

Special Overview and Scrutiny Management Board

1st April 2014



In-house Residential Homes Consultation Process

Report of Rachel Shimmin, Corporate Director of Children and Adult Services, Councillor Morris Nicholls, Portfolio Member for Adult Services

Purpose of Report

1. This report is a summary of the formal consultation process used when consulting on the review of five in house residential care homes in County Durham.

Background

2. In October 2013, Cabinet accepted two recommendations. The first was to undertake public consultation on the three following options relating to the future of the 5 in house residential homes.
 - Option 1: The Council consult on the retention of each of the homes; Cheveley House, Feryemount, Grampian House, Mendip House and Newtown House undertaking repair and maintenance as required.
 - Option 2: The Council consult on the closure of each of the homes; Cheveley House, Feryemount, Grampian House, Mendip House and Newtown House and commission alternative residential care provision and day services through the independent sector.
 - Option 3: The Council consult on the potential for transferring each of the homes; Cheveley House, Feryemount, Grampian House, Mendip House and Newtown House to an alternative service provider.
3. The second recommendation was to produce a final report for consideration by Cabinet in Spring 2014. Cabinet recognised that any final decision must not be taken until consultation had been undertaken and that the results of that consultation must be fully taken into account balanced against other issues.
4. In particular, the residents of residential care homes have a right for their views to be taken into account before any decision is made and a legitimate expectation that the decision making will be fair.

5. Consequently, in order to ensure that the opportunity was provided for all views to be recorded, a 3 month consultation period from 17th October 2013 to 19th January 2014 was publicised through presentations to the relevant AAPs, the local press, Durham County News, and by letter or email to interested parties. This encouraged comments on the proposals which were collected in a number of different ways, including one to one interviews, questionnaires, through the Council's website, via a dedicated phone line and through correspondence .

Methodology

6. A project group was established to oversee the development of a consultation framework, which produced a structure aiming to:
 - a. Allow interested parties to input their views on the proposals.
 - b. Provide a variety of ways for people and groups to access that consultation.
 - c. Enhance the information available to Members and so improve the quality of the decision making.
7. It was identified that there were 5 key groups:
 - a. Consultation with residents
 - b. Consultation with carers and families
 - c. Consultation with staff and trades unions on the options
 - d. Consultation with Members and members of the public
 - e. Consultation with stakeholders, community groups and partner organisations
8. Before the consultation process began, advice was sought from the Corporate Consultation Group, and the online questionnaires and results were produced in conjunction with the corporate consultation team.

Consultation Process – Residents and users of relevant day services

9. The project group felt that it was essential to make every effort to consult residents and service users individually and devised semi-structured questionnaires to be used to capture relevant information from all service users or their representatives and their families. (see Appendices 2 - 5)
10. Letters were sent out in advance to allow time for carers to be informed and involved, and appointments were made for interviews which were undertaken by a dedicated team of social workers at each individual home. Three residents did not respond to correspondence inviting them for interview
11. Before any interview took place, the social work team undertook a brief capacity assessment to ensure that the resident was able to participate in the consultation process. Where this was not possible, and where carers or family members were not available, the team offered independent advocates to assist in gathering the views of the service users. Overall, 88 interviews were

carried out. 87 of those were face-to-face interviews; one service user chose to have a telephone conversation only.

Consultation with carers and families of residents and users of relevant day services

12. Where possible and provided the resident gave consent, interviews with carers were also carried out after the resident consultation. The team also offered appointments where required on evenings and Saturdays where carers had to travel any distance or had other commitments.
13. Different questions were tabled for carers and families which provided some details of the issues they would face should the decision be made to close the home.

Consultation with staff and trades unions

14. Prior to the Cabinet meeting in October 2013, trades unions representatives, local and regional, were briefed on the proposed consultation which would take place if Cabinet subsequently agreed to initiate the consultation process.

Consultation with Members, stakeholders and members of the public

15. Senior management undertook briefing sessions for Members and supported the consultation either by attendance at the AAP meetings, or by facilitating access to officers and arranging for questions and answers for residents, usually in writing.
16. Details of how to participate in the consultation was publicised through Durham County News, local press, local TV, and through the Council's website. Members of the public were encouraged to ring a dedicated telephone number to leave their views and queries, or access a questionnaire available online, either to complete or to download and return. The questionnaire offered tick box responses and the opportunity for free text to be submitted.

A dedicated postal address and a dedicated email address were established for this purpose and were publicised. In total 1175 submissions were received, including 653 letters which were taken fully into account.

Summary of Consultation

17. After the end of the consultation period on 19th January 2014, information from all feedback was collated and analysed and a final consultation report will be prepared which will be used to inform the Cabinet report on which Members will make their final decision.

Recommendations and reasons

18. It is recommended that Overview Scrutiny and Management Board accept this report detailing the process, and approve the release of the consultation report to Members in advance of the Cabinet meeting on 16th April 2014.

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Appendix 1: Implications

Finance - None

Staffing - None

Risk - Reduced risk to decision making due to consultation process.

Equality and Diversity/Public Sector Equality Duty - Assessment carried out prior to consultation commencing and is ongoing linked to the decision-making process.

Accommodation - None

Crime and Disorder - None

Human Rights - Consultation was structured to take any issues into account.

Consultation - Well publicised process supplemented by analysis and report

Procurement - None

Disability Issues – Special individual requirements met during management of consultation

Legal Implications – Consultation carried out impartially, fully and fairly.

**Consultation on residential care homes
Consultation questions - resident**

N.B. All consultation should be prefaced with introduction to the issue of the proposals agreed by Cabinet and ensuring clarity of the purpose of consultation and assessment of best interest.

Name of home:

.....

Name of resident:

.....

Date:

.....

Others present and relationship:

.....

Question	Responses to questions
A. How long have you lived in the home?	
B. Are you happy living in this home?	
C. <ul style="list-style-type: none"> • Yes – what do you like about living here? <li style="padding-left: 20px;">Or • No - what do you not like about living here? 	
D. What do you think about the facilities? <ul style="list-style-type: none"> • The dining room • The toilets • The bathrooms 	

**Consultation on residential care homes
Consultation questions - resident**

<ul style="list-style-type: none"> • Your room • The food • Access around the home • The garden and outside facilities • Other – <ul style="list-style-type: none"> - E.g. do you go out? - Do you go to the shops at all? - Do you have people who help you go outside? 	
<p>E. What things would improve your quality of life, make you happier?</p>	
<p>F. I need to discuss the options about the home with you.</p> <ol style="list-style-type: none"> 1. If the home was to be improved, what facilities would you like to see in the future? How would you feel if you had to move out while the changes were made? 2. If the decision was to close the home, how do you feel about the prospect of moving homes? 3. If the home was to be transferred to a different company how would you feel? 	
<p>G. Do you know what facilities they have at other homes in the area? If so what?</p>	
<p>H. Would you like the opportunity to see other homes?</p> <ul style="list-style-type: none"> • <i>If yes arrange visit for resident and family</i> <p>If you have already visited another home is there anything you really liked about it?</p>	
<p>I. If the home were to close or be modernised and if you had to move out permanently or temporarily, what could we do to help, to make any move easier?</p>	

Consultation on residential care homes
Consultation questions - resident

<p>J. Are there any residents in here that you are particularly close to, and would like to stay with if you had to move out either permanently or temporarily?</p>	
<p>K. What could we do to maintain those friendships?</p>	
<p>L. If the home were to close and if you had to move, either permanently or temporarily, whereabouts would you choose to live? How far would you be prepared to move?</p>	
<p>M. Is there anything about your health that worries you?</p>	
<p>N. Is there anything we need to take into account with regard to your health if we were to modernise the home or if you had to move out either permanently or temporarily.</p>	
<p>O. If you were to move have you any special requirements with regard to you and your needs?</p>	
<p>P. If a move came about what special equipment do you think you might need?</p>	
<p>Q. Is there anything else you would like to tell us?</p>	
<p>R. Have you any further questions to ask?</p>	

**Consultation on residential care homes
Additional consultation questions – resident with carer present**

N.B. All consultation should be prefaced with introduction to the issue of the proposals agreed by Cabinet and ensuring clarity of the purpose of consultation and assessment of best interest.

These additional questions should only be asked if the carer / family member has been present throughout the interview.

Question	Responses to questions
S. Are you aware of how your relative has handled moving home in the past?	
T. If the home were to close or be modernised, what access arrangements are you able to make to get to alternative homes?	
U. Are there any health issues of your own that may need to be considered if you had to travel further to visit?	
V. If the home were to close or be modernised, what could we do to help, to make any move easier for your relative?	
W. If there is a potential move, either permanently or temporarily, is there anything we could do, to help you keep contact with your relative, eg transport?	
X. If there had to be a move for your relative, either permanently or temporarily, what would you like for your relative?	
Y.	

Consultation on residential care homes
Additional consultation questions – resident with carer present

If a move, either permanent or temporary, had to happen what special equipment do you think your relative would need?

Z.
Have you had a carer's assessment in the past?

AA.
Have you any other questions to ask?

BB.
Is there anything else you would like to tell us?

**Consultation on residential care homes
Consultation questions – Carer of day care service user (no service user present)**

N.B. All consultation should be prefaced with introduction to the issue of the proposals agreed by Cabinet and ensuring clarity of the purpose of consultation and assessment of best interest.

Name of home where day care attended:

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Name of service user:

.....

Name of carer:

.....

Date:

.....

Question	Responses to questions
<p>1. How long has your relative used the day centre?</p>	
<p>2. Are you happy with the day service they receive?</p>	
<p>3. What do you think about the facilities?</p> <ul style="list-style-type: none"> • The dining room • The toilets • The bathrooms • The food • Access around the home • The garden and outside facilities • The activities 	
<p>4. What facilities would you like to see at another day service?</p>	

<p>5. Would you like the opportunity to find out about alternate services?</p> <ul style="list-style-type: none"> • <i>If yes arrange for resident and family</i> <p>If you have already visited or attended other services is there anything you really liked about them?</p>	
<p>6. If the home were to close or be modernised and your relative had to change services either permanently or temporarily, what could we do to help to make any move easier?</p>	
<p>7. Are there any people who attend the day centre that your relative is particularly close to, and would like to stay with if they had to move service either permanently or temporarily?</p>	
<p>8. What could we do to maintain those friendships?</p>	
<p>9. If the home were to close and if your relative had to change service, either permanently or temporarily, whereabouts would you choose for them to go? How far would you be prepared for them to go?</p>	
<p>10. Is there anything about your relative's health that worries you?</p>	
<p>11. Is there anything we need to take into account with regard to your relative's health if they had to change service either permanently or temporarily?</p>	
<p>12. Are you aware of any special requirements or equipment needed with regard to your relative's needs?</p>	
<p>13. If a change of service, either permanently or temporarily was required, what special equipment do you think your relative might need?</p>	

<p>14. If your relative had to change service either permanently or temporarily, would this affect you in any way, e.g. with regard to transport arrangements?</p>	
<p>15. If the home were to close either permanently or temporarily, what could we do to help, to make any change of service easier for your relative?</p>	
<p>16. If a move to a new service came about, what would you like for your relative?</p>	
<p>17. Have you any other questions to ask?</p>	
<p>18. Is there anything else you would like to tell us?</p>	

**Consultation on residential care homes
Consultation questions – Carer only**

N.B. All consultation should be prefaced with introduction to the issue of the proposals agreed by Cabinet and ensuring clarity of the purpose of consultation.

Name of home:
.....

Name of resident:
.....

Name of Carer:
.....

Date:
.....

Question	Responses to questions
1. How long has your relative been at the home?	
2. Are you happy about them living in this home?	
3. What do you think of the facilities in the home? <ul style="list-style-type: none"> • The dining room • The toilets • The bathrooms • Your room • The food • Access around the home • The garden and outside facilities • Other, for example: <ul style="list-style-type: none"> - Does your relative go out? - Does your relative go to the shops? 	

**Consultation on residential care homes
Consultation questions – Carer only**

<p>- Does your relative have people who help them to go outside?</p>	
<p>4. Do you know what facilities they have at other homes in the area. If so what?</p>	
<p>5. Would you and your relative like the opportunity to see other homes? <ul style="list-style-type: none"> • <i>If yes arrange visit for resident and family</i> <p>If you have already visited another home is there anything you really liked about it?</p> </p>	
<p>6. If the home had to close or be modernised and your relative had to move out permanently or temporarily, what could we do to help, to make any move easier?</p>	
<p>7. What facilities do you think would be needed for your relative in any alternative or new accommodation?</p>	
<p>8. Are there any residents in here that your relative is particularly close to, and would like to stay with, if they had to move out either permanently or temporarily?</p>	
<p>9. What could we do to maintain those friendships?</p>	
<p>10. If the home were to close and if your relative had to move, either permanently or temporarily, whereabouts would you choose for them to live? How far would you be prepared to move them?</p>	
<p>11. Is there anything we need to take into account with regard to your relative's health if we were to modernise the home or if they had to move out either permanently or temporarily.?</p>	

**Consultation on residential care homes
Consultation questions – Carer only**

12. Are you aware of any special requirements or equipment needed with regard to your relative's needs?	
13. If a move, either permanent or temporary was required, what special equipment do you think your relative might need?	
14. Are you aware of how your relative has handled moving home in the past?	
15. If the home were to close or be modernised, what access arrangements are you able to make to get to alternative homes?	
16. Are there any health issues of your own that may need to be considered if you had to travel further to visit?	
17. If the home were to close either permanently or temporarily, what could we do to help, to make any move easier for your relative?	
18. If there is a potential move, either permanently or temporarily, is there anything we could do, to help you keep contact with your relative, e.g. transport?	
19. Have you had a carer's assessment in the past?	
20. Have you any other questions to ask?	
21. Is there anything you would like to tell us?	

Appendix 5

**Consultation on residential care homes
Consultation questions – day care service user**

N.B. All consultation should be prefaced with introduction to the issue of the proposals agreed by Cabinet and ensuring clarity of the purpose of consultation and assessment of best interest.

Name of home where day care attended:

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Name of service user:

.....
.....

Date:

.....
.....

Others present and relationship:

.....
.....

Question	Responses to questions
A. How long have you attended day care services here?	
B. Are you happy with the day care you receive?	
C. <ul style="list-style-type: none"> • Yes – what do you like about coming here? <li style="padding-left: 20px;">Or • No - what do you not like about coming here? 	
D.	

**Consultation on residential care homes
Consultation questions – day care service user**

<p>What do you think about the facilities?</p> <ul style="list-style-type: none"> • The dining room • The toilets • The bathrooms • The food • Access around the home • The garden and outside facilities • The activities 	
<p>E. What would improve your time at the day centre?</p>	
<p>F. I need to discuss the options about the home with you.</p> <ol style="list-style-type: none"> 1. If the home was to be improved, what facilities would you like to see in the future? How would you feel if you had to temporarily go to another service while the changes were made? 2. If the decision was to close the home, how do you feel about the prospect of moving to another service on a permanent basis? 3. If the home and the day service was to be transferred to a different company how would you feel? 	
<p>G. What facilities would you like to see at another day service?</p>	
<p>H. Would you like the opportunity to find out about alternate services?</p> <ul style="list-style-type: none"> • <i>If yes arrange for resident and family</i> <p>If you have already visited or attended other services is there anything you really liked about them?</p>	
<p>I. If the home were to close or be modernised and if you had to change services either permanently or</p>	

**Consultation on residential care homes
Consultation questions – day care service user**

temporarily, what could we do to help to make any move easier?	
J. Are there any people who attend the day centre that you are particularly close to, and would like to stay with if you had to move service either permanently or temporarily?	
K. What could we do to maintain those friendships?	
L. If the home were to close and if you had to change service, either permanently or temporarily, whereabouts would you choose to go? How far would you be prepared to go?	
M. Is there anything about your health that worries you?	
N. Is there anything we need to take into account with regard to your health if you had to change service, either permanently or temporarily?	
O. If you were to change service have you any special requirements with regard to you and your needs?	
P. If a move came about what special equipment do you think you might need?	
Q. Is there anything else you would like to tell us?	
R. Have you any further questions to ask?	