

Consultation results: Residential Services & Southview Day Service



Date: May 2016

Document summary

Results from the consultation on proposed changes to Learning Disability Residential Services and the Southview Day Service

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About this document:

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Background

We wanted to hear what you think about our plan to change the way we provide residential and day services in the Crowborough area.

Why we are consulting

We need to make sure that services are good value for money and the best they can be.

We think our plans are the best way of doing that, but we wanted to know what you thought and whether you had any other ideas.

What we consulted about

We proposed to:

1) Provide a new residential service from one site in Crowborough.

The residential services provided at Greenacres, Beacongate and The Gables would move to the new site. These buildings would then be closed.

2) Include a day service on the ground floor of the new building in Crowborough.

The day services provided at Southview would move to the new site. The Southview building would then be closed.

In the consultation, we asked people:

- What do you think about our plan to provide a new residential service from one site in Crowborough?
- What do you think about our plan to move the Southview Day Service to the ground floor of the new building in Crowborough?
- What would our proposal mean for you, or someone you look after?
- Do you have any other ideas for making residential and day services better and saving money?
- Is there anything else you would like to say?

Consultation process

The consultation ran for around twelve weeks, starting on 15 February 2016 and closing on 13 May 2016.

How people could take part

We contacted the family and relatives of clients living in residential services, and the parents and carers of day services clients, in early February to let them know about the consultation.

We then discussed with family and relatives the best way of involving residential clients in the consultation. Residential staff were on hand throughout the consultation to help people

take part, while people who don't have a family member or relative to support them received advocacy support to take part in the consultation.

A cardboard post box was set up at Southview so that respondents could return their completed surveys anonymously. People were able to visit the proposed new building and look at the surrounding area and the gardens.

We also contacted partner organisations to let them know about the consultation and to invite them to have their say.

Residential services client and family/relative meetings

We held 1-2-1 meetings with all residential clients and ran group sessions in each home. We also met with family members and relatives.

Our advocacy provider also attended the group meetings.

Day services client and parent/carer meetings

Information events were held for day services clients and for their parents and carers (both paid and unpaid carers). We sent letters to everyone to invite them to the events. Posters promoting the events were also displayed in advance at the centre.

Date	Location, group and time
12 April	Southview: <ul style="list-style-type: none">• Clients (1pm – 3pm)• Parents and carers (4pm – 6pm)

After the events, a comment form and information pack were sent to anyone who didn't attend.

Online comment form

An online comment form was available throughout the consultation period. People could also download a printable, Easy Read version of the form from the website.

Any client who didn't attend a meeting was given or sent a printed comment form.

Other forms of feedback

Those who did not want to complete the comment form or attend an event, but who wished to offer their views, were encouraged to do so by passing on verbal comments to managers, or sending us written feedback via post or email.

Frequently asked questions

A list of Frequently Asked Questions (FAQs) from the consultation feedback and the events was shared with residential and day services clients, and with family, relatives and parents/carers, and published on our website. We also produced a list of FAQs in response to the feedback gathered by our advocacy provider at the residential and day services client events and drop-ins. Both Easy Read FAQs were also published on our website.

Ongoing engagement

We are using residents meetings as an opportunity to keep talking about the proposals. This is part of our ongoing service engagement and will be used to inform our plans if the proposals go ahead.

Table 1: Responses by method

Please note: We encouraged people to comment throughout the consultation, meaning that if they thought of something else or changed their views they could submit another response. We know that a number of people took up this opportunity.

The table below therefore sets out the number of written responses and the number of people who attended events. Some people took part multiple times.

Response method	Response or attendee numbers
Written responses	
Comment form responses	90 responses
Emailed, written or verbal responses	2 respondents
Total responses	92 responses
Meeting attendees	
Residents group meetings	12 attendees
Southview client meeting attendees	24 attendees
Southview parent/carer meeting attendees	18 attendees
Total attendees	54 attendees
1-2-1 meetings	
Residents 1-2-1 meetings	16 meetings
Family or relatives of residents 1-2-1 meetings	10 meetings
Total meetings	26 meetings

Key themes

Note: This section focuses on key themes, while the following section provides a summary of the main data and themes.

The majority of people who took part in the consultation were residents and clients of the two services. There was also a good level of involvement from families and carers.

Overall

People are generally very positive about both aspects of the proposal. They believe that it has real potential to provide better facilities and an improved service in terms of the activities that are offered to residents and clients.

There are some concerns relating to the relocation, in terms of the process of change and travel to the new building for people who use the service, and their families and carers.

People also emphasised that they support the proposal on the basis that the refurbishment is done to the same high standard as Greenwood, and that residents and clients are involved in making decisions about their accommodation and the day services facilities.

Residential proposal generally

The majority of residents agree with the plan. Many are excited about the move and the improved facilities, particularly bathrooms, and being able to choose the decoration in their rooms. Day services clients are also generally happy with the plan to share a building with residential services.

A small number of residents are unsure about the proposal or haven't wanted to engage with the discussions. A few people have, at times, indicated a wish not to move and have at other times made positive comments.

Family and relatives are generally positive about the proposal as long as it is handled properly. They do have some concerns about the impact of change on people and how the sharing of the space between the two services would work.

Consistency of staffing and having the right level of staffing was mentioned by residents and their families.

Southview proposal generally

The majority of clients are happy with the proposal. They are particularly pleased about the idea of having better facilities, in terms of space in the building and better gardens. They are also keen to have better facilities and equipment for the activities they like doing.

Residents are generally positive about the idea of sharing the building with day services. They like the idea of having access to the day service facilities in the evenings and at weekends.

Again, parents and carers are generally positive about the proposal, as long as it is handled properly.

Positive themes

The positive themes that came up consistently are listed below by theme.

Facilities

Many people are excited about the improved facilities that will be available to residents and clients. The general feeling is that the accommodation will be much more suited to people's needs.

For residents the biggest positive is having their own bathrooms and being able to have a say in the decoration of their room.

For clients the biggest positives are having a building with more space for moving around, particularly for wheelchair users, and better spaces for activities. People are also looking forward to having outside space and a nicer garden.

Activities

Many residents and clients are looking forward to carrying on with their current activities and having access to new activities. People are hoping that the facilities for the activities they like will be better, such as the garden, computer room, photographic room and sewing room. They talk about what they like doing and where they think new equipment is needed, such as for the computer room.

Other themes

People also liked the fact that:

- the new building would allow residents to be more independent,
- the new building would be closer to town than some residents currently are,
- the new set-up would give residents and clients more people to interact with, and
- the new service might give them more opportunities to get involved in the community and go on outings.

Concerns about the proposal

The concerns that came up consistently are listed below by theme.

Change

This is a concern for family and carers, particularly for the families of residents. Supporting people through the change and taking things slowly will be important.

Moving

Quite a few residents wanted to know if their furniture and belongings would be moved to the new building. There were concerns about belongings being damaged in the process.

Relationships

There are various comments from all respondents on this topic, particularly relating to: concerns about consistency of staffing and people moving with the service, and there being enough staff to support both services in the new building.

Some family and carers were concerned about how the services would share the building, while some residents and clients talked about which friends they would still like to see.

Travel

The majority of clients felt that the move wouldn't affect how they travelled to the day service. Some clients or their carers were concerned about the length of their journey or loss of independence if they were no longer able to walk.

The family of some residents were concerned about whether the additional travel time would affect their ability to visit their relative.

Capacity

A few people are concerned about there being more noise, particularly at night. Some people also question whether there will be too many people there, which would upset some residents and clients.

Extended day service (EDS)

Parents and carers are concerned about the availability of the EDS, which is seen as a very useful service. They said there are already issues with this service, which they would like to see resolved so it is consistently offered.

Activities

Some respondents are concerned that the activities on offer remain of the same quality and quantity. They say it is important too that the same number of community activities are offered at the new service.

Security

There were a few concerns about security, eg, locking doors and windows securely, in a bigger service with more people around.

Suggestions if the proposal went ahead

Many people suggested things that could be improved or how the change could be managed if they went ahead. The issues and suggestions are listed by themes.

Involvement

The main suggestion is that residents' preferences should be taken into account in relation to rooms, furniture and food; and that clients should be involved in the day service plans for the new building.

Information

People want to be kept up-to-date on the project if it goes ahead. Residents and clients want to be involved and one respondent suggested having family and carer involvement on the project board.

People also want more information, particularly accessible and to-scale plans.

Refurbishment

This was an area of interest for residents/clients and family/carers. Residents and clients are keen to be involved in the process and have a say in the design and decoration of the new services.

Family and carers want to ensure the process of change is managed sensitively. Some of them also caveat their support for the proposals with the comment that it will only be a positive change if the work is done to the same standard as the Greenwood refurbishment.

Timescales

Family and carers feel it is important to transition slowly and give people time to acclimatise.

Launching the new building

Some people had suggestions for launching the new service, including having an opening day or party, creating a welcome pack for visitors, and asking people what they think about the new service.

Savings suggestions

These included:

- having shared and multiple roles,
- cutting out a management level,
- sharing heating and other running costs of the building,
- more supported living and less residential,
- sharing transport,
- sharing some facilities,
- having walk-in lights and automatic taps, and
- making better use of assets and unused space, such as at Southview.

Summary of consultation responses

Number of respondents – comment form

90 completed comment forms were received, with some residents commenting more than once (not everyone answered every question)

Nearly **three quarters** of the responses were from residents (31% Gables; 23% Greenacres; and 14% Beacongate)

11% of responses were from Southview clients

15% came from family and carers of residents and clients, with the rest coming from Council or NHS staff

Number of respondents – other methods

All residents had 1-2-1 meetings and 12 of the 16 attended the group meetings

9 family or relatives had 1-2-1 meetings

24 day services clients attended the information events to share their views

18 people attended the day services parent/carer information events to share their views

2 people shared their comments by email

Our advocacy provider POhWER also gathered feedback from people at the residential and day service meetings and separate day services drop-in sessions

Views on the residential services proposal – comment form

47 responses were positive or agreed with the plan

5 responses showed mixed views and 4 responses were negative or disagreed with the plan

15 comments were neutral or undecided

The top reasons that people were **positive** or agreed with the plan were:

- Better facilities and environment (18 mentions)
- More access to activities (8)
- More independence for residents (6)
- More people to interact with (5)

The main reason people were **negative** about the plan was because they were anxious about change and did not want to move (3 mentions)

The comments also offered suggestions or issues relating to the plans. The main one was that residents' preferences should be taken into account in relation to rooms, furniture and food (23 mentions)

Views on the residential services proposal – other methods

Day services client information event: Most people who had a view on this agreed with the plan (10 people), although a couple of people were neutral or unsure

Parent/carer day service information event: They wondered whether the units could be used in another way or any money from a sale put back into LD services

Letters and emails etc: No feedback given

Advocacy feedback: Around half of the residents across the three buildings are positive about the proposal. Others want to see the new building, are uncertain about the plan or are worried about what it would mean. Positive aspects include the better bedrooms and bathrooms and being closer to town. People who were uncertain generally didn't give a reason why, although one person said the building was ugly and they were concerned about moving their furniture and belongings

Day services clients don't appear concerned about having the residential service on the same site

Views on the day services proposal – comment form

25 people made a positive comment or said they agreed with the plan

1 person had mixed views and 1 person made a negative comment or said they disagreed with the plan

4 comments were neutral or undecided

The top reasons that people were **positive** or agreed with the plan were:

- Less travel (3 mentions)
- Allows residents to use facilities at evenings and weekends (3)

Views on the day services proposal – other methods

Day services client information event: The majority agreed with the plan or were positive about it (17 people) while one person was unsure. The main things people talked about were:

- **Positive aspects of the new building (8 people in total):** Bigger building with more space; having wider doorways and corridors will be good for everyone and particularly for wheelchair users; and having people living upstairs
- **Activities (4 people):** Three people talked about the activities they liked and

The only **negative** reason related to being resistant to change

One person commented that the floor plans were difficult to understand, making it hard to tell how much more room the new building would have

what they hoped to do at the new building, while one person was looking forward to the sensory guru as they had used that service before

- **Comment on personal situation (4 people):** Three people said it wouldn't affect their transport plans and one person said they might change their sessions
- **Negative comments about Southview (2 people):** Too busy and cramped

Parent/carer day service information

event: It was felt it could be a positive move if it was done to the same standard as the Greenwood refurbishment. People were concerned about:

- the impact of change on people
- how sharing the space with residential homes would work
- timescales
- fewer opportunities for community involvement
- increased charges for services

They felt that consistency of staffing was important to support people through the process. People also wanted more information, particularly accessible and to-scale plans

Letters and emails etc: The main concerns related to transport arrangements and the availability of the extended day service (EDS). It is important too that the range of activities at the centre and in the community are at least of the same quality and quantity as is currently the case

Advocacy feedback: The majority of people are positive about moving to a building that is bigger and better for wheelchairs. Clients want to be involved in the choices and decisions that would be made about the new building. They were keen to see what it looks like inside. Their questions related to the facilities at the new building, the activities, and whether they could be involved in making decisions about colours and furniture



None of the residents expressed any concerns at the idea of the day service being downstairs

Impact of proposal – comment form

The main **positive** impacts people mentioned were:

- Suitability of accommodation (6 mentions)
- More people/facilities to interact/engage with (5)

The main **negative** impacts people mentioned were:

- More noise; one said specifically at night (2 mentions)
- Too many people will use it (2)

The comments also offered suggestions or issues relating to the plans. The main ones were:

- Personal preferences regarding rooms/locations/fixtures/belongings etc (6 mentions)
- Phase in transition slowly and carefully/allow acclimatisation time (4)

Impact of proposal – other methods

Day services client information event: 7 people gave a generally positive comment, although 3 people were unsure about it and one person said they would be sad to leave Southview

4 people wanted to visit the new building and 4 people were worried about things changing

Key themes were:

- **Transport (8 people in total):** 4 people said they would be able to get to the new building on the bus, while 3 people said they would like to travel to the new building in the same way as they do now, and one person was worried about walking further and crossing a main road
- **Facilities (5 people in total):** 2 people felt the location of the new building would be better; one person said the bigger building was a positive, while 2 people commented positively on the facilities, particularly the new garden and café
- **Activities (5 people):** Most people talked about what they would like to do, although one person was worried about whether they would be able to carry on with activities they like. 2 people talked about being able to go out into the community and visit shops and Ashdown Forest
- **Relationships (2 people):** A few people talked about relationships, and staff and friends moving

Parent/carer day service information event: No feedback given

Letters and emails etc: The need to review the EDS was questioned, as was

the lack of information on this in the consultation paperwork. They emphasised that the service is very valuable and is needed by parents and carers. There are already concerns that it hasn't been available for some weeks now. They are concerned about the impact of changing travel arrangements so soon after previous changes imposed by the Council

Advocacy feedback: The key positive for residents of Gables is being able to have their own bathroom. They felt this would lead to greater privacy and dignity for residents. Staff felt the sensory room and outdoor space would be particularly enjoyed by Beacongate residents. One Greenacres resident was concerned about moving their belongings

The key issue for day services clients is remaining independent with the change in location and being able to access transport. For people walking to Southview, there were concerns about learning a new route and being able to cross the main road. One person wanted to know if they could work in the café

Other ideas – comment form

There were a number of general comments on the proposals for this question

20 comments made suggestions, with the following ideas for saving money made:

- Have shared and multiple roles (eg, management/office/support staff/catering)
- Cut out a management level
- Share heating and other running costs of the building
- More supported living and less residential
- Sharing transport
- Share some facilities

Other ideas – other methods

Day services client information event: A few people made general comments or said they didn't have any suggestions

The rest of the comments focused on:

- **Facilities (9 people):** Most of the comments talked about what people would like to see rather than making savings, although one person suggested walk-in lights and automatic taps
- **Activities (5 people):** All the comments related to what activities people would like to do or improving the equipment
- **Community involvement (2 people):** One person said they'd like to keep going out and the other said they want to go out more

Themes for making services better related to:

- Facilities (6 mentions)
- Activities (5)
- Relationships (4)
- Transport (1)
- Support and advice (1)

- **Assets (2 people):** The comments talked about making better use of buildings to help save money – eg, there is currently unused space at Southview and the new building is currently not being used

Parent/carer day service information event: Concerns about staffing limitations and opening times for the Southview service were raised and whether these would still be an issue. They asked whether Southview would be considered for development instead

Letters and emails etc: No feedback given

Advocacy feedback: No feedback given

Other comments – comment form

29 people made another comment. We split the comments into compliments, observations, requests, queries and concerns

The top theme overall was **favourable** comments (20 mentions), particularly about:

- the plans in general (7 mentions)
- the planned facilities and opportunities (5)

The top themes for the other areas were:

Observations

- The practicality of travel arrangements will determine how beneficial these changes will be (2 mentions)
- Process for change needs speeding up (2)

Requests

- Room décor/furniture preference (3 mentions)

Other comments – other methods

Day services client information event:

The majority of the comments relate to the facilities (10) and activities (10).

- **Facilities comments:** More space and wider corridors (3); bigger and better outdoor space, with decking (3); storage space for equipment (2); better computer room (1); safe and comfortable chairs (1); vending machines or café (1)
- **Activities comments:** Keep the same activities and offer more things (4); more community involvement and activities (3); talking about activities they like or want space for (gardening, bingo, photography room and sewing room) (2); new or more equipment (computers, sewing machines and cameras) (2); somewhere to show and sell arts and crafts (1); more space for activities, especially for wheelchair users (1)
- **Other topics:** People talked about maintaining relationships with staff (2);

Queries

- What would happen to existing buildings if the plans went through, eg, sold off or closed down (2)

Concerns

- Negative about moving (1 mention)
- Plans are hard to understand (1)

having a welcome pack (1); asking people what they think about the service (1); and the decoration they like at Linden Court (1)

Parent/carer day service information

event: People mainly had questions rather than comments. They wanted to know more about who owns the new building; funding; the level of refurbishment and when any move would happen. They also wanted to know what would happen if the residential proposals did not go ahead

Letters and emails etc: No feedback given

Advocacy feedback: Day services clients suggested having an opening day/party and making welcome packs for visitors if the move went ahead

Quotes highlighting the key themes

Responses to the proposals

- “1. We think this is a great idea, and the residents will benefit considerably. 2. More central for the residents. 3. More independence.”
- “Good idea all round. Provides more services for more hours and concentrates staff. Hopefully this will mean less agency staff. May not be suitable for all residents.”
- “Having attended a second meeting and seen a rough outline of what is proposed I feel a little more comfortable with the plans as long as it proceeds as proposed and not revert back to an institution.”
- “Not sure. Worried about the things in his room.”
- “I don't want to go there. You might try to persuade me but I'm not going. I can tell you who is going and it's not me. I'd like a bigger bedroom with an en suite but I don't want to go there.”
- “[Name removed] said he was in tears because of the move to Hookstead. He said it was unfair as he had got used to being at [his current home].”

Concerns about the proposals

- “Concern that a larger place will be a challenge for her relative. Benefit would be that are more people to interact with. Would want a room near the communal areas. Would prefer a bath. Can be disturbed by noise at night. Thinks relative will enjoy being by day centre. Opportunity to socialise more.”
- “As there will be more residents in the facility hopefully there will be more interaction with a larger group and also more facilities for the residents to engage with. However the move will make it more difficult to visit as the facility will be twice as far away than at present.”

- “My son lives at home, and whether or not he's happy and settled at day services has a big impact on us all.”

Facilities and decoration

- “Very excited about a restaurant and a cook to make meals and cake. Just me to use the bathroom. Brown bedroom and white bed...”
- “Pleased there will be a lift. Pink - it's a good idea. More shopping. My own bathroom.”
- “From the floor plans I couldn't work out how much more room the new building would have, but I understand how limiting the building at present is.”

Activities and outings

- “I hope that the new home and staff will still have the capacity mini bus etc., to operate in the same way. I hope they are able to take the residents out, even if it's just to the shops. I hope that because the Day Service is on site that there will still be outside visits and things for the residents to do.”
- “Dancing with disco lights. Eat outside in the summer, like a picnic. Do some gardening. Would like eating together in the dining room. Sounds great (laughing).”

Helping people to prepare

- “Support [name removed] at lunchtime club to get her used to the new building. Tell her she is going with her friends and the same staff team. A slow careful transition.”
- “More consistency of staff. Clients like familiar people.”
- “It would be good if the day service extended until 4:00pm, and occasionally (particularly in the summer) that there was some early evening youth club (hub type activities that were open to more clients than at present.”

What happens next

A recommendation will be presented to the Lead Member for Adult Social Care & Community Safety in June. The Lead Member will consider the recommendation alongside the consultation results and an Equality Impact Assessment.

We will then write to everyone to let them know what has been decided.