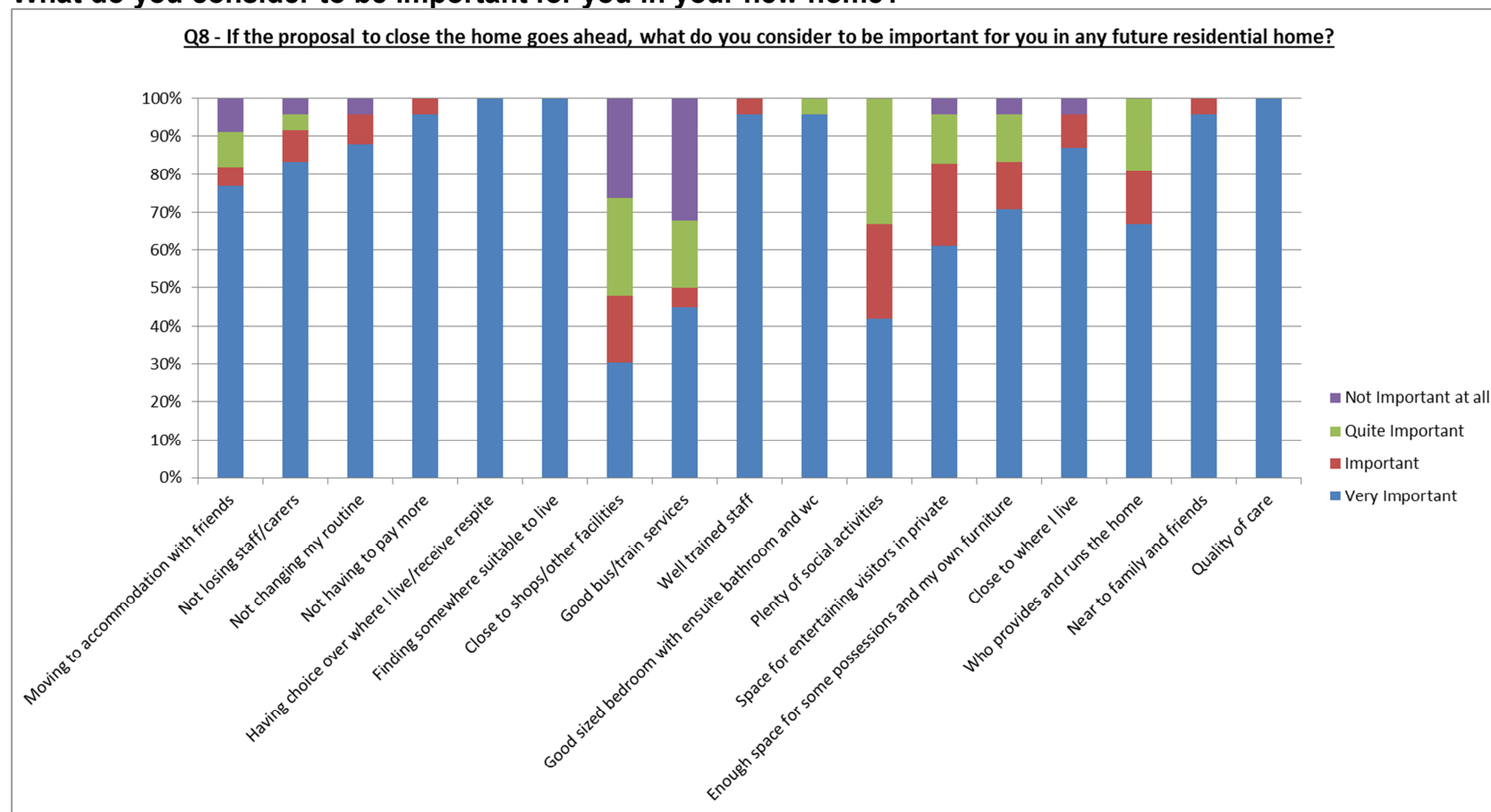
- The negative impact on carer's/relative's health and wellbeing due to the anxiety, stress and worry caused by any move
- Concern at relatives having to travel greater distances and adverse impact on residents if fewer visits due to change of home
- A change in location and the loss of established links to the local community
- The location, quality and availability of alternative accommodation including respite care

What could the Council do to reduce the impact?

Key issues

- Residents would need support to make transition as easy as possible
- Residents/ carers will require support to find an alternative home
- If the proposal goes ahead find somewhere local for resident to go
- Keep residents and their families involved and updated on developments
- If the proposal goes ahead the Council should be helpful, understanding and personal.
- Consider an alternative approach that allows current residents to remain and as they leave replace with CIC beds or work out a plan for both groups e.g. upstairs - residential, downstairs - CIC beds.

What do you consider to be important for you in your new home?



Summary of other comments

- If the proposal goes ahead find somewhere local for resident to go
- Provide specific information on alternative provision/respite arrangements
- If the proposal goes ahead it would be important for the resident to have a single occupancy room
- If proposal goes ahead the alternative home should have a smoking room/somewhere to have a cigarette
- It is very important for resident to be close to medical facilities

Is there anything else you would like to tell us?

Key themes

- The impact on physical and mental health of residents and their carers and that no thought has been given by the Council on impact of closure.
- Concern about the location and availability of suitable alternative homes