

# **Better Lives for Older People**

Future Options for Long Term Residential and Day Care Services

## **Consultation Report September 2011**

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# Section One – Purpose of the report and background

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## **Purpose**

The purpose of this report is to inform Executive Board of the outcome of a process of consultation in relation to the future of older people's residential and day care directly provided by the Council. It is also to give Executive Board sufficient information to enable it to make an informed decision about the proposed future options for these services.

In addition, this 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.

## **Background**

At its meeting on 15 December 2010, Executive Board agreed a set of criteria as a sound framework for considering the most suitable options for each of its residential homes and day care centres. Executive Board also agreed to begin public consultation on these proposed options. The development of these proposals followed an inquiry undertaken by Adult Social Care (ASC) Scrutiny Board and incorporated their recommendations.

## Section Two – Methodology and Process

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### How we got here – Step by Step

#### **Step One: Consultation approval processes**

At its meeting in November 2010, Adult Social Care Scrutiny Board, as part of its inquiry, considered and recommended the approach, methodology and structure of the consultation programme proposed as part of the duties of the Local Authority to seek the wider views of stakeholders and specifically of those people currently living or using these facilities, their carers and staff who provide care and support. This included the use of a questionnaire for all stakeholders based on an example used by Kent County Council.

Following this, to ensure a locality based approach to engagement, a report was presented to the meeting of the Area Committee Chairs on 3 December. Members were requested to

- consider the options and criteria for determining the option for each facility
- consider the consultation process in terms of structure, method and timing and provide their views in relation to the appropriateness of the proposals
- comment on the content, structure and relevance of the example questionnaire produced by Kent County Council.

The report to Executive Board in December 2010 set out the key principles of engagement and agreed the recommendations of Scrutiny Board on the consultation methodology and structure, including the use of a questionnaire based on the Kent model.

A communication management and stakeholder engagement strategy has been developed which enabled the Programme Team to identify all key stakeholders and measure their interest and influence in the programme. It ensured a framework that enabled and encouraged two-way communication with every person or organisation with an interest in the programme as a stakeholder.

At its meeting on 12 January 2011, ASC Scrutiny Board endorsed the programme to progress and implement the recommendations of Executive Board, particularly the consultation process, and agreed a set of critical milestones for future reports to the board to allow them to monitor the progress of the programme to ensure it is consistent with the council's aspirations for reshaping older people's services.

#### **Step 2: Consultation – methodology and process**

The whole consultation and engagement process was aimed at seeking the views of all key stakeholders and specifically of those people currently living in residential care homes, day service users, their carers and the staff who provide care and support. The communication and consultation activities for the programme were broken down into two distinct areas:

- The wider consultation
- The detailed consultation – which is further divided into stages, one and two.

Given the range and complexities of the programme, a number of consultation methods have been used to respond to each audience group. This includes the use of the following:

#### **Wider questionnaire**

A general questionnaire has been used to consult with a wide range of stakeholders and the wider public. This was available on the council's consultation portal 'Talking Point' from 9 January – 30 April 2011

- Website and dedicated email address
- Frequently Asked Questions
- Stakeholder workshop events
- Staff stakeholder event
- Article in staff newsletter
- Article in Carers Leeds newsletter
- Open public meetings

Further details of all these aspects of the consultation are described below.

### **Detailed questionnaire**

A detailed questionnaire has been used in one to one interviews with those directly affected as a tool to capture responses to the proposed option for each individual home and day care centre. The purpose of using a questionnaire was to ensure consistency throughout this process. Each individual meeting has been logged and interpreted using a quantitative and qualitative approach.

### **Fact Sheet**

A fact sheet providing background information to the proposed changes, details of the consultation and information for further help and information was sent to all those directly affected and also made available on line and at One Stop Centres throughout the city.

Information about the consultation and consultation materials, including the questionnaires, were produced and made available on request in a number of accessible formats including other languages, audio, Braille, and large print. For people not able to make decisions for themselves, or with no relatives or friends to be present, independent advocates were offered to support them or speak on their behalf.

### **Step 3: Consultation – the wider approach**

Delivering the proposed changes required consultation and engagement at a more general level with stakeholder and interest groups and the wider general public who may have expectations about the future of older peoples care services. At its meeting in November 2010, Executive Board approved a phased, city-wide public consultation on the impact of the Comprehensive Spending Review announced by the Government in October. Following this, Adult Social Care undertook some broad consultation on its own priorities arising from this financial challenge and the need to modernise services. The consultation, branded `The Future for Adult Social Care in Leeds` took place between February and June 2011 and consisted of the following three main themes.

- The Future for Adult Social Care in Leeds
- Older People's Futures: Residential and Day Care Services
- Charging for Non-Residential Care services

Seven consultation workshops and six market road shows were held, attended by over 200 people from the following key stakeholder and interest groups

- Current users of adult social care services directly affected by some of the proposals and members of peer led groups and organisations
- Carers as members of peer led groups and organisations
- Voluntary, Community and Faith organisations
- Independent Sector Providers of adult social services
- Members of staff
- Equality and Diversity groups and organisations

In addition to these events, as mentioned above, a fact sheet and questionnaire was available online through the council's consultation portal, 'Talking Point' from 9 January – 30 April 2011 and also at One-Stop Centres across the city.

The wider consultation process was designed to achieve a number of aims:

- To raise awareness of what is driving change in adult social care services
- To seek the views of the general public and stakeholders on the council's vision for these services
- To receive feedback on different options to achieve this vision
- To give the general public and stakeholder the opportunity to express their views on how to improve services, what future expectations will be and what services the council should be providing
- To inform the decision making that will ensure that services are fit for the future for the citizens of Leeds

In general, the wider consultation has been helpful in framing both the option appraisal and developing a more detailed understanding of the threats and opportunities perceived by the public and stakeholders in relation to these services.

**The findings from this consultation is summarised in section 3 of this report**

#### **Step 4: Changes to timescales**

Initial plans outlined a three month consultation period from January to the end of March 2011. The scale, complexities and potential impact of the services under consideration resulted in the first phase of the review taking longer than originally envisaged.

Further time was also required to fully assimilate and respond to the findings and feedback from the earlier stages of the consultation, including from the Area Committees meetings in January and February outlined later in the report, prior to embarking on stage two of the more detailed consultation with those directly affected on the specific options for each individual home and day care centre. The extended timescales to the programme provided the opportunity for officers to establish a greater understanding of the care and support needs of those directly affected by the proposals and the range of potential alternative provision. This also ensured that the options appraisal took full account of the views expressed in the course of public and stakeholder consultation.

#### **Step 5: Detailed consultation with residents, relatives and carers**

Informed by the outcome of the scrutiny inquiry, the aim of the consultation on the proposals with existing residents of residential care homes, day care users and their families and carers was to ;

- seek their views about the actual process and formula for deciding the options for the future running of their residential care home. This would help identify any gaps and ensure that those affected understand what is being talked about, why the changes are being made and consider how this will affect them as an individual. **(Stage one of the consultation)**
- determine the impact of the proposals on individuals and how we might reduce this and ensure that the needs of individuals are adequately assessed in making any plans. **(Stage 2 of the consultation)**

**Stage one of the detailed consultation** with residents, day service users and their relatives and carers was delivered through the communication of three letters. Approximately 2,500 letters were circulated each time. Included with the third letter sent on 20 January was a detailed fact sheet outlining the background to the proposals and an explanation of the criteria for determining the option for each individual home and day centre. Staff were fully briefed to be able to assist residents and day centre users understand and take-in the information.

The third letter also outlined the timescales and details of the next phase of the consultation, scheduled originally to commence in mid February. A further letter was issued therefore to explain the circumstances and reasons for the slip in timescales from those originally reported (described above in step 4). The aim was to alleviate any anxieties and maintain clear lines of communication, engaging particularly with relatives and carers to build their confidence and trust in the consultation process.

Providing relatives and carers with information and consulting them at each stage of the review was a key component of the consultation programme. Ongoing communication is a factor and a range of resources, in addition to the letters described above, were utilised to keep relatives and carers informed and involved in the process. An article outlining the background to the proposals and information on the consultation was published in the Carers Leeds newsletter and representatives from carers' forums were invited to participate in the stakeholder consultation events held on 18 February and 28 March described in step 4 above.

#### **Stage 2 of detailed consultation**

Following completion of the individual option appraisals, consultation ran from 16 May to 5 August on the specific proposal with those directly affected. Consultation materials bespoke to each residential home and day service were produced which included an explanation of the criteria which have been applied in determining the option.

The consultation has been undertaken in a 'person centred' way and one to one interviews have been offered to everyone affected. The manager in each home and centre arranged a suitable future date and time for the one-to-one interviews to take place. Relatives, carers or friends were also invited to attend. A questionnaire, available in a range of formats has been used. The aim was to capture people's responses to the proposed changes and determine the impact on individuals and how this might be reduced as plans are developed.

Care and consideration has been given to any communication issues for each individual resident and day care user. The programme team, has prior to any engagement with residents and day care users, worked with each home and centre manager to identify individual's communication needs. A consultation plan was developed that incorporates the need to be mindful of engaging with older people who may be inevitably anxious about the proposals, particularly those with complex needs, such as those with dementia

Capacity to participate in the consultation has been determined by the home manager. Guidance notes were issued designed to prompt and guide managers in obtaining the views of residents and service users with dementia. Semi-structured interviews, where a relaxed, one to one, meeting takes place was the chosen method for this purpose.

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

## **Step 5: Consultation - Elected Members**

### **Area Committees**

To ensure that future services reflect local needs and opportunities and to allow their local knowledge and experience influence the consultation, officers in ASC made presentations to all 10 area committees in January and February 2011.

Members of the area committees were asked to comment on the criteria for determining the most appropriate option for each facility particularly in terms of local factors and to suggest specific local issues that will help plan for the future needs of older people. All the recommendations and feedback generated from these meetings have been addressed. In addition, Members suggested specific local voluntary organisations working with older people to be invited to take part in the consultation. Officers in ASC facilitated this and a range of organisations were invited to the stakeholder consultation events described above in Step 4.

Feedback from the area committee meetings along with the actions that have been taken are outlined in section 3 of this report.

### **Area Committee Chairs**

As previously mentioned, Officers in ASC made a presentation to Area Committee Chairs at the meeting on 3<sup>rd</sup> December. Further reports, inviting Members to comment on the progress and direction of travel of the programme were presented at meetings in April and June 2011.

In addition, a briefing note was circulated to Area Committee Chairs on 17 March to advise them that due to the extended timescales no further reports would be presented at area committee meetings in March and April as originally planned. To ensure opportunities for public participation, consultation materials were made available in one-stop centres across the city and a further press release issued promoting the consultation.

### **Adult Social Care Scrutiny Board**

Details of the inquiry conducted by ASC Scrutiny Board are outlined in the Executive Board report. Reference is made to Scrutiny Board's consideration of the consultation methodology earlier in this report.

In addition to this, further reports inviting Scrutiny Board to comment on the progress and direction of travel of the programme were presented at meetings in January, February, April and July 2011.

### **All Elected Members**

In addition to the reports presented to all 10 area committees and Area Committee Chairs, steps were taken to ensure that all elected members were kept fully informed on the proposed options and a briefing note outlining the proposals was circulated to all 99 members in March and May 2011. The aim of these briefing notes were to;

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

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

The following individual ward member briefings took place.

- Face to face meetings 46 Members seen
- Further email briefings 5
- Telephone briefings 4
- Total 55

In total 70 enquiries have been received from Elected Members. A range of formal and informal representations were received from elected members of all parties. Comments ranged from understanding of and support for the proposals to outright opposition and strong representations on behalf of constituents. Some of these were supported by Members of Parliament.

### **Members of Parliament**

Invitations to submit a response to the consultation were made to MPs in May 2011. Approx 7 enquiries have been received.

**Step 6: Consultation and Engagement with staff.** Keeping our staff informed and involved is expected as a good employer. However it is also integral in helping to provide a greater sense of security on the part of residents and day care users. If staff that are affected by change feel confident and involved then not only is this consistent with their employment rights but also makes the management of change easier. It also removes a potential source of anxiety on the part of residents and relatives who will be concerned to know what will happen to the people who look after them. Staff also contributed a wealth of experience and expertise to draw upon as the change programme moves forward.

In order to establish clear lines of communication and engagement right from the start, letters were sent to staff 9<sup>th</sup> December advising them of the intention to seek Executive Board approval on the proposals and again on 16<sup>th</sup> December following Executive Board's decision. Following this a briefing took place with staff and senior managers.

Staff briefings on the proposed options took place during week commencing 9<sup>th</sup> May. A questionnaire has been approved by the Trade Unions and made available to all staff for completion.

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

Approximately 183 staff questionnaires have been received

Feedback from staff questionnaires are available in sections 3 and 4 of this report

### **Step 7: Consultation with other stakeholders**

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

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

Two formal responses have been received from NHS Leeds and Leeds Community Healthcare and a further two from the Trade Unions.

Details of these responses are outlined in section 3 and 4 of this report.

### **Media relations**

The programme team have liaised closely with Corporate Communications and the Press Office to ensure continuing contact with various media for the purpose of informing the public of progress on the review in a positive, consistent and credible manner and to ensure timely and widespread media coverage. There was also local and national press and television coverage and Members of Parliament visited a number of the homes and centres and met with users, relatives, carers and staff as did a number of ward councillors.

There were a total of 31 media enquiries in total.

### **Press releases:**

7/12/10 'Council to consult on reshaping of adult social care services in Leeds'

16/12/10 'Consultation on the reshaping of adult social care services given the go ahead'

20/01/11 ' People encouraged to have their say on the future of residential care homes and day centres for the elderly in Leeds'

25/02/11 'Public to have their say on adult social care services for the future in Leeds'

26/04/11 'Adult social care public consultation comes to Morley'

01/04/11 'An extra chance for the public to have their say on the transformation of adult social care services in Leeds'

09/05/11 'Second phase of consultation on residential and day care for older people gets underway'

12/05/11 'Service users to have their say on proposals for residential and day care services'

11/08/11 'Consultation closes about older people's services in Leeds'

## Petitions

9 petitions have been received from the following.

Service	Petition	Number of signatures
<b>Dolphin Manor</b>	1/8/11 Petition	Approx 2100 signatures
	8/8/11 Petition sent with 10 boxes (approx 1500) of letters	
<b>Grange Court</b>	4/8/11 E petition	Approx 207 signatures
<b>Harry Booth House</b>	2/8/11 Petition	Approx 62 signatures
<b>Rose Farm DC</b>	20/7/11 E petition	Approx 2107 signatures
	27/7/11 Petition	
<b>Spring Gardens HOP</b>	27/7/11 Petition	Approx 2030 signatures
<b>Westholme HOP</b>	12/08/11 Petition	Approx 920 signatures
<b>Knowle Manor</b>	26/7/11 Petition	Approx 2640 signatures

## Public meetings

In addition the following public meetings arranged by relatives and lobby groups were held and attended by the Director of Adult Social Care and senior managers:

- Proposed options for Dolphin Manor and Rose Farm 19 July 2011, Rothwell Methodist Church
- Proposed option for Spring Gardens. Thursday 21 July, 7.30pm The Black Horse Hotel, Westgate Otley
- Proposed option for Harry Booth House, Beeston Community Forum 5 August 2011

Equality Impact Assessments (EIAs) have been carried out on each proposal as a parallel process to the consultation. The EIAs consider feedback from the consultation and are intended to support the decision making process by testing whether the proposed options are fair by identifying the potential impact of any changes/decisions on each protected equality characteristic. The EIA sets out measures to eradicate or minimise any adverse impacts.



## Section Three – overall summary of the full consultation

This section of the report provides information about the main themes emerging from all of the consultation activity related to Older People’s Futures: Residential and Day Care, including, where appropriate the findings from broader consultation on ‘The Future for Adult Social Care in Leeds’ consultation.

Further detail on each of the consultation elements broken down by stakeholder group is contained later in this section and in section 4.

Below is a table which outlines the key submissions we have received from stakeholders throughout the whole consultation process.

Stakeholders	Consultation responses included within the analysis
<b>Residential Home service users, relatives, next of kins</b>	<b>1900</b> approx enquiries by email, telephone and letter. There has been increased interest regarding Dolphin Manor Home (1500 letters), Grange Court Home, Knowle Manor Home, Spring Gardens Home and Westholme Home (comments book) <b>700</b> approx questionnaires returned as part of the detailed one to one consultation
<b>Day Care service users, relatives and next of kins</b>	
<b>ASC service users</b>	<b>100</b> approx people attended wider consultation events
<b>General public</b>	<b>63</b> questionnaires completed on Talking Point and in One Stop Centres <b>9</b> press releases <b>31</b> media enquiries
<b>Public meetings</b>	<b>3</b> public meetings – Rothwell (Dolphin Manor and Rose Farm), Otley (Spring Gardens) and Beeston and Holbeck (Harry Booth House)
<b>Petitions</b>	<b>9</b> petitions including Dolphin Manor and Rose Farm (2107 signatures), Knowle Manor (2640 signatures), Spring Gardens (2030 signatures), Westholme (920 signatures), Grange Court (207 signatures), Kirkland House (339 signatures) and Harry Booth House (62 signatures)
<b>Residential Home staff</b>	<b>37</b> individual briefing sessions at each unit outlining proposals <b>183</b> staff survey responses
<b>Day Care staff</b>	
<b>Forums/Sub Groups</b>	<b>5</b> forums and sub group meetings - Outer north west area committee health & well-being sub-group x 2, Beeston community forum x 2, and Westfield Tenants and Residents Group
<b>Voluntary, Community and Faith Groups</b>	<b>80</b> approx groups/individuals attended wider consultation events <b>1</b> formal response from Carers Expert Advisory Group
<b>NHS Leeds</b>	<b>2</b> formal submissions as part of the consultation process
<b>Independent Sector Providers</b>	<b>20</b> approx groups/individuals attended wider consultation events
<b>Unions</b>	<b>2</b> formal submissions received as part of the consultation process
<b>Elected Members</b>	<b>70</b> enquiries (letter/email/phone) <b>55</b> Individual briefings (face to face/email/telephone)
<b>MPs</b>	<b>7</b> MP enquiries
<b>Area Committees</b>	<b>3</b> Area Committee Chairs meetings <b>10</b> Area Committee meetings
<b>Parish and Town Councils</b>	<b>1</b> enquiry from a Parish Council
<b>Scrutiny Board</b>	<b>5</b> Scrutiny Boards

The overall findings have been collated into three main categories – Strategic, People and Financial.

## Strategic

- In the commissioning of more services from the Independent Sector, Adult Social Care should consider the following:
  - That the provision of services is not just based on price but also quality.
  - That they consider a more collaborative way of commissioning rather than just a competitive approach. Working in partnership with organisations will better enable Adult Social Care to achieve its objectives and achieve positive outcomes for people.
  - The monitoring of services is key to ensuring quality and safeguarding people
  - That there should be some equality or equity in the commissioning process so that small organisations (particularly in the voluntary sector) are able to provide services.
- In looking at reducing the building based day services, Adult Social Care should consider the impact of such a policy as it may/will result in social isolation, which in turn will lead to an increase in the number of people with mental health problems who will require additional services.
- Concerns about highly trained members of staff leaving the service and the implications that this has for the quality of the service. Leeds City Council should protect jobs for its employees recognising the skills, experience and knowledge that have been invested in members of staff.
- Need to at least maintain the specialist services for people with dementia
- There is a need to at least maintain the level of respite services for carers both in a residential and day care setting. Adult Social Care needs to ensure that it does not impose additional caring responsibilities on carers.
- There needs to be a whole system approach to change within the council and across the partnerships with the need to integrate plans as appropriate.
- Service Providers in all sectors and community groups need clear guidance about the longer term change programme, what future services are needed and what investment opportunities there are.
- There are concerns that the residential strategy may be at risk as there are a number of Independent Sector homes in financial difficulty.
- The Local Authority needs to keep its community resources open and develop them more as alternatives to traditional services such as day centres. Communities are interested in forming social enterprise organisations or community partnerships to make community use of buildings. The aim would be to improve community well-being and business skills leading to community sustainability.
- There needs to be a diversity of provision in the care market.
- Consideration should be given to not closing more than one home or one service in each area.
- Communication and information were important to all stakeholders, and all wanted to be regularly informed about the transformation of services and changes to policies. Further additional events should be planned to update people.
- Issues were raised in relation to the criteria that had been used to inform the commissioning decisions:
  - No consideration of local community needs
  - No consideration of the residents and service users
  - Whilst there was no information relating to the weighting of the criteria, Stakeholders noted that quality of care and the needs and dependencies of people should have a higher weighting than the building.

## People

- Overall there is a lot of change happening, not just to benefits and Adult Social Care/Leeds City Council needs to factor this change into their own proposals.
- A balance needs to be achieved between independence and isolation.
- Adult Social Care needs to take account the impact that the change will have on people's mental and physical well-being.
- There is a need for alternative services to be provided in the locality in which people live; people generally wish to remain living in their community close to relatives and friends.
- We need to manage people's concerns and expectations during the implementation of the changes, providing practical support and more and better information about the proposed changes, how it will affect people and more details about alternative services.

## Financial

- The Independent and Voluntary sectors are facing reduced funding and it is likely that it will be in these sectors that will provide alternative services. Issues that will contribute to a need to review the funding to these sectors are: the need to ensure that there is a sustainable workforce; increasing dependency at the point of admission into residential care.
- Some stakeholders perceived the changes as cuts and were concerned about where the cuts would fall and would there be some equity in where these cuts are made. Adult Social Care need to deal with the perception that the public have, that the authority is trying to save money rather than improving services.
- There is some concern that the alternative services will not be affordable. This could lead to a two tier residential care system with the better run homes not affordable to most and people on benefits will be in less well run homes because they are affordable.
- People are generally not concerned about en-suite facilities instead they are more concerned about the standard of care they receive.
- The Local Authority should invest in the services (and buildings) that it currently provides and manage their finances accordingly. The money for services to older and vulnerable people could be ring fenced ensuring a commitment to the provision of these services. The council should make savings elsewhere.
- Consider additional use of the buildings by communities and organisations which would contribute towards the cost of the services.

# Wider Consultation – in detail

## 1. Consultation Events

Consultation on 'Older People's Futures: Residential and Day Care Services' formed part of the broader consultation that Adult Social Care undertook on 'The Future for Adult Social Care in Leeds'. This broader, more strategic consultation looked at the priorities for Adult Social Care in meeting the financial and modernisation agendas.

Stakeholders' contribution to this broader consultation has some relevance to the more specific topics opened up for discussion on Older People's Futures. The main findings arising from these consultation events were as follows:

- There is some distrust of the services provided by the Independent Sector. Concerns related to the standard of care provided and the `nature` of the arrangement; that is making a profit from the provision of care services to vulnerable people.
- Self Directed Support is currently not viewed as a viable option/alternative to the provision of traditional building based services in Leeds.
- The provision of services should not be just based on how much (or little) they cost. Issues such as quality, local (community) provision and the requirements of people who need the services are just as important.
- Adult Social Care needs to commit to partnership working with the different sectors that provide adult social care services, including the VCF and the private sectors; adopting a more collaborative rather than a competitive approach to commissioning. Both the VCF and the private sector believe that they can provide viable alternatives to Local Authority directly provided services.
- It is difficult for small organisations to compete for commissioned services such as home care. In addition, the costs of competing, with reference to such issues as continuous professional training and development, are prohibitive in the current climate. Whilst Stakeholders understand the tension between personalised services and localism and the need to integrate services to achieve economy of scale, some Stakeholders are concerned that focusing on large contracts for efficiency purposes means that smaller community groups will not be able to access funding.
- There needs to be a strategic approach to change and setting priorities within the Council and across the partnerships. Priorities should not be set in isolation from other sectors and the communities instead there should be more synergy as priorities are not always the same.
- There is a need to provide more and better information about the changes proposed and what alternative services are available.
- Stakeholders requested that Adult Social Care continue to communicate with them, and preferably face to face, on a regular basis about our strategies/plans and the development and implementation of the change programme.
- It was generally agreed that maintaining people's independence is a priority; however, in the view of Stakeholders, this requires the provision of preventative services.
- A number of issues arose relating to the management of change for the people affected by the proposed changes, with consideration to the logistics of transferring people between services.
- Consider additional use of the buildings by communities and organisations which would contribute towards the cost of the services
- Explore opportunities for social enterprises or community partnership arrangements to make use of the facilities for community use if services cease.

## 2. Talking Point

In summary, the findings of the consultation show that:

- People generally accept the suggestion that change is necessary particularly in the context of financial constraints and for the reasons outlined in the Fact Sheet that accompanied the questionnaire.
- People have concerns about the standard and quality of provision in independent sector residential care homes
- Some council provision should be kept and mechanisms in place for the council to monitor standards and quality in the independent sector. This will ensure a balanced market in terms of choice and cost.
- The need to strengthen the capacity of the Third Sector to develop community services to cope with increased demand
- People are supportive of the development of specialist services, such as services for people with dementia.
- People are supportive of partnership working with the NHS and the Third Sector although concern expressed that this is managed effectively to achieve joined up working.
- The need to ensure changes to day care do not create social isolation of older people
- Most people indicated that they had mixed views about the options proposed. People's additional comments indicated that they did not agree with the proposals or they raised concerns about alternative provision.

- The need for clear communications about the changes to service users, carers and other stakeholders, particularly that older people's communications needs are met.
- If the proposals do go ahead then consideration needs to be given to the impact that the change will have on service users in particular but also families and members of staff.

### 3. Consultation with Area Committees

Area Committee meeting	Comment/ recommendation	Action taken
<b>Outer South, 31 January</b>	<ol style="list-style-type: none"> <li>1. The need to consult with Town &amp; Parish Councils</li> <li>2. Capacity of private and voluntary sector to provide alternative provision</li> <li>3. Care Quality Commission awarded current homes in outer south with excellent ratings</li> <li>4. Members requested to be kept fully informed throughout consultation</li> </ol>	<ol style="list-style-type: none"> <li>1. All Town and Parish Councils in outer south contacted by email and sent fact sheet and details of how people can make their views known during the consultation process. This extended to all Town and Parish Council across the city on 7 Feb</li> <li>2. Commissioning officers continue to survey the full extent of capacity in the market in Leeds and early results are confirming expectations that significant capacity exists to accommodate increase in referrals</li> <li>3. Comment noted</li> <li>4. Briefing note sent to area committee chairs 17 March to explain reasons for delay in moving to next phase of review</li> </ol>
<b>Inner North East, 31 January</b>	<ol style="list-style-type: none"> <li>1. Need to ensure carers are given every opportunity to participate in the consultation</li> <li>2. To ensure that alternative, preventative and personalised services are promoted particularly to BME users of service</li> <li>3. The need to consult with smaller, local voluntary organisations, e.g. luncheon clubs</li> <li>4. The need to ensure that potential future users, not yet known to adult social care services, are consulted</li> <li>5. Members commented on the prohibitive costs of refurbishing council run homes in order to bring them up to the necessary standards, compared to the cheaper service on offer in the private sector</li> </ol>	<ol style="list-style-type: none"> <li>1. Article produced for Carers Leeds quarterly newsletter. Carers organisations invited to Phase 2 stakeholder consultation events</li> <li>2. Consulted with the Older Peoples Reference Group including BME user and carer representatives. Consultation materials circulated to group translated to Punjabi, Urdu and Hindi</li> <li>3. Neighbourhood Networks invited to participate in Phase 2 stakeholder consultation events</li> <li>4. Further press release with details of how to get involved; Phase 2 consultation to include promotion of community based and self-directed support services; Wider consultation promoted through one-stop centres and media campaign. Online and hard copies of questionnaire available</li> <li>5. Comment noted</li> </ol>
<b>Inner East, 3 Feb</b>	<ol style="list-style-type: none"> <li>1. Generally positive response and acceptance that change is necessary but with concerns that transition of services to be achieved through careful planning and management with the vulnerable older people who use the services.</li> <li>2. The need to keep friendship groups together</li> <li>3. Centres that are dedicated to a particular group or provide specialist services remain popular and are well attended.</li> </ol>	<ol style="list-style-type: none"> <li>1. Individual needs assessment to be undertaken for residents by appropriately qualified staff. Equality Impact Assessment will mitigate against any adverse impact</li> <li>2. Individual care/needs assessments will identify requirements for friendship groups to remain intact</li> <li>3. Comment noted</li> </ol>
<b>Outer North West, 7 Feb</b>	<ol style="list-style-type: none"> <li>1. Request that the review is discussed through the area committee's health and well-being sub-group</li> <li>2. Need to address capital investment and consider maintenance backlog when addressing options</li> <li>3. Need to focus on the best care option when addressing the adult social care budget</li> <li>4. Need to consult with Horsforth Live at Home and Billing View Community Group</li> </ol>	<ol style="list-style-type: none"> <li>1. Meeting attended by Deputy Director, Commissioning 22<sup>nd</sup> March</li> <li>2. Both these criteria are included in assessment to identify future options and asset management is an integral part of the programme</li> <li>3. Comment noted</li> <li>4. Programme team contacted these groups and circulated consultation materials</li> </ol>
<b>Outer North East, 7 Feb</b>	<ol style="list-style-type: none"> <li>1. Can we evidence that the cost of a place in a new, purpose-built home in the</li> </ol>	<ol style="list-style-type: none"> <li>1. Costs for independent sector homes currently being validated</li> </ol>

	<p>independent sector is at no greater cost</p> <ol style="list-style-type: none"> <li>Members strongly opposed to increasing charges for people who can afford to pay more</li> <li>Perceived lack of consultation with Members. Feel they are being presented with a fait accompli - the Executive Board had effectively decided that savings needed to be made and, in the Area Committee's view, this consultation exercise is merely an academic exercise, pending the decision later in the year to close facilities.</li> <li>Members expressed surprise that residents and relatives of Primrose Hill had not, to date, been consulted.</li> <li>Members were also sceptical whether, if Primrose Hill did close, places could be found locally for the 36 current residents? In their view, any suggested closure of Primrose Hill should be co-ordinated with the proposed opening of the new private home in Wetherby, and Primrose Hill residents should be given priority in terms of the new home.</li> <li>Request that Wetherby in Support of the Elderly and Boston Spa Parish Council are included in the consultation</li> </ol>	<ol style="list-style-type: none"> <li>Comment noted</li> <li>Members advised that no decisions have been taken and the consultation process is a very real process in which all stakeholders' views are being sought and will be taken into account in the final report back to the Executive Board in the summer.</li> <li>Residents and relatives sent letter and fact sheet on 20 January outlining consultation process. Further consultation on specific option following completion of options appraisal</li> <li>Members referred to options agreed by Executive Board in December that if facility is to be decommissioned, 'if appropriate alternative accommodation is available nearby, then residents would be offered opportunities to move there'</li> <li>Programme team have contacted these groups and circulated consultation materials</li> </ol>
<b>Outer East, 8 Feb</b>	<ol style="list-style-type: none"> <li>The need to consult with Town &amp; Parish Councils</li> <li>Concerns about the lack of consultation with elected members</li> <li>Stressed the importance of Neighbourhood networks, particularly in terms of supporting people in their own homes</li> <li>Concerns about the impact of changes on those with dementia</li> </ol>	<ol style="list-style-type: none"> <li>All Town and Parish Councils in outer east contacted by email and sent fact sheet and details of how people can make their views known during the consultation process</li> <li>Comment noted</li> <li>Comment noted</li> <li>One of the options as part of the review is to redevelop services as specialist care facilities for those with dementia</li> </ol>
<b>Inner South, 9 Feb</b>	<ol style="list-style-type: none"> <li>Concern about the future of Harry Booth House</li> <li>Members requested further information on alternative provision</li> <li>Concerns about mixed services in day centres and support for dementia sufferers</li> <li>Members suggested exploring opportunities for VCFS sector to extend the range of services offered</li> </ol>	<ol style="list-style-type: none"> <li>Comment noted.</li> <li>Analysis undertaken of people in receipt of direct payments / individual budgets in inner South as this will be the primary alternative to day care.</li> <li>Comment noted</li> <li>ASC engaging with Neighbourhood Networks</li> </ol>
<b>Inner West, 16 Feb</b>	<ol style="list-style-type: none"> <li>Members acknowledge the extent of the challenges facing the council in relation to older people's residential and day care services.</li> <li>Members praised the dedication of staff involved in the provision of services for older people</li> <li>The current and future needs of the BME population in the Inner West area and throughout the city must be taken into account through contact with churches, mosques and gurdwaras.</li> </ol>	<ol style="list-style-type: none"> <li>Comment noted</li> <li>Comment noted</li> <li>BME and equality groups invited to stakeholder consultation event on 6 April. Programme team to ensure Inner West groups are represented</li> </ol>
<b>Outer West, 28 Jan</b>	<ol style="list-style-type: none"> <li>Area Committee Chair requested that a sub-group of the area committee is established to study the proposals in more detail and prepare a response on behalf of the area committee</li> </ol>	<ol style="list-style-type: none"> <li>First meeting of sub-group 31 March.</li> </ol>
<b>Inner North West, 24 Feb</b>	<ol style="list-style-type: none"> <li>Members commented on the development of new services as alternatives to residential and day care</li> </ol>	<ol style="list-style-type: none"> <li>Comment noted</li> </ol>

# Detailed Consultation Summary

## 1. Letters, phone calls and e-mails from stage one and stage two of the detailed consultation

Approximately 1900 enquiries have been received from residents, day care users, relatives and carers. In addition, 1500 people, including relatives and local residents, sent in a letter expressing concerns over the proposed closure of Dolphin Manor. The following is a summary of issues raised:

Don't close/change services  
What will happen if unit closes?  
Keep informed/involved  
Concerned it's a 'done deal'  
Positive comments on communication  
Positive comments on res & day care service  
Concerns re friendship groups  
Concerns re needs of vulnerable older people  
Critical of communication process including delay; lack of communication; 'leading' questionnaire  
More info re proposals  
More info re ASC Services  
Critical of current service  
Understand why cuts are needed  
Didn't know why we contacted them  
Capacity of Independent Sector  
Queries regarding one to ones  
Asking for clarity regarding the proposals following the most recent letter  
Confusions over consulting again when previous consultation was 2 years ago – day services  
Concern over privatisation of services  
Concern - if services is to be re-commissioned, can current users continue to use?  
Option appraisal justification – questions around facts and figures  
Concerns about standards of Independent Sector care homes  
Questions raised around the criteria applied to determine the proposals  
Issues regarding en-suite and room sizes – not a key criteria  
Explore opportunities for social enterprises or community partnership arrangements to make use of the facilities for community use if services cease  
More efficient use of buildings and services  
Concerns that proposals could create added pressure on NHS services  
Concerns proposals based on money and not quality of services  
Must ensure needs of carers  
Loss of beds impact on respite care  
Questionnaire should have been split between residential and day care services  
Concern about loss of relationships with staff and staff losing jobs  
Impact on health and well-being of vulnerable older people  
Criticism of profit driven nature of Independent Sector  
Financial detriment of having to move  
Concern over risk of 2 tier system – those who can afford and those who can't

## 2. Stage two findings - One to ones and completion of questionnaires with Service User and Carers

People are generally appreciative of the services that they currently receive and would prefer not to move to alternative provision. However, a number of people clearly do not know what alternative provision looks like and what to expect from it; a number of concerns were expressed about whether the alternative service could meet peoples' needs and provide at least the same standard and level of care and support that people receive at the current time. The provision of more and better information about alternative provision and the ability to visit other services with support was requested by a number of people as a means of resolving a number of concerns that they had.

Ensuring that alternative services are as local to where people live as possible was a very strong theme arising from the consultation. This was related to three main issues: the distance to travel to alternative day centres; the distance for people to travel to visit people in residential care; ensuring that people remain living in their communities.

Residents and carers noted that there were a number of practical issues that need to be considered for the move to alternative provision relating to the residents specific needs and more generally in relation to travel/transport and friendship groups.

Whilst the practical issues and concerns of people are dealt with, people expressed the view that the proposals are having and will continue to have an impact on their health and well-being.

There needs to be clear, timely and appropriate information and communication about the change programme should the proposals be approved by Executive Board in September 2011. People are unsure about whether they or their relative will continue to receive services in the future and what these services will be. People asked for open and honest communication with the people that make the decisions. It was also noted that the decision should be made quickly with as much notice as possible of the changes provided to people.

The Council should maintain expenditure in Adult Social Care for the most deserving and vulnerable with care for older people being a priority; cuts should be made elsewhere in the Council. For a number of people en-suite facilities are not important, to them the care provided in their current service is more important.

People using services for people with dementia and their carers emphasised the need for ensuring that we maintain specialist services for people with dementia.

It was noted that for a number of people in a number of the services, any potential move will not be their first move. In addition a number of people stated that they had just started receiving the service, some after waiting some time for that service.

Service Users and Carers have told us through their responses to the questionnaire, what impact the proposals will have on them if they are implemented. People have said across the majority of the questionnaires that it will lead to: carer breakdown; people feeling lonely and being socially isolated; feeling de-motivated; will result in a deterioration in people's mental and physical health including a return of depression for a number of people; feeling distressed and anxious about the upheaval, making new friends and learning to trust new members of staff.

The Service Users and Carers that completed the questionnaire expressed what the service meant to them which helps describe what people want from the care services that they receive. These comments were common throughout the responses that were received from all services. They are as follows:

<b>Feeling safe and Secure</b>	<b>Feeling settled</b>	<b>Having continuity of care</b>	<b>Having social contact</b>	<b>Trust in members of staff</b>
<b>Well fed and nice meals</b>	<b>Feeling motivated</b>	<b>Having a goal</b>	<b>Meeting friends and staff</b>	<b>Access services that keep people independent</b>
<b>Having a constructive day</b>	<b>Familiarity of staff</b>	<b>Having friends I see regularly</b>	<b>Improving health and well-being</b>	<b>Being with caring people</b>
<b>Has routine which some people need</b>	<b>Enjoying good relationships with staff and other Service Users</b>	<b>Improving quality of life</b>	<b>Where people can access activities</b>	<b>Can go out on trips</b>
<b>Being with similar people</b>	<b>Feeling supported</b>	<b>Know where you are going to</b>	<b>Where people are understanding</b>	<b>Having some stability</b>
<b>Happiness</b>	<b>Homely atmosphere</b>	<b>Mental stimulus</b>	<b>Good transport and nice drivers</b>	<b>Being with people who know about my needs</b>
<b>Having my needs met</b>	<b>Can still meet with my friends and family in the locality</b>	<b>Where people have choice</b>		

### 3. Public Meetings

3 public meetings have been held across the city covering the following areas and facilities:

The following is a summary of some of the main issues and comments captured from these meetings:

- People generally did not agree with the proposals and would wish to remain within the current services that they receive.
- Some distrust of the private sector in terms of the quality of the care that they provide and the fact that a number of them make profit from providing care. There is some concern that people will have to pay more for some of these services.
- There is a perception that services are being run down implying that the decision have already been made about the decommissioning or recommissioning of these services.
- There are some concerns about whether other services in the areas can deal with the demand; some local services that people may choose are full.



- Continuing to receive services in peoples' local community/area is important to them; the services that people currently use are part of the community.
- Choice of services, in particular choice of who provides them, is removed if Local Authority care service provision is removed from the market.
- Maintaining friendship groups in alternative provision was important for people.
- Adult Social Care need to take into consideration the impact of the proposals on people who use the services.
- A lack of knowledge of alternative provision and the quality and capacity of the Independent Sector to provide alternative services
- Sufficient capacity and the viability of the Independent Sector given the collapse of Southern Cross.
- The risk to the health of residents brought about by any move and that any changes would have an unsettling and damaging effect on the most vulnerable

#### **4. Consultation with staff within the Residential and Day Services**

As a result of the feedback provided by staff through the questionnaires, two workshops were facilitated by the 'My Home Life' programme which dealt with the issues of looking after yourself and others in a period of change. The 'My Home Life' programme is a national development programme in the provision of residential care for older people developed by University College London with monies provided by the Department of Health and the Joseph Rowntree Foundation.

The implications for staff arising from the proposed decommissioning of establishments will be managed in accordance with the Council's Managing Workforce Change Policy. Workforce planning is embedded within the Directorate and, through controlled vacancy management, suitable alternative employment opportunities will be made available for any potentially displaced staff, through the reduction of agency workers. In addition the Council's Early Leavers Initiative (ELI) is being used as an additional opportunity to enable posts to become available for displaced staff, through the process of "switching" facilitated by the Council's Resourcing team.

## 5. Unions

Responses to the consultation have been received from two Unions. The main issues arising are:

- Concern that in today's present climate of provision and sustainability in the independent and private sector that the Council is moving towards more reliance on these sectors. The risk of failure in Independent Sector provision has not been fully assessed.
- Will other sectors have capacity to deal with the transfer from Local Authority service provision
- The Local Authority should maintain in-house services as a priority; in-house services can be modernised.

## 6. NHS Consultation

### Leeds Community Healthcare:

Overall feedback received has been supportive of the plans outlined with the view being that the direction outlined is right for the people of Leeds, the Authority and the Health Economy in terms of future transformational plans. Also:

- The strategy outlined supports the whole system agenda of maintaining people's independence and reducing dependency on services.
- The vision supports the shift from directly provided care to individualised/personalised care 'tailored' to need and choice.
- We are seeing a gradual (slower than expected) interest/uptake of Individual Budgets and watch with interest in relation to future provision of Individual Health budgets.
- More work is required to open up the market and introduce 'real' choice from a variety of providers including 3rd sector organisations.
- More work is needed with staff across different organisations to move away from the provision of traditional services and encourage service users to think about how their needs can be met. Staff outside social care can still build expectation for service users by suggesting/promoting traditional service options.
- The data regarding provision in other cities would have been more helpful using comparator cities (similar demography). It would be expected that Wakefield would have fewer day centres/residential homes given the difference in size of population.
- Timely access to alternative resources is critical in making the transition from traditional service provision to new alternatives. If people can't access what they need, and staff are unable to support them in getting what they need, there will be a resistance to letting go of traditional services or people will end up in crisis.
- Are there any means identified to monitor the impact of the changes? i.e. service user satisfaction. How will we know if people become more isolated?
- As frontline staff who visit residents in both the independent and the Leeds Council care home mentioned, many of Leeds City Council care homes are old fashioned buildings and need investment – so agree that to remain unchanged is not an option with the growing number of older people with increasing dementia related needs.
- The growing older population, including those with dementia, requires preventive services adapting to help meet the need for more people to remain at home for as long as possible. Access to support this from day services/centres is important.
- The proposals fit with a move to offer people maximum opportunity to remain within their own home wherever possible, with support being made available to facilitate this as required.

### NHS Leeds:

- supports the choice and control agenda promoted within Leeds City Council's proposals for residential and day care;
- supports the proposals to provide an increasingly broader range of options for older people in improved facilities and the use of technology, re-ablement and home care services (working in an integrated way with community health services) to provide the support and care people need to remain in their own home wherever possible;
- welcomes the fact that the proposals identify a way to provide quality services to older people in Leeds whilst addressing extremely difficult financial challenges; and
- supports Leeds City Council's intention to ensure quality intermediate care and dementia services are provided.
- The Leeds Health and Social Care Transformation Board has identified the development of integrated community health and social care teams as a priority for whole system change to improve the service user experience of services and to reduce the inappropriate use of acute services and long term care packages.
- To this end, NHS Leeds is keen to work with partners across the whole system to ensure that changes to the provision of residential and day care services are underpinned by an integrated approach and that all possible integration opportunities are exploited.

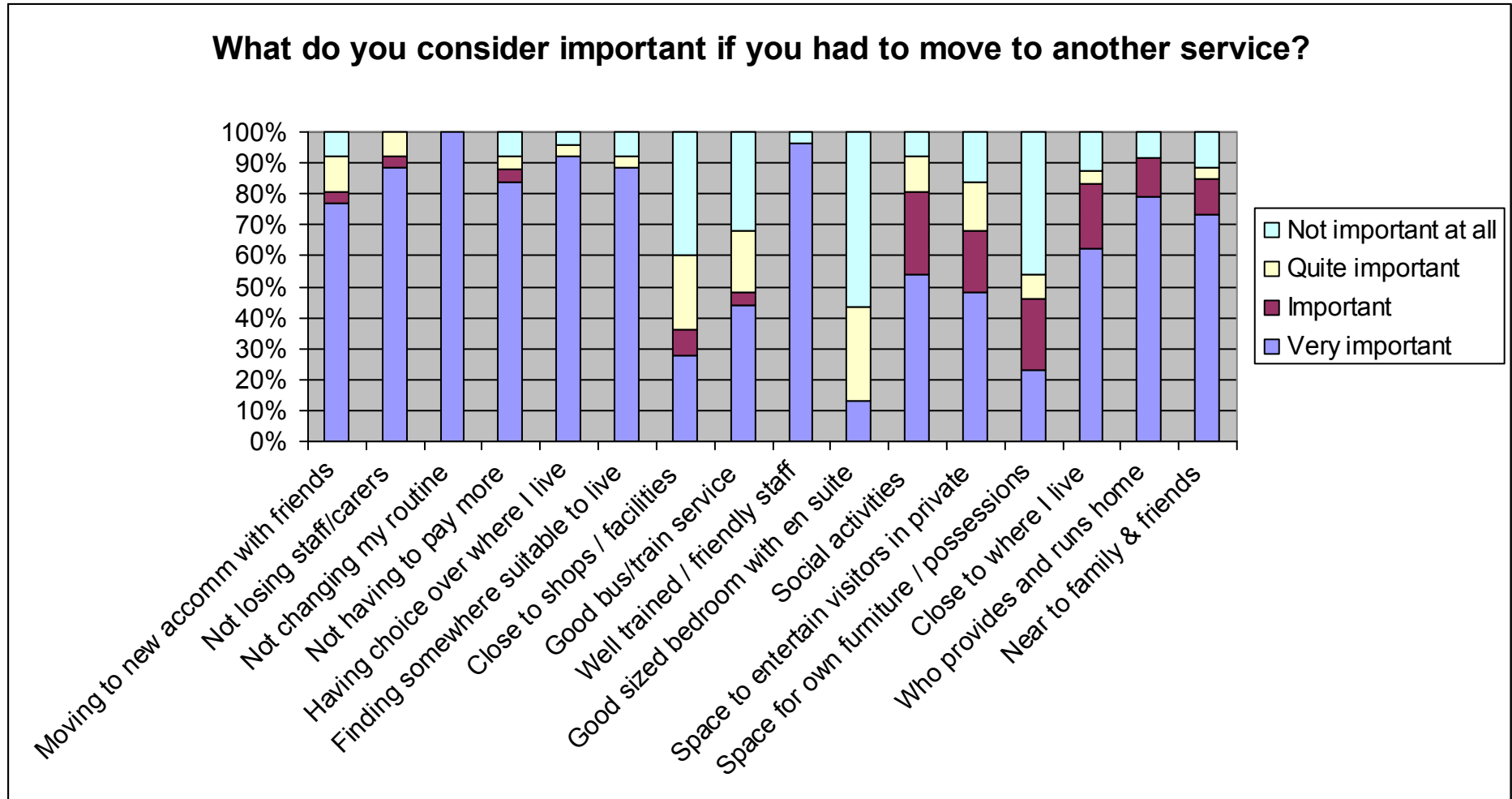
## Section Four – detailed consultation findings relating to specific services

The following information represents feedback and responses from consultation undertaken with those people currently living in residential care homes, day care users and their carers. A questionnaire was used in one to one interviews as a tool to capture responses to the proposed options for each individual home and day care centre. The questions highlighted are taken directly from the questionnaire. The aim of stage 2 of the consultation was to determine the impact of the proposals on individuals and how we might reduced this and ensure that the needs of individuals adequately assessed

The proposed options are the subject of Equality Impact Assessments (EIA) which have been completed as a parallel process to the consultation. The EIA is submitted with this consultation plan 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 are to be supported to safeguard human rights and equal rights, minimise distress and maximise the benefits to individuals.

Proposal	Unit	Service Users	Quests returned	Declined to complete quests/ no return contact	People unable to participate due to illness	Not returned quests after taking away to complete	Lack of capacity and no NOK (Advocate involved)	
<b>Re-commission</b>	Middlecross HOP	32	23	8	0	0	1	
	Richmond House	<b>n/a as no permanent/respite service users and no change proposed to the service</b>						
	Siegen Manor HOP	31	20	11	0	0	0	
	Harry Booth HOP	27	27	0	0	0	0	
	Amberton Court HOP	28	15	13	0	0	0	
	The Green HOP	40	24	16	0	0	0	
	Middlecross DC	37	25	12				
	Apna DC	49	0	All declined due to no change				
	Calverlands DC	61	34	27	0	0	0	
	Springfield DC	80	70	6	3	1		
	Laurel Bank DC	70	61	4	5	0	0	
	Frederick Hurdle DC	88	0	All declined due to no change				
	Wykebeck Valley DC	61	50	11	0	0	0	
The Green DC	49	12	37	0	0	0		
<b>De-commission</b>	Kirkland House HOP	29	28	0	1	0	0	
	Westholme HOP	29	29	0	0	0	0	
	Spring Gardens HOP	35	31	2	2	0	0	
	Dolphin Manor HOP	33	29	0	0	4	0	
	Knowle Manor HOP	26	38	0	0	0	1	
	Grange Court HOP	32	29	2	0	0	1	
	Spring Gardens DC	9	8	0	1	0	0	
	Rose Farm DC	44	44	0	0	0	0	
	Firthfields DC	51	50	0	1	0	0	
Lincolnfields DC	25	20	1	4	0	0		

1. Dolphin Manor – proposal to decommission



### **Does the range of criteria cover everything? If no what is missing?**

There is no overriding theme in the comments received; however, two people stated that there is/will be a lack of other options available in the area as other homes are affected.

Other comments related to:

- people wanting to stay local
- Not enough detail in the information was provided
- That there has been no discussion on the issue
- People making the decisions should have visited the home to see how good it is and how happy people are
- Everyone has a right to stay in their home.

### **Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

Once again a variety of responses were provided with no common theme emerging:

- No firm alternative offered
- No Independent Sector provision in Rothwell
- Not sure how the proposals will save costs
- That the decision has already been made
- Must have some consultation otherwise it is open to challenge
- No-one is bothered about the residents
- High standard of care provided at the home with a good bus route , lounge and garden

### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

The concerns of people related to:

- Residents losing friendships
- Resident's individual needs being met
- The loss of a home where they feel that they belong
- The uncertainty about the future
- That people will have to move out of the locality away from family and friends
- That Independent Sector Homes will need monitoring

### **How can Leeds City Council reduce your concerns?**

- A number of people (3) asked for the home not to be closed
- A request for "full" information on the available alternatives was made.
- To provide an opportunity for the resident and family to visit other facilities
- For the people who made proposals to talk to the residents direct and not through the staff at the home.

**Anything else not listed which is important to you?**

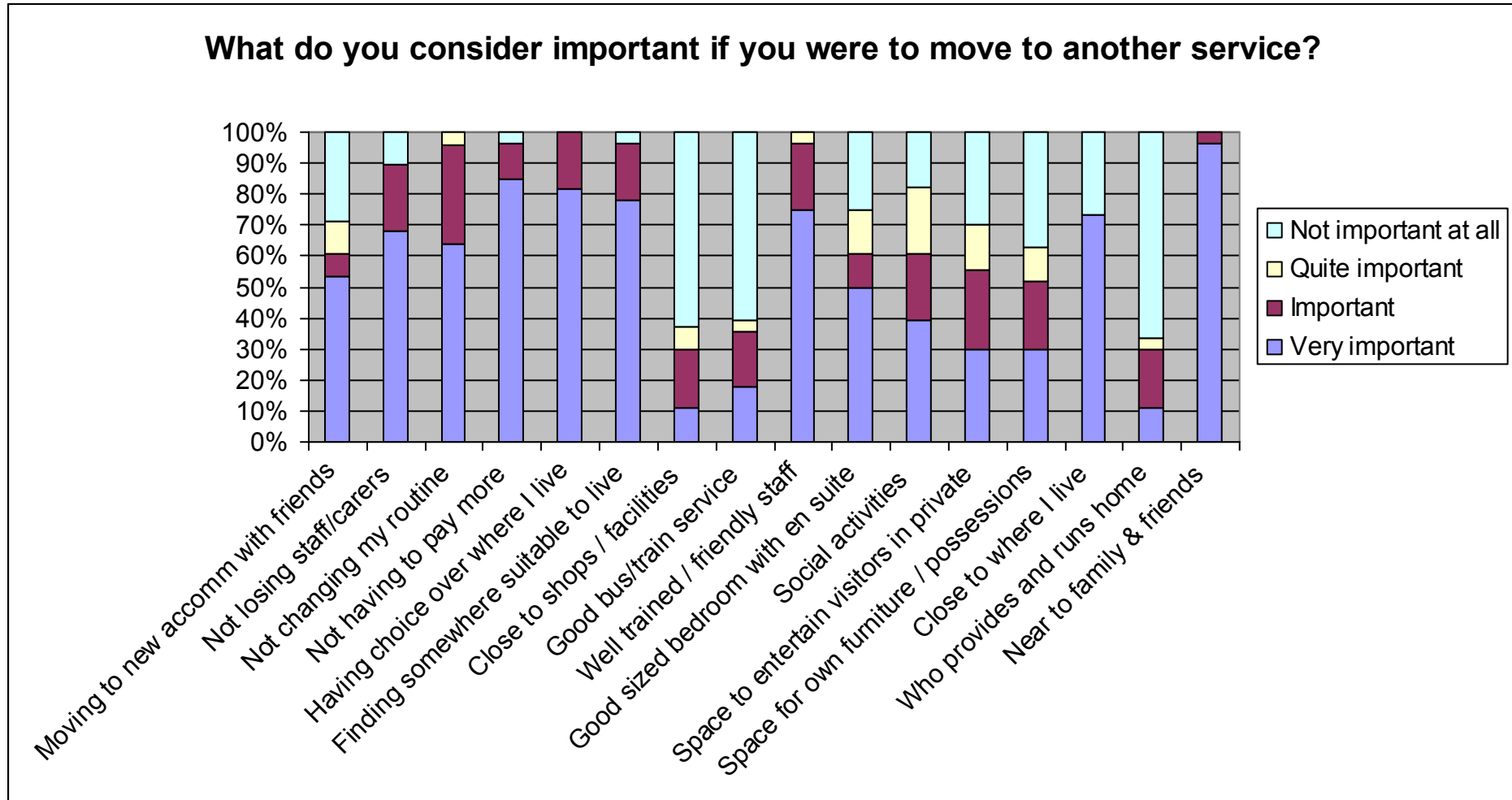
- Continuing to live in their local community (Rothwell) is important to people and people do not want to move.
- It was also noted that it was “vital” that homes fully meet older people’s needs, particularly in terms of high dependencies.

**Do you think there are any other options for making sure older people get care they need?**

Two themes emerged from the responses to this question:

- Don’t make the savings from “vulnerable and old people” but make them elsewhere; this would include wasting money on letters and questionnaires
- The people who make the decisions should talk to the residents, as they are the priority, and stop presuming that we know what they want; we should listen to them and give them what they want.

## 2. Kirkland House - proposal to decommission



### **Does the range of criteria cover everything? If no what is missing?**

Some comments were received in relation to the consultation and its part in the process:

- The meeting should have taken place before the proposals
- We have not consulted at an early enough stage

In addition it was thought that we had not considered the impact on people – their needs or their feelings, and that we had not undertaken a proper assessment of care needed.

One person was dissatisfied with the process and one other thought that we had put a higher rating on the structure of the building and not the quality of care.

### **Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

- Some residents had just moved in or had moved previously
- The proposals did not look at the people in the home and the residents were seen as secondary to other considerations such as the state of the building and financial considerations.
- A couple of people commented that we had already made up our mind and that we would do what we wanted.
- There is an understanding about the financial situation but respondents do not like the proposals and one wondered if we had considered all of the options.
- Residents should have been consulted earlier – the consultation was open to the general public at an earlier date.
- The move will cause a lot of upset and disruption and the timescale for the proposals is too quick.
- People obviously like the home and think well of the care provided.

### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

A number of comments were received covering a range of issues. There are, however, themes that have arisen from the comments received:

- People have concerns relating to the new home(s) that they will move into: where will it be; how far away will it be; what will the cost be; will it be accessible (distance) for visitors to continue to visit; will the accommodation be suitable to meet needs; will it be comfortable; what will the care standards be like.
- People think that the new home will not offer the same kind of service or standard of care – this is because they do not know anything about a potential new home. They are concerned that in the process they will lose friends and that new members of staff will not understand them. This would mean that they would not be able to settle in the new home. People like the continuity they get from and familiarity they have with, members of staff at the home. One person noted that they did not understand the consequences of the proposal.
- People are concerned about the impact the proposals are and will have on people leading, for example, to more ill health, being unsettled.
- Some people want to remain in the local area; some in the same home; and for some it would mean another move.
- One respondent was concerned about the impact on carers, though no other details were provided.

### **How can Leeds City Council reduce your concerns?**

In the main, people wanted us to change our minds and keep the home open. We should listen to people and take their feelings into account.

However, the responses do also show that people have thought about the need to move to an alternative home. The main issues for people arising from this are:



- Try and find a home either close to local area or close to Carer/relatives
- Do not mix dementia and non-dementia services
- Ensure that the care and well-being of the residents is paramount
- Do not move without the Carer's approval.
- Ensure that staff are trained (reference to dementia)
- Move people in groups

A number of people (4) asked for an early/quick decision on the future of the home.

Provision of more information to keep people fully informed was an issue brought up by some people (3).

One person asked for only 1 home in the area to be closed and for the other homes to be upgraded; for us to spend money where it is needed.

### **Anything else not listed which is important to you?**

The majority of comments related to the services and facilities provided in/by a new home:

- A choice of small lounges and separate eating areas
- A nice location with nice views
- Same facilities, level of staff, quality of life and care as current home
- A smoke room
- TV in room

In addition, people wanted the new home to be nearer family or near enough for visitors to visit without any hassle.

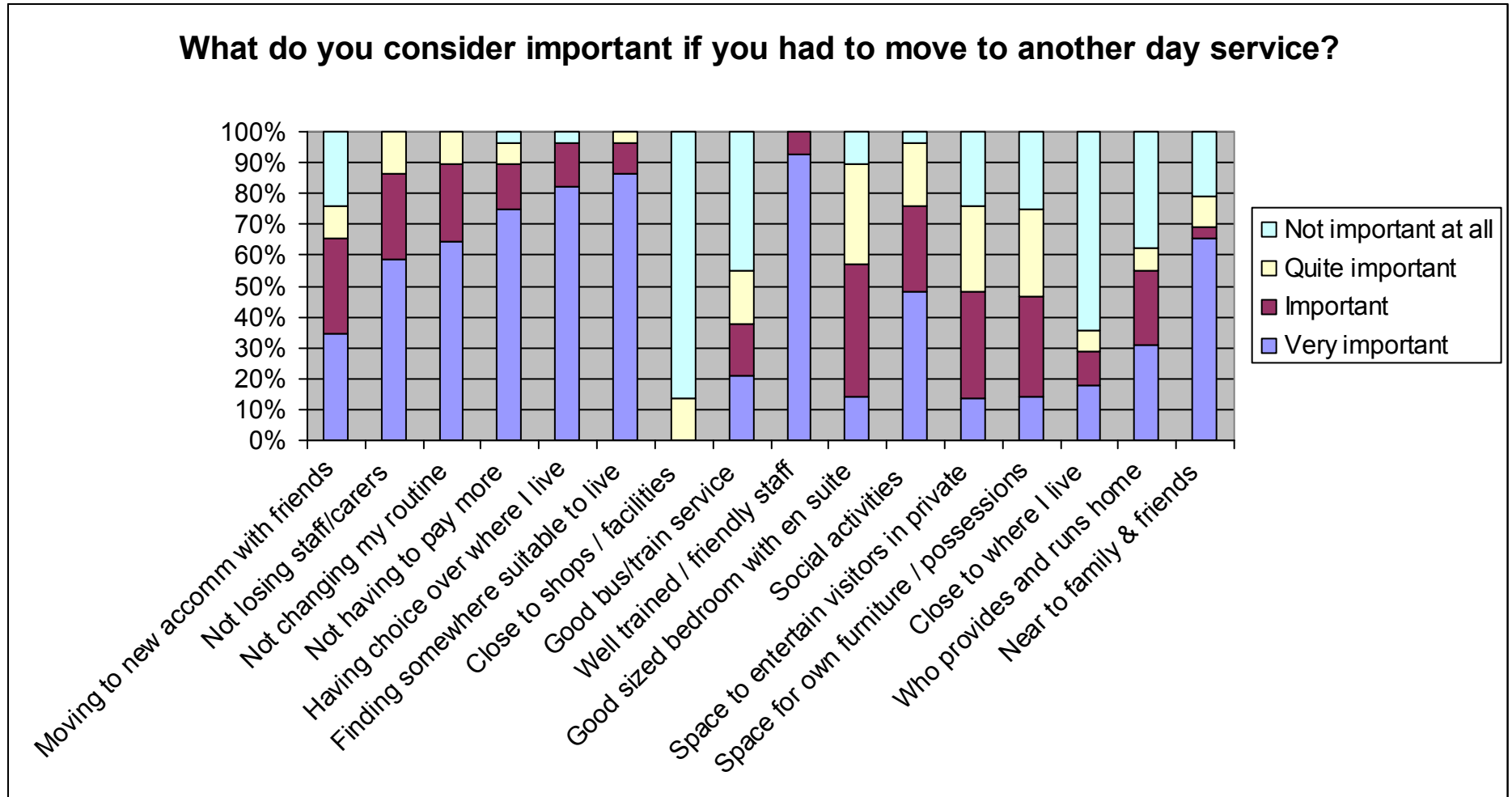
One person did not want to move.

### **Do you think there are any other options for making sure older people get care they need?**

Not many comments were received in relation to this question and related to their own circumstances or preferences:

- Would like a new building
- Need a ground floor room.

### 3. Westholme - proposal to decommission



**Does the range of criteria cover everything? If no what is missing?**

There was some understanding of the issue but this did not mean that people agreed with the proposals.

It was felt that sufficient consideration had not be given to the residents and their thoughts and feelings and that it is all to do with the money and the buildings. The age of the residents had also not been considered and some of the people are very old.

In addition the quality of care had not been taken into consideration.

We had not taken into account the impact on people – both those with dementia and how generally the upheaval will affect people.

**Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

Both the residents and the Carers/relatives think a lot of the home:

- That the standard of care is high
- That it feels safe
- That it has achieved things for residents;

and therefore they do not want to move and want the home to remain open.

There are concerns expressed about the potential new home(s):

- Can most of the residents use the facilities in the new homes
- Concerned about the level of care, commitment and protection for residents
- Where will the resident(s) go
- That private homes are about profit and not necessarily about care.

There is some understanding of the problems we face but this does not mean that people agree with the proposals and how they affect old people and people with dementia. It was suggested that we make savings in other areas.

Concern was expressed about the uncertainty of what is happening.

**Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

A number of people commented about the impact that the proposals, if implemented, would have on residents; that change would negatively impact on their mental state causing confusion, depression and disorientation. People would be unsettled and would not settle in their new home.

There was some uncertainty about the future expressed by a number of people:

- Where will the residents go
- Who will find places for the residents

The other things that concern people about the proposals are:

- Moving away from friends and members of staff and having to make new friends
- The upheaval of moving
- Will have to move away from relatives
- Will move away from staff that residents with dementia recognise.
- That people will have to settle in the new home and it took time to settle in at Westholme.

Some people clearly stated what they wanted and that was to choose their new home and to move somewhere with the same standard of care as Westholme. One person wanted to move both with friends and with members of staff.

### **How can Leeds City Council reduce your concerns?**

A number of people clearly stated that they did not want to move and they did not want the home to close.

If people had to move then they would like the following to be considered:

- Want the same or the best level of care
- To go with friends
- Some people wanted the staff to move with them. A couple of people suggested moving everyone together.
- For some people to stay local and for others to move nearer family.
- Don't move them again
- Provide choice.

One person asked for the decision about the proposals to be made quickly. Another commented that it is difficult at present to reduce concerns with another person saying that they had just settled in after a long admission process.

### **Anything else not listed which is important to you?**

The main issue raised was the standard of care and how it should be maintained – not sure if this relates to the comparison with Westholme or people's perception of what other homes are like.

Other issues:

- That the resident is happy, well looked after and safe.
- That the new home should be near where they live now or near to relatives
- Somewhere to smoke
- That the home is accessible
- To ensure that assessment and reviews are carried out.

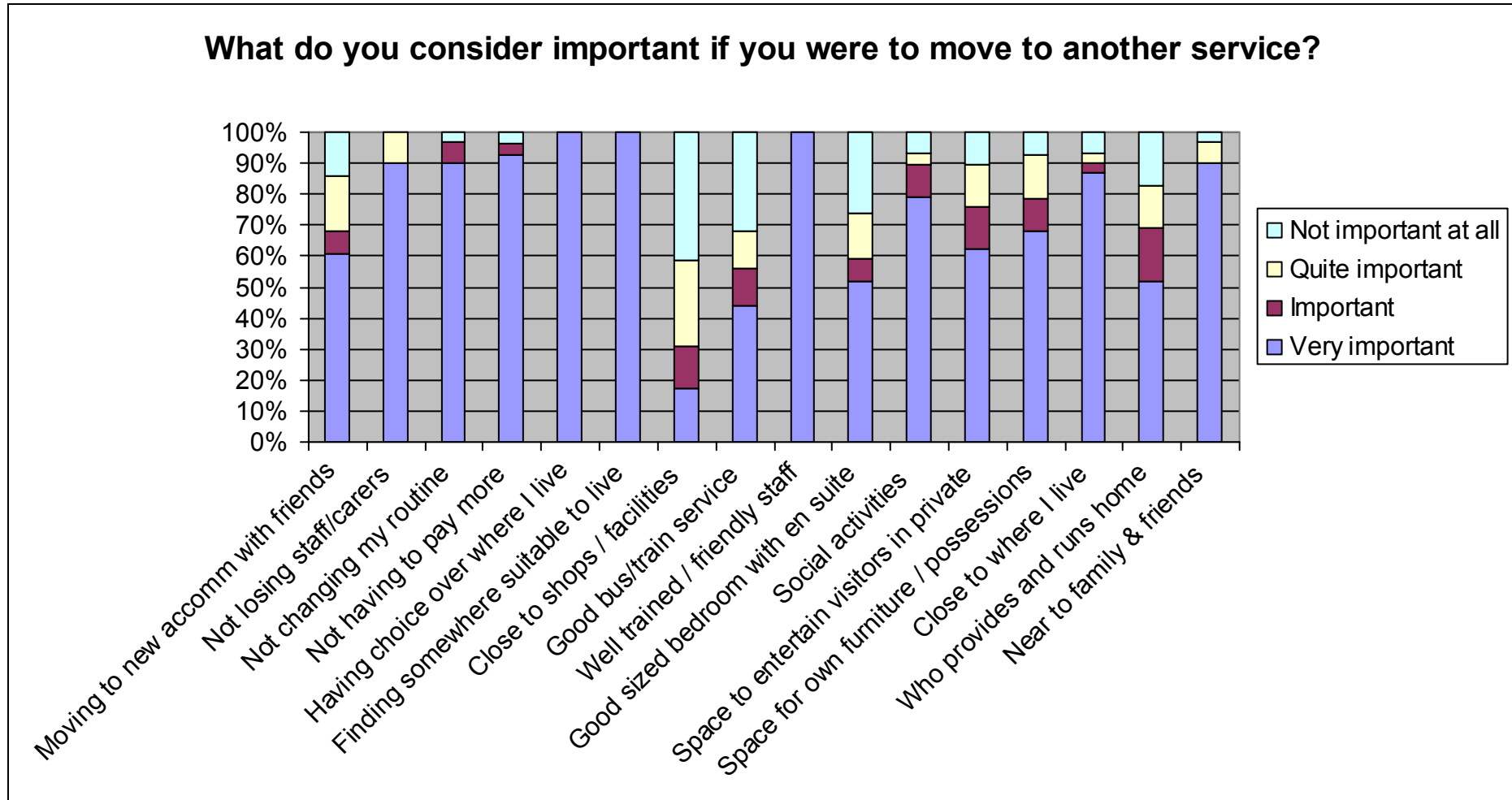
One person commented that most private homes are about profit.

**Do you think there are any other options for making sure older people get care they need?**

Options for people living at home not useful if the person is old or frail as they cannot cope on their own.

Other comments related to the money that the Council wastes - £70m on moving travellers and the negative impact that the implementation of the proposals will have on Councillors via the voting public.

#### 4. Spring Gardens HOP - proposal to decommission



### **Does the range of criteria cover everything? If no what is missing?**

13 respondents thought the range of criteria covered everything and 17 didn't. It was stated that the following should also be considered:

- The residents' views about the care home – 1 respondent stated this should have been considered before the options were developed
- Relatives' and carers' views about the care home
- The quality of the staff and care provided
- Safety and security in the care home
- The impact on residents
- Residents' welfare, e.g. the psychological effects of the residents and their families, and the short/long term medical effects and the life expectancy of elderly residents
- The community
- Sacrifices made so people could become a resident at the home (one respondent stated they had given up their home of 60 years to become a resident)
- The ethos of the home
- Availability of alternative homes in the area

One respondent stated "this criteria does not give the information we require to make informed choices. We would need facts to understand the financial implications."

One respondent said they would also like to know what the weighting was on each of the criteria as it seemed to them that cost was the main issue.

### **Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

3 respondents thought the proposed option was reasonable, 2 had mixed views and 17 thought it was not reasonable. Reasons given for these answers included:-

- We understand why the proposal has been made - "They" must understand the decisions they are making and are doing things which are necessary
- We're understanding of the impact of the financial problems of the government, and the financial constraints; however, don't want our home to close
- It's all based on finance, not people – cuts/economies could be made elsewhere, e.g. management
- Several residents (permanent and respite) and their relatives said they were happy with the service and it couldn't be made any better.
- The quality of care given is the most important thing to residents, not the facilities or décor or en suite facilities.
- Ethos of home should be taken into account -
- This establishment is a major part of Otley community and as such needs to be retained as the hub of the community for the local people who live here
- A number of the residents stated that "If people are satisfied with what they have got it should be left as it is" and that they wanted to stay at the home.

With regards to the 'condition of the building criteria' comments included:-

- The home deserves to have money spent on it as it is a good service
- The building has had money spent on it and is in a good enough condition
- The updating and money which needs to be spent is needed because LCC have neglected to maintain the building to a good standard over the last few years

One respondent stated that it was a "fait accomplis" and assumptions have been made about the care residents/relatives want. There were a number of comments that additional information would be helpful to residents and their relatives so that they could make an informed choice and better understand through provision of evidence to validate/back up the proposed option, such as:-

- Sight of the feasibility study
- More information on the finances including funding – “How much and on what does money need spending in your opinion”
- More information on the costs for bringing the building up to standard
- More options given
- More information about where the current residents might be able to go to

Some respondents answered with questions, for example:-

- Where are older people to go in the future?
- Where would current residents go? If a move does occur can existing residents stay in the immediate area.
- What is the standard they wish to attain?
- Why close a home with a CQC rating of good when others are rated poor and are being kept open?

One respondent stated that they have facts and figures to prove information contained in the fact sheet is untrue.

### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

With regards to the impact of possible future changes on residents, the main themes related to the envisaged detrimental impact on physical and mental health of both residents and their carers or relatives, and loss of friendships/contact with non-residents due to visitors’ limitations in terms of transport and mobility. Following is a summary of comments that were made:-

- The residents at Spring Gardens are mostly local people to Otley. Moving them out of the area would be detrimental to their mental health, emotional well-being, and their ability to socialise with friends, neighbours and relatives who would have difficulty/be unable to travel to another area.
- One respondent stated “I’d be upset, I would not be suicidal but I would need time to get used to it because this is my home.” Several stated they were feeling worried, unsettled and distressed about the change already.
- Moving residents would confuse and disorientate them and/or have a detrimental impact on their physical well-being.
- Residents would lose good relationships with staff they have known for many years.
- The community of the home would be lost.
- The stability of life in the home would be very disrupted and would cause upset and confusion
- Friendships would be lost.
- Concern was expressed on the impact on carers and their ability to continue in that role if respite were lost due to it no longer being available, not being available when needed, or at an affordable price. One carer stated “if my mum was unable to come to somewhere like this I would not be able to cope as a carer”
- Some respondents stated that funding and affordability were concerns for them.
- One respondent said they had already moved due to council closures and did not want to move again.
- Another stated they were concerned about loss of respite as the day service is also under threat.

Some questions were asked:-

- What is the cost to upgrade and how would that affect the unit cost?
- Can the ‘new’ home be in the catchment area for Bradford Royal Infirmary or Airedale?
- What will the council do to assure the quality of care in another establishment?
- Could I go to where my sister is (Tealbeck)?



- As the number of respite beds is reduced across the city how will you ensure emergency respite and day care when my daughter becomes ill again?

Other responses included:-

- It appears that care is being depersonalised and the ethos of the home has not been taken into consideration.
- One respondent had concerns about the quality of care at other establishments
- Several respondents gave positive feedback and praise for Spring Gardens

### **How can Leeds City Council reduce your concerns?**

It was suggested that the following may reduce the impact or concerns:-

- Keeping the home open and letting residents continue to live there was the answer given by the majority of respondents.
- Enabling residents to gain a feeling that they know the area and where they live.
- Providing the opportunity for residents to have company.
- Ensuring the staff are ready to facilitate a change in circumstance and were aware of the trauma of moving and welcoming residents into another home.
- Ensuring that if the resident was ill they would be listened to by staff.
- Building a new home and moving everyone together.
- Enabling residents to have a choice of homes so they could either stay in Otley or choose somewhere close by where the facilities are right for them
- One respondent stated that “the less build up and the quicker the move happens, the better”
- Other respondents asked for time to visit other places to ensure that the right one could be found
- Talking to a named social work contact sooner rather than later.
- Using permanent staff instead of agency to ensure continuity of care
- Increasing transparency about how the decision has been arrived at.
- Meet people face to face with full facts and be open and frank instead of subcontracting. A meeting to discuss concerns was requested.
- Providing information on what the cost would be to upgrade Spring Gardens
- Providing information on what the options for older people would be
- Providing information on what the cost of going elsewhere would be
- Providing assistance with any funding implications
- Maintaining current respite and day care as the day care
- Enabling residents to move to the appropriate area.
- Providing access to hospital facility
- Providing access to hairdressing.
- Refurbishing the home instead of de-commissioning it and/or undertaking essential repairs and replacing the sprinkler system
- Doing things “properly” and if anything happened, “for any concerns to be answered in full”

A small number of respondents stated nothing would allay their fears.

### **Anything else not listed which is important to you?**

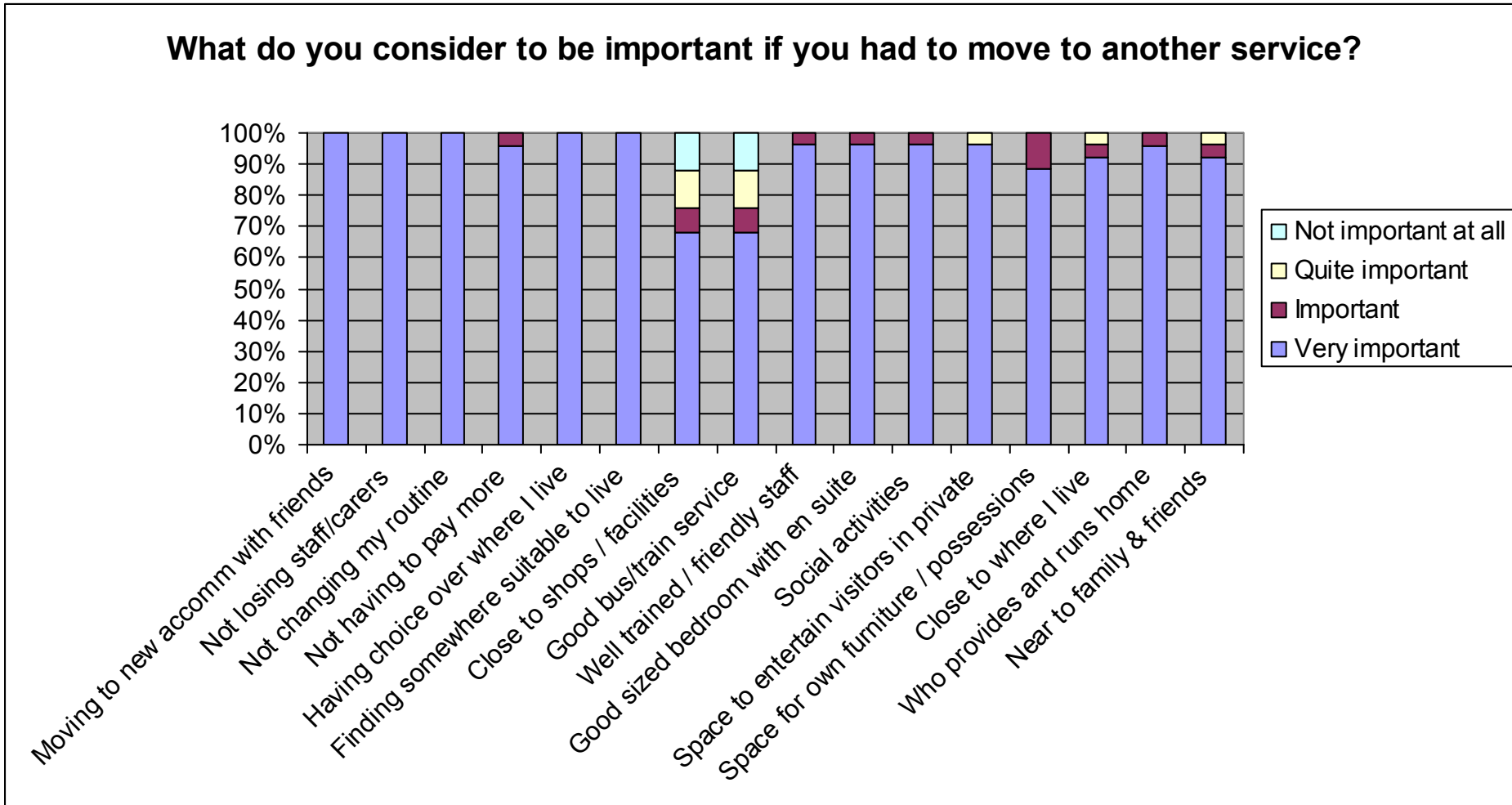
There was some repetition of answers given to previous questions in answers to this question. As these have been included above, they have not been repeated here. Additional points made included:

- To be in walking distance from home and in the local area so when SU goes out she knows where she is
- Spring Gardens feels naturally like home and it feels she has been here forever.
- I only want to say that if you are closing this home I want to die before I leave here
- I would want to know I had respite in a regular home, not a different place every time
- To have help when I need it
- Good health and happiness.
- I want my ailments to be taken into consideration and I am concerned about my general care.
- I need to be where people know me and understand me (more than one respondent stated this)
- I must be with my husband wherever we go
- I would like a nice garden to sit in
- Just continuing good care for my mother
- I just hope it is as good as the home she lives in now and they would provide good communication if any problems occur
- Continuity of care without worry
- That care is more important than owner
- Keeping my own doctor, nurses and local hospital and also my chiropodist and hairdresser
- The quality of care given by people who have a vocation for doing it like at Spring Gardens

**Do you think there are any other options for making sure older people get care they need?**

None of the respondents answered this question.

5. Knowle Manor HOP - proposal to decommission



### **Does the range of criteria cover everything? If no what is missing?**

10 respondents said that they thought the range of criteria covered everything, 25 said they didn't. It was stated that the following were missing from the criteria:-

- Consideration of the well-being and needs of each resident and the impact on them – raised by 12 respondent.
- Greater clarity around the very broad statements that are outlined and more information being given – raised by 3 respondents.
- Care quality commission ratings and the quality of care provided – raised by 5 respondents.
- Continuity of staff and relationships between staff and residents, relatives and carers – raised by 2 respondents.
- Consideration of the impact on staff.
- Consideration of the views of residents /staff/relatives/friends etc – raised by 4 respondents.
- Friendships within the home.
- Social activities within the home.

A variety of comments which did not directly answer the question were also made:-

- The unfairness of having to move again as the previous home had closed down.
- This is peoples' home.
- One person stated they do not want to move.

### **Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

None of the respondents answered 'yes' to this question. 33 responded 'no', 3 had mixed views and 1 didn't know. The reasons given included:-

- Not enough information was provided to back the argument up, e.g. costs, figures, and enable respondents to understand how the decision had been arrived at.
- Consideration should be given to the fact it is peoples' home.
- Consideration of the need for people to remain living in the area close to their relatives
- Not enough involvement of residents in developing / appraising the options
- Consideration of the impact of the change on residents, staff, carers and relatives.
- 7 respondents stated it wasn't fair and questioned the rationale for "evicting" older people from their home.
- 3 respondents stated that they saw it as being all about money and costs, no consideration for care and effect this could have on their health
- Positive feedback was given about the staff and concern expressed about losing them and the impact of the proposed option on them.
- Several respondents stated that as "Knowle Manor is the highest rated care home in Leeds an equivalent can not be provided"
- There is no other comparable accommodation within the Morley area
- Reference was also made to friendships that had been made at the home.
- One respondent stated they were "not bothered about computers and just need care". Similar comments were made about en-suite facilities. A number of respondents commented that 21 out of 29 rooms are already equipped with en-suite, and work was completed earlier this year to meet standards under the fire risk regulations.
- One respondent stated the council should find the money needed to keep the home open as the council has a duty of care
- 6 stated they wanted to remain at the home because they were happy and/or settled at it, and the thought of moving unsettled them.
- One respondent asked "where's my choice to stay?".

### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

The impact of changes were stated as being:-

- 7 respondents stated that by considering closure and moving, upset and worry had been caused. One stated it would be “catastrophic”.
- Concern was expressed by 3 respondents at the impact on residents of moving, having new staff, new residents, etc. It was suggested they may become ill, depressed or worse
- 5 expressed concern about loss of friendships. 1 stated “if I have to move I want to move with my friends”.
- Loss of staff/key workers and relationships with them
- Concern was expressed about changes to lifestyle and routine.
- 2 respondents wanted to remain in Morley.
- 1 respondent expressed concern about it becoming more difficult being able to get to the home to visit and take her relative out.
- Concerned was expressed about the standard of care “in the profit driven sector” by 2 respondents. In particular the high levels of staff turnover, quality of staffing, use of agency staffing and lack of continuity of care.
- Concern was expressed about the knowledge of staff and facilities for people with rare illnesses and who use a wheelchair in non-council run homes.

It was suggested that the following might reduce the impact:-

- To look at each resident and what they need, the size of the home, friends and staff and ensure they will be happy in their later age
- Nothing you can do to remove my concerns regarding moving, I don't want to move

In addition, a variety of other comments were made:-

- One respondent stated that they would have to get used to another home; however it was unfair as the resident had already been moved from a home that had closed down.
- I attend a day centre too
- 4 respondents stated they didn't want the home to be closed.
- Praise was given for the quality of care provided by staff, the management of staffing, the bonding between the residents and staff are of a unique quality and would not be found in private care due to high staff turnover in private care. It was stated that this is demonstrated in the home's inspection reports.

Some respondents asked questions:-

- How can you determine the impact of moving an 87 year old widower from his home and friends?
- Where would I move to so family and friends can still visit?
- You are planning to move people from their homes, how can this be fair?
- Moving out of Morley, do we get the say in where they move to?
- How can you put a price on people, and how will you find me a home as good as Knowle Manor?

#### **How can Leeds City Council reduce your concerns?**

A number of comments were made including:-

- 20 respondents stated by keeping Knowle Manor open and letting residents stay there.
- By making sure staff are caring people and not just there for a wage.

- By stop wasting money, e.g. on new trams in Leeds.
- By understanding local needs, and that local amenities are important.
- By having a true, open consultation and correct procedures followed.
- By sharing the plans that the council has in place in the event the home should close, with the residents and their families. In particular the availability of alternative suitable accommodation in the area.

Other comments:-

In answer to this question, 3 respondents referred to the importance of and loss of friendships, another referred to the loss of staff, another stated they “don't want to worry and have this stress at my time of life”, and another stated concern at the change being detrimental to the residents' health and well-being..

### **Anything else not listed which is important to you?**

A number of comments were made in answer to this question which had already been made elsewhere and included in the summary above; as these were not directly relevant to this question they have not been repeated here. Direct responses to this question included:-

- Ground floor single room
- Wheelchair access
- Own phone in room – 2 respondents
- Being listened to

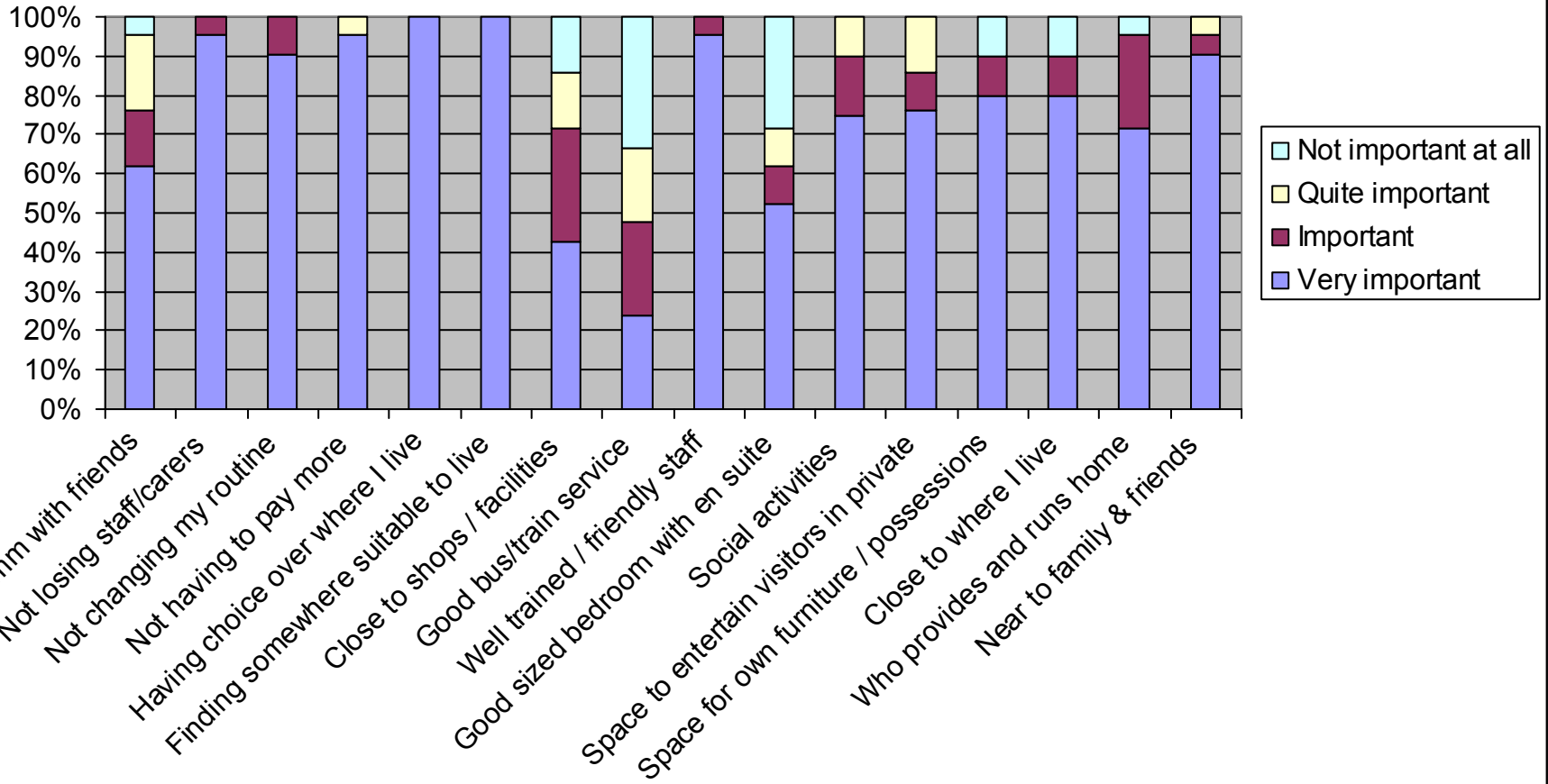
### **Do you think there are any other options for making sure older people get care they need?**

Two responses were made to his question:-

- Yes, leave them where they are, happy, safe and secure and cared for
- They need love and looking after and to know people care. No homes are going that have dementia but there are just as many people who have other problems, what is going to happen to them?

6. Grange Court HOP - proposal to decommission

What do you consider to be important if you had to move to another service?



16 respondents said that the criteria covered everything and 15 that they didn't. Additional criteria which were suggested included:-

- The upheaval, trauma of a move to a completely new environment and away from people they have formed relationships with (staff and residents) and impact on their well-being – raised by 54 respondents
- The needs and wishes of residents – raised by 5 respondents
- The quality and standard of care given by the staff of the home (which in this case is exceptionally good) – raised by 2 respondents
- The impact on staff and relationships with them – raised by 2 respondents
- The order of criteria needs examining - needs and dependencies of residents should be at the top of the list

In addition, a number of responses were given which did not relate directly to this question:-

- I do not feel an en suite bathroom will improve the quality of care my mother receives as she requires full assistance with personal care
- I don't agree with mother having to move to an alternative home - feel there is nothing wrong with the building.
- More information on assessment of future needs and plans for council provision without dependence on private providers is needed
- The 'human touch' of removing elderly people from their homes in their twilight years.

**Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

None of the respondents thought that the proposed options was reasonable; 4 had mixed views, 1 didn't know and 22 answered 'no'. The reasons for their answers included:-

- The overwhelming impression is that this is being done to save money – raised by 1 respondent.
- This is being done because of the value of the land Grange Court is on - raised by 1 respondent.
- Moving residents would be detrimental to their health and well-being – raised by 2 respondents.
- We are satisfied with / happy with Grange Court and think nothing will be able to replace it – raised by 7 respondents.
- This will make the private sector richer and the quality of care provided will be poorer - raised by 1 respondent.
- There is nothing wrong with the building; it only needs decorating – raised by 1 respondent.
- There wasn't a choice of options to comment on – raised by 1 respondent.
- This is a politically- driven change – purely to oppose the Green Party councillors
- Proposed de-commissioning is very unsettling, LCC should reconsider such drastic changes and give financial priority to maintaining such well run homes - raised by 1 respondent.
- I feel it is a shame when people are settled but I understand the reasons for change – raised by 1 respondent.
- Lack of consideration for the residents feelings – raised by 1 respondent.
- En-suite facilities are not a priority – raised by 1 respondent.
- It would have a detrimental impact on the quality of life for relatives / carers – raised by 1 respondent.
- I don't want to leave Grange Court – raised by 1 respondent.
- Not wanting to lose friendships and company – raised by 2 respondents.
- Elderly people are already taking up hospital beds because there is no where suitable for them to live. Closing homes will make that situation worse raised by 1 respondent.
- We are dependent on Grange Court for respite raised by 2 respondents.
- There is nothing about what its replacement will be – raised by 1 respondent.



- I don't want it to close – raised by 1 respondent.
- GC is a well used home always in great demand – raised by 2 respondents
- I am concerned about problems with transport as I do not drive – raised by 1 respondent.
- The staff are caring and professional – raised by 2 respondents.
- we found it difficult to find availability in our local area, originally. We need care in Garforth due to the needs of our relatives being partially sighted and family being in this area – raised by 1 respondent..
- The locality is very convenient for family to visit – raised by 1 respondent.

“This seems that people who suffer from the cutbacks are the very ones who worked and paid for establishments just like this one.”

In addition some questions were asked:-

- Where will residents go?
- Where are the increasing number of older people going to go?
- Where would I go for respite as an alternative?

#### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

The impact of future changes were stated as being:-

The main impact stated was that the change was beginning to have, and would increasingly have a detrimental impact on the health, well-being and quality of life of the residents (permanent and respite) and concerns were expressed about the ability of residents to cope - raised by 16 respondents. Other impacts included:-

- Moving to another home, in another area would make it more difficult for people to visit – raised by 2 respondents
- A detrimental impact on carers especially those who make use of Grange Court for respite – raised by 2 respondents

Suggestions as to how the impact could be reduced included:-

One person suggested that if we were asking this question it implied the people making the proposals didn't understand the impact themselves. Other responses included:-

- Having availability in our local area
- Knowing we have a designated social worker without having to search ourselves
- Agree to continue transport. We have been pleased with the way this has been dealt with up to now
- The only way to reduce the impact of the changes is not to make any and spend the money needed to refurbish Grange Court
- Reconsider decommissioning
- Keep Grange Court open
- Ensure that residents could move to a home near to their relatives that would meet their requirements/needs and be of a similar standard
- Keep relatives informed of developments so they can liaise with their relatives and explain the process.
- Ensure residents and relatives have sufficient time to look for alternatives if needed
- Provide assurance that residents will be happy and content and receive 100% care if they have to move
- If residents are to be relocated they should be able to live their for a trial first to see if it's suitable
- Keep disruption limited

In addition other comments were made which related largely to the importance of local provision, including:-

- Our relative is really happy and looks forward to his break - it is easy for the family to visit being nearby.
- Grange Court is the only council run care home in our immediate area.
- Keep Grange Court open so it can continue to care for the people in the local community
- I feel peoples feelings have not been considered, my mother served in the second world war for this country to be free, think about this

Some questions were asked:-

- Will the respite break still be 6 weeks? This I feel is essential and would like more if possible.
- We would want to continue with respite in the local area. What choice would we have regarding dates? Where would respite be available? We need a social worker to discuss options.
- Where would the permanent residents go? We need a social worker to discuss options.
- How far will we have to travel?
- My mother knows and trusts the staff (as do we as a family) and would be upset to be put with 'strangers'. We hoped our mother could spend her final days in this happy home. Does my mother have 'human rights' to this effect?

#### **How can Leeds City Council reduce your concerns?**

The main action suggested was to keep Grange Court open (raised by 23 respondents) by looking at alternative ways to keep it open and spending money on refurbishment. A number of comments were also made about the importance of maintaining/providing respite and the role of social workers in supporting residents through the process, keeping them informed and helping them to find alternatives homes and/or respite provision. Other comments included:-

- The person making the decisions should hold open forum meeting - Make the consultation more open and meaningful (by ensuring all users are informed) well in advance
- Keep its staff on
- Enable visits to anywhere residents may be moved to so they can see for themselves where they could be going.
- Inform residents them about what will happen next
- Ensure a suitable home is found if this is closed.

Other comments include were in praise of the care and staff at Grange Court.

#### **Anything else not listed which is important to you?**

The responses to this question were wide-ranging with 2 closely related themes coming through – 'do not close our home' and 'it's my home. I want to stay'. Other responses included:-

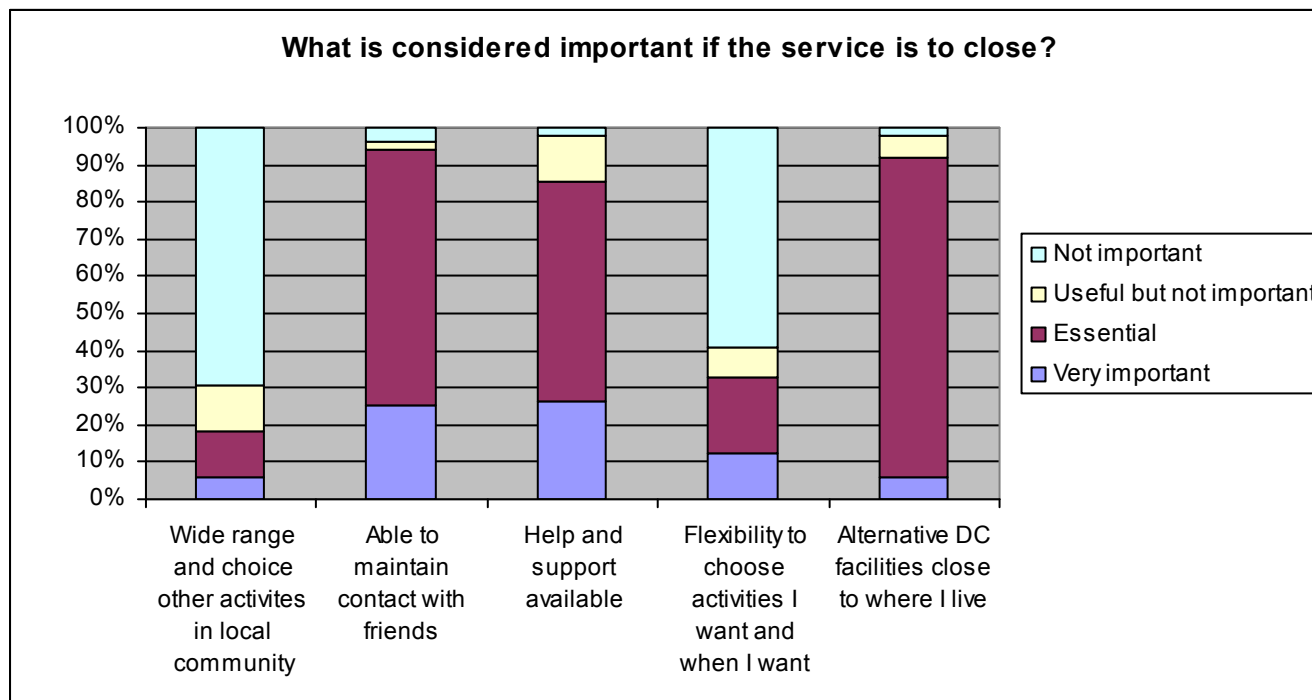
- Dedicated staff will be losing their jobs
- The specific reasons why Grange Court was chosen.
- En suite not important
- Church services and regular communion

- Why cuts always have to be made on care homes and the vulnerable and not on administration and salaries at higher level.
- Be regularly informed of any change to alleviate worry.
- Continuity of residents care and future is a priority - why wasn't the closure of homes made public till after the council elections?
- It seems like the tick box system is loaded to aim at people who are totally mobile - some residents are really not able to look after themselves 24-7
- Important staff understand my personal and medical needs

**Do you think there are any other options for making sure older people get care they need?**

The only response to this question was that, because of the collapse of private care providers such as Southern Cross, it appeared that the plans had not been thought through.

## 7. Firthfields Day Centre - proposal to decommission



### Does the range of criteria cover everything? If no what is missing?

The majority of comments received related to Carers and the view that the proposals are about cost and we had not looked at the proposals from the Carers point of view and that carers need the service for respite; we had also failed to look at the needs of the Service Users when making the proposals.

A few people commented on the information that was sent out and their inability to understand it, asking for information to be sent out in plain English.

One person stated that they did not know what other services would be available.

There seems to be a perception that if the day centre closes, then people will lose their services with comments such as:

- People with dementia need day services
- The proposals will lead to lonely life for the service users

In terms of the criteria used one person stated that areas and locations had not been considered.

One person suggested that a meeting should have been arranged with Councillors.

**Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

Respondents have expressed their uncertainty about what the proposals will mean:

- A number of comments have been received about Carers still needing respite and the piece of mind that comes from knowing that the service user is at a day centre/being looked after.
- Older people will stop being looked after and it will isolate them

Concerns were expressed that we do not understand the impact that the proposals will have on people:

- The impact that change will have on people with dementia
- The impact that it will have on people with poor health
- Generally people will deteriorate
- That people will be isolated in they do not attend a day centre
- That it will take time for people to settle or people will not settle at all.

Some people expressed concern about the specific needs of their relatives being met and that we need to look at the needs of the individual as everyone's needs are different.

In terms of the financial situation, responses asked for money to be saved in other areas and for us not to target the elderly and that the cuts were unreasonable.

A few people (4) asked why we had chosen Firthfields Day Centre as people are happy there so we should keep the centre open.

In terms of the future some people did make comments:

- They would need to be with their friends from the day centre
- They would not want to travel far
- They would need help with accessing community services

Some concerns were expressed about whether we had looked at the future (needs) for older people.

**Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

A number of similar comments were received on a range of issues.

A number of comments were received in relation to the impact on Carers; that Carers need a break and that Carers have peace of mind knowing that the cared for person is at the centre.

There were concerns expressed about longer travel times if the alternative service is not local.

A number of people clearly expressed that they need/want to attend a day centre; one person did state that they are unable to access community services; people's friends were at day centre and it met their individual needs.

The impact that the change will have was raised by a number of people, with comments relating to isolation and disorientation of service users and that the change/move could lead to depression. It was stated that people with dementia need familiarity and not change. Some people had moved once already; they had taken a long time to settle.

Some people expressly stated that they thought that the day centre should remain open and that we should manage our finances. The staff are trusted and caring.

### **How can Leeds City Council reduce your concerns?**

A large number of comments were made about not closing the centre (25); however, if people were looking at alternative services then the following would be important:

- Have clear and concise alternatives
- Look at where people live so that they will not have to travel for a long time, with people preferring a service close to home
- Another day centre as some people are unable to go out other than to centres and otherwise they would be isolated.
- For the same type/level of service to be provided in another day centre
- For friends to go together
- We should look at the individual needs of people
- Make the move as stress free as possible
- Make sure that we retain specialist services.

People do not want the service to change because:

- The relatives trust the staff
- People do not like change
- Service Users have responded well to staff
- The day centre meets a number of care needs
- People are settled at the centre
- Change causes anxiety

We have been asked to treat people as individuals, listen to what people say as elderly people are still important. We should be open and honest about the future; make our mind up about what is happening, and provide more user friendly, jargon free information. In addition, we should think about the impact that the change will have on service users and carers.

### **Anything else not listed which is important to you?**

In terms of things that may be missing from the list the following comments were received:

- Respite for carers
- Attending a day centre on the days that they attend now.
- Provision of transport to access services

- Routine for people with dementia
- To get the care needed
- To be where they are happy.

Most of the other comments related to people's concerns and their thoughts on the impact that the proposals would have on them. Most of these issues have been covered by commenting on the previous questions. Some additional comments are:

- How many more centres are going close?
- Service Users may refuse to attend other services (though only 1 person made this comment)
- Other services such as luncheon clubs have closed.

**Do you think there are any other options for making sure older people get care they need?**

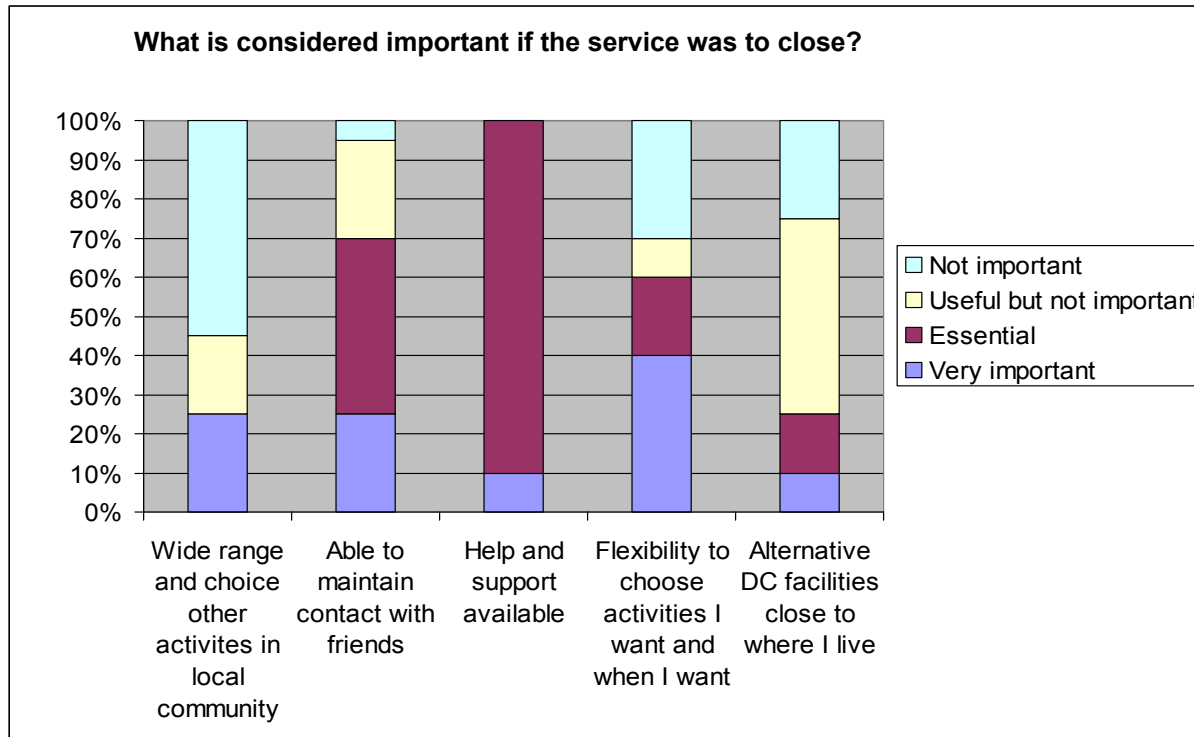
There was still a strong voice for keeping the day centre open, with people saying that there are no other options, and using this as an opportunity to re-emphasise the issues that they have raised before. If we were to sum these up, they would be:

- Carers issues/concerns – they need a break so respite is important; they get peace of mind from the Service User being at day centre
- The impact that the proposals may have – that people will be isolated at home and they will get depressed; older people; some people have been moved once already and do not want to move again;
- What the day centre currently does for people – provide a safe environment; they are looked after well; people are settled; they are with their friends; provides stimulation and company.

Some comments were received in terms of other options for older people, they are:

- Open more day centres
- Provide more days at day centre
- Provide services for older people in their locality
- Need door to door transport for services
- People need more help not less.

## 8. Lincolnfields - proposal to decommission



### Does the range of criteria cover everything? If no what is missing?

The main issues that people thought were missing are:

- No consideration of the Service Users
- No consideration of the impact of the proposals
- Whether the building could be used by other organisations
- The location of where service users live.

Some people think that the proposals are all about money and not the people.

Other issues arising:



- Burmantofts being singled out as 4 centres in the East are closing
- Will the other centres have room
- Concern about what will happen to the members of staff

**Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

The comments received are divided into those relating to the current day centre and issues for alternative services.

Current day centre:

- We should re-think our proposal
- That people want to continue to attend the current day centre because they know the staff; the people that attend; they know where they are going; they have been there for a long time.

Alternative services:

- Make sure that the service users and carers are supported through the process
- Keep friends together
- Alternative service to be near all friends – people do not want to travel for too long.
- People to have another alternative service
- Some people wanted another day centre place
- Service to be close to the Carer
- Somewhere to go to help people with their independence

**Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

A number of people commented that they wanted the centre to stay open as moving people, "...is not the answer". It was suggested that more people could be "put" into the centre. It was stated that the impact of the move/change will be that it affects people's physical and mental well-being and will uproot their stability and routine.

If people had to move then the following needs considering:

- To move with their friends/people that they know.
- To go somewhere where people understand their needs
- To go where there is continuity of care
- That they attend another day centre
- That it is near/nearer to where people live
- One person wanted to attend at different times.

One person wanted to be kept informed and listened to.

One person noted that we could do nothing to reduce the impact and that it was making them ill, with a Carer stating that her mother would deteriorate if she had to move.

### **How can Leeds City Council reduce your concerns?**

Leave the day centre open.

### **Anything else not listed which is important to you?**

Comments answering this question are as follows- it should be noted that most of these comments relate to day services in a day centre:

- A day centre that is lively to stimulate the service users and where they can do activities
- Being with people with similar illnesses
- Being where staff understand the service user
- Somewhere homely and nice to come to.
- Services to give carers a break and peace of mind.
- Somewhere where people's needs are met
- To have links with social services and get support when needed.

Other comments received relate in the main to the service they get at a day centre:

- Is a place of support when I am feeling low
- Know everyone at this centre and feel safe
- Only day that a Service User leaves their home.
- It enables people to get out of their home and meet people
- Relies on the day centre as they have no-one else.

A comment was received stating that Council services should remain untouched.

In terms of the process it was stated that there should be better communication between Councillors and Adult Social Care and that there was mis-communication about the closures 18 months ago.

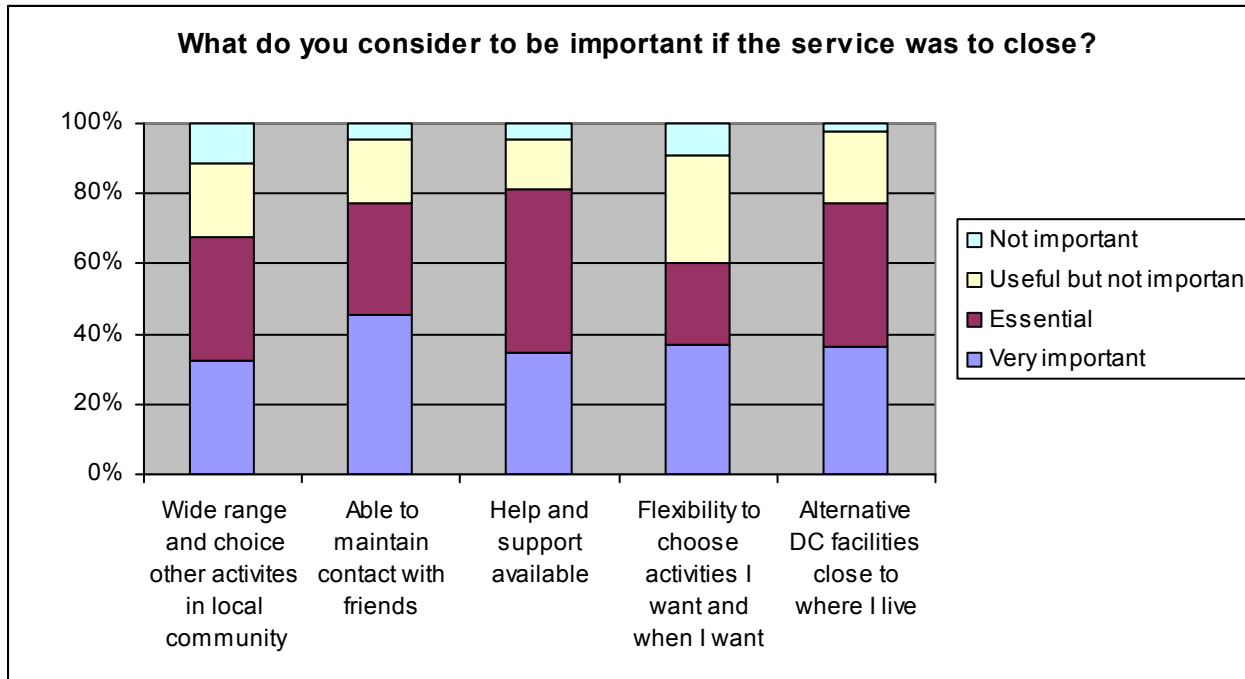
### **Do you think there are any other options for making sure older people get care they need?**

The comments made that specifically answer this question are as follows:

- Make sure that older people are looked after and are safe.
- That there are no other options other than day centres – they are essential; they make sure that people are safe, supported, listened to and there is a wide range of activities – these were the majority of comments received
- If there are other options people do not know what or where they are.
- That there are options of older people but not for people with dementia; they need routine and not change.

It was also noted that we must listen to families and carers as they know best.

## 9. Rose Farm Day Centre - proposal to decommission



### Does the range of criteria cover everything? If no what is missing?

There were only two comments received that related specifically to this question and one was in relation to whether the building could be used for other services., and the other related to consideration of the impact that change will bring.

Other comments related to not closing the service and advertising to allow more people to attend the service.

One respondent asked if we had looked at other options or buildings before making the proposals about Rose Farm.

### Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?

Some people did comment that they understood the financial situation but did not agree with the impact that this had both immediately and for the future.

A few people stated that they did not think that the proposals are reasonable. The proposals would be acceptable to some people if:

- They receive the same amount of services as provided at Rose Farm
- If they can have a local service

This presumes that people are thinking of day centres as an alternative provision. People stated that day centres are essential to maintaining people at home.

People took this opportunity to state what they think is positive about the centre they attend, for example making friends, with one person stating that they would not attend another day centre.

Some comments were made about the consultation – that it was insufficient; that the case was not set out properly; and that the decision had already been made.

### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

Some people inevitably commented that they would like the centre to remain open and for things to remain as they are. A number of comments indicated that the changes if implemented would impact negatively on them or the Service User, therefore putting forward their view on the lack of support for the proposals:

- People would not cope with the change
- Meals at the centre are essential
- People will miss their friends
- Service Users may stay at home and not go to other centres

Other comments relating to allaying concerns were as follows:

- That it depends on the alternative service – where it is; that it provides respite to the carer; will it be the same amount of service as now and will it be to the same standard of care
- Keep friends together
- Ability to meet people and have a good lunch
- For people to remain in the area with people they know, keeping the community together.

Some of the comments received show that people think that if the proposals are implemented they will not receive a service at all.

People are also unsure of the future, with some people not understanding what was sent out (no details of whether this relates to the question or the information) and want to know what will happen to them.

### **How can Leeds City Council reduce your concerns?**

Some people commented that they wanted the centre to stay open, but in terms of looking at alternative services, some people wanted to know what the alternatives are, and in considering alternatives, the following are important:

- Supporting people through the move
- Confirming that the Service User will receive the same level of care that they get now.
- To help find a place at an alternative centre.
- That the Carers continue to receive respite
- That the changes are permanent
- To keep communication open between staff, relatives and carers, provide information and be honest.
- Don't want to be left at home alone.

Some people expressed their confusion about what will happen to them.

One comment was received about the consultation – that it was inappropriate as we had put residential and day care together, therefore it was complicated and confusing to people.

**Anything else not listed which is important to you?**

Some people did offer additional issues that are important to them, including keeping the centre open, but other issues were:

- Stability
- Continuing support at a day centre
- That Carers continue to receive respite services
- That transport is provided
- That the new service is not too far away from them – linked to distance to travel on the bus
- Meeting new people
- Good staff
- To remain with people that they know.

**Do you think there are any other options for making sure older people get care they need?**

Most comments received related either to keeping the centre open or to issues with the proposals. Most of these have been covered above. Additional comments received are:

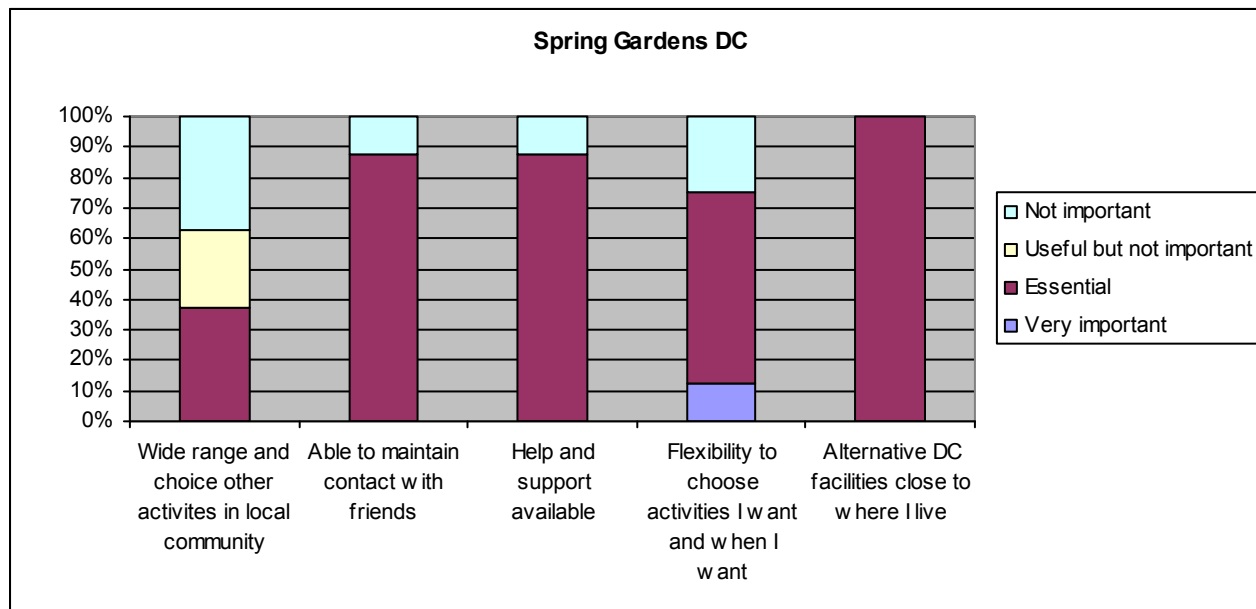
- We have underestimated the significance of the day services as a method of maintaining social interaction
- The Individual Budget approach does not lend itself to this type of provision

In terms of the continuing use of the centre it was suggested that the VCF could hold community based activities at the centre.

Some people still clearly think that if the centre closes they will lose their services and therefore be at home by themselves.

One comment was received in relation to the consultation and that was that the consultation documents sent out in December and January did not sufficiently explained the proposals and the consequences to service users and carers at the time.

## 10. Spring Gardens Day Centre - proposal to decommission



5 of the 8 respondents stated that the range of criteria did not, in their view, cover everything. Of these 4 went on to give a more detailed response. These suggested that the views of the service users and transport costs and time spent transporting service users should also have been included in the criteria.

With respect to the 'occupancy levels and demand for service' criteria it was stated that people already attending the service had asked for extra days and been turned down or put on a waiting list, and that the building was not big enough to accommodate a larger number of people.

### Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?

1 of the 8 respondents thought that the option was reasonable. They stated that they thought it was reasonable and hoped they would be able to attend another local day service. The other 7 thought the option is unreasonable as:

- They may have to travel further (too far for them) to an alternative service;
- They may be left without a service and become isolated;
- The size of the building was known when it was opened and has restricted its capacity;
- They felt that the impact on service users has not been fully understood – particularly those who have been moved from other services previously;
- The service could open on more days and thus provide a service to more people;
- The service is well-run, "lovely" and service users want to keep it open.

### Impact of any future changes – how can this be reduced when making your plans – Your concerns?

This question was answered by all 8 respondents. Of these, 5 made suggestions as to how the impact could be minimised:-

- By keeping the centre open (1 person)
- By providing an alternative service (4 people) which was closer to their own home or no further away than Spring Gardens (2 people), and relocating groups of friends together (2 people).

The 3 other respondents stated that they would have nowhere to go if they stopped attending the centre, and one stated that they particularly benefited from having a bath at the centre.

### **How can Leeds City Council reduce your concerns?**

All 8 respondents answered this question. 3 stated the council should keep the service open, and 5 stated they would want to go to another service. Of these 3 wanted the alternative to be local or a short distance from where they lived and 1 wanted a guarantee they would not be moved again.

1 person replied that the service provided a good variety of food and the staff understood their needs.

### **Anything else not listed which is important to you?**

Some people did offer additional issues that are important to them such as being able to get a bath at the day centre, having transport to whichever service they use, being able to see their friends, and the number of times they have already been moved from one day centre to another. Other issues were:

- How they would feel if the centre closed
- Wanting to be cared for now
- Wanting the centre to remain open
- Wanting to keep active and keep in touch
- That the day service was the only service they received
- Their needs, e.g. hearing difficulties, visual impairment, mobility problems.
- Loss of resources to the locality

### **Do you think there are any other options for making sure older people get care they need?**

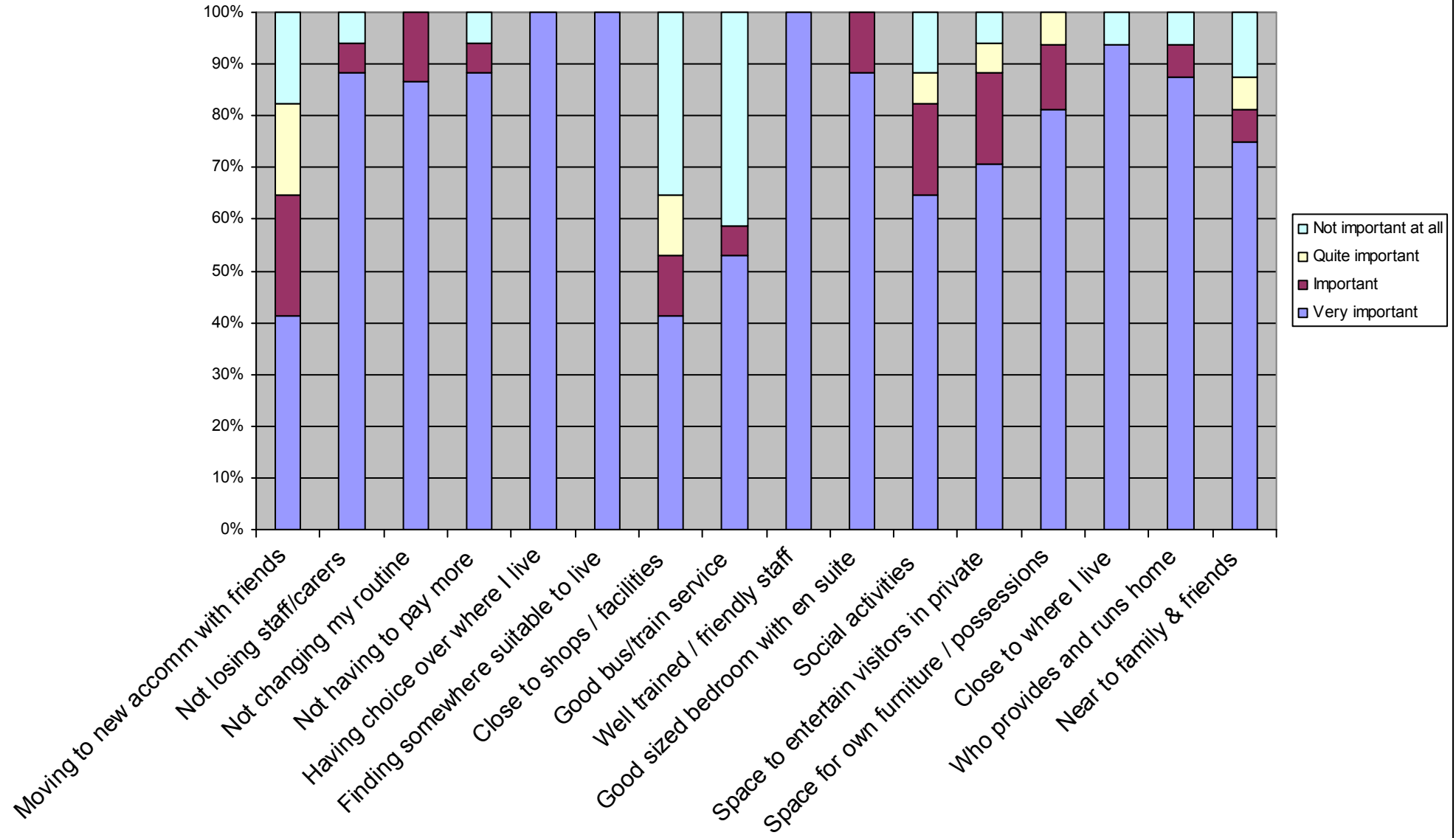
1 respondent stated "I think people will get the care they need".

Others gave the following responses:-

- "For some this is a break from caring without which the carer would be unable to cope"
- "There doesn't seem to be anything if I couldn't go to day care. They go on trips from my local home and I would like that. It is so enjoyable at SG you should come and try it sometime"
- "We want to stay together and we need to feel important and valued and moving us around makes us feel bad"
- "If all older people were looked after as they are here then they would all get the care they need"
- "We are already losing a lot of services in Otley and soon there won't be anything left"

# 11. Harry Booth House HOP – proposal to recommission as intermediate care facility

What do you consider to be important if you had to move to another service?





### **Does the range of criteria cover everything? If no what is missing?**

Equal numbers of respondents thought the range of criteria covered, and didn't cover, everything. The majority of respondents stated that welfare and wellbeing of each resident was the most important thing (raised by 8 respondents) and suggested that the council have looked at the cost rather than the impact on residents, their carers and relatives, and the council should show sensitivity and respect to existing customers. Surprise was expressed at the low levels of residents and respite.

### **Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

None of the responses said they thought the proposal was reasonable. Nine people said they thought they were unreasonable, 8 had mixed views and 2 didn't know. The reasons for their answers included:-

- I feel older people are safer living at homes like Harry Booth House rather than at home in the community
- Harry Booth House is a good home and would cater for both long term and short term residents (it caters for both now), staff work well, well managed and organised, very nice and happy atmosphere
- Residents will have to move.
- Residents have been happy since admission to Harry Booth House which feels like their home.
- The welfare of older people has not been considered especially those unable to look after themselves and individuals needs and well-being.
- There will be no permanent residential home within LCC
- I don't think you fully understand how changing this service would impact on service users and carers
- This is purely a financial decision.
- I don't like idea of changing services

It was suggested that if residents were happy at the home, they should be allowed to stay there. One respondent stated they didn't want to move. Another asked, "What about the existing residents? What will happen to them?".

### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

The impact of the proposed changes were stated as being:-

The main impact stated was a detrimental impact on the health and well-being of residents (raised by 10 respondents). The other main impact given was difficulty for visitors if the resident had to move out of the area (raised by 3 respondents).

It was suggested that the impact could be reduced by:-

The majority of respondents to this question stated being able to remain at Harry Booth House as the action to be taken to reduce the impact (raised by 8 respondents). In addition the following were suggested:-

- Finding somewhere as good as Harry Booth House.
- Make the home part residential part intermediate
- One resident would like to move nearer to Pudsey/Bradford

The concerns stated were consistent with the impacts in that they related to travelling issues for visitors and the detrimental impact of moving. One respondent said they did not have any concerns.

Other comments which did not directly answer the question were regarding the good relationships established between staff and residents and the improvements to residents health and well-being since they moved to Harry Booth House. One respondent asked "Where will I live? Can I stay here or will I have to move to another residential place?".

#### **How can Leeds City Council reduce your concerns?**

The main suggestion was to keep the home open, not change it and/or not move from the home (raised by 16 respondents). Other actions the council could take included:-

- Reassess the current proposals
- Look at the home being part residential home and part intermediate care home
- If a move was necessary, ensure it was to LCC care
- If a move was necessary, move me within the same area which is as good if not better than Harry Booth House
- If a move was necessary, move me near to family
- Listen to my concerns
- Look at how happy users are
- Make sure I am well looked after

#### **Anything else not listed which is important to you?**

A variety of responses were given including:-

- Look at care not budget
- Resident wants to remain at Harry Booth House - health is an absolute priority
- Granddaughter would like to start to look for placements
- Nice meals
- Keep my key worker
- Nice staff
- Family and friends being involved in the move
- Ground floor flat needed

#### **Do you think there are any other options for making sure older people get care they need?**

A variety of responses were given including:-

- Make the home part intermediate and part residential.
- Make care a priority giving older people as little disruption as possible
- We understand the need for change but we feel the residents should remain at Harry Booth House as long as they need it as the move would not be good for their health and well being
- Spend more money on older people's services
- Stop closing and reducing local authority services

## 12. The Green HOP, Middlecross HOP, Siegen Manor HOP

The proposal is to re-commission these 3 residential homes as specialist dementia care homes; this means that there may be some changes to the home as new models of dementia care are developed which focus on helping people regain or maintain independence. This service will be developed in the longer term however and there will be no immediate changes. People currently living at these homes will therefore be able to keep their place, if they wish.

### **Does the range of criteria cover everything? If no what is missing?**

In total, 40 of the respondents thought the range of criteria covered everything, 11 didn't, and 9 said they didn't know what was missing from the criteria. The following suggestions were made as to what was missing from the criteria:-

- Understanding people's needs
- Not clear enough in its explanation
- Impact on individuals, for example, distress to residents
- Should have taken into account views of people that live there
- Locality doesn't matter, it's about the service provided.
- Feel the criteria don't matter
- Too much emphasis on staying too long in their own home. Not always a good idea.

### **Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

In total, 35 respondents said the proposed option was reasonable, (in some cases with the caveat "as long as I can stay at the home"), and 7 had mixed views. Reasons given for the respondents' views were:-

- As long as they are not closed down
- Workable and reasonable
- Living in their own home will not work for everyone
- Very worried if residents had to move as relatives who currently live at the same home may be separated
- Very worried if residents had to move as it may have a detrimental impact on their health and well-being
- What else can you do, if you were given more money it would be different.
- I see everything is going to move to the private sector. I work in the private sector and choose to keep my mum at The Green. Why fix if not broken?
- The home runs fine as it is
- False economy on the side of the money
- It will prevent admissions when not needed
- Sad to see that there will be no more permanent residents
- Long term still needed, when someone has been going on respite it will be hard to live somewhere else.
- My relative does not want to move
- I like living here
- Awaiting proposal Sept.
- Present climate
- I feel the home needs alterations and investment

- Feels the proposals are a 'done deal' and the consultation is a waste of time.
- Providing staff are also sufficient.
- Have to accommodate everyone.
- Meets Mum's needs
- All staff dedicated and caring and home has a good feeling and is good for Dad
- I know the Council need to save money but not on services like Middlecross.
- I feel very strongly about the day centre. It is a big help to me and my husband, always comes home cheerful.

### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

A number of respondents said that they didn't have any concerns providing the quality of care remained the same and they and/or their relative could continue to live at the home. Others stated they thought there would be no impact on their relative.

There were a number of comments relating to the potential detrimental impact on the health and well-being of existing residents. For example,

- If people become more demented it may cause my depression to worsen
- The upset that it may cause to my mum (changes)
- I understand but I don't want to live at The Green when the changes go ahead.
- Fears that mum may not be happy with people she doesn't know
- Access to respite will be lost
- May lose the place just after starting to receive it
- Routine is important to mum and changes impact on her.
- My mum enjoys the day centre and also enjoys her respite at Middlecross HOP. I would not be able to cope without these services
- I would not be able to cope. I am looking for extra days not fewer

Some people welcomed the change to specialist dementia care.

Other comments made regarding the impact of the changes were given as:-

- Worried that the Council will change their minds and make my sister move.
- Best interest decisions made re Mum worked fine as she wouldn't understand if consulted
- Respite care enables Dad to live at home - if no respite for daughter Dad would need permanent care

The actions that could be taken to reduce the impact included:-

- Undertake regular reviews of residents
- Don't change your minds about me being able to stay here
- Maintain high standards of care
- Take into account that this is home for residents who live here
- Ensure my relative continues to be happy and well-cared for
- Ensure that staffing levels are appropriate to support the service
- Provide early notification of proposed changes.

- Clearer information, plain English in letters sent
- Consult with relatives re any changes
- Maintain routine and stability for residents
- Ensure customer needs are paramount and only change if essential
- Ensure change is gradual and there is time to adjust.
- By keeping the service as it is at present

One respondents asked what would happen if the service was decommissioned.

### **How can Leeds City Council reduce your concerns?**

The following suggestions were made with provision of information and confirmation of places continuing being the most common comments:-

- Undertake regular reviews
- Put it in writing so I can stay.
- Keep me informed of all changes
- Help me look for somewhere in Tadcaster.
- Don't change the service
- Do what you say you are going to and don't change your minds and confirm plans as soon as possible
- Make sure the home is financially sound
- I'm happy with the proposal for it to become a dementia care home
- Staff to continue to support relatives
- Talk to relatives
- All information to be in plain English. For example, letter could have been clearer, open to misinterpretation - too 'wordy'.
- Consultation meetings useful.
- Leave people where they are. Concerned that people with dementia really suffer if moved when settled.

### **Anything else not listed which is important to you?**

Four respondents said there wasn't anything else which was important to them and one said they felt "that everything has been covered". Of those who did make suggestions, these included:-

- To continue to look after the gardens
- Garden really important
- It's really important for people with dementia to have routine and familiar surroundings as well as well-trained and caring staff.
- Staying in my home.
- Feeling of being independent out of his home

In addition, the following comments which do not directly answer this question were provided:-

- Happy Mum does not have to move
- Very happy with care and that Mum is safe and well-cared for.

- Just be looked after well
- Mum is settled at Siegen
- I'm very impressed with the care Mum received.
- I'm aware re. Knowle Manor and want to know what will happen.

**Do you think there are any other options for making sure older people get care they need?**

There were no responses to this question from the Green HOP. From the other specialist HOPS, 4 respondents said they didn't think there were any other options and 3 responded that residential homes were needed for people with dementia. In addition, the following suggestions were made:-

- Release more funding
- Make care cheaper.
- Advertise what's available
- If people are living at home longer it is imperative that CST are trained appropriately and supervised correctly

### **13. The Green DC, Middlecross DC, Laurel Bank DC, Calverlands DC**

These day centres currently provide differing levels of specialist dementia care. It is proposed that they are re-commissioned and continue to provide dementia care. People currently attending these centres will therefore be able to keep their place, if they wish.

#### **Does the range of criteria cover everything? If no what is missing?**

Across the 4 day centres, 56 respondents thought that the range of criteria covered everything and 36 didn't. Suggestions as to criteria that are missing included:-

- People in the community not aware of the centre's predicament. Was research done on that part?
- Important that users and carers' views are taken account of.
- Consideration of carers.
- Further consideration of those who have made their contribution to society over their working lives and priority given to them
- Statistics may be misleading regarding attendance due to poor health
- One respondent stated that not enough information was given to answer this question and another stated that they didn't know the results so couldn't compare.
- People with special needs.
- The local community, the needs of local people and the impact upon them.
- The need to stay in the local area with friends.
- Transport and how far service users would have to travel
- The attendance charge should be taken into account.
- The cost of alternative services – it was suggested these would cost more than the existing services.

Although 'availability of alternative services in the area' was one of the criteria, a number of respondents made comments regarding lack of consideration of this matter.

Additional comments that were made which did not directly answer this question included:-

- People with dementia need routine and not changes - this upsets them
- Understand you have no money but specialist services are needed
- You haven't looked everywhere first before cutting the care and cost for older people.
- Where will you put us? Where will we go? What else is in the community for us?
- What about the care? There is uncertainty about future.
- You should move service users to other day centres to make up numbers.
- I think it will cost a lot of money to change the centre to a dementia centre.

#### **Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

Across the 4 day centres, 1 respondent thought that the proposals were reasonable, 50 didn't, 28 had mixed views and 3 didn't know.

The overriding view was that the proposals were reasonable providing the services continued to exist, existing service users were able to use them, and specialist dementia provision was maintained and/or enhanced. Several people made positive comments about the changes to these services but expressed concern about the proposed changes to other services, especially closures. Praise was also given for the quality of care provided by these services. Other reasons given for their views were:-

- I think it will be more strain on the health service
- The role of the day service in maintaining people at home, and avoiding admission to residential care was highlighted.
- Need to have stability with no or little change.
- How would carers cope with no centres open? Coming here gives carer respite and peace of mind.
- Service needs more advertisement
- I think all care should be provided when diagnosed
- Need to know when and where we are going, and how we will get there
- Half the week/service should be for people without dementia – this view was expressed repeatedly
- Everyone should pay to attend the service
- I would have liked to know what options would be available before being asked to make a decision on my future and what possible costs would be involved
- Centres should be combined so they are running to full capacity and therefore less expensive to run.
- I don't think that you have taken into account what this will mean for service users
- How much will it (the alternative service or proposed change) cost?
- Several respondents stated that friendships and company were very important to them and want to maintain.
- Concerned service users won't get a hot meal
- Don't trust the council and their decisions. Don't think the consultation will make any difference as the decision has been made
- You are discriminating against people who don't have dementia
- I want the DC to be local because I can't use ordinary buses and need picking up
- Where would my father go if he doesn't fit in the criteria and the other centre changes or closes?

#### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

Several respondents stated there would be no impact if the service remained open and they could continue to use it. A number of people asked if the services would be of the same standard when they became specialist services. Several stated that day service users would be admitted earlier to residential care if they lost their day service. Other concerns were expressed in relation to:-

- Loss of friendships
- Loss of service including personal care (bath), hot meal, and weekend cover
- Impact of the changes on health, well-being and stability especially increased isolation
- Impact on carers and family including their peace of mind and the ability of carers to continue in that role if the service changes.
- Worried that service user will not have anyone to socialise with
- Concerned that the proposal in September will not be rubber stamped and/or plans will change
- Concerns are around the cost to attend. One respondent stated that if charges are implemented at the proposed upper level then my mother will stop attending.
- If the day centre was to close in the future permanent care would be brought forward
- Worried new care facilities will be of a lesser standard and can't see the logic in uprooting all the present to move them to somewhere inferior
- I think that there are already facilities in this area for people with dementia such as Nesfield and money should be spent on older people who rely on places like Laurel Bank
- Many respondents were worried that there would be no where else I could go
- Worried how far service users will have to travel

#### **How can Leeds City Council reduce your concerns?**



The following suggestions were made as to how concerns could be reduced:-

- Staff need to be trained
- Service regulated, inspected regularly
- Rubber stamp proposal in September
- Give more, clear information
- Make sure other professionals are aware of future changes
- Make sure that it stays open as it is
- Keep specialist services for dementia open
- Increase use of the service for example by letting people use extra days.
- Some people were willing to pay extra for additional days or to keep the centre open.
- Reassure carers that they would continue present service
- Maintain expenditure on social services for the most deserving and vulnerable in our city
- Meeting with other carers at the centre
- Receive exactly the same level of care
- Move us with our friends
- Provide a bus and driver to bring service users to the centre
- Keep the costs at a level everyone can afford
- Provide somewhere else for service users to attend
- Provide help at home
- Combine centres so running at full occupancy
- Make the centre 'half and half' (specialist and generic)
- I don't want the council to reduce my worries.
- I don't want a personal budget as I have had financial abuse in the past and am vulnerable
- Discuss during assessment
- Tell me where other day centres are so I can visit one.
- Enable staff to keep their jobs.
- The emphasis is on dementia care. What will be provided for people without dementia?

**Anything else not listed which is important to you?**

Many suggestions were made in response to this including:-

- All residential care and day centres stay open, vital to the community
- Service users and their carers rely on the day centres.
- It is essential that specialist provision continues.
- The day service has had a very positive impact on it's service users especially in giving them a goal, routine, friendships, stimulation, etc
- Continuity is important for people with dementia
- Safety is important, for example, Middlecross is secure
- Should be more flexible so people can attend more days if the wish and family pay extra cost

- People with dementia need to mix with other people with dementia
- Flexibility around administering medication.
- Level of care to remain the same
- Regular contact with carers and more regular assessment of needs
- Kind and well trained staff, clean and safe environment
- Like the idea of drop in cover at the DC - advertise this service
- Would commute further if standards were good
- Need similar service like day services or would mean having to go into a care home and don't want that
- Close monitoring to ensure standards are maintained, well train staff and ensure led by dedicated professionals
- Don't feel private/voluntary/third sector could meet required need (transport, training, personal care and understanding)
- Contact with staff is very essential
- Contact with peer group
- Make service more personal and flexible, extend hours etc
- Keep cost to a minimum
- Meals
- Lots of activities and stimulation
- Transport and help up and down the drive
- Communication
- To attend on days that suit me
- Assistance with personal care

**Do you think there are any other options for making sure older people get care they need?**

There were no responses to this question from The Green DC.

The common theme to responses in this section was that specialist day services, and other provision, was essential for people with dementia. In addition, it was important for their to be as little disruption and change to routine and services as possible. The level of concern about the changes was lowest in the services facing least change, and support for the change was highest from people already requiring and receiving dementia services. In addition, the following comments were made:-

- The carer benefits as well as the service user.
- Dementia care should be separate from other older people services.
- Collaboration with health service/doctor and to make people aware of all services available.
- Legislation to help isolated older people and protect older people.
- More options of home support - buddying system?
- There are services but not all cater for specialist needs
- Residential homes more experienced in dementia care, more activity
- Improve and increase the provision. Maintain awareness and advertise service
- Essential qualifications in dementia
- For managers at decision level to revisit finances in a non political way
- Government and council to make older people high priority and invest in services, not cut the budget
- Communication

- Keep open, pay a little more for example, 50p towards service
- Provide transport
- Stop shutting centres down and leave the existing care as it is
- Make it less complicated
- I don't think there are any options that would provide the same service

## 14. Wykebeck Valley DC and Springfield DC

Service users, relatives and carers of Wykebeck Valley Day Centre were given the opportunity to participate in the consultation; however none chose to do this. The summary below therefore is based upon questionnaires from service users, relatives and carers at Springfield Day Centre.

Both day centres provide both generic and some specialist short-term rehabilitative support. The proposed specialist intermediate care services will be developed in the longer term and there will be no immediate changes. People attending these centres will therefore be able to keep their place, if they wish.

### **Does the range of criteria cover everything? If no what is missing?**

58 respondents thought the criteria did cover everything, 10 didn't. In terms of what was missing, it was stated by 5 respondents that the criteria did not consider people's feelings or the effect it would have on them. In addition some questions were asked:-

- What is going to happen to people who attend now?
- What respite will be available if service users are not able to attend the day centre?

Some comments were made which didn't directly relate to the question asked:-

- No-one understands the older people's needs
- They will be taking away the support and friendship she has made. Has brought mum back to old self
- Turn into 5 day centre and lose at weekends

### **Do you think that the proposed option we have arrived at is reasonable? Reason for your answer?**

48 of the respondents had mixed views about the proposed option, 11 thought it was not reasonable, and 2 didn't know whether or not it was reasonable. There were some common themes amongst the reasons given for the responses including:-

- Not wanting to lose their service they receive – either by staying at the centre or by attending another of equal quality, for the same number of days and hours.
- Positive experiences of attending the centre; specifically increased confidence, social aspects (friendships made and concern about loss of these), assistance in managing medical problems/health, and feeling safe at the centre.
- Positive experience of alleviating pressure on carers and enabling them to continue in their caring role – concern that the strain will be too great on them if the place were lost.
- Concern about the impact of the changes on them – anxiety caused by knowing there may be a change and moving to another centre.

A more detailed summary of the reasons given for these views follows:-

- The day centre has been very helpful following my medical conditions and has built up my confidence. I don't feel as though I would be able to settle and enjoy myself as much with community based services – raised by 2 respondents
- Doesn't help the elderly people keep their day care – raised by 1 respondent
- Not happy about the possibility of moving to another centre having moved from one (in one case more) to Springfield – raised by 6 respondents
- Moving to another centre would unsettle service users and carers – raised by 4 respondents

- Concerned about the loss of friends if moved – raised by 3 respondents
- Need to know more information before I'm able to comment more. Have had letters and understand but still not happy – raised by 3 respondents
- Would need transport if moved to another centre. When attending feels comfortable and safe being picked up by transport – raised by 2 respondents
- Want day centre to remain the same and continue attending the day centre. Don't see why it has to close. Enjoy attending centre, feel safe and secure there – raised by 16 respondents
- Needs assistance to go out, worried about social isolation – raised by 2 respondents
- Doesn't want to be at home all the time and worry about the impact of not going to a centre on both the service users and carers - raised by 11 respondents
- Not happy as has settled but understands changes happen – raised by 2 respondents
- Understands that people coming out of hospital need more support – raised by 1 respondent
- Reasonable as long something else is provided, preferably with the same days and hours provided – raised by 3 respondents
- Not knowing what is going to happen in the future is upsetting – raised by 4 respondents
- Feels there are limits to what other options are open to older people – raised by 3 respondents
- Feels they have been told, not asked – raised by 1 respondents
- Enjoys having company – raised by 2 respondents
- Each person has different needs, some higher than others but all need care, that's why they attend – raised by 1 respondents
- Could be a good thing but also think it could be bad if the centre changes – raised by 1 respondents
- Nobody has considered service users' feelings – raised by 1 respondent
- Concerned the proposed changes will not be handled correctly – raised by 1 respondent

One respondent asked "Why do you have to make these cuts?".

#### **Impact of any future changes – how can this be reduced when making your plans – Your concerns?**

The possible impact of any future changes on residents were stated as being:-

- May have a detrimental impact on service users' physical and mental health, and quality of life including loss of friendships. Isolation at home was stated by several people - raised by 43 respondents.
- May have a detrimental impact on carers' physical and mental health, and quality of life – raised by 12 respondents
- Feels will lose track of days. Lives with daughter. Feels she helps daughter have a break when at centre.
- May not have a good quality meal each day – raised by 3 respondents
- Service users may have to travel greater distances to get to a service – raised by 2 respondents
- May have to change days of attendance which cause confusion for the service user and difficulties for the carer – raised by 3 respondents
- The lack of knowledge about alternative arrangements is very unsettling – raised by 2 respondents
- Increased worry and pressure on the family – raised by 7 respondent

There was concern that:-

- It would not be possible to find an alternative place to go.
- It would not be possible to attend a luncheon club as the service user brings her own lunch due to dietary issues.
- Already has lost a few services and feels less supported.

- Homecare has been removed due to other people with more pressing need.
- Has tried to get into luncheon club but informed no places.
- Concern was expressed at the loss of support from staff in supporting disabled service users and service users with health problems, e.g. to participate in activities, detect and respond to changes in health, read and write (partially sighted person), socialise and be engaged in stimulating activities away from the home (wheelchair users and those with mobility problems) – raised by 5 respondents
- There is a proposal to de-commission the place where they live (St Peter's Court) so they have added worries.

It was suggested that these actions may reduce the above impact:-

- Keep the care at the same level – raised by 2 respondents
- Move to another centre with friends or stay at the same centre with friends – raised by 2 respondents
- Keep the day centre open – raised by 8 respondents
- Ensure that the alternative service was nearby – raised by 2 respondents

Other comments included:

- Not pleased about the cuts being made
- Gives my Mum something to look forward to
- Family lives abroad

### **How can Leeds City Council reduce your concerns?**

The most commonly suggested action that was given in response to this question was 'keep the centre open' (44 respondents), with 'provide an alternative service' almost as prevalent (14 respondents).

- Split the week so nobody loses their place, e.g. have part week generic day care, part week specialised – raised by 3 respondents
- Move me with my friends – raised by 3 respondents
- Maintain my routine – raised by 1 respondent
- Need more information. Keep informed on a regular basis – raised by 3 respondents
- Provide transport – raised by 1 respondent

Other comments given which did not directly answer this question include:-

- Why ask us, you are aware most of us need day care but at the end of the day you will decide what's what.
- Would not consider residential respite care due to previous experience and deteriorated rapidly.
- Carer feels there is no where for service user to go and will be abandoned.
- Have more respect for the elderly.
- I understand cuts have to be made but this is very upsetting for mum and others.
- Put concerns of the users before the cost.
- has had to move from another day service and thought would not be moved again – raised by 2 respondents.

### **Anything else not listed which is important to you?**

A number of comments were made in response to this question which have been made in response to other questions so have not been repeated in the summary here. Other things that were stated as being important to respondents which were not listed on the questionnaire include:-

- Being able to make new friends especially people service user's age
- Paying more to continue to be able to attend
- Needing care, support and safety, and consistency and continuity not flexibility
- Needing transport, especially caring transport, e.g. if service user does not attend or no answer the driver passes info to staff which would be checked out
- Feeling comfortable with the staff, so I would not be worried if I have to ask for help and assistance - trust of staff and staff knowing needs
- Having a meal
- A community setting with my friends
- Housing support when needed
- Not to be treated like a child if daily domiciliary care is needed
- Personal care

### **Do you think there are any other options for making sure older people get care they need?**

A number of comments were made in response to this question which have been made in response to other questions so have not been repeated in the summary here. Suggested options include:-

- Start having feelings - how would you feel if it was your mum and dad?
- Put older people first instead of finance and increase funding to continue caring for older people rather than make cuts
- Pendant scheme

We received some questionnaires from Musgrave Court, Fairview, Naburn Court and Doreen Hamilton which are currently under further review. Their comments were noted and will be used in more detail should the Executive Board approve the recommendation to bring forward options on these units alongside further consultation with those directly affected.

There were also forms completed from service users and their relatives and carers, currently residing at Amberton Court. The consultation was based on the proposal to recommission as an intermediate care facility but due to the recommendation in the Executive Board report which seeks approval to set aside consideration of Amberton Court as a specialist care unit pending further work with the NHS and consideration of its long term future alongside residential care facilities, the consultation findings will be looked at in further detail at a later stage.

**The information provided in the tables below reflects the actual comments that people have made in the response that they made to the questionnaires.**

### Colour Code

Blue	Does the range of criteria cover everything?
Purple	Do you think the proposed option we have arrived at is reasonable?
Yellow	Is there anything else missing?
White	Impact and mitigation

## 1. De-commission

### 1.1 Residential Homes

Issue	Kirkland House	Westholme	Spring Gardens	Dolphin Manor	Knowle Manor	Grange Court
People do not want a change from their current provision	X	X	X	X	X	x
Uncertainty about the future	X	X	X	X	X	X
Want services in the local area Travel and transport an issue for Service users and Carers The home is an important part of the community	X	X	X	X	X	X
Choice of home Visit other homes before the move		X		X		x
Accessibility important				X		
Save money elsewhere in the Council Spend money on well run homes		X	X	X	X	X
Will other homes have the same standard of care; if same standard and facilities, then OK Will it meet needs	X	X	X	X	X	
No consideration of the impact on families, including their ability to visit residents and stress of the situation		X	X		X	X



No consideration of the standard of care provided at the home						X
Concerns for the mental and physical well-being of the residents; that is the impact that the proposals have and will continue to have.	X	X	X	X	X	X
Concerns about the cost of alternative provision	X	X	X	X		
People will have to start again				X	X	
Believe that the decision has already been made Residents views do not count	X	X		X		
No other alternatives generally and/or no options in the area		X		X		
People will lose friendships Move in friendship groups	X	X	X	X	X	
People who make the decisions should go and talk to the residents and their families				X		
Private homes are not as good Issues with the viability of Independent Sector Homes	X			X	X	
En-suite/modern facilities not an issue		X		X	X	X
Other things are more important than the building eg care and peoples' homes	X	X	X	X		
No consideration of local/community needs in the criteria	X		X	X		
No human element to the criteria Have not taken people and impact into consideration when making this decision	X	X	X	X	X	X
Carers need assurance about new services in terms of respite provision	X	X	X			X
People are attached to the home/it is their home		X				X
This service cannot be replaced		X				X
Would like more information about the specific reasons for choosing the home/details of the feasibility study			X		X	X
Will make the private sector richer and the service poorer Private sector about profit not care		X				X
Spend money on this service Bring up to the standard required		X				X
No choice of options to comment on						X
New services to be closer to carers	X	X				X
Need to be kept informed of developments Liaise closely with relatives. No moves without relative agreement	X				X	X
Need more information on the assessment of future needs of older people and plans for Council provision						x
Need time to look for alternatives and adjust to the new situation		X				X
Proposals are short sighted with an increasingly ageing population	X		X			X
Proposals driven by costs, value of land and money	X	X			X	X

More meaningful consultation Not consulted and not consulted early enough	X	X			X	x
Order of criteria needs examining. Needs and dependencies of residents should be top						X
Make the transition easy for people to understand – allocate a person who can help and support and provide more information about options	X	X	X			X
Not made a proper assessment of the care that can be delivered elsewhere	X					
Only close one home in the area	X					
Don't take too long to decide	X	X				
There are many people with needs other than dementia					X	
Need to look at individual need				X	X	
Will staff be moving with the residents Staff continuity is important		X			X	
Guarantee that will not move again		X				

## 1.2 Day Services

Issue	Spring Gardens	Rose Farm	Firthfields	Lincolnfields
People do not want a change from their current provision	X	X	X	X
Uncertainty about the future		X	X	
Want services in the local area Travel and transport an issue for Service users and Carers The home is an important part of the community	X	X	X	X
Day centre support essential for maintaining people at home		X	X	X
Save money elsewhere in the Council Spend money on this service Manage finances Ring fence money for services for older people Bring up to the standard required		X	X	
Put on a par with education services and other services for children eg `Sure End` instead of `Sure Start`		X		
People want more of the same service	X		X	
Want a similar service Service same as receive currently Same standard as currently receive	X	X	X	X
Guarantee that will not move again	X	X	X	
Promised choice but do not get one	X			
Will other services have the capacity; the same standard of care; if same standard and facilities, then OK Will it meet needs		X	X	X

No consideration of the impact on families and carers, including their ability to visit residents and stress of the situation	X	X	X	X
Concerns for the mental and physical well-being of the residents; that is the impact that the proposals have and will continue to have.	X	X	X	X
Concerns about the cost of alternative provision		X	X	
Believe that the decision has already been made Residents views do not count		X	X	X
No other alternatives generally and/or no options in the area			X	
Options provided inappropriate for people with dementia		X		
Some people cannot access services and activities in the community			X	X
Personal budgets are not a viable alternative		X		
Could a personal budget be used to attend the centre? Need more information about personal budgets		X	X	
People will lose friendships Move in friendship groups	X	X	X	X
People who make the decisions should go and talk to the residents and their families No-one has been out to see the Service Users	X		X	
No consideration of local/community needs in the criteria			X	
No human element to the criteria Have not taken people and impact into consideration when making this decision	X		X	X
Carers need assurance about new services in terms of respite provision and the standard of care and support	X	X	X	
This service cannot be replaced Perception that this is the only service that can meet individuals' needs and requirements	X	X	X	
Would like more information about the specific reasons for choosing this service/details of the feasibility study		X	X	X
No choice of options to comment on What are the options		X		
New services to be close to carers		X	X	
Need to be kept informed of developments Open communication; better and more information Liaise closely with relatives. No moves without relative agreement		X	X	X
Proposals are short sighted with an increasingly ageing population Has the Council looked far enough into the future?	X	X	X	
Proposals driven by costs, value of land and money		X	X	X
Consultation should have been more specific about day services		X		
More meaningful consultation Not consulted and not consulted early enough		X		
Make the transition easy for people to understand – allocate a person who can help and support and provide more information about options		X	X	X
Don't take too long to decide			X	
Need to look at individual need Everyone is different		X	X	
Will miss staff		X	X	X

Will staff be moving with the Service Users Staff continuity is important				
This is the only service some people receive	X			
Community based groups or other organisations could use the building after hours		X		X
Voluntary sector organisations could help run the centre		X		
Older people need more care and support		X		
More people would attend if they could		X		
Has the Council considered all options		X		
Concerned about the closure of other services		X	X	
Generally ensure that older people are OK and if necessary looked after		X		X
Leave Council services alone				X
Specialist centres need to be kept open			X	
Day Care is the only option People cannot access community services and activities				X

## 2. Recommissioning

### 2.1 Residential Homes

Issue	Middlecross	Siegen Manor	Harry Booth House	The Green
People do not want a change from their current provision	X	X	X	X
Allow current residents to stay			X	X
Happy with becoming a dementia home Happy to stay at the home		X	X	X
Uncertainty about the future	X		X	
Want services in the local area Travel and transport an issue for Service users and Carers The home is an important part of the community			X	
Locality not important; more about the service	X			
Want a similar service Service same as receive currently Same standard as currently receive			X	
No consideration of the impact on families, including their ability to visit residents and stress of the situation	X		X	
Concerns for the mental and physical well-being of the residents; that is the impact that the proposals have and will continue to have.	X	X	X	X
Believe that the decision has already been made Residents views do not count	X			
People will lose friendships Move in friendship groups			X	

No human element to the criteria Have not taken people and impact into consideration when making this decision Welfare and well-being of residents most important	X		X	
Carers need assurance about new services in terms of respite provision	X		X	X
New services to be closer to carers			X	
Need to be kept informed of developments Open communication; better and more information Liaise closely with relatives. No moves without relative agreement	X			X
Need time to look for alternatives and adjust to the new situation Gradual change needed	X			
Proposals driven by costs, value of land and money			X	
Make the transition easy for people to understand – allocate a person who can help and support and provide more information about options Staff of the home needed to support relatives	X		X	
Family and friends need to be involved in the move			X	
Don't take too long to decide Confirm the plans	X			
Leave Council services alone			X	
Will miss staff Will staff be moving with the Service Users Staff continuity is important			X	
Make care for older people a priority			X	
Need residential care for people with dementia	X			

## 2.2 Day Services

Issue	Calverlands	Middlecross	Springfield	Laurel Bank	The Green
People do not want a change from their current provision	X	X	X	X	
Want services in the local area Travel and transport an issue for Service users and Carers The home is an important part of the community			X	X	
Uncertainty about the future			X	X	X
Happy that this service has been recommissioned	X				
Would travel further if standard were good.	X			X	
Day centre support essential; maintains people at home; helps people stay independent.	X	X	X	X	
Save money elsewhere in the Council Spend money on this service Manage finances Ring fence money for services for older and vulnerable people Bring up to the standard required	X	X	X	X	
People want more of the same service	X				
Concerned about the cost of the service				X	X
Would be willing to pay a bit more				X	

Everyone should pay					
Want a similar service Service level same as receive currently Same standard as currently receive	X	X	X	X	
Will other services have the capacity; the same standard of care; if same standard and facilities, then OK Will it meet needs	X		X	X	
Need to inspect and regulate Independent Sector provision	X				
No consideration of the impact on families and carers, including their ability to visit residents and stress of the situation	X	X	X	X	
No consideration of local/community needs in the criteria				X	
Concerns for the mental and physical well-being of the residents; that is the impact that the proposals have and will continue to have.	X	X	X	X	
No other alternatives generally and/or no options in the area Need more options	X			X	
Options provided inappropriate for people with dementia	X				
People will lose friendships Move in friendship groups	X		X	X	
People who make the decisions should go and talk to the residents and their families No-one has been out to see the Service Users Want involvement in meetings	X				X
No human element to the criteria Have not taken people and impact into consideration when making this decision			X	X	
Carers need assurance about new services in terms of respite provision and the standard of care and support	X	X	X	X	
No choice of options to comment on What are the options Need more options		X	X	X	
Need to be kept informed of developments Open communication; better and more information Liaise closely with relatives. No moves without relative agreement	X		X	X	
Make the transition easy for people to understand – allocate a person who can help and support and provide more information about options			X	X	
The changes may mean that people have to go into permanent care	X	X			
Concerned about the closure of other services	X		X		
Day Care is the only option People cannot access community services and activities	X	X	X	X	
Specialist services are needed including day care	X	X			
Saving money should not affect services for people with dementia		X			
Are other services in community for people with dementia what about other people?				X	
Like the idea of drop in at the day centre	X				
Need to make changes to the services – to meet need and to be more flexible (extended hours) and personal	X	X			

Need to make people aware of what services are available	X			X	
Need to collaborate with health and GPs.	X				
Make centre half of week for people with dementia and half for other people			X	X	
Merge two centres together				X	
Believe that the decision has already been made People's views do not count			X	X	
Has the Council considered all options				X	
Advertise the services More people would attend if they could				X	
Stop closing day centres				X	

