



Newington Court consultation results

Date: 7 January 2021 (Final version)

Document summary

Results report from the consultation about how care is provided at Newington Court

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About this document:

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Please note that this consultation focuses on a single residential property. For this reason comments and feedback themes that could potentially identify people have been edited to protect their anonymity.

Full details will be shared with decision makers as appropriate.

Background

We are proposing to change the way that care is provided at Newington Court, Ticehurst, from an Extra Care scheme, with a 24/7 on-site care team, to a 'Housing with Care' scheme. It would mean some changes to how people are supported at the service, so we wanted to know what residents and their families think about the proposal and how they would be affected. We were also keen to hear from local partners and organisations with an interest.

A 6-week consultation was carried out with residents and stakeholders from 10 November until 18 December 2020.

Why we were consulting

For a number of years, we have found it more difficult to attract new residents with eligible care needs to Newington Court. This means properties are left empty and there are not enough people with the minimum levels of care needed to justify the 24/7 care team.

The current environment is reported to feel empty and not as vibrant as it once was due to the persistent level of vacancies. The reduced number of residents has also led to financial losses for us and the landlord.

We think that the proposed change to a 'Housing with Care' scheme should help us to reduce the number of vacant flats at the scheme and limit financial losses. We would pay for some additional on-site support if the proposal went ahead.

What happens next?

A decision will be made on whether to change how care is provided at Newington Court in January 2021. When making his decision, the Lead Member for Adult Social Care and Health will consider the consultation results and Equality Impact Assessment alongside a recommendations paper.

Residents at Newington Court will be informed of the decision either way in January. If the proposal was agreed the service would change to a Housing with Care scheme from November 2021. This would give us plenty of time to review residents' care needs and discuss their options with them.

Consultation summary

About the consultation

Usually we would hold a residents meeting to discuss proposed changes to services, as well as giving people the chance to provide written feedback. Covid restrictions meant that it wasn't possible for any face-to-face feedback opportunities to be offered for the Newington Court consultation.

Instead, residents were all sent a letter about the consultation, a copy of the Frequently Asked Questions (FAQs), a feedback form and a prepaid envelope. Where applicable letters were also sent to residents' Lasting Powers of Attorney. People could choose to complete the survey online if they preferred, email us their comments or speak to one of the commissioning team.

Family members and informal carers were also encouraged to take part if they wished. Key stakeholders including the local borough council and the nearby doctor's surgery were also informed about the consultation.

Consultation documents

You can find a copy of the letter to residents, consultation feedback form and FAQs in the appendices. The FAQs were updated regularly and shared with residents at the beginning and towards the end of the consultation.

Consultation activity

There were 29 residents living at Newington Court at the start of the consultation period.

How people took part

45 responses to the consultation were received across the feedback form, other feedback methods and the meeting with staff. In some cases people responded more than once and by more than one method.

Who took part

The biggest group of respondents was staff working at Newington Court (21 responses), followed by family members and friends of residents (13 responses), and residents themselves (9 responses).

Enquiries regarding vacancies

During the consultation we also had enquiries on behalf of three people who were interested in moving into Newington Court if the scheme's eligibility criteria changed in future.

CQC concern

An anonymous concern was raised with the Care Quality Commission (CQC) during the consultation period about care at the scheme. See appendix 5 for a brief summary of the issues raised.

What people told us in the consultation

Summary

It's clear from the responses to the consultation that people are very concerned about the proposal and how it will affect them or their loved one. There is a lot of mistrust of the Council and people dispute whether we have promoted the scheme properly. Some people raise concerns that potential residents have been turned away from the scheme.

The on-site care team was a big reason for choosing the scheme for people. Respondents worry about the impact of the removal of that support, particularly at night, and how it will affect the health and wellbeing of residents, and the delivery of care services. People fear that residents will be forced to move from their homes to get the care they need if the proposal goes ahead.

The detailed key themes set out below cover feedback received via all methods. We have focused mainly on issues raised by four or more comments for this summary. You can find all the comment themes received by each method in the relevant appendices.

Key themes about the proposal

Views about the proposal:

- Respondents are concerned about the proposal to change how care is provided at Newington Court and the impact it will have on people living there (8 comments).
- Some people say the proposal should not go ahead (5 comments) and Newington Court should be maintained as an extra care scheme (2 comments).
- Some people acknowledge the financial challenges at the scheme which are set out in the consultation (3 comments), while one person flagged the effect of Covid on care homes and how this might affect future recruitment to the scheme.

How allocations have been managed:

- People say that they know of eligible people who have been turned away or placed in other extra care schemes locally (11 comments).
- People feel that the scheme has been badly promoted or not promoted at all (9 comments), with some also saying that it has been run down on purpose (7 comments).
- People can't understand how it hasn't been possible to find eligible residents (4 comments).

The consultation:

- People feel that the decision has already been made and that the consultation is just for show and won't make a difference (6 comments).
- Concerns were raised about the consultation information, in particular the truth of the claims about the difficulty in finding new residents (5 comments).

Key themes about how people would be affected

Impact on their residency:

- People say they may, or would, have to move from the scheme if the proposal went ahead (12 comments). Some are clear they don't want to do this and would prefer to stay where they are happy (7 comments).
- Some say they chose Newington Court specifically because it was an extra care scheme and had staff on-site 24/7 (6 comments).
- A small number say they are already planning a move (3 comments).
- It was flagged how stressful any move would be due to the age of residents and that Covid would exacerbate this (3 comments).

Impact on support and services:

- A lot of respondents talk about the impact on people's health and wellbeing if they couldn't get their needs met (10 comments).
- People are concerned generally about the negative impact of the proposals (8 comments) and how they would affect the delivery of their, or their relatives', care and support (4 comments), and make it harder for them to maintain their independence (4 comments).
- The wider impact on associated services such as the café and GP surgery nearby (7 comments) and on the community feel at the scheme (4 comments) are a concern too.
- Concerns about the impact on peace of mind for families are raised (5 comments), as are concerns about the safety of the residents (4 comments).

Night support:

- People are particularly concerned and worried about the on-site night support being removed (11 comments) and how this would affect people and the delivery of their care (6 comments).
- There is concern about the speed of support that would be available in future if people needed help overnight and how quickly this would be available via the proposed telecare service (5 comments).
- For some people this would affect their daytime care as early/late calls are provided by on-site night staff and these would be harder to arrange if the scheme changed (5 comments).

Key themes for other comments

- There were a good number of positive comments about the current service (7 comments) and the staff providing care and support (6 comments).
- There were also some negative comments about the current service (5 comments).
- Suggestions were made covering the scheme overall (6 comments) and facilities (4 comments), including that the older part of the building become sheltered housing and the new part remain extra care; a more flexible approach be taken to packages; self-funders to be included in the block care financial calculations; and CCTV to be installed in the lobby and corridors if the on-site care is removed.

Sample quotes from respondents

- “[M]y opinion is that the proposals would be of no benefit to me at all or to any other residents who may or may not require extra care. It seems to me that more strenuous effort to attract new residents would be the answer to the problem and that the best interests of the present residents and staff has not been the prime consideration here.”
- “At least two years ago the ESCC website stated that there were no available flats at Newington Court. This was blatantly untrue. It appears that this consultation is nothing more than a PR exercise and that ESCC and [the provider] have been planning this outcome for years.”
- “Respective residents have been shown the building and then directed to other Schemes. Therefore, leaving empty flat at Newington Court. It is incredulous that

there is not one person in either Rother DC or ESCC area that does NOT fit the care criteria!!! Seems this has always been the plan!"

- "I do feel that the future of Newington Court shouldn't be just a financial consideration, but also viewed from a well being and mental health perspective. It has certainly been a stressful time for my [relative] and [their] fellow residents and friends. I would also ask whether it is appropriate to even be considering this change considering the pandemic we are facing."
- "I'm very happy with my current care we are very lucky here at Newington Court. I [...] considered this to be my forever home."
- "We understand the financial reasons behind proposed changes, but are very concerned that the level of security and care will not be the same high standard."
- "One of the reasons we chose Newington Court is because of the 24/7 onsite care. If this is removed, many of the resident[s] would have to leave."
- "I would have to move because I sometimes call on night staff [...] heighten my anxiety if someone was not on site – deterioration in health and wellbeing."
- "I, as many other families, would have to consider alternative arrangements for their loved ones – some of whom have lived there many years. For some, the move at this stage of their lives could have devastating consequences."
- "I don't reckon much of the night staff not being here – it's going to take longer for the night staff to get here or be expensive with an ambulance each time in an emergency."
- "As the GP Practice attached to Newington Court we have concerns about the proposal to the changes of care being provided. We are already seeing first-hand the impact that having less regular carers is having on our own workload [...]."
- "I feel that it will not provide the care cover that my [relative] needs to keep what little independence [they have] now."
- "Your consultation document is very long and I think that quite a few of the resident[s] may not understand it and find it too complicated to read."
- "There is undoubtedly a definite need for extra housing schemes in rural areas. A large percentage of our residents have lived in villages all their lives and do not want to move to a town. Family members live locally and they also do not want to have to or are unable to travel large distances into towns to visit their loved ones."

Appendix 1: Consultation documents

Letter to residents

Dear [insert name]

Consultation on how we provide care at Newington Court

Further to our letter of 5 October 2020, we are writing to confirm that we are starting a consultation on the way care is provided at Newington Court.

For a number of years, we have found it increasingly difficult to attract new residents to Newington Court. This means properties are left empty and there are not enough people needing care to justify the 24/7 on-site care team.

Part of our proposal is that your care will be delivered by professional carers who attend Newington Court to provide your care, rather than as they do now from their on-site office. This is one aspect we would like to seek your views on.

The consultation starts, Tuesday 10th November 2020 and completes on Friday 18th December 2020. You are invited to contact us by phone during these dates to discuss and answer any questions you may have. Our contact telephone numbers are provided below.

Alternatively you can complete a short feedback form, either online using the web address below, or completing by hand and returning to us using the enclosed pre-paid envelope.

We have included a list of Frequently Asked Questions to help you better understand our proposals. The service will continue to be provided with on-site care until November 2021 next year, regardless of the outcome of the consultation. This is because the Council's contract expires with the on-site care provider in November 2021.

We can reassure you that this is a consultation process about how care is provided at Newington Court. Your tenancy with Optivo will not be affected.

We will look forward to hearing from you in due course.

Yours sincerely,

[Name removed]

Project Manager

[Name removed]

Strategic Commissioning Manager

Newington Court short online feedback form: www.eastsussex.gov.uk/newingtoncourt

Consultation feedback form questions (reference only)

Q1) Are you completing the feedback form as:

- A resident of Newington Court
- A family member or friend of a resident
- Someone who provides care to the residents
- Someone who works at Newington Court
- Other (please provide details in the box below)

Q2) What do you think about our proposal to change the way care is provided at Newington Court?

Q3) How would you be affected if the proposal went ahead?

Q4) Do you have any other concerns, comments or suggestions you would like to raise?

Frequently asked questions

Please note these were updated during the consultation and the final version was shared again with residents towards the end of the consultation.

[Consultation on proposed changes to the way care is provided at Newington Court](#)

The 6-week consultation will be open from 10th November to 18th December 2020.

If the proposal to change the way care is delivered at Newington Court is agreed, changes will not come into effect until November 2021, when the current care contract ends.

1. Why are you consulting on making changes to the way care is provided at Newington Court?

For a number of years, East Sussex County Council (ESCC) have found it more and more difficult to attract new residents with eligible care needs to Newington Court. This means properties are left empty and there are not enough people needing care to justify the 24/7 care team.

This has led to a change in the environment at Newington Court for existing residents, and ESCC wants to do everything we can to rectify this and support Newington Court to be a thriving community that is sustainable into the future. Reduced numbers has also led to financial losses over the years for both ESCC and Optivo, despite many attempts and approaches to fill the vacancies with new eligible tenants.

2. Is this consultation about saving money for ESCC?

As noted above, Newington Court has been generating a significant financial loss to both ESCC and Optivo, the landlord. The current environment is reported to feel empty and not as vibrant as it once was due to the persistent level of vacancies. ESCC needs to ensure that it is achieving value for money and making the best use of limited resources.

3. What are the changes you are proposing to make at Newington Court?

ESCC are proposing to change the way care is provided at Newington Court from an Extra Care scheme, with a 24/7 on-site care team, to a 'Housing with Care' scheme, as follows:

- Care would be provided by carers who visit the scheme only for scheduled care calls during the day. If you already receive care during the day, this would continue.
- Many residents currently have daytime care visits, so carers are expected to be at Newington Court for much of the day.
- There would, however, be an additional cost of £2.75 per week to contribute towards the emergency Lifeline service, which would be introduced to support residents during an emergency. ESCC is proposing to cover this cost for all residents for an initial 12 months, and then to review this annually.

Emergency calls through the pull-cord system would go through to Optivo's commissioned Lifeline service (Welbeing). They would support you, connect you to an emergency service, if this was required, and contact your next of kin to let them know.

ESCC would pay for some additional on-site care and support if the proposals were agreed. This could offer residents support with speaking to a GP, ringing Adult Social Care, or providing a regular on-site activity – these are just some examples. ESCC would like to understand the views of residents on what additional daytime support may be needed or desirable. Any proposals from residents considered by Adult Social Care would need to be agreed with Optivo and Care at Home Services. Any non-care related support, e.g. repairs or help with benefits forms would continue to be supported by Optivo's Scheme Manager.

4. If people do not agree with the changes, does that mean they won't go ahead?

Everyone's views will be taken into consideration and this will inform the proposals. We want to understand how these proposals might impact on you to help us make an informed decision. No decisions have been made yet. The Lead Member for Adult Social Care and Health at ESCC will make a decision early 2021.

5. I have many care needs. How might I be affected?

Most of your care provision would remain the same and you would still have scheduled care calls. There may be an impact on the night-time calls you receive. If you currently need any night-time care, we would discuss with you the best way we can continue to support you, if the proposal went ahead.

6. I do not have care needs. How might I be affected?

You may notice a reduction in the presence of the carers on-site, particularly at night. Emergency calls through the pull-cord system would no longer go through to an on-site care team but to Optivo's Lifeline service. They would support you and connect you to an emergency service if this is required.

7. What is ESCC's role at Newington Court? What about Optivo? And Care at Home Services, the current on-site care provider?

ESCC commissions and contracts the care service at Newington Court. ESCC also commissions local home care services. Home care is supportive care provided by a professional caregiver in the individual home where you are living, as opposed to care provided in group accommodations like Extra Care.

Optivo own the building at Newington Court. They are a Registered Social Landlord. As a non-profit organisation, they are committed to providing affordable homes with a strong social purpose.

Care at Home Services is contracted by ESCC to provide care at Newington Court. This contract expires in November 2021. Care at Home Services are currently ESCC's preferred home care provider in the Ticehurst area.

8. Even though there are vacancies now, how do you know that in the future, there might not be more demand for this service?

Should there be future demand, this would be met via the six other Extra Care schemes in the County, who traditionally have waiting lists of people wanting to move in. If demand exceeds our capacity, we would then review the countywide model of Extra Care.

9. How would Newington Court be available to new people in the future?

Rother District Council and Optivo would find new residents. The requirement to have a minimum number of care hours would be removed, thereby increasing the number of potential residents and hopefully reducing the number of vacant flats.

10. What other ways have you looked at for reducing losses at Newington Court?

We have already:

- reduced the hourly care rate paid for by ESCC;
- considered different ways of paying the on-site care provider; and
- introduced a new service charge.

However, none of these options are viable for ESCC or the on-site care provider.

11. How soon would changes happen?

Our consultation starts with you on 10th November 2020 and will end on 18th December 2020. We will share the consultation results with residents in January 2021 and this will include any recommendations to the Lead Member.

Pending the Lead Member decision in January 2021, any service changes would commence from November 2021. This will give us time to review residents' care needs and discuss options with you.

12. Might there be any further changes to Newington Court?

Optivo have advised that they have no immediate plans to make any changes but may look into longer-term options for the scheme. If in future they propose any changes, they would consult residents. All residents have Assured Tenancies with Optivo, meaning residents have tenancy rights.

13. Would there be any other changes to charges?

For existing Adult Social Care funded clients, ESCC would pay any difference in care costs for the lifetime of your tenancy.

For private pay residents (who pay Care at Home Services directly for care and support), ESCC would pay any difference in care cost for one year, from November 2021 to 31 October 2022, and then review this on an annual basis.

There are no changes anticipated to the service charge paid to Optivo for communal utilities and other landlord services.

As noted above, there would be an additional small cost to contribute towards the emergency Lifeline service. ESCC is proposing to cover this cost for all residents for an initial 12 months, and then to review this annually.

14. I am used to seeing the same members of staff at Newington Court. Would this change?

Care at Home Services are also currently the lead home care provider for the Newington Court area. We do not expect significant staff changes and are working with Care at Home to try to ensure that the continuity of care and resident relationships are maintained.

15. Why can't care staff stay on site like they have been doing?

Staff would continue to visit clients who have care packages in their own homes, but they would not be based on-site overnight between 10pm and 7am. This is because ESCC's financial losses are not sustainable and the new model, 'Housing with Care' does not include on-site night cover.

16. What happens if I need help when no care staff are on site?

You'll be able to use your pull-cord as usual and your call would be answered by Optivo's commissioned Lifeline service. You may also be eligible for a Telecare alerting device, either a pendant or a wristwatch, which could be pushed in an emergency situation to raise the alarm. An additional small monitoring charge may apply.

17. Won't it be harder to get help in an emergency when no care staff are on site?

If a doctor or nurse is required, you can request support with this from staff on site during the day. At other times, you can use your pull-cord system to contact Optivo's Lifeline who would call the emergency services or get in touch with a carer or family member.

18. I get my care calls at certain times. Would this change?

ESCC would work closely with Care at Home Services to minimise any change to your scheduled care calls. Residents with scheduled night-time calls may be impacted. ESCC would review care needs if the proposal is agreed and discuss a range of options with any individuals impacted to ensure your needs are met.

19. Would I still be able to use Newington Court's gardens and café?

Yes. Optivo have no plans to change this service.

20. Would there be any effect on the adjacent GP Practice?

There are no negative effects anticipated on the GP Practice and we are seeking the views of the GP practice as part of the consultation.

21. Would I still be able to take part in activities I like (coffee mornings, outings, film afternoons, evening meetings with other residents)? Would activities still run at the same times and on the same days of the week?

Yes. Optivo hope to get activities restarted once it is safe to do so and in line with Covid Government guidelines.

22. Would other changes need to be made to the building when no care staff are on site?

Depending on the outcome of the consultation, Optivo may consider altering the front door entrance to enhance the safety and security.

23. Would I be able to keep the same flat?

Yes, you would remain living in your current home unless this is no longer suitable for your needs. If the proposal is agreed, Adult Social Care would review your individual needs and discuss these after the consultation process has completed.

24. I moved into the scheme because it was extra care. If the proposal goes ahead could I move to another extra care scheme?

Yes, subject to an individual review of your care needs and provided that these meet the requirements for extra care.

25. How can I take part in the consultation?

The 6-week consultation will be open from 10th November to 18th December 2020. There are a number of different ways for you to take part. Your family members and informal carers are also welcome to share their views. If you need this information in another format or language, or you need help to take part, please do contact us. Your scheme manager may be able to help too.

Post your comments to us in the pre-paid envelope included with this letter.

Ask your scheme manager to pass them on to us.

Complete a short online feedback form at www.eastsussex.gov.uk/newingtoncourt

Email your comments to us at: [...]

Call us to arrange a time to talk about your feedback on [...]

Questions added 19 November 2020

26. Would I be able to move to another scheme?

All residents will be offered the opportunity of an individual review to discuss their care and support needs which will include any future accommodation options.

27. My care needs have increased and cannot now be met at Newington Court – can I request an early review?

Yes. Where residents have identified increased care and support needs that are not being met, an early review can be arranged to be carried out by Adult Social Care.

28. Could the building be adapted to accommodate both general sheltered housing plus half the building reserved for residents with extra care needs?

All the feedback collected as part of the consultation, which includes both residents and wider stakeholders, will be used to explore potential options for the model of care at Newington Court.

Questions added 10 December 2020

29. If new carers are going to be providing care at Newington Court, how do we know they will know the clients' needs and provide an acceptable standard of professional care?

The current care provider, Care at Home Services, is contracted to continue the provision until November 2021 as an Extra Care service. After this date, if the proposal is approved, care would be provided via the Council's lead home care provider for the Ticehurst area, which is currently Care at Home Services.

30. Could a co-ordinator of client care be considered as part of the proposal?

If the proposal is approved, residents' who have Council-funded care will have their care coordinated by an Adult Social Care professional. A dedicated care coordinator would not be feasible.

31. Could a survey be carried out to ascertain the level of care needed between 10pm and 7am?

The level of need and night-time care activity is collected as part of ongoing monitoring of the service provision.

32. The lift at Newington Court is frequently needing repairs. Could an alternative escape route be considered i.e. stairlift?

The Landlord, Optivo, have advised that Optivo have emergency responsive repairs to any lift breakdowns for a 4-hour response. The lift contractor will repair on site.

In the event of an emergency, every resident has a Personal Emergency Evacuation Plan in place and consideration of needs are looked at individually.

Optivo have also advised that if ever the lift was out for a substantial amount of time, a stairlift would be considered.

Where residents can manage the stairs with support, a member of staff would assist. Where possible, properties have been let on the ground floor to wheelchair users to minimise any potential risk.

If a person is unable to use the stairs, meals and shopping could be delivered to a resident.

Appendix 2: Feedback form results

Some people have shared their views via the feedback form and other methods too, such as emails and letters. Where comments raised issues about current service delivery these have been dealt with immediately.

- **17 completed paper or online feedback forms were received. Two responses were sent on behalf of a resident as well as a family member or friend, meaning that 19 people took part this way.**

Who took part

The information provided below has been limited to ensure individuals aren't identified. Full responses will be shared in Members Papers. Please note that two feedback forms were completed on behalf of two respondents (a resident as well as their family member or friend).

Completing as	Number
A resident of Newington Court	7
A family member or friend of a resident	9
Someone who provides care to the residents	2
Other	1

Comment themes

Question 2 themes

- Views – they are concerned about how the proposed change would affect the service and residents (8 comments)
- Impact – if the proposal went ahead it would affect their care negatively (3)
- Service – negative comment about it (3)
- Views – they disagree with the proposal (3)
- Views – they understand the financial need driving the proposal (3)
- Impact – concerned that staff would change and it would affect the consistency of support for residents (2)
- Moving – they specifically chose the scheme as it had on-site care staff (2)
- Moving – they are happy at Newington Court and want to stay (2)
- Night support – concern regarding the service ending and the impact on people (2)
- Night support – concerned that the speed of response would be much slower if they had an issue (2)
- Impact – it would affect family members' peace of mind about residents' safety (1)
- Impact – it would limit the choice of extra care schemes in East Sussex as this is the only rural scheme (1)
- Impact – it would affect their independence (1)

- Impact – negative impact on another service if the proposal goes ahead (1)
- Impact – it would have a negative impact on their health and/or wellbeing (1)
- Impact – they would still need the same level of care if the proposal went ahead (1)
- Moving – they may, or would definitely, have to move if the proposal went ahead (1)
- Night support – they disagree with the proposal and want to keep the night service (1)
- Night support – the overnight support was the reason for moving in (1)
- Impact – they would have safety concerns if the proposal went ahead (1)
- Service – positive comment about it (1)
- Service – positive comment about staff (1)
- Service – current facilities issue (1)
- Views – they agree with the proposal (1)
- Views – they agree with the proposal although they have concerns about the impact (1)
- Views – the impact of Covid on the reputation of care homes may make it harder to attract new residents (1)
- Views – they believe it should stay as an extra care scheme (1)

Question 3 themes

- Impact – it would have a negative impact on their health and/or wellbeing (4 comments)
- Moving – they may, or would definitely, have to move if the proposal went ahead (4)
- Impact – it would affect family members peace of mind about residents safety (3)
- Moving – they specifically chose the scheme as it had on-site care staff (3)
- Night support – concern regarding the service ending and the impact on people (3)
- Impact – concerned that if the service changed, this would lead to job losses at the care provider (2)
- Impact – negative impact on another service if the proposal goes ahead (2)
- Moving – it would be stressful for people to move, particularly given their age and with Covid restrictions (2)
- Night support – if the night service ended it would affect delivery of their care (2)
- Night support – if the service ended it would affect their ability to have the early care calls that they need (2)
- Views – they wouldn't really be affected if the change went ahead (2)
- Impact – they don't know how they would be affected (1)

- Impact – it would make it harder for a family carer to provide additional support due to the location of other extra care schemes (1)
- Impact – if the proposal went ahead it would affect their care negatively (1)
- Impact – they need to be close to their family and the scheme would become less suitable for them (1)
- Impact – it would have a negative impact on the scheme and its community of residents (1)
- Moving – they are happy at Newington Court and want to stay (1)
- Moving – want to move out of the scheme anyway (1)
- Night support – if the service ended it would affect their ability to have the late care calls that they need (1)
- Night support – they would be more isolated if the service ended (1)
- Night support – concerned regarding the unnecessary use of the replacement lifeline service if the proposal went ahead (1)
- Night support – concerned that the speed of response would be much slower if they had an issue (1)
- Impact – they would have safety concerns if the proposal went ahead (1)
- Service – negative comment about staff (1)
- Service – positive comment about staff (1)

Question 4 themes

- Commissioning – the scheme has been badly promoted (5 comments)
- Commissioning – eligible people have been turned away (5)
- Commissioning – the scheme has been purposely run down (4)
- Impact – it would have a negative impact on their health and/or wellbeing (4)
- Commissioning – they don't understand how the Council can't find people to move in (3)
- Consultation – issue with the information provided (3)
- Service – positive comment about it (3)
- Suggest – more effort to attract appropriate residents to extra care is needed (3)
- Suggestion – relating to the scheme overall (3)
- Impact – if the proposal went ahead it would have a negative financial impact on them (2)
- Impact – it would affect their independence (2)
- Moving – they are happy at Newington Court and want to stay (2)
- Service – positive comment about staff (2)
- Suggestion – relating to the facilities at the scheme (2)
- Views – they disagree with the proposal (2)

- Commissioning – the best interests of residents and staff have not been considered with this proposal (1)
- Consultation – feel the decision has already been made (1)
- Impact – it would limit the choice of extra care schemes in East Sussex as this is the only rural scheme (1)
- Impact – if the proposal went ahead it would affect their care negatively (1)
- Impact – they would lose the local connections they have built up if they had to move (1)
- Impact – they need to be close to their family and the scheme would become less suitable for them (1)
- Impact – negative impact on another service if the proposal goes ahead (1)
- Impact – they want to better understand how they would be affected (1)
- Moving – they may, or would definitely, have to move if the proposal went ahead (1)
- Moving – they would need to move if the proposal went ahead and they don't want to (1)
- Night support – concern regarding the service ending and the impact on people (1)
- Night support – they disagree with the proposal and want to keep the night service (1)
- Night support – they would be more isolated if the service ended (1)
- Night support – need to make sure you fully understand the level of need for this support before you make a decision about ending the service (1)
- Night support – if the service ended it would affect their ability to have the early care calls that they need (1)
- Impact – they would have safety concerns if the proposal went ahead (1)
- Service – negative comment about it (1)
- Service – negative comment about staff (1)
- Service – positive comment about the current facilities (1)
- Service – current facilities issue (1)
- Suggestion – staff training needed (1)
- Views – extra care schemes like this are needed (1)
- Views – they believe it should stay as an extra care scheme (1)

Organisation feedback

Two local organisations shared their feedback, raising concerns about the impact of the proposals on their business. The concerns they raised focused on two different areas:

- The future of the on-site café if the proposal went ahead.
- The impact on the nearby GP surgery if there isn't on-site support, as they are already called out regularly, sometimes unnecessarily, by care workers.

Appendix 3: Other feedback

We also encouraged people to send their feedback using other methods if they didn't wish to complete the paper or online feedback form. Some people have shared their views via the feedback form and other methods too, such as emails and letters. Where comments raised issues about current service delivery these have been dealt with immediately.

Please note that some people sent their responses via two feedback methods and one letter was signed by 11 members of staff.

- **In total 23 people shared their views via other feedback methods.**

How people took part

The following methods were used to take part:

- Email (8)
- Phone call (5)
- Letter (2)

Who took part

- Someone who works at Newington Court (16)
- Family member or friend of resident (4)
- Resident (2)
- Other (1)

Comment themes

We have organised the comment themes from people's responses using the same questions that were used to structure the online form.

What people think about the proposal

- Commissioning – eligible people have been turned away (5 comments)
- Consultation – feel the decision has already been made (4)
- Commissioning – the scheme has been badly promoted (3)
- Commissioning – question/concern regarding what happens between decision and any change if it goes ahead (2)
- Commissioning – the scheme has been purposely run down (2)
- Consultation – issue with the information provided (2)
- Moving – want to move out of the scheme anyway (2)
- Service – positive comment about it (2)
- Service – positive comment about staff (2)
- Commissioning – the best interests of residents and staff have not been considered with this proposal (1)
- Commissioning – they don't understand how the Council can't find people to move in (1)
- Commissioning – the scheme is not being promoted (1)

- Consultation – issue with the timing of it due to Covid etc and the stress for residents (1)
- Impact – negative impact on another service if the proposal goes ahead (1)
- Moving – they specifically chose the scheme as it had on-site care staff (1)
- Moving – they may, or would definitely, have to move if the proposal went ahead (1)
- Night support – concern regarding the service ending and the impact on people (1)
- Service – Covid restrictions are affecting the service (1)
- Service – negative comment about it (1)

How they would be affected

- Moving – they may, or would definitely, have to move if the proposal went ahead (4 comments)
- Night support – if the night service ended it would affect delivery of their care (3)
- Night support – concern regarding the service ending and the impact on people (3)
- Service – comment/query regarding their individual care needs (3)
- Impact – if the proposal went ahead it would affect their care negatively (2)
- Impact – negative impact on another service if the proposal goes ahead (2)
- Impact – it would have a negative impact on the scheme and its community of residents (2)
- Impact – it would affect family members' peace of mind about residents' safety (1)
- Impact – it would affect their independence (1)
- Impact – it would have a negative impact on their health and/or wellbeing (1)
- Impact – they would have safety concerns if the proposal went ahead (1)
- Impact – concerned that staff would change and it would affect consistency of support (1)
- Moving – it would be stressful for people to move, particularly given their age and with Covid restrictions (1)
- Moving – they would need to move if the proposal went ahead and they don't want to (1)
- Night support – if the service ended it would affect their ability to have the early care calls that they need (1)
- Night support – concerned that the speed of response would be much slower if they had an issue (1)
- Service – positive comment about it (1)
- Suggestion – relating to the scheme overall (1)

Any other comments

- Suggestion – relating to the scheme overall (2 comments)

- Impact – it would have a negative impact on the scheme and its community of residents (1)
- Suggestion – relating to the facilities at the scheme (1)

Appendix 4: Staff meeting

Virtual meeting with on-site care team representatives (18 December)

A meeting was held with Care at Home Services (CAHS) staff representatives to discuss their concerns and answer questions. The meeting notes below have been edited to avoid identifying individuals.

Key themes

The themes covered in the meeting were:

- Commissioning – feel that eligible people have been turned away or directed to other schemes.
- Commissioning – the scheme has been run down deliberately.
- Commissioning – challenging the service data regarding the level of client need.
- Consultation – the decision has already been made and the consultation won't make any difference.
- Moving – residents feel they would have to move if the proposal went ahead.
- Night support – concern about the service ending and how this would affect people.
- Night support – concern about the slower speed of any support that will be available via telecare compared to on-site support and how this will affect client health and safety.
- Night support – if this isn't available any more it will affect care delivery for residents.

Meeting notes

In attendance:

S – Head of Service – Housing and Support Solutions (East Sussex County Council)

A – Strategic Commissioner (East Sussex County Council)

E taking notes – Extra Care Co-ordinator (East Sussex County Council)

3 x Carers for CAHS

- S explained that we would have preferred to have met in person with both the residents and the carers but due to Covid restrictions this has not been possible.
- Letter has been received from [CAHS staff member] on behalf of the care team and S thanked them for this and the response to the consultation.
- S wanted to acknowledge the difficult background as a result of Covid and that carers have had to bear the brunt of this consultation and Covid.
- S expressed that we would really appreciate hearing anything you have to say and we will approach this honestly and try and answer your queries wherever possible.

- A thanked them for their professionalism during these difficult times. A lot has gone into this over the past few years which has led us to this consultation. We want to answer any queries and explain as much as we can.
- [CAHS staff member] informed us that [they have] been at Newington Court (NC) for [a long time] and reported that NC has always been popular but at least 2 years ago clients were being turned away. There were empty flats yet ESCC website was saying no available flats. Lots of people have approached NC and wanting to move here but carers have felt that they have been turned away (including on a couple of occasions to other schemes i.e. The Orangery).
- S explained that there is an eligibility criteria for Extra Care, especially in relation to the minimum hours required. NC have had a lot of clients with no care living there in the past when it was originally a Sheltered Housing scheme, who remained living there when it changed to an Extra Care scheme. S reiterated that there has not been a flood of referrals for NC as there has been with our other commissioned scheme, but we have worked closely with our operational team in ASC and Social Workers.
- [CAHS staff member] stated that [they] felt that it was already a 'done deal' to change NC from ECH and that the consultation would make no difference to this. S offered assurance that this was not the case and that all responses to the consultation would be fully considered and help inform the Lead Member's decision. In the spirit of honesty S stated that as this consultation was going ahead then to change the way care is delivered at NC is a serious consideration especially knowing the impact this is having on the residents, their families and staff.
- 40 high 40 medium 20 low – carers felt that there have been spaces within these dependency levels where clients have wanted to move in.
- A provided some wider background information. NC was a sheltered scheme before an Extra Care scheme. We didn't want to move people because they may not have had eligible/sufficient care hours so they remained living at NC. Our LM report highlights that the County Council has to fund a guaranteed minimum level of care hours to ensure the sustainability of the provider to deliver support at the scheme.
- We used to have a monthly panel meeting – these were replaced about two years ago and moved to the Extra care Co-ordinator's role so all referrals come through to them, to save referrals having to wait for monthly panels. This new referral pathway and the vacancies in the schemes were promoted via ESCC Operational Teams and Social Workers regularly. However, Operational teams regularly report that clients didn't meet the eligible care hours for Extra Care. The Extra care Co-ordinator has offered other clients (who were requesting other schemes without vacancies at that time) NC where there are vacancies, but due to numerous reasons those clients did not wish to pursue – this could have been due to a number of reasons i.e. location or wanting to remain in another area nearer family members.
- [CAHS staff member] informed us that when [they] started working at NC [...] the scheme was roughly 90% at capacity – recent [...] clients [...] wanted to move into NC but [they were] aware that they ended up going into The Orangery [...]. A explained that if this referral was made recently, in light of the consultation, referrals to NC were put on hold as agreed by all partners

(CAHS and OPTIVO) as it would be accepting a referral for a client who requires an Extra Care model which may, depending on the outcome of the consultation, change to a different model which may not meet their needs appropriately.

- S explained that we have to move people with the right package of care into our schemes and get the balance right, as near to 40 40 20 as possible in order to sustain the care contract.
- Carers were concerned that it is being reported that we have clients in NC with no care needs – it is felt by the carers that this is not the case, they believe everyone has care needs. A asked the carers to check this with the employer as the data we are provided with on a regular basis informs us of the care hours being delivered and has done for over 18 months.
- Carers feel strongly for the residents, especially those with higher care needs, and residents need night-time on-site provision to respond quickly. If they can't get this then they feel that they will have to move.
- The carers queried only having 1 care call at night – acknowledged that they may see clients at night, off their own back and it may not be scheduled in their care and support plans, but there are still needs of the residents which need to be met.
- S stated that if the Lead Member does make the decision to change the way care is delivered at NC, bearing in mind that this is still a consultation at this stage, we acknowledge that some clients may have to move sooner than expected if it wasn't an ECH scheme going forward – he reassured the carers that all clients' packages of care and needs would be reviewed as part of this process.
- The carers said that the magazine article hasn't helped – carers don't feel that it is a true reflection of the scheme. This article has caused upset. Residents feel that the outcome is a foregone conclusion. [...]
- S highlighted that CAHS are likely to remain the care agency for any change in model as they are the local Homecare provider.
- A informed the group that once we know what the Lead Member decision is, and if we do revert to a sheltered with care scheme, then Rother District Council report that they are able to support with sourcing clients who don't require the level of care that our Extra Care scheme models requires – the vacancies can then be opened up to a wider range of clients.
- It was acknowledged by all that the biggest difference surrounding the consultation proposals is the night-time care response and provision.
- A wished to stress that this consultation is no reflection at all on the care that carers have provided over the years. We recognise this is an emotive thing to do – the care quality is very good and we receive very positive feedback. The consultation is no reflection on the way care is provided. Carers stated that this isn't really their concern; they are worried why the people they have seen or known about who want to come to NC haven't been able to move in.
- [...] the journalist who has written the magazine article, now wants to speak to a member of the Care team and the Carers informed us that they will be accepting this invite to talk to her.

- Carers felt that since the allocations panel dispersed, this is the time where they felt that clients were no longer coming through.
- A noted that ESCC are supporting clients with multiple long-term conditions, alcohol, substance misuse, Mental Health, Learning Disabilities – the Department is seeing more and more complex cases like these, so this adds to getting the balance in the schemes correct.
- Carers reiterated that they are adamant that there is not approx. 50% of the clients at NC who have no or low care hours. A asked again that the carers to check with their employer as the hours and dependency levels being reported to us as low and have been for over 18 months. The carers agreed to ask CAHS for a breakdown of the hours and dependency levels which have been submitted to Adult Social care on a regular basis.
- S and A closed the virtual meeting and thanked the three Carers for their time and valued feedback and asked that if any of the care team have any further queries they wish to raise with us re. this consultation then please do not hesitate to make contact.

Appendix 5: CQC concern

During the consultation period, CQC received an anonymous concern about the care provided at Newington Court. A summary of the issues is provided below. The full details will be shared in Members Papers.

The concern covered issues including:

- Scheme management oversight.
- Lack of contact from the new manager with residents and staff.
- Staff working hours across extra care schemes.
- Concerns about the new phone system to record medication and lack of response to issues raised about this.
- Issues with private and confidential staff files not being securely locked up.

The Manager for the service provided a response to CQC addressing all the issues raised. As the commissioning organisation, we were satisfied that the response fully addressed the issues raised and provided explanations as appropriate.

The response is not included in this report for reasons of confidentiality, but has been shared in full in Members Papers so it can be considered when a decision is made.