

Appendix 3b.

Service Review Report: LCC Care Home Review

Dolphin Manor Residential Care Home

Consultation Findings Report on the Proposed Repurposing of Dolphin Manor Long Stay Residential Care Home in Rothwell.

June 2024

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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 proposed repurposing of Dolphin Manor long stay residential care home in Rothwell. It is also to give Executive Board sufficient information to enable it to make an informed decision about the proposed future options for this service.

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 refine recommendations. The findings from the consultation, and the strength of feeling expressed by respondents, have enabled officers to consider the proposals whilst fully considering the key themes and issues regarding potential positive and negative impacts on stakeholders, and those in the wider local community, and mitigations against these.

Background

In December 2023, in response to proposals put forward to address the Council's current financial challenge and meet the Medium-Term Financial Strategy budget gaps, the Council's Executive Board approved the request to undertake stakeholder consultations on the proposed repurposing of Dolphin Manor long stay residential care home in Rothwell, into a short stay service.

Supporting the legal requirement for the Council to set a balanced budget and also the Best Council Plan Financial Strategy aim to become more “financially sustainable and resilient, safeguarding public funds whilst achieving value for money”, the repurposing of Dolphin Manor care home is anticipated to offset the current reduced occupancy income by generation of regular funding income from the Integrated Care Board. In line with previous service changes, we will provide the care offer for current residents. There is a process to be followed to arrive at the new model of care. The intention is that the Council will not be financially disadvantaged by this change, aiming for full cost recovery. Therefore the repurposing of Dolphin Manor is not being seen as a service efficiency. The repurposing of the service and investment into prevention services in this way also reduces the demand upon, and delays entry into, formal care services which supports people to remain independent for longer and defers and reduces Council costs.

This report follows the decision of the Executive Board in December 2023 to begin a period of statutory consultation on these proposals.

Section Two – Methodology and Process

Consultation approval process

The Better Lives Programme is the Council's strategy for people with care and support needs. A key aspect of this strategy over recent years has been a strategic review to transform the Council's in-house service for older people. Previous reports to both Executive and Scrutiny Boards have documented how the aspirations of people with care and support needs have changed over time and that there is a strong and increasing desire for people to remain living in their own home for as long as possible or in housing-with-support such as extra care housing. Focus has been upon how services meet both current expectations and crucially how they can contribute to maximising people's independence, recovery, and rehabilitation in the future.

Dolphin Manor

Dolphin Manor is a 33 bedded residential home in Rothwell with 15 people living there on a permanent basis (45% occupancy).

Dolphin Manor has recently seen some capital funds investment improving the standard of the building and grounds. The refurbishment works includes creation of a specialist dementia care unit in preparation for pre-agreed plans to turn one area of the home into a short stay facility. This provision further supports meeting the needs of citizens and reduces the potential exclusion from rehabilitative services for people who live with dementia.

Consultation – Methodology and Process

The aim of the detailed consultation on the proposals was to consult with stakeholders and as a priority the residents, their families, and carers.

Staff are not affected by this consultation.

Consultation also took place within the locality, including Elected Members.

The purpose was to hear people's views about the possible repurposing of the care home, what the impact of the change might be, and how we might reduce that impact as we make our plans.

Establishing clear lines of communication

Letters were sent to all those directly affected on 4th December 2023 advising them of the recommendations in the forthcoming Budget Report being presented to the Executive Board in December 2023.

Letters were then sent to all those directly affected on 22nd December 2023 advising them of the Executive Board's decision to commence consultation on the future of Dolphin Manor long stay residential care home.

A telephone helpline, and email address, staffed by experienced officers in the Service Transformation Team was made available to provide residents, their family, and carers with the appropriate level of information from the beginning of the process.

On 5th January 2024, printed copies of the survey were made available to all those directly affected by the proposal, along with 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.

Throughout this period managers from Adult Social Care held regular meetings with residents, carers, staff and ward members to explain plans in more detail, and to respond to any questions.

Consultation Methods

A variety of methods of communication were made available for all people to use during the consultation period. These included in writing, by email, completing an online survey and by phone.

Links were also provided in the letters and briefs that were issued as described above.

Stakeholders were offered one-to-one meetings to explain the proposal, answer any questions and gather views using the survey questions for consistency.

A relative or friend could be present at the meeting to provide support and for people who are not able to express their views for themselves, or have no relatives or friends to be present, an independent advocate was present to ensure the individual could be appropriately consulted and their views recorded.

In instances where some people fed back that they hadn't received the letter, copies were re-sent via email and followed up to ensure it had been received, and that everyone who needed it, had access to the right information.

Detailed Survey

As described above, a detailed survey was made available and could be completed via different methods. The purpose of using a survey was to ensure consistency throughout this process.

However, submissions to the consultation could take any form and did not have to be via this method; responses via letter, phone call or email were also welcome and have been considered as part of the consultation process.

The survey uses a mix of a quantitative and qualitative approach and has ratings style questions along with open comment boxes to capture concerns, impact, comments and other ideas or options.

Methodology for data collection and analysis.

Approach to the evaluation

The evaluation draws upon the following data sources:

Quantitative data – All quantitative data have been collated and analysed in spread sheets from which charts and tables have been produced and are included in this report in section 4.

Qualitative data – To capture the views, thoughts and feelings of respondents, a qualitative methodology has been chosen. This data has been gathered from the open ‘comment’ boxes and from consultation submissions that did not choose to use the survey format. Comments have been analysed for recurring themes and general trends and categorised under the following headings, used in section 3 of this report:

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

Further detailed comments are summarised and documented in section 4.

Equality, Diversity, Cohesion, and Integration (EDCI)

The proposals are the subject of an EDCI Assessment which has been completed as a parallel process to the consultation.

The EDCI Assessments are 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 which is appended to the Executive Board report. This would show how any closures would be managed over the agreed timescales and how residents, relatives, carers, and staff will be supported to safeguard human rights and equal rights, minimise distress and maximise benefits to individuals.

Section Three – overall summary

This section of the report provides summary detail of the consultation submissions.

Further and more detailed information from the feedback and responses from consultation undertaken is contained in section 4.

Summary of consultation submissions and engagement activity by stakeholder group

Overall, there were 269 instances of engagement as part of the consultation process. This included 40 survey responses (**39, plus one anonymous submission), 85 phone calls, 66 emails, 22 letters, and 56 meetings.

Table 1: Consultation Submissions / Engagements

Care Home Dolphin Manor Stakeholder Group	Method of Consultation Submission / Engagement									
	Surveys		Emails		Letters		Phone Calls		Petitions	Meetings
	Sent	Completed	Sent	Received	Sent	Received	Outbound	Received		
Resident	22	17			22					22
Relative	18	18	49				85			19
Representative	4	4								1
Staff Member	N/A		N/A		N/A		N/A		N/A	5
Trade Union			1	3						2
Elected Member and MP			5	8						5
Full Council										2
Totals by Method of Engagement*	40**		66		22		85			56

Please note:

- Where a field is blank no method of submission / engagement was received or requested.

Consultation with Residents, Family / Carers, Representatives

All residents during the consultation, and their families were contacted and invited to take part in the consultation process. In some cases, the family members completed the surveys on behalf of relatives, and in other cases, both family members and residents each completed one. An online and paper version was provided for

completion. The survey consultation took place from Monday 8th January 2024, and the deadline for responding was Sunday 18th February 2024.

All residents and family members were offered support to complete the survey in the form of face-to-face meetings, online meetings, and phone calls. Of the 23 residents who were contacted, 17 completed a survey, either online or in person. In addition to that, 18 relatives, and 4 representatives also completed the consultation survey. Overall, 40 survey responses were received, with one of those being anonymous, so the stakeholder group for that one could not be identified.

Of the 23 permanent and temporary residents, 22 provided next of kin details, all of whom were first contacted by phone on 5th December 2023.

22 meetings took place with individual residents, and 19 meetings took place with relatives of 19 different residents.

Additional meetings included:

- 07/12/2023 – Residents and their family / carers were invited to meet with the Head of service and Service Delivery Manager
- 05/01/2024 – Residents and their family / carers were invited to meet with the Head of Service and the Service Delivery Manager.

As part of the support offered to family members to engage with the consultation, 49 emails were sent out to family members, and 85 phone calls were also made to family members.

Consultation with Staff

Although no formal consultation was necessary with staff, meetings took place to support staff and keep them informed of the process on the following dates:

06/12/2023 – Meeting held with Head of Service

28/12/2023 – Support meeting with Service Delivery Manager

03/01/2024 - Meeting with Head of Service

18/01/2024 – Team meeting

28/03/2024 – Support meeting with Principal Service Manager

10/04/2024 – Team meeting

Consultation with Trade Unions

Consultation with Trade Unions was unnecessary for this consultation; however, communication took place through Routine Business Meetings where Unions were informed of the plans regarding the care homes and the consultation.

Consultation with Elected Members and MPs

Elected Members in the affected ward areas received invitations to meet with Directorate Senior Managers to discuss the December 2023 Executive Board proposals, and then again following the Executive Board decision once the call-in period had lapsed.

Consultation at Council Forums including Full Council, Scrutiny Board, Cabinet and Community Committee

The care home proposal was discussed at a meeting of the Council following submission of a deputation for another care home on Wednesday 20th March 2024.

Themes arising from all consultation and engagement activity

The responses to the consultation via the methods and stakeholder groups described above were detailed and diverse.

The range of engagement methods allowed people to express their views on the proposals and as such responses were gathered, as well as specific questions about the proposals.

Key themes have emerged and key issues and messages relating to each theme are captured in the following sections below. A response from Adult Social Care is also included.

Overall findings relating to the proposals:

The majority of respondents to the consultation for Dolphin Manor did not support the proposed repurposing of the care home. A common theme among respondents was that they view Dolphin Manor, and the local area as a whole, as their home, and being asked to move to another care home would be uprooting them from that. Other replies referenced the concerns about the emotional impact of the potential moves making it harder for residents to see family / friends.

People's health and wellbeing

Key issues and messages

- Residents feel the quality of care they receive is high. Residents and carers feel the staff are well trained, provide high quality care and know the residents and their needs.
- Residents mostly don't want to move and leave their home and friends.
- There are concerns about the impact the potential plans could cause to residents' mental health due to the potential changes.
- There are concerns about the impact on residents' physical health due to disruption to routine, loss of independence, and moving from their home.
- Residents and families feel the location of Dolphin Manor supports those who have limited access to travel due to needs i.e. wheelchair. The location of Dolphin Manor supports carers and family being able to take residents to local parks, shops, church, etc, without the need for specialised transportation.

Our response

Full Equality, diversity, cohesion, and integration (EDCI) impact assessments have been carried out as part of the consultation process. This focuses on the potential impacts to people using the service and their families/carers. This impact assessment is included along with the report to July's Executive Board.

If a decision is made to repurpose Dolphin Manor, the transfer of residents will be carefully planned and carried out professionally, sensitively, and safely as per the Care Guarantee. This is an established process that has been used in previous transfers of care which involves qualified social workers conducting assessments to support the transition of people. The associated Assessment and Transfer Protocol, ensures full consultation with, and consideration of, the needs of residents. This will include taking into account people's views and wishes regards moving with friends / friendship groups and keeping in touch with communities important to people. Family members would also be involved in the transfer process including the choice of an alternative care home. This will be done within a timescale which will minimise the disruption and discomfort for those affected. The continued wellbeing of people who will have moved into new services would be monitored by reviews after three-, six-, and twelve-months following transfer. Previous evaluations of similar transfers following this approach have been positive with regards to people's experience. The Care Guarantee can be found at Appendix 1 and the Assessment and Transfer Protocol can be found at Appendix 2.

Where a resident cannot make an informed choice or has no family an independent advocate would be made available. No resident would transfer if, in the opinion of their doctor or specialist, they were considered too ill to be moved. Residents will also be supplied with the Care Guarantee clearly stating theirs and their carer's rights.

Should the proposals be agreed, current staff will support residents in the assessment and transfer process. Any move to a new service will be supported by the assessment and transfer team, who will continue this support before, during and after the move to ensure the resident settles into their new service and becomes familiar with their new surroundings and the staff team.

Quality

Key issues and messages

- Residents expressed satisfaction and gratitude for the staff and the high quality of services provided.
- Residents described staff as friendly, caring, attentive, and skilled. The environment was described as homely, comfortable, and safe.

- Residents noted how they appreciated the social activities, outings, and family visits facilitated by Dolphin Manor.
- There is a concern that alternative provision will not be sufficient, or will not meet the needs of the residents.
- Residents feel the staff understand and know the needs of the residents. If residents are moved, they will lose that understanding and relationship with the staff, which may have an impact on their health and wellbeing and the future care they are provided.

Our response

Quality of Care

The high quality of care and support provided at Dolphin Manor is recognised and acknowledged. Repurposing Dolphin Manor would retain the staff, so their good practice is retained.

Quality of alternative long stay residential care provision

The need for residential homes is decreasing within Leeds and where this resource is required to meet people's needs, there is a well-developed independent sector care home market.

Leeds currently has 51 older people's residential and nursing care homes rated good or outstanding by the Care Quality Commission, in the independent sector, with over 2500 beds in these homes.

If a recommendation for repurposing Dolphin Manor was made and approved, no-one will have their care taken away or their level of support reduced.

Quality of the care home market

Within Leeds the majority of older people's residential and nursing care is provided by a well-developed independent sector care home market which is regulated by the Care Quality Commission. A considerable number of these homes also have a service contract with the Council and are therefore subject to the Council's monitoring provisions in addition to CQC inspections.

Adults and Health also have a Care Quality Team which provides proactive and targeted support to regulated care providers in the city, whether or not they hold a contract with the Council, to assist in improving and maintaining quality services.

In addition to the contract monitoring teams in Adults and Health, the Integrated Care Board also have quality officers to assist the care homes in ensuring clinical aspects of care are being met.

Quality improvements are also further supported through Commissioning for Quality and improvement (CQUINs) built into contracts and monitored as part of that process, which helps to further incentivise defined improvements.

Finance

Key issues and messages

- There is a suggestion that funds could be generated in other ways, such as by improving the current billing system, meaning the care home could remain open.
- There are suggestions that savings should be made elsewhere. For example, in areas that do not directly impact people's lives such as parks.
- There are concerns about the cost implications of moving to a new home, both for the resident, and for the council.
- Another person raised a concern that if their relative was moved to a care home further away, it would cost them more in travel, and therefore reduce the number of times they would be able to visit.
- There is an understanding that money needs to be saved.
- There is a concern that cost is being prioritised over people's lives.

Our Response

The Council is committed to ensure that no individual is disadvantaged because of the proposals. The Care Guarantee would be used to give assurance that where the Council is currently contributing towards a resident's care home fee there will be no financial detriment to the resident or carer/family in choosing a new care home from the Council's quality framework list. Any proposed transfer to a care home not on the Council's quality framework list will be considered on an individual basis and may incur a top-up fee. The Council will not pay any non-care supplement relating to enhancements that a care home may offer (such as a larger room). Carers / family members will be involved in the assessment and transfer process including the choice of an alternative provision.

The repurposing of Dolphin Manor care home into a community care bed based Recovery Hub is anticipated to offset the reduced occupancy income by generation of regular funding income from the Integrated Care Board (ICB). The repurposing of the service and investment into prevention services in this way also reduces the demand upon, and delays entry into formal care services which supports people to remain independent for longer and saves the Council money.

Locality

Key issues and messages

- Currently, resident's families and friends are able to visit easily, and concerns are raised that this may be more difficult if they must travel further.

- People have spent most of their lives in the local area. There are concerns it could have a negative impact on both their mental and physical health if they move away.
- Many residents have strong links with the local area through friendships, clubs, organisations that would be lost if they had to move away.
- Dolphin Manor is an important part of the area, and important to the local community.
- Concerns that repurposing the care home, would leave the area with no long-term care home provision, forcing people to move away from the area.
- There is a suggestion that Rothwell has an increasingly elderly population, which increases the need for long term residential care.

Our Response

As detailed in the Better Lives Strategy we know from our discussions that many older people want a wider choice of accommodation and support options with, as much as possible, support being delivered in their own homes or in care environments like extra care housing. Leeds currently has 51 older people's residential and nursing care homes rated good or outstanding by the Care Quality Commission, in the independent sector, with over 2500 beds in these homes.

It is equally important that we make sure our services can still meet the city's changing requirements for care, with more people living independently for longer and a rising number of people needing specialist care, such as those who develop dementia.

Adult Social Care is therefore continuing to invest in the development of extra care accommodation and as outlined above, to work with NHS partners to model service developments to support people with dementia and complex needs.

Strategic

Key issues and messages

- Rethink this strategy and create new areas for respite care rather than repurposes existing homes.
- Due to the ageing population of the area, repurposing Dolphin Manor would leave the area without a quality care home.
- It would prove more expensive to move residents Dolphin Manor, away from Rothwell and into alternative care homes that are too far away or more expensive.

- Repurposing a long-term care home negatively impacts current residents, but also future residents. The short-term gain may have long-term implications.
- Keep the residential element open but add an intermediary care element so both services can be provided.
- Concerns were raised that the occupancy numbers are only low due to the refurbishment, as well as other reasons, and that the Care Home would be able to remain as it is, if occupancy was increased.

Our Response

Under the Care Act 2014, subject to eligibility criteria, the Council has a statutory responsibility to meet needs for care and support which can be met in a variety of different ways. The Council also has a duty under the Care Act to promote diversity and quality in the provision of services. The proposal to close the care home is principally based upon insufficient demand for residential beds and the associated financial unviability of the service. Therefore, there are no concerns around adequate alternative provision being available across the city.

The requirement of the Council to respond to the financial challenges, along with the legal requirement of the Council to set a balanced budget within its Medium-Term Financial Strategy stipulated the timing for this proposal. The December 2023 Budget Report stated the Council is required to identify an estimated additional £60.6m in year 2025/2026. It is therefore vital for both the reputation of the authority and to meet its ambition to be financially resilient and sustainable, that the Council delivers financially viable services offering value for money within its spending of the Leeds pound.

The proposed timeline for the process is based on best practise; for example, appropriate time will be allocated to the assessment and transition process to minimise disruption and discomfort for those affected. Nothing will happen suddenly or unexpectedly, either for staff or for residents and we will continue to work with Trade Unions to support affected staff through this process.

Methodology

Key issues and messages

- Residents and family members do not agree with some of the reasoning and rationale behind the council wanting to repurpose the care home.
- Residents were invited to have a say in the refurbishment plans for the care home, and feel it is now unfair that they might be rehomed elsewhere.
- Ensure people have a final choice of where they go and where they live.

Our Response

The consultation included people who live at Dolphin Manor and their family / carers. People were encouraged to participate in the consultation via a variety of methods, including through completion of the online surveys, by phone, by email and in writing. For those directly affected also through a face-to-face meeting where a relative or friend could be present at the meeting to provide support. For people who were not able to express their views for themselves, or have no relatives or friends to be present, an independent advocate was requested to ensure the individual could be appropriately consulted and their views recorded. Dolphin Manor has a number of people who are currently residing in the care homes on a temporary basis. These people were also included within the consultation.

We will ensure that the assessment and transition to alternative provision is carried out in accordance with the Council's Care Guarantee and Assessment and Protocol, which are developed in consideration of the needs of older people and people living with dementia. The assessment and transfer will be managed by a qualified team of social workers who are fully conversant with the needs of residents, including people with dementia. Family members will be involved in the transfer process including the choice of an alternative provision. The continued wellbeing of people who had moved into new services to be monitored by reviews after three, six- and twelve-months following transfer.

Suggested Mitigations

Key issues and messages

- Keep the residential element open but add an intermediary care element so both services can be provided.
- The council should rethink their strategy and keep the care home open.
- Implement a gradual and sensitive transition.
- Rehoming residents close to Rothwell and/or near relatives with an equal level of support.
- Saving money elsewhere or in other services.
- Ensure any new provision offers the same quality of care and support that is currently provided at Dolphin Manor.
- Rehome friends together so they can maintain those relationships.
- Rehome the residents and place them with the same staff that cared for them at Dolphin Manor.
- Allow the current residents to remain until the end of their lives, then repurpose.

Our Response

- The low number of residents in the care home is an ongoing issue, and demand remains low.
- Residents will be supported through individual assessments to remain close to the location, and rehomed with friends if that is their wish and would only be moved to Leeds City Council approved framework providers.

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 survey 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.

All questions were optional, so some people chose not to complete every question.

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

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

Where names, ages or relationships were used in the comments these have been redacted to comply with data protection requirements.

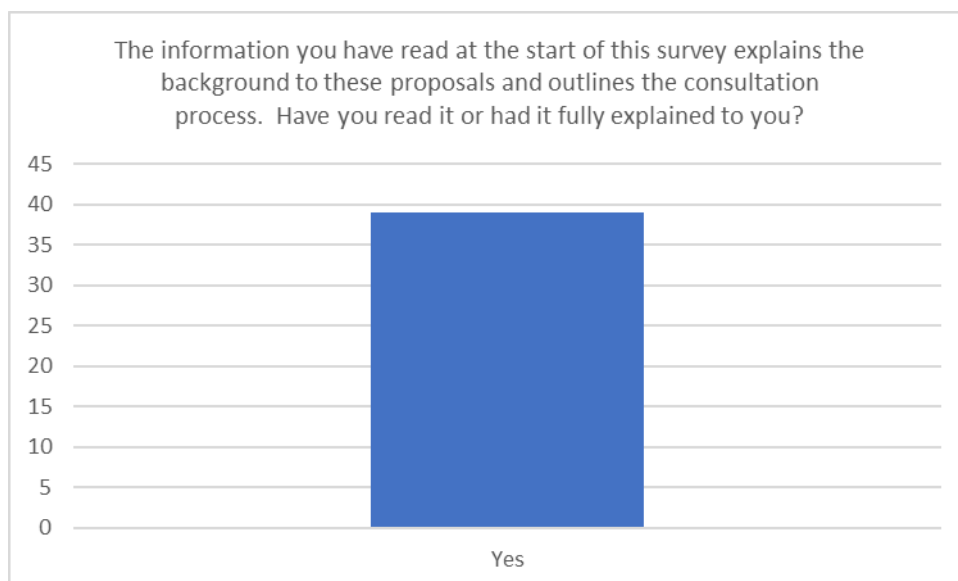
4a) Consultation Survey Questionnaire Detailed Responses

Please note any personally identifiable information such as names, relationships and ages have been redacted.

Dolphin Manor General Public Consultation, 8th January to 18th February 2024 - Survey Results (40 Responses)

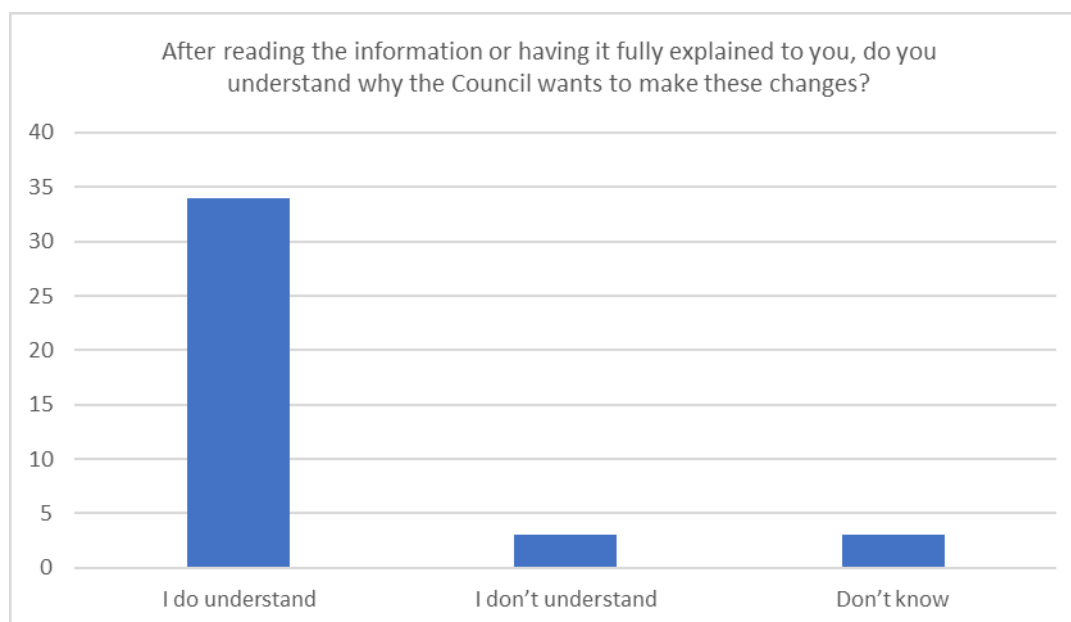
Dolphin Manor Consultation – Analysis

The information you have read at the start of this survey explains the background to these proposals and outlines the consultation process. Have you read it or had it fully explained to you?	
Yes	No
39	0



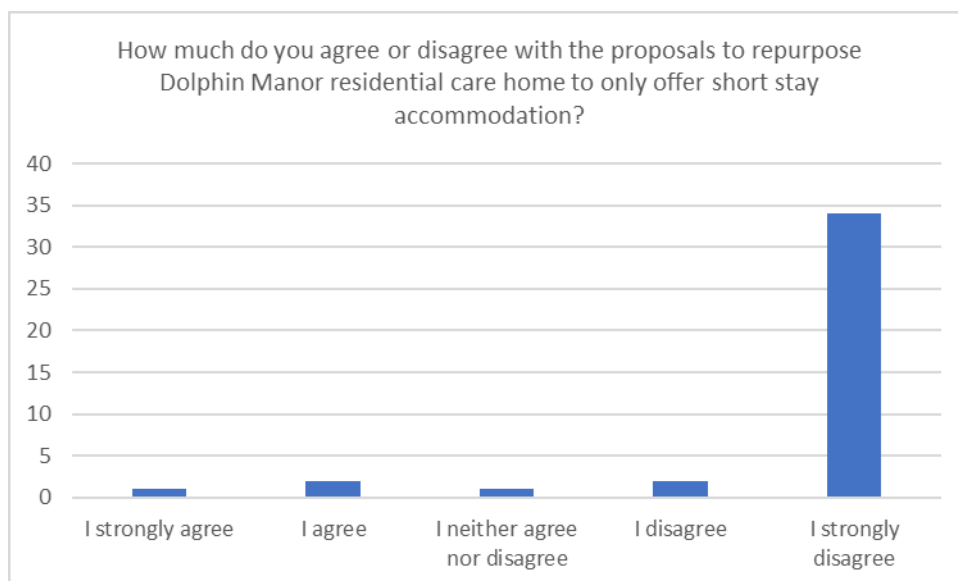
After reading the information or having it fully explained to you, do you understand why the Council wants to make these changes?

I do understand	I don't understand	Don't know
34	3	3



How much do you agree or disagree with the proposals to repurpose Dolphin Manor residential care home to only offer short stay accommodation?

I strongly agree	I agree	I neither agree nor disagree	I disagree	I strongly disagree
1	2	1	2	34



Please tell us the reason for your answer. (Themes)

- **Stress, loneliness/Isolation – being uprooted from home**
- **Loss of independence**
- **Care needs/need for a care home**
- **Health and safety**

Please tell us the reason for your answer.

My [REDACTED] has been a resident of Rothwell for over 90 years and this will end this at a time when she needs as much familiarity as possible. She is in very poor health and does not need the added stress of being moved to an unfamiliar place. In addition it will mean that she can no longer be brought to family gatherings and other important events that she loves.

Dolphin manor is at the heart of Rothwell and for the elderly that have lived in Rothwell all their live is an opportunity for them to live out their days in familiar surroundings. Residents that have limited access in travel due to being wheel chair bound etc and requiring specialised transportation can easily be wheeled or taken by family members into the centre to see the park, sit in a cafe, attend their church or events at their parish centre to see old friends and familiar faces, shop in morrison's, have pub lunch with family and feel some kind of independence and normality. These opportunities for residents as well as family if closed will be taken away. By relocating residents which have been involved with designing their new bedrooms that were told were for them (tormented if then re located) will take away their independence, their friendships they have formed with other residents and staff and time from their family of relocated out of the local area. Dolphin manor holds events that allow families to celebrate together it allows families to use their family rooms to host birthday get togethers etc. it makes me so sad to feel that if relocated the residents that already have had to move out of their rooms to decorate and some have not dealt with small change well let alone moving out and separated. When my [REDACTED] [REDACTED] had council care in her own home she was often left alone, lonely and scared. She fell a lot, carers ran late, forgot to give medication, missed breakfast for her as they ran into lunch due to being held up. Dolphin manner has saved my [REDACTED] - I feel without the facility things

would be very different. My [REDACTED] talks about her best friend she's made at dolphin manor how she can't fault the amazing staff and how she's so lucky to have her family close that visit so regularly. From loneliness she felt after [REDACTED] passed during Covid and living alone she now feels warmth and support from the people around her. Taking away another care home in Rothwell would be an absolute disgrace.

Dolphin Manor is fundamental to so many vulnerable elderly people who need permanent accommodation. The beauty of Dolphin Manor is that it feels like a home, not just temporary accommodation. Imagine you lose your [REDACTED] of over [REDACTED] and you have to move out of the home you have lived in, raised a family in, for [REDACTED], not because you don't know what's going on, but because your physical health fails you. This is a traumatic event anyone's life. The only solace is a comforting new home with new friends where your family can visit. I watched my [REDACTED] crying the day she admitted she needed to move out of her beloved detached house in Rothwell, saying it was time to "give up". But then I also saw her smiling again and happy as she settled into Dolphin Manor. The staff know her and all her special medical needs inside out, she has a routine, she has friends, she has activities, days out, lots to look forward to and a reason to not just "give in". The permanence of Dolphin Manor is exactly what she needs. It is what the staff do best. From the residents meetings (wonderful) to putting pipe lagging on the side of my [REDACTED] bed to stop her banging her legs, to the birthday fuss. Dolphin Manor is just what my [REDACTED] needs, and I am sure what every other resident there needs too. If you could witness the change in my [REDACTED] when she got her permanent room in Dolphin Manor, you would not be considering repurposing it.

My [REDACTED] came to Dolphin Manor in December 2021 due to the issues below and because Leeds City Councils Enablement team appeared to be unable to provide the 4 visits per day and the support promised was not good enough to keep [REDACTED] in her own home. Dolphin Manor could only offer her a Temporary Bed.

In October / November 2022 a permanent bed became available. (Which does conflict with the current statement of too much bed capacity as it took 8 months)

CURRENT ISSUES

* She can only walk with the aid of a walking aid and only a few feet, she depends on a wheel chair and is unable to get in and out of a car. She is a falls risk and has had several falls at home but not in Dolphin Manor.

*She is unable to manage own medication, meals, toileting, showering,

*She has recurrent cellulitis and swollen legs, she needs support to elevate her legs.

*She has a permanently dislocated shoulder causing pain and an inability to use the arm for many tasks

ISSUES TO HOME CARE - AT HOME WE FACED THESE ISSUES -

*Continance issues – if [REDACTED] had an accident just after 1 carer left, she may have had to wait until next carer arrived this could be a five hour wait. If she wet the bed in the night she had to wait for the breakfast carer to arrive.

*[REDACTED] cannot operate a gas fire. Being cold and not being able to turn it up. Visa versa. Issues around the safety of naked flame and dressing gown.

*She could not turn light switches on and off.

*She was not able to access upstairs via Stannah, so is unable to access shower.

*Levels of anxiety and agitation. Left alone [REDACTED] becomes distressed needing reassurance.

* Increased level so of confusion and memory loss

* [REDACTED] often slept in a chair causing swollen legs and hospitalization.

* [REDACTED] struggled to make decisions about food and did not eat well.

* She could not cope with a even 1 day without me and my [REDACTED], even with 4 carers.

This is the scenario we left behind when she moved into Dolphin Manor.

SOME PEOPLE NEED TO LIVE IN A CARE HOME.

Rehoming of the residents of Dolphin Manor.

We are told that in the event of Dolphin Manor closing as a Care Home, my [REDACTED] will be allocated a social worker to look at her care needs and preference. Her preference would be to stay in Rothwell, but there will be no care home places if Dolphin Manor is repurposed (In effect closing as a care home).

Knowle Care Home is proposed for closure, where are all these residents going to go? Rothwell has lost Holme Lea, the closing of Dolphin Manor will mean there is not an affordable Care Home to serve Rothwell and its surrounding communities. This locality has an increasingly elderly population, I feel it is a great mistake to think the elderly of Rothwell and surrounding areas can be cared for in their own homes even with a package of care. 4 Carers a day, for some people, cannot match the 24hr care some of these people need.

I would suggest that this is also an issue of safety. If the decision makers at Leeds Council saw on the ground, the issues and problems which arise when someone is struggling to live in their own home even with support, issues around mobility, burns, hygiene, being a falls risk, medication, nutrition and mental health, they would see that it becomes for some, unsafe to stay in their own home, that there is still a need for Residential Care in this area.

Example – This January, my friends [REDACTED] who after 4 falls in her own home, was admitted to hospital, and sent home with a package of care, 4 carers plus 2 daughters. She was found on the floor on day 3 of her return home and is now in hospital after surgery for a broken hip, on IV antibiotics, a chest infection and delirium. The family were persuaded she return home, due to shortage of Care Home beds. Had the daughters been listened to and she had been admitted to a care home, she would be safe and well.

Dolphin is the only council run care home in Rothwell and with the ageing population it would be folly to close it. It is fantastic facility which is appreciated by all parties concerned.

You are NOT correct when you state 57% occupancy. The reason being is the home is being refurbished. Once this work is completed it will be possible to reach 100% It's disappointing that the council should put out misleading information.

Surely we should value old people and make the last few months/years as nice as possible. The residents are happy at Dolphin Manor and they have made it their final home. To remove them and move them on to a another facility would be cruel and very upsetting.

Residential care in Rothwell is important to the town. The low numbers in DM is because LCC advise families to look elsewhere when searching for a residential care home for their loved ones.

Dolphin Manor serves the local population, giving elderly people a safe home to live out their lives in a safe happy environment. They do not want to be moved away from family and friends or the local environment.

It would mean my [REDACTED] getting rehoused & I feel that would cause major disruption to his health.

My understanding is that if Dolphin Manor was repurposed to short stay accommodation, then the existing residents would be evicted.

My [REDACTED] currently lives in Dolphin Manor, and Rothwell is the town in which she was born and has lived all her life. Continuing to live in Rothwell means she is close to existing friends and family, allowing for visits to Dolphin Manor to be made much more easily and therefore frequently, which means she remains part of her existing community. We (her family) are able to take her on trips into Rothwell centre, and she still has access to her church and can attend social events, all of which have a huge positive impact on her mental wellbeing and enjoyment of life. These activities would be impossible or very difficult (and therefore much less frequent) if she were elsewhere because of her low mobility. There was another care home in Rothwell (Home Lea) but this was closed a few years ago, so there is no other care home locally.

Moving to a care home has been a huge benefit to my [REDACTED], therefore moving back into a home of her own would have a significant negative impact on her. With her low mobility she was very isolated after [REDACTED] died and seemed sad or distressed most of the time. Moving into Dolphin Manor has given her a social and support life many times better than the one she had before, and her mood and general happiness is the highest it has been in years. Before she moved to Dolphin Manor she was a large burden on my [REDACTED], who visited at least once a day but could only do so much. She has had falls in the past, and having round-the-clock care not only decreases the chances of another fall but means she will have the care she needs should an accident happen. According to Age UK, more than a million older people say they go over a month without speaking to a friend, neighbour or family member (<https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/loneliness-in-older-people/>). I'm sure that encouraging older people to stay in their own homes will not help this statistic move in the right direction.

my [REDACTED] is a resident at Dolphin manor, she is in her [REDACTED] and has learning disabilities! she used to be resident in home lea house which was also closed by leeds city council to balance the books
. exactly the same process then as now! all this consulting nonsense is done so that it appears the council committee are doing all they can when in reality the decision has probably already been agreed to evict these elderly folk again ! its a disgrace that Leeds city council doesn't really care about our elderly citizens when they can close 2 local residential HOMES (i stress HOMES) in such a short period of time!

Elderly and vulnerable people should not be subjected to the disruption.

There is a need for this care home in Rothwell the claim that there is under occupancy and that there is overcapacity in care homes is also incorrect. The idea that more people can stay in there home longer is fine but this does not work for everyone. My [REDACTED] experience of care at home did not work. The support she had was appalling

I am very concerned about the negative and counter-therapeutic consequences for the current residents of Dolphin Manor should the current proposals to repurpose it take place. The current residents of Dolphin Manor require long term care. These plans propose that they be re-housed and be replaced by people whose needs are less significant, so that they can be rehabilitated.
Whilst I strongly agree with proposals to improve rehabilitation provision, this should not be done at the expense of the current residents of Dolphin Manor, whose needs are greater.

Living here and don't know how long that will be for. [REDACTED] states - [REDACTED] is at end of life and gets all the support he needs here. It's so close to me. I can be here every day and any time he needs me if he falls. I don't think he'd cope well with the move - he gets very disorientated if he goes to hospital. He knows all the staff and feels safe here in the environment.

I feel we should be thought of properly. We are adults and this is where we live. We struggle to get thought about. It's as though we don't exist.

This is such a supportive environment and the staff are so good. (I've not had any problem in 3 and a half years. I've never had to say I'm not happy with anything). They've been supportive to us as a family. People with dementia don't cope very well with change - she's already moved from her own house. The staff know her very well. They pick up on the slightest change in her. It takes time to rebuild that again. Her emotional needs are met because they know all her background.

■■■■■ answered what she likes about Dolphin Manor. The convenience and things being here - being near to places. It's nice here - the staff are really, really friendly. It's always pleasant. Everybody seems to be happy. I like to live where I get the help I need.

■■■■■ used to help every day and carers came 4 x a day (■■■■■ says ■■■■■ was struggling with managing even with lots of help so would not manage in extra care). My ■■■■■ is near me in Rothwell and there is no other family nearby. Important to be with other people and have support when needed and not be isolated.

The proposal would mean the Council having to find an alternative home which would cause ■■■■■ undue stress at this time of life having lived in Dolphin Manor for over 3 years. Due to her issues, it is important she has stability & a good relationship with the staff & carers which she has currently. A change in environment would increase her anxiety. Please refer to her notes & medical issues to understand the background.

(■■■■■ understands that the changes are because of financial pressures).

Because ■■■■■ was a temporary resident and was in hospital too long, it would have benefitted him to get out of hospital quicker. So the need for temporary accommodation stops bed blocking in hospital.

She understands that the council are losing money.

It doesn't bother me, if the council have made up their mind about something then they've made it up. I moved here from Homelea House when it closed.

I like it here, I can talk to people who have been here since I've been here. I wasn't feeling too happy, but since I've been here I have made new friends. The staff are lovely, the food is very good. They have activities, visitors and entertainers. I lived in ■■■■■ before coming here. (From ■■■■■ to when I came here).

The council wants to minimise the spending and can't afford to continue to afford the building. Some people can go move out of the care environment. I welcome this because I want to move on.

There has always been a facility at Dolphin Manor for short and long term care. The reason for low occupancy at the moment is because of the ongoing major work, If the permanent residents have to move to other accommodation they will no longer be part of this community. I am part of the pastoral team which visits on a regular basis to keep residents in touch with this important community. I also feel it will be detrimental to their mental health to lose the support of the community.

■■■■■ is settled and likes it at Dolphin Manor. If they are split up, it will impact on her happiness She likes all the staff and always talks about them. 4 years ago ■■■■■ had to move out temporarily and her house was cleared. When she went home she couldn't manage, so she returned as a permanent resident because she liked it so much and needed 24 hour care and support.

This is my home. I'm comfortable here. Surrounded by familiar people. Local doctors, close to family. I don't want to move.

What's it going to do to me? Is it going to cost me more? I've been in and out of hospital a lot recently and I want to be settled. I was very upset when they knocked my last house down, Home Lea. Me and my friend were the last to leave and we came here because we'd been to posh homes and didn't want to go there.

Totally stressful for people to move home again. My [REDACTED] was told 2 years ago that Dolphin Manor was getting a full refurbishment and she would be as comfortable as she was at Home Lea House for the foreseeable future. The other residents were also told that.

Uprooting residents when they are settled - why can't other accommodation be found to facilitate the temporary service? It was a dilemma for my [REDACTED] to be brought here and took her a long time to settle. It will be distressing, confusing and cause a lot of trauma. When she went into hospital she was so confused and had delirium. She was further confused when she came home. People should be treated with some dignity and not treated like 'cattle'.

I've just got settled here - it took me 12 months to get settled after moving again. I don't want to move (I'd rather die), I'm used to it. I like the place, the people and the staff. It's making me feel terrible.

We like it here. It's my home and I live here. So why shouldn't we stay? No, I don't want the home to change. We just want to stay as we are. I don't want to change.

Because I worry where [REDACTED] is going to be. As a family we can't give the level of care and be there 24/7. He needs around the clock care. To be able to come and see [REDACTED] it's only a 10 minute drive. It's also easier for other family members to get to him where he is currently.

This is my [REDACTED] home. It saved his life coming here. We almost got him back. The exceptional care he has received here has allowed him to live well. He is content, routine and familiarity is important to him. He came to live here in [REDACTED]. He is so vulnerable - we want everything to be alright.

There should be places for people (and particularly like me, but may be 20 years older than me) who need care and won't have anywhere to go. There won't be enough places for them.

Because it should be a good thing to live here. ([REDACTED] says she has been moved three times. Any change has such a devastating effect on her health and wellbeing). [REDACTED] says she likes it here. Finding a good care home is very hard. The other homes are not as nice. This is an excellent care home and the residents are so happy here.

Things happened very quickly and I went through a very traumatic period in my life. I moved here, became a permanent resident and sold my house. My family did everything for me to stay in my home but I couldn't - it wasn't possible. I would like not to move. I was told when I came here that this was my home and I've got friends here. I was at a low ebb until I came here.

This is my home. I've been here for [REDACTED] years. Nowhere is perfect but nobody's lonely here. People who have lived in Rothwell don't want to have to move away. I'm used to it here and settled. It would be total upheaval. Is it fair for people whose needs are higher to be thrown out in favour of people whose needs are lower? It's not fair - why does Dolphin Manor have to change when people already moved from Home Lea. It's been doubly unfair for those people. We know there is unmet need from the closure of another care home (Mount St Joseph's).

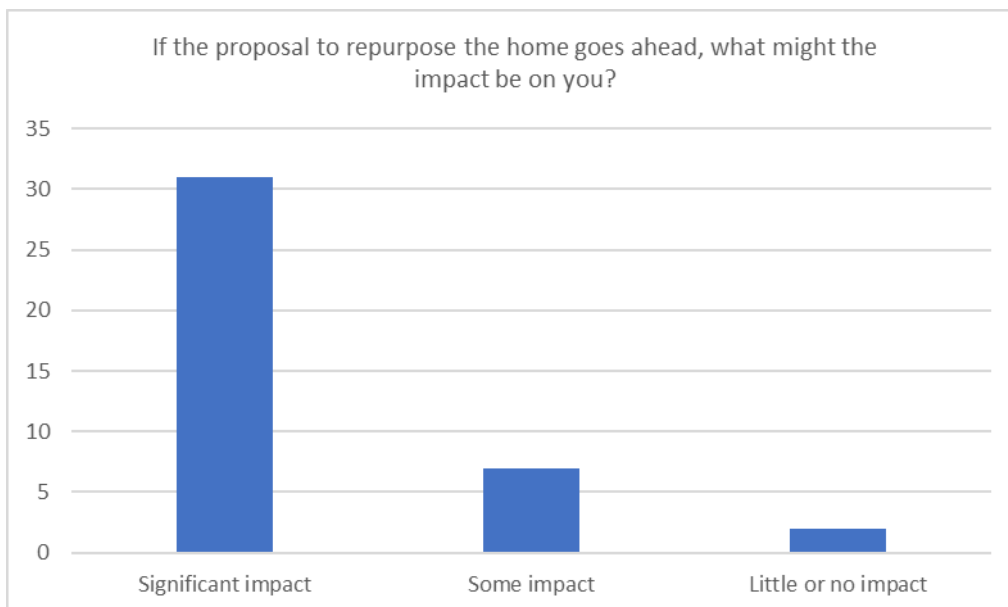
For me personally, I would rather it was a permanent stay. It takes a while to get into the rhythm of things. I'm from Rothwell and my family all live close. I'm happy being near to where I have always lived. The church warden visits and I can visit the church friendship cafe. [REDACTED] take me to Morrisons. We go out locally and to the cafe in the park - everything I need - all the facilities and my family are on the doorstep. I'm very lucky to be here. The church I go to is just across the road. I feel reassured and better in myself having staff who know you well and family nearby.

Many of the residents in Dolphin Manor have spent their lives in Rothwell and the surrounding area and so are long-time members of the Church. As the home is so central to Rothwell, visits can be made to the shops, the Parish Centre and they keep a close connection to their earlier lives. As part of the Pastoral Team from Rothwell Church, we visit regularly and talk to church members but also talk to many other residents.

I have been settled here. I really like the carers and staff. Clean and tidy, I am looked after well and the food is good. I am happy here, I have made friends here, other residents. I enjoy the activities.

If the proposal to repurpose the home goes ahead, what might the impact be on you?

Significant impact	Some impact	Little or no impact
31	7	2



Please tell us the reason for your answer (Themes)

- Emotional/health impact
- Unable to see family/friends
- Disruption to routine
- Would like choice of home/care provision

Please tell us the reason for your answer.

As explained above the emotional toll it will take on my [REDACTED] and her family is completely unnecessary.

I am able to visit my [REDACTED] with my [REDACTED] this would not be as easy if she left the local area. Opportunities to spend quality time with my [REDACTED] and family gatherings when we wheel her out of the home to our local family homes for garden parties and birthdays would not be possible- stealing away our precious time and opportunities to continue to create memories with her.

I think my initial answer explains this. My [REDACTED] who I love very much would have to be rehomed, where ever we find for her to go she would be starting again with new nurses, new staff, new routines, she would lose her friends, she would be stressed and the whole thing would impact her health and happiness. Not something you want to see a [REDACTED] have to go through with such delicate health.

Many residents, including my [REDACTED], are from Rothwell and the nearby locality. Staying in the place she has lived for [REDACTED], where she was married and brought up her children has had an enormous part to play in her settling into this new environment. Leaving the independence of your own home is a massive life event but the effect of staying in your own community with places and faces familiar to you cannot be underestimated to the well-being of an individual.

The staff at Dolphin Manor have skilfully managed this transition to ensure the residents have settled and are happy in their new home forming a social group similar to a family. For some residents this group is the only 'family' they have.

[REDACTED] is a wheelchair user and cannot access a car, however being in Rothwell means we can take her to the Park, take her shopping, and while doing so, she meets people she has known and sights she has seen [REDACTED].

Speaking to other family members, we have seen that the effects of this proposal has already had negative effects on the mental health of the residents of Dolphin Manor. We have seen low mood, anxiety, agitation and confusion among some residents.

My [REDACTED] enjoys at least 2 trips out per week in good weather in her wheelchair these include

- Rothwell Park
- Lunch at Hare and Hounds
- Shopping at Morrison's and other establishments.
- Greys café
- Visits to my house for Birthdays and BBQ and special events held in [REDACTED] (several visits a year) Celebration

for Birthdays and BBQ and special events held in [REDACTED] (several visits a year) Celebration of Family events meaning family and friend see her in a family style gathering. ([REDACTED] [REDACTED]) and to a degree normalises [REDACTED].

- Dental Appointments
- Visiting Rothwell Church Events
- [REDACTED] is visited by Rothwell Church give her Holy Communion, this is very important to her, she has been a life long member of [REDACTED] Rothwell. I feel she has a right to this for her spiritual needs to be fulfilled. This would not be possible if she were to move out of Rothwell.
- When visiting Rothwell town [REDACTED] sees someone she knows old friends and Neighbour's and is able to stop and talk

Our [REDACTED] has lived in Rothwell 100% of her life and she would be devastated if she was moved on. She would not experience a peaceful/happy end to her life.

I have friends who live in DM. They attend our local church events, wherever possible.

It would mean not visiting people I know there easily. There would be no facility locally if and when any of my family or myself needs it.

Having to travel further to see my [REDACTED].
Not knowing the staff that take care of my [REDACTED]

I do not live locally, but as Dolphin Manor is so close to my [REDACTED] house it makes it easy to visit my [REDACTED] when I stay with them.
If [REDACTED] was no longer local to them, I would have to make special trips to visit her and they would take more of my time, meaning I would not be able to visit her as often. These trips would also be of increased cost to me and increased environmental impact.

stress for my [REDACTED] who is a resident at Dolphin manor!
her stress impacts the rest of the family!

It will cause upset to a relative who will be very concerned about their immediate future care.

I visit my [REDACTED] times a week. Dolphin Manor is within walking distance from my home. My [REDACTED] [REDACTED] has always lived in Rothwell. Visits include trips out into Rothwell in her wheel chair. To Rothwell Park. Local cafe. Hare and Hounds for lunch. Also trips to Church events. Church will visit [REDACTED] with holy communion. Also family events such as birthdays she is able to attend. Access is always family taking [REDACTED] out in wheel chair. Moving her out of the local area would mean she could not be included in any of these activities as she is unable to get in and out of a car. These activities which make so much of her well being and quality of life would be taken away from her

Refurbishment work is taking place at present at Dolphin Manor. Residents have received a letter apologising for the upheaval that this refurbishment will cause them, acknowledging the emotional distress and disruption to routine that being temporarily moved to a different bedroom within Dolphin Manor will cause.
If Leeds City Council recognises the distress such a small disruption will cause, it has been mute on the much greater distress, psychological and emotional harm that a forced permanent eviction from their home will cause current Dolphin Manor residents.
An unplanned move, i.e. not for therapeutic reasons, to a new residential environment for elderly and frail residents such as my mum will increase the risk of physical and psychological decline, possibly terminal.
I am genuinely concerned that the risk of premature death for my [REDACTED] and her peers will be increased by a forced move out of Dolphin Manor. I have witnessed this happening many times in my career as a health and social care professional and do not want this outcome for my [REDACTED]!
The only beneficiaries of these proposals will be profit making independent sector care providers. That a Labour run council can consider boosting the profits of such organisations whilst running down its own care provision for this cohort of Leeds residents is shocking.
I do not accept the council's statement that it will continue to meet older people's care needs with a range of services. My [REDACTED] care needs remain the same, yet this plan will evict her from her home and the carers she has formed a therapeutic relationship with, whilst Leeds City Council declines to meet her assessed needs vis in house provision and leaves her to the whims of the free market care sector.

Not just for [REDACTED] but all the permanent residents. With [REDACTED] people cope better with a routine and with the environment they know. The staff here are fantastic - you don't get that everywhere. I know that from experience. It think it will affect his health massively. We chose this home because it's near to me - [REDACTED], [REDACTED] and can leave [REDACTED] for short periods because she is close by if anything happens with [REDACTED] and I come over. The move will impact [REDACTED] mentally - he's anxious and it will affect his mental health - he would be very depressed somewhere else.

We need something permanent and stable where we are looked after. We'd miss each other.

<p>The worry of it all - having new carers to look after her. The impact on her. She doesn't cope well with change. If she goes out, she is relieved when she comes back. The familiarity is what she needs. We have found somewhere so nice for her.</p>
<p>Important to have choice and get looked after with the right number of staff. Staff need to know you well. You need plenty of opportunities to do lots of things. You don't want to be sat around all day. You get help with medical care, there's always someone around to help you.</p>
<p>A big upheaval. [REDACTED] (Needs to still be reassured that medical support will continue weekly and all the care is provided the same). People need to know me well and understand what's important to me.</p>
<p>The impact on family members would be massive as the current arrangement gives us peace of mind knowing she is in a safe environment with familiar staff members. I cannot overstate how important this is! Living independently is not an option for [REDACTED] as she is not mentally or physically capable, even with the provision of carers. These proposals would lead to increased depression which she has suffered from but this is managed excellently by the current staff at Dolphin Manor. Being dependent on strangers (new carers) would also be worrying for family members.</p>
<p>Because [REDACTED] is a short term resident awaiting long term accommodation elsewhere; it will have little or no impact.</p>
<p>I haven't got a house to go to. I had to sign my flat block to the council. I couldn't look after myself. I would have to move to another care home.</p>
<p>I'd be worrying about everything. It would have a big impact.</p>
<p>I have lived here [REDACTED], because of my health.</p>
<p>Our pastoral team from Holy Trinity Church visit several residents on a regular basis. If the residents are moved out of the area this close contact will be lost. It will be much more difficult than now to bring residents to events. that happen in the parish centre at [REDACTED]</p> <p>We have many events organised witch keep life long residents of Rothwell and churchgoers in touch with the wider community. Public transport in our area is poor and if residents have to leave the area this will cause significant difficulty for family and visitors.</p>
<p>I think she would go down hill. She is not mobile and needs hoisting. She wouldn't be fit to go into extra care as she needs more help through the day and night. She likes the company of others in the care home and wouldn't be able to access that if she was in her own flat. [REDACTED] would be upset if she had to move.</p>
<p>It makes me upset just to think about it (and my family is upset - last years of life should be comfortable). [REDACTED] - It will have a massive detrimental impact on [REDACTED] mental and physical health and wellbeing. She knows the layout. Care needs are met - the team knows mum and all her communication needs. It would be extremely frustrating for her and have a massive knock-on effect to start again in a new place with unfamiliar people.</p>
<p>Because I'd have to move, wouldn't I? It depends where they move you and what the other residents and staff are like.</p>
<p>I don't drive any more - my [REDACTED] would want to be near - I came between 2-3 times a week and I don't want to count the times I came to see my [REDACTED]. I can get here easily by public transport at the moment.</p>
<p>No impact on me as I travel from [REDACTED] to visit her. Impact is regarding [REDACTED] - her mental health if she has to move, which would have an impact on me.</p>
<p>It would be bad for me, same as last question. I was very upset when the last one closed. I didn't want to leave.</p>

We like to live here. We don't want to live how they want us to live. It's difficult to move house when you're younger - it's even harder when you're older. It's something you don't expect. (Family consent - [REDACTED] has invested money from her house sale in order to live here).

[REDACTED] is starting to have some problems with his memory and he can get disorientated and forget where he is. A new environment would affect him, he might not remember where he has moved and would not recognise staff. It will cause him some distress initially.

Being surrounded by the familiar people and places at Dolphin Manor is very important. When he has been in hospital, he had been confused and upset. Dolphin Manor is his home - it's his happy place. How long would it take to adjust to somewhere new and would the disruption affect him? He has always been a very anxious person and needs routine. As his dementia is now worse, we are worried/afraid that it would have a greater impact on his ability to adjust.

I'm hoping to be moving to extra care.

It's her home. She has breakfast, dinner, tea with people she knows well. It will be another set of friends and staff that she will lose. It's a massive upheaval to my [REDACTED] and all the other residents and will have a detrimental effect. Imagine being told people you see as your family you will never see again. We have experience of privately run care homes where they just care about the money.

It would be difficult for me. I'm used to everybody. I've got a friend here who is similar to me. I can't imagine having to move again. It was against all the odds. The location is very good because I can go out with my family. It's quite a thing to be in this situation - that we don't know what's happening. It's an impossible situation. I don't deal very well with change now due to age. I am also worried about the funding.

The home has sent a letter regarding the upheaval due to the refurbishment (if that is acknowledged, how much more upheaval would there be when you get thrown out from your home). If you had to move out of your house, even without essential healthcare, how would you feel? Everybody knows it will be a blow and stressful to residents. Everyone knows moving is stressful. It was very very stressful when I moved. I had experience of having to move from previous homes. I had to insist on moving from a place that was totally unfit. Dolphin Manor is the place that meets my needs and the place where residents and staff know each other. As well as being thrown out, we won't have our staff with us.

The house I was born in is just across the road. I could see everywhere I've lived - everywhere I've lived all my life [REDACTED] is nearby. This is my [REDACTED] home in Rothwell. This is where my friends and family are. For this to close would be an absolute disaster. There are residents I live with who don't have family nearby and are well looked after. I can't say I could have anything better than here. I haven't got a single grumble. There's always someone there who can give you an answer. I think Dolphin Manor is just perfect - I've been in other homes before this and you didn't have the same personal or 1-1 support. Here they always deal with any problems or get in touch with your family.

Public transport is very difficult in the area so if they have to reside outside the area, communication is going to be much more difficult and give a feeling of isolation which is so bad for mental health. In the past Dolphin Manor has already kept part of the home for short term residents, while the main part has been kept for long term residents. The reason there are fewer residents is because of the redecoration which is taking place. Numbers could increase when this is finished.

Because it would unsettle me, I would have to start making new friends. I would have to build trust with new staff and manager.

What could the Council do to reduce the potential impact? (Themes)

- **Rethink strategy/keep home open**
- **Gradual/sensitive transition**
- **Rehome residents close to Dolphin Manor**
- **Rehome near relatives/with equal level of support**

What could the Council do to reduce the potential impact?
Rethink this strategy and create new areas for respite care rather than repurposes existing homes
Keep the home open for the residents and let them live their days out where they are familiar with and family can visit and they can if applicable see local friends when out.
Not repurpose Dolphin Manor.
These residents are at the end of their lives. As a compromise, if this proposal goes ahead, can the transition to an assessment centre be gradual as beds become available to save this group of elderly people the trauma of being split up as a group and moving again when they have already been through the trauma of losing their homes?
Keep the facility open or at the very least let the current residents remain there until the end of their lives.
Keep DM open and keep it open for residential care, but use some of the declared spare beds for use by others.
Keep this home open as a residential home for Rothwell and the wider community. We need facilities like this one to keep our elderly loved ones safe.
Not repurpose the home! Rehouse my [REDACTED] somewhere as close by as dolphin manor is & with similar staff
Ensure that the residents from Dolphin Manor are able to be housed at the next two nursing homes: either Lofthouse or Methley.
start caring truly for the elderly! DON'T consider repurposing Dolphin manor!
Ensure that if people are moved they are provided accommodation in the same area.
Allow my [REDACTED] to stay at Dolphin Manor or worst case would be to locate her at the other care home in Rothwell Mulgrave House. Moving her away from Rothwell would mean all local actives would stop
Leeds City Council could and should use alternative facilities to home its rehabilitation provision. I note with irony that Holme Lea care home in Rothwell would have been an ideal setting for such a project, has the council not sold it last year. Leeds City Council should not accept the narrative from the Conservative government that further cutbacks and austerity measures are required. This is an ideological choice and a policy designed by those who serve the needs of the richest 1% of the population; not the needs of the most vulnerable and needy.
Not move him. He hasn't got long and I want him to have a happy time and be in a safe environment that he knows. My [REDACTED] has never coped well with change and unfamiliar things.
I don't know.

Not go ahead with the proposal. We understand the financial implications and pressures on the Council, but this has a major impact on people's lives, especially elderly people who have already gone through a lot of trauma. More empathy towards people. It would be nice to think that the decision makers could consider the stresses and impact on their lives if they were told to pack up and move and didn't have a choice.

Not understood.

See other (Save some money by turning lights and heating off and reduce laundry). As long as [REDACTED] has what she owns with her. Reassurance that [REDACTED] will not be left and will receive the same level. Stay near family in Rothwell.

The family would have to agree that any move would not have a detrimental effect on [REDACTED] wellbeing or current anxieties & depression. It is critical that any proposed move to another care home is local as restricting visits from family members would be very upsetting & depressing. [REDACTED]. The 3rd currently lives local & visits several times weekly but would not be able to do this if she was moved out of the area due to work commitments.

Not applicable in [REDACTED] case.

Make sure I have a home that is as good as here and that I don't have to pay more for, I don't know because they are always short of money.

I need to move back to Holbeck (this is my first choice). I have also lived in Beeston. I have spend a lot of time in hospital.

The council has already closed Home Lea House thus reducing our provision by 50%. This proposal will have a very detrimental effect so please keep dolphin manor run as it is now. When the renovations are complete there will be an opportunity to use part of the building for short term care as it has been before, leaving the permanent residents as they are now. The number of residents could increase when the renovations are complete.

Ensure that [REDACTED] gets exactly the same level of care that she needs if she has to move. Not be told where to go - offer options. Preferably near family (East Leeds), or keep it as it is.

Keep 3 areas of support. Long term residents in one wing, short-term residents in another wing, residents with dementia. Keep it multi-purpose to meet as many needs as possible in the local community.

I don't know. No matter what we say, they'll do what they like to save a bob.

Why couldn't they keep a mix? e.g. 33% people with dementia, 33% rehabilitation, 33% full occupancy - permanent. It will stop the overall stress and upset to the current residents and family members. No family member likes to see their parents being upset and stressed out.

Leave things as they are.

I don't want short term. I want to stay here.

Not do it.

Make sure any move is managed with all his needs in mind. Make sure he is supported consistently by regular care staff who get to know him well. Make sure he still lives near us/family.

Keep him here. If that's not possible, place him somewhere close to family where he can get the same care and familiar surroundings with familiar people who know/get to know him well.

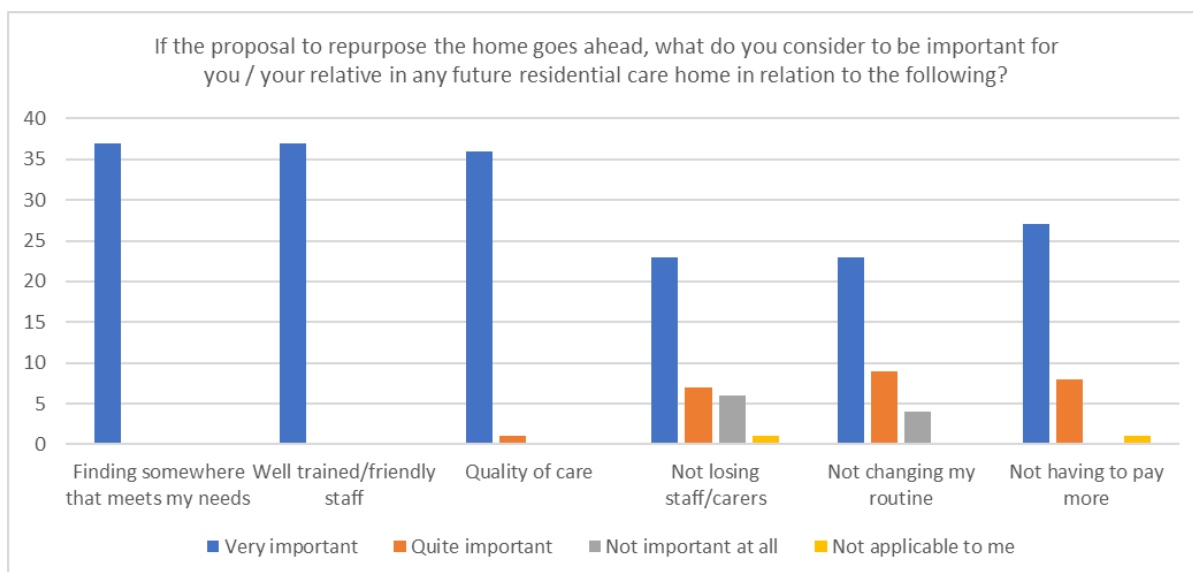
Keep it open. Ask the government for some more money.

Not change it.
If I have to find somewhere I need to live, I want to have the same level of care with my friends and I want to not have to pay a top-up fee which my son would have to fund (he is also a pensioner). Will the Council guarantee this?
Decide not to close Dolphin Manor! This is for the Council to sort out the finance and not put the whole lot on Dolphin Manor.
I wouldn't want to move away from Rothwell. This is my home - it's like taking your house away from you. Can the Council think of different ways of saving money? Is there a different way that wouldn't involve me having to move?
Rothwell has already suffered because of the closure of Home Lea, reducing our provision in the area by 50%. There is a strong rapport between the residents and the staff and a great feeling of loyalty. Keep the current dual arrangements, catering for both short and long term care. Please keep the status quo.
Not make the changes.

Care and support

If the proposal to repurpose the home goes ahead, what do you consider to be important for you / your relative in any future residential care home in relation to the following?

	Very important	Quite important	Not important at all	Not applicable to me
Finding somewhere that meets my needs	37	0	0	0
Well trained/friendly staff	37	0	0	0
Quality of care	36	1	0	0
Not losing staff/carers	23	7	6	1
Not changing my routine	23	9	4	0
Not having to pay more	27	8	0	1

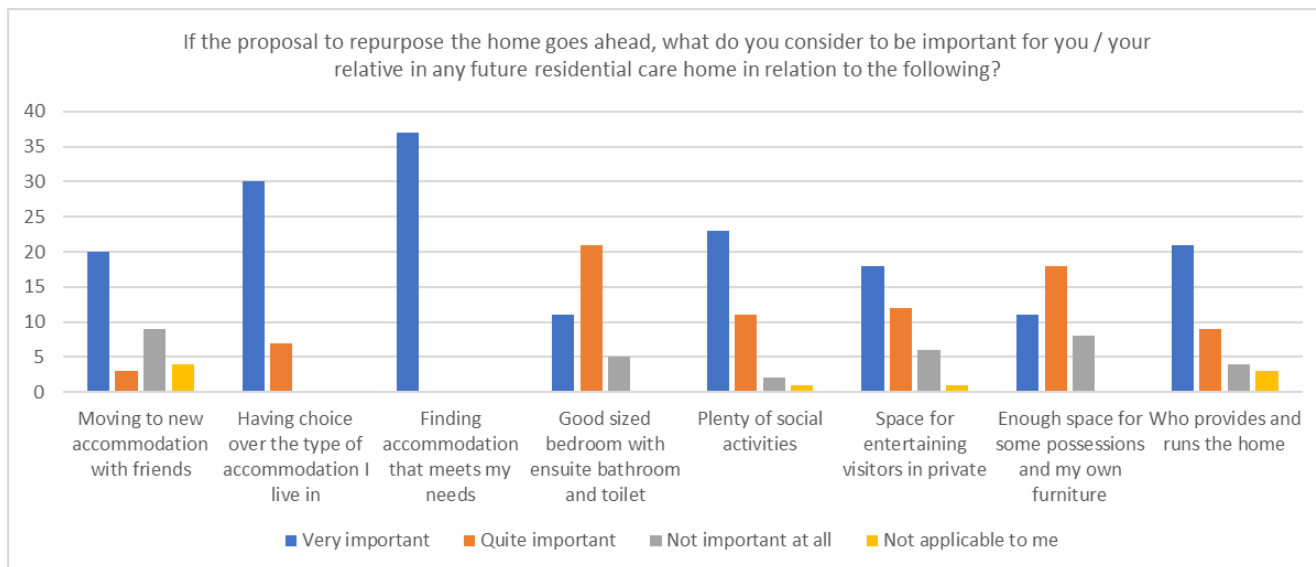


Accommodation

If the proposal to repurpose the home goes ahead, what do you consider to be important for you / your relative in any future residential care home in relation to the following?

	Very important	Quite important	Not important at all	Not applicable to me
Moving to new accommodation with friends	20	3	9	4
Having choice over the type of accommodation I live in	30	7	0	0
Finding accommodation that meets my needs	37	0	0	0
Good sized bedroom with ensuite bathroom and toilet	11	21	5	0
Plenty of social activities	23	11	2	1
Space for entertaining visitors in private	18	12	6	1

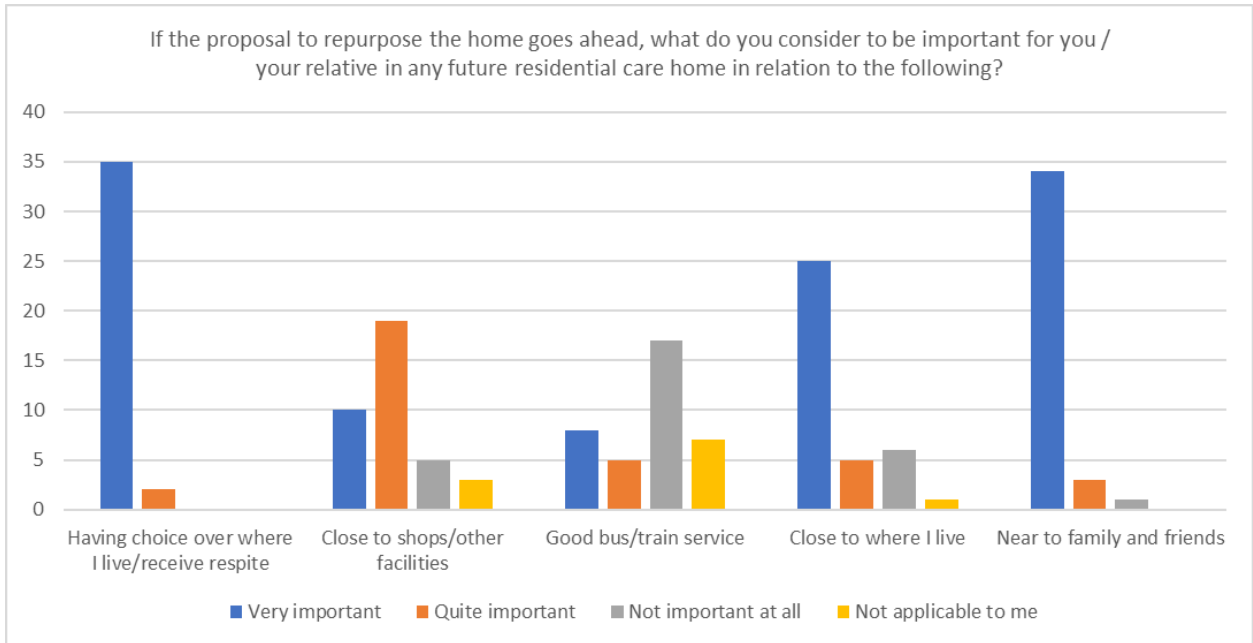
Enough space for some possessions and my own furniture	11	18	8	0
Who provides and runs the home	21	9	4	3



Location

If the proposal to repurpose the home goes ahead, what do you consider to be important for you / your relative in any future residential care home in relation to the following?

	Very important	Quite important	Not important at all	Not applicable to me
Having choice over where I live/receive respite	35	2	0	0
Close to shops/other facilities	10	19	5	3
Good bus/train service	8	5	17	7
Close to where I live	25	5	6	1
Near to family and friends	34	3	1	0



Other considerations (please state) – Themes

- **Community/local connections**
- **Deterioration/deaths**
- **Quality of care/environment and facilities important**

One person mentioned the following:

- **Financial Issues**
- **Surplus places/Dementia Unit**
- **Bed Blocking**

Other considerations (please state):

England

I'd say much of those things I've just marked as "very important" are in fact essential.

• Financial Issues

1. People relocated to private homes such as Oulton Manor could cost the Council more in larger top up fees.
2. It has been said by the council that it is cheaper to care for the elderly in their homes with a package of care. This will work for some but not for many. We cannot escape the fact that some individuals cannot care for themselves even with the support of 4 carers a day AND family support.

• Surplus places/Dementia Unit

Dolphin Manor is split into two areas. They are known to all as The Big Side and The Small Side. We are told by Leeds Council that Dolphin Manor has surplus places. My information is that Dolphin Manor is full at the moment on the big side and empty on the small side. This is due to the Small Side being renovated awaiting new residents into the soon to be opened Dementia Unit. We are told this means there are surplus places. I believe this information to be misleading. As soon as the Dementia Unit opens, these places will be taken up with new residents suffering Dementia and needing specific kind of care, meaning Dolphin Manor does not have/will not have surplus places.

We are also told that there is not enough demand for the places on the Big Side and the Small Side will be oversubscribed, why not them place the residents of Dolphin Manor in the Small Side and the Dementia Patients on the Big Side eliminating the surplus place argument.

Bed Blocking

I am told by the Council that bed blocking is no longer an issue in Leeds. However, I am told by an ex-colleague, who is an NHS nurse in the care of the elderly, that they look at an 8 week turn around for patients to be discharged into either a care home or back to their own homes with a package of care due to shortage of care home places and shortage of care staff for care in the community. Both cannot be true.

Rothwell people have a history of being cared for in Rothwell by staff with local connections. It is what makes DM special and loved.

I think if the home has some facility for intermediate care it would be acceptable to run alongside the residential home, but to close the home would be totally unacceptable for the local community.

my [REDACTED] is near her family here in Rothwell

My [REDACTED] would probably deteriorate if a move was to take place. She would become confused and distressed it's taken her some time to settle at Dolphin Manor and a move away from Rothwell where outings play a big part of her routine would be disastrous. And at [REDACTED] would be cruel. Also remembering that her room and Dolphin Manor has been upgraded and the residents have been included in that process and then have it taken away would be particularly cruel

My [REDACTED] does not trust the private sector to provide a consistent level of care and retain qualified and skilled staff. She expressly chose council provision to meet her needs and feels that her faith in the public sector has not been repaid by Leeds City Council and these current proposals. It would be against the principles of natural justice for my [REDACTED] to be moved against her will and then have to pay more for care at a service she does not want to live in than she does at present.

Not to move for all the reasons stated.

When you pay good money for something, you want it to be what you want.

That she gets the same level of care as she receives at Dolphin Manor - both practically and emotionally.

Staff need to be nice - you need people you can talk to that don't look down at you and support you. Just knowing you can talk to someone and they won't belittle you.
(Good sized bedroom with ensuite bathroom and toilet) - Would need to accommodate equipment.
(Who provides and runs the home) - As long as it's a good standard.
(Moving to new accommodation with friends) - I like to know who I'm with. (Good sized bedroom with ensuite bathroom and toilet). - it would be nice. (Enough space for some possessions and my own furniture). - No furniture I like people to know how to look after me.
I want to live near friends in the country. I have been to Howard Centre for events and parties in the past. (Well trained/friendly staff) - In the first instance (Temp) (Quality of care) - Not much needed. (Plenty of social activities) - In the country
She needs good quality, friendly care in accessible accommodation. Good quality food.
Quality of care at Dolphin Manor meets all aspects of my life.
Friendship and camaraderie between staff and residents - making people feel at home, happy and content.
Homely and friendly atmosphere amongst residents and staff is very important. Clean and tidy environment.
As long as his needs are met and he is happy and comfortable where he is and is near us, it doesn't matter who runs the home.
A similar size homely environment is important.
Internet connection is important.
It's important they have experience to run the home.
To have good staff and maintain friendship.

Please state if there is another viable approach which you believed should be considered? (Themes)

- **Repurpose Dolphin Manor**
- **Keep open/Keep current residents in DM**
- **Save money elsewhere/in other services**

Please state if there is another viable approach which you believed should be considered?

Fewer corporate events. Choose wisely regarding street re surfacing, a large street, taking relatively little traffic in Rothwell has just been totally resurfaced, taking many weeks to complete.
Make DM multi purpose. It is divided so one half for residential and the other half for respite and rehabilitation etc.
To keep the current residents where they are but not accept any more permanent residents.
Don't close Dolphin Manor
Consider having Dolphin Manor as a mix of long term and rehab residents. Gradually increase the proportion of rehab residents as the needs of the long term population increase and cannot be met by the current provision and need to transfer elsewhere - for therapeutic reasons.
Better billing systems - see below. The Council is not collecting money where it is due.
I don't know.
Could the number of permanent residents be reduced but some still be able to stay (if it keeps them near family)?
The report states that Dolphin Manor is only 57% full so to maximise capacity & make it viable why can't the free spaces be used for short term recovery patients?
I don't know - don't have enough knowledge.
I don't know.
Could they half the home? Make it 50/50 split (short stay/long stay)?
Keep it as it is. Refurbish as planned.
As question 7.
Leave people here and create alternative accommodation in a different place (short term).
Keep it as a long-term home.
Cut back in other areas that don't affect other people's lives directly so much.
Explore every other option available before this change. The elderly don't have as much time left and we want it to be the best time for them as possible. Identify individual needs before changing. A mix of permanent/temporary residents.
Don't take on new permanent residents but let people who already live here continue to live here. Can savings be made elsewhere?
██████ - They could cut costs elsewhere e.g. parks and repairs. There is money wasted all the time (e.g. 3 men to unblock a drain). Have they looked at all the other cost-saving options? They could save money in schools.
Just leave me where I am.
Don't close it. Leave it as it is.
If Dolphin Manor could remain as a residential care home.

Finally, do you have any other comments? (Themes)

- **Inclusion/being part of community**
- **Impact on health/mental health**
- **Communication/lack of clear information**
- **Don't want to move/receiving care they need**

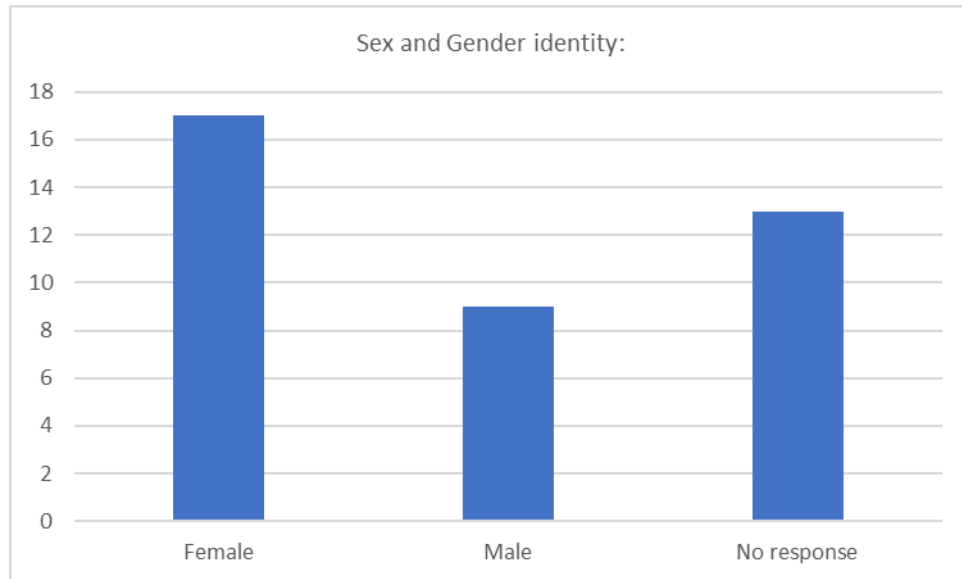
Finally, do you have any other comments?

Being able to be pushed in a wheel chair to local shops and venues are very important. Residents need to feel they are still part of their community.
We need to ensure that our elderly population are given the love and care they deserve. That they can live out their final years knowing they are safe. We would all like to stay in our own homes but this is not always possible, having somewhere like Dolphin Manor is important to our local community.
If my [REDACTED] had to move from dolphin manor I believe it would have a very negative impact on his health. When he has been in hospital away from the familiar faces of the care staff his health has deteriorated. He thrives on routine & familiarity. Dolphin Manor is my [REDACTED] home & the staff that care for him are like extended family. We know that he is well cared for & is happy where he is. When we have visited him, we leave knowing that we have left him in good hands & where he is comfortable & settled. It would be devastating to us for him to have to go somewhere new.
There was a lack of transparency of information provided through the consultation, including some misinformation.
The consultation survey states that it proposes "the possible repurpose of Dolphin Manor residential care home to only offer short stay accommodation", however it does nothing to explain what this would mean for the current residents of the home. Through further investigation we have found this to mean the re-location of all residents to other homes.
The consultation survey states that Dolphin Manor has a capacity of 35 beds, 20 current residents, and therefore an occupancy of 57%. However, due to renovation works taking place there are 12 beds which are unable to be used. The capacity is therefore 23 beds, and the occupancy is 87%. After the works are completed the 12 beds will be used for dementia patients and therefore bear no relevance to the capacity of Dolphin Manor for its current purpose.
The consultation survey states the following: "The impact of fewer older people choosing to enter some of the Council operated (in-house) care homes has resulted in lower occupancy.". This statement has been made without reference to any reports or information to support it. The 'Local Account for Adult Social Care 2022-2023 Report' from Leeds City Council (https://democracy.leeds.gov.uk/documents/s250374/ASC%20Local%20Account%20Report%20Appendix%201%20061023.pdf) suggests this is not the case, as it reports an increase of both admittances and existing residents (those been in care a year or more) to nursing and residential care homes from 2021/22 to 2022/23.
We are told it's a cost saving exercise. But at the end of the day a bed will need to be found and funded The agreement that there is spare beds capacity in other homes is simply not true
What is the difference in income for the service with the proposed change? (as opposed to income from current long-term residents). If the money is collected through billing, would that make a difference. Since [REDACTED] has been here, he has not been billed which is a deficit in income.
I would want to stay here. When you think about what we have and how we get on here, that's what we want. We've made it a friendly place for us - our home.
Please leave it as it is - it's a superb home with caring and brilliant staff. There's no words to thank them enough for my [REDACTED].
I don't want to go somewhere that's not good. I would want to be near family in Roundhay if there was no other option.
"There needs to be more care for the older person".
1. Have you considered other homes for closure? How many have you closed in the last three years and where? Has there been an increase in the capacity of sheltered schemes to compensate? 2. Are you planning to retain some residents in Dolphin Manor? e.g mental health issues. If so how will you manage this so that Dolphin Manor is a permanent home for [REDACTED] when there will be a

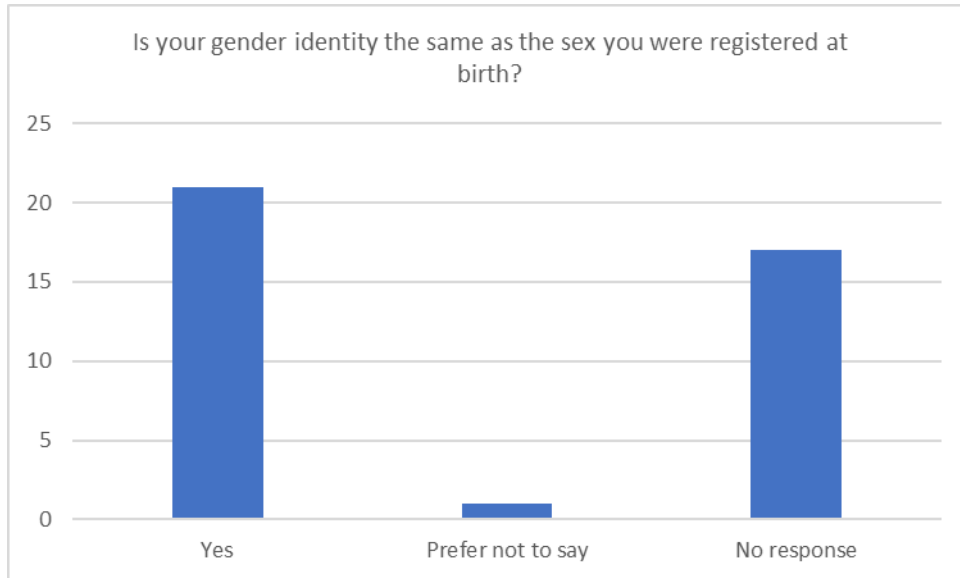
<p>high turnover of people accessing respite? How will they prevent it being disruptive to the permanent residents?</p> <p>3. Are you planning on mixing client groups? People with learning disability need a different skill set from the staff to older people.</p> <p>As living independently is not an option, a move to another care home would be traumatic & very unsettling. We are worried this would affect her mental health.</p>
<p>██████ is very impressed with quality and speed of rehabilitation.</p>
<p>If you have made your mind up it doesn't matter what I say or anyone else does.</p>
<p>Come and have a look and see how well it's run and see how the residents feel.</p>
<p>Why make such changes when it's unnecessary?</p>
<p>It is very important for elderly people to live here.</p>
<p>Family think I am in the right place and it would be so bad for me and I would deteriorate. Family think it's not a recent decision - it's not fair to offer to do the home up then send on the permanent residents to another facility - especially someone like my ██████ who has been here ██████ and built rapport with the staff - as the family has and trust the staff team.</p>
<p>Please - consider the residents - their happiness, health and being taken care of in the best possible way.</p>
<p>Whatever opinions or suggestions I might have, they are irrelevant because decisions have been made. I can appreciate you have spent time asking for our opinions. I think it would be very unsettling, disruptive and upsetting for my ██████. It is upsetting to have to ask my ██████ about decisions which haven't yet been made.</p>
<p>I don't feel right. I feel upset about this. I like the home, the people and staff. I was upset last time. It took me 12 months to get used to it. I've just got used to it nicely and you're moving us again.</p>
<p>Family stated how much harder it would be to move from Dolphin Manor. When their ██████ moved last time, it was with familiar staff who had worked with ██████ a long time.</p>
<p>My ██████ has been a permanent resident at Dolphin Manor since March 2017. He has Alzheimer's and several other conditions which means he cannot live independently. Dolphin Manor is his home, the staff and residents are his and our extended family. The care and attention he receives is second to none. I cannot speak highly enough of the genuine affection, care and love that he and we as a family receive from the staff. Having worked in a private care home several years ago, I can say that Dolphin Manor is a very special, rare place which is a shining example of what a care home should be in every way possible. The prospect of it being re-purposed or closed meaning that my ██████ and his friends would have to be moved out fills me with dread.</p>
<p>Save money elsewhere instead of taking it out on the most vulnerable at the end of their lives. Nothing we say in this meeting will change anything. It's just a procedure and they will change the home. Can you show how this is going to benefit my ██████?</p>
<p>I'd just like to be as comfortable and well looked after. All my life I've made decisions about what we were doing, but that's suddenly been taken away from me.</p>
<p>I don't trust the Council will make the right decision. The City Council doesn't understand what it means for me.</p>
<p>For me, the home is just right. I know that even if I'm upset, I've got staff that are good and my family are on the doorstep.</p>
<p>I am so happy here. If I was to move it would effect my life so much. I have good carers, they know me and good friends here.</p>

About You

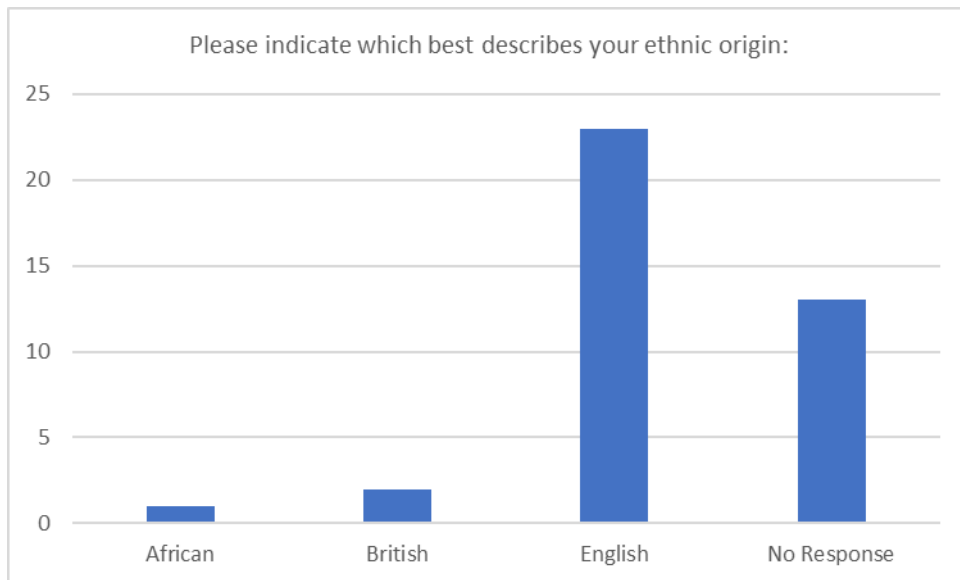
Sex and Gender identity:	
Female	17
Male	9
No response	13
Grand Total	39



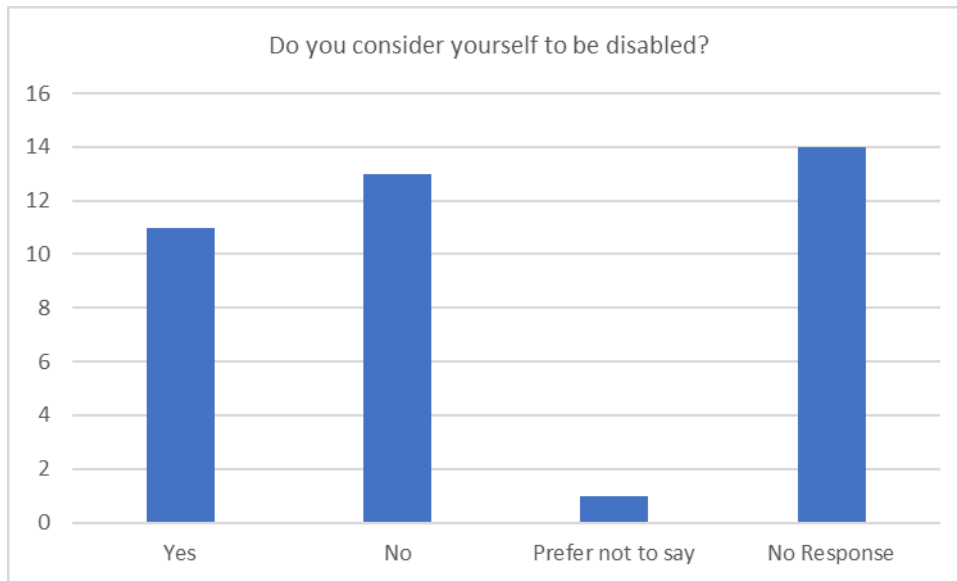
Is your gender identity the same as the sex you were registered at birth?	
Yes	21
Prefer not to say	1
No response	17
Grand Total	39



Please indicate which best describes your ethnic origin:	
African	1
British	2
English	23
No Response	13
Grand Total	39

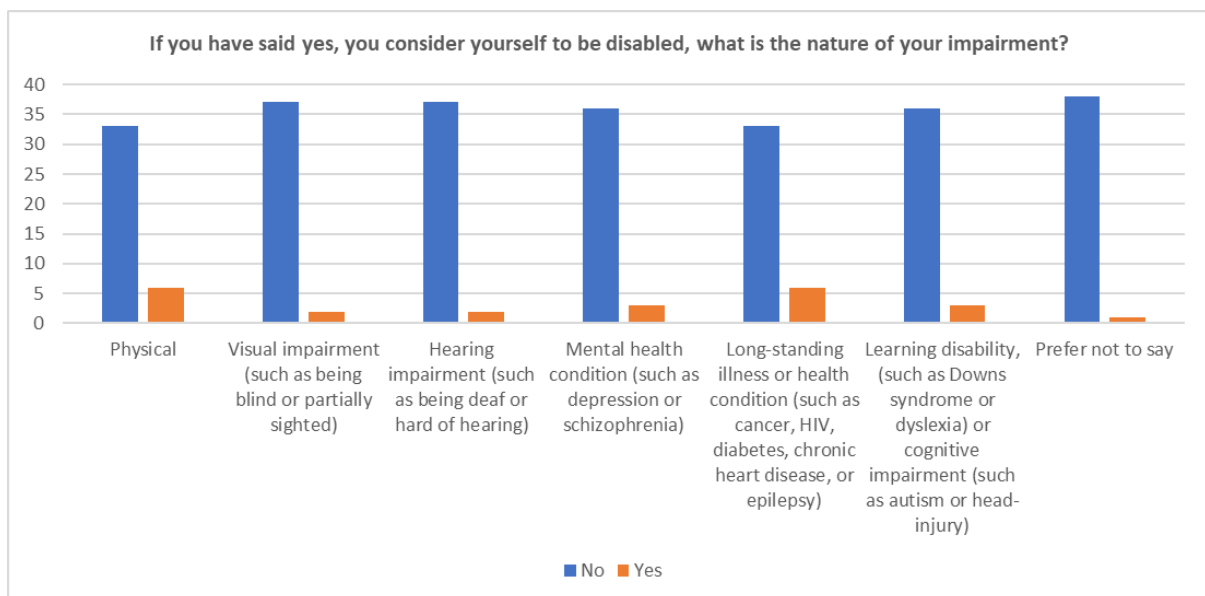


Do you consider yourself to be disabled?	
Yes	11
No	13
Prefer not to say	1
No Response	14
Grand Total	39

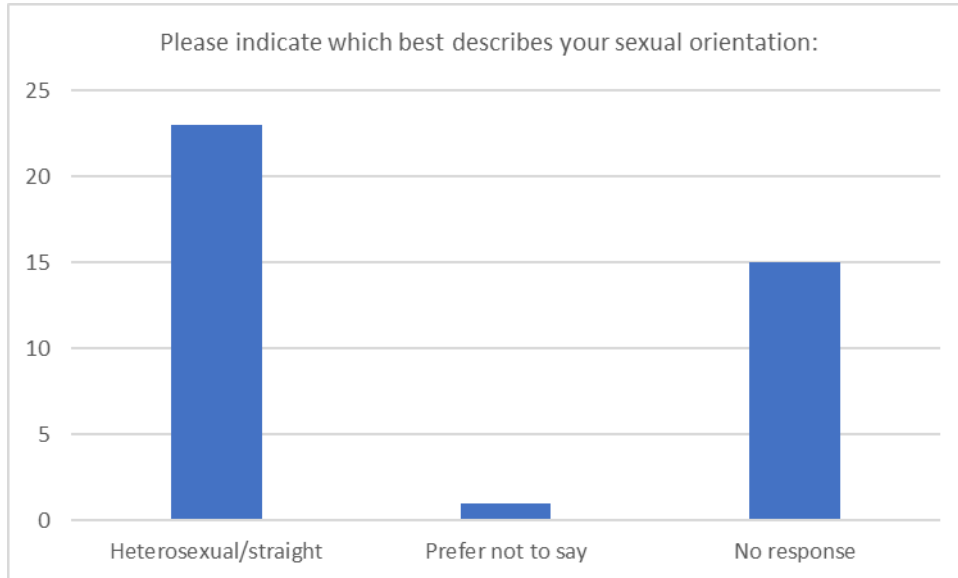


If you have said yes, you consider yourself to be disabled, what is the nature of your impairment?

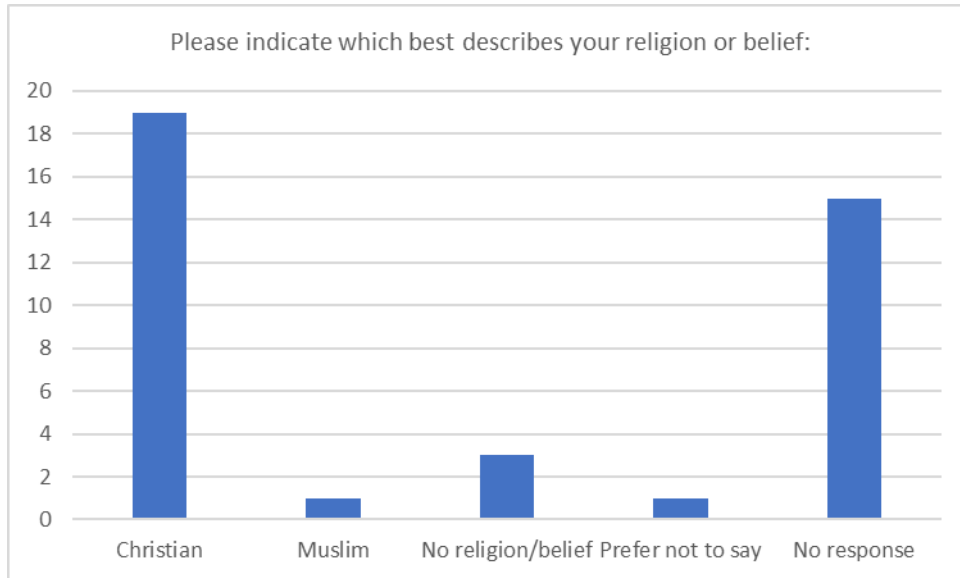
	No	Yes
Physical	33	6
Visual impairment (such as being blind or partially sighted)	37	2
Hearing impairment (such as being deaf or hard of hearing)	37	2
Mental health condition (such as depression or schizophrenia)	36	3
Long-standing illness or health condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)	33	6
Learning disability, (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)	36	3
Prefer not to say	38	1



Please indicate which best describes your sexual orientation:	
Heterosexual/straight	23
Prefer not to say	1
No response	15
Grand Total	39



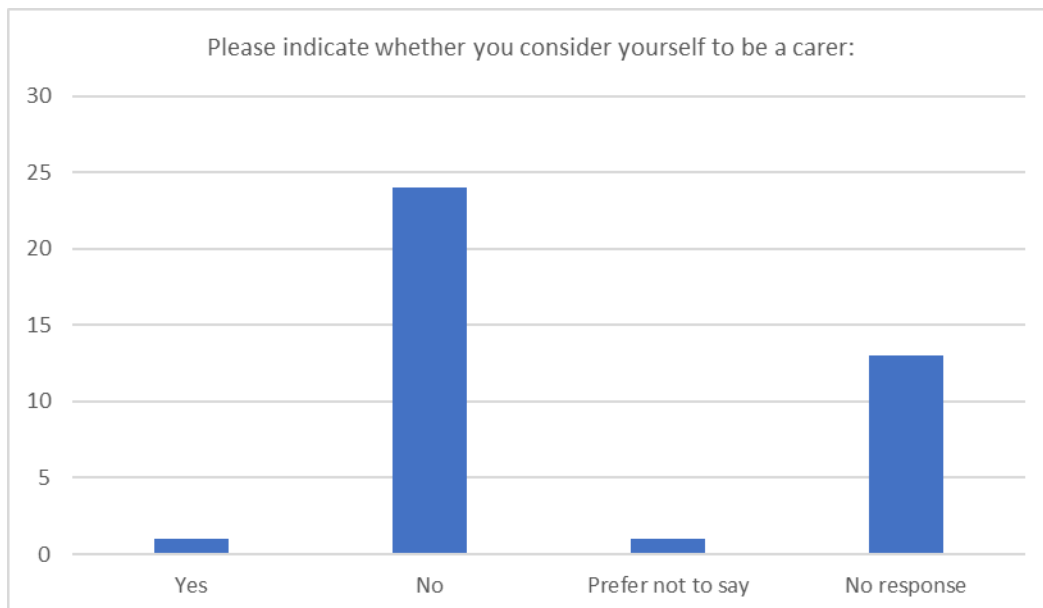
Please indicate which best describes your religion or belief:	
Christian	19
Muslim	1
No religion/belief	3
Prefer not to say	1
No response	15
Grand Total	39



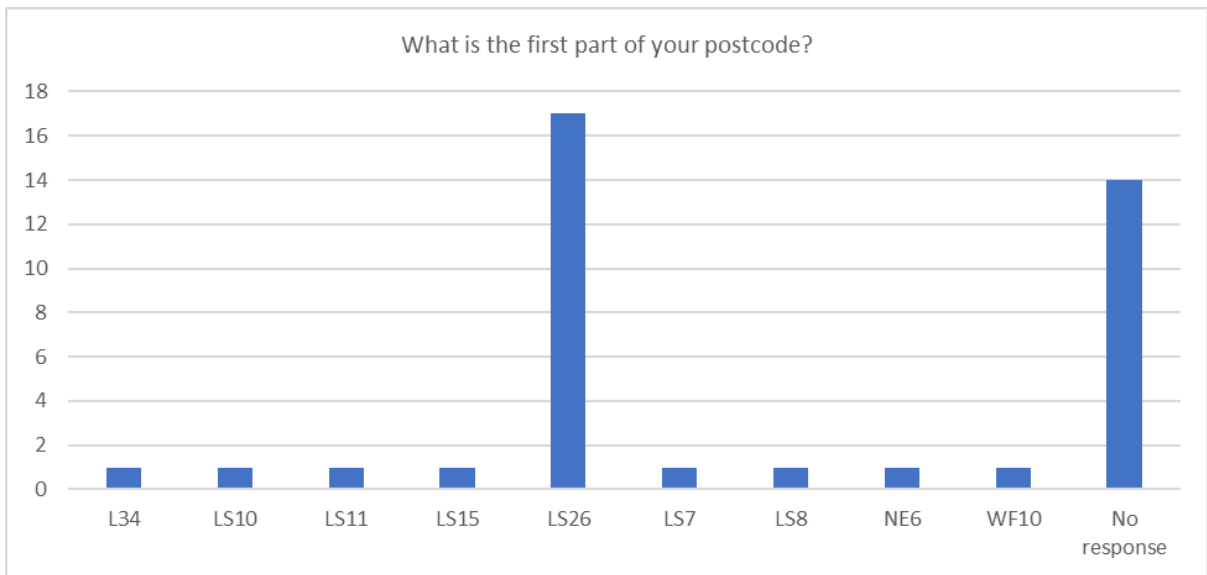
The council considers that a 'carer' is someone who provides care for a relative, neighbour or friend who is dependent on them because they cannot manage without their help because of physical or mental ill-health, disability, frailty, sensory impairment, old age or substance misuse. In the context of employment, a 'working carer' is someone who balances these unpaid caring responsibilities with full or part-time employment.

Please indicate whether you consider yourself to be a carer:

Yes	1
No	24
Prefer not to say	1
No response	13
Grand Total	39



What is the first part of your postcode?	
L34	1
LS10	1
LS11	1
LS15	1
LS26	17
LS7	1
LS8	1
NE6	1
WF10	1
No response	14
Grand Total	39



4b) Dolphin Manor Repurposing proposals

Consultation Submissions and Responses Please note names have been redacted.

	Submission	Raised By	Response