

Consultation on Capital Investment Programme: Proposals for Residential and Community Care Centres in Derbyshire

The Derbyshire County Council 'Making Care Personal' strategy includes a programme of capital investment where proposals are being developed to build 8 Residential and Community Care Centres (RCCC's) around the County. The centres will offer a variety of services for older people including residential services and a range of short stay and rehabilitation facilities, particularly designed to help people regain their independence or to give carers breaks. The centres will also include health and social care facilities tailored for each wider local community. Additionally there are plans to expand extra care housing -- a further alternative to traditional residential care.

We have carried out the first stage of a 2-stage consultation programme in order to gauge the views of people who currently live in Derbyshire County Council residential care homes or attend day services, relatives of these people and staff who provide these services about the proposed building of 8 RCCCs in Derbyshire.

Stage 1 of the consultation was carried out during 1st November 2009 to 26th March 2010. A mixture of consultation methods were used including a residents/relatives survey and a series of open meetings for staff, residents and relatives. This work has been underpinned through articles in Derbyshire First, Workforce and local newspapers. Also a 'Making Care Personal' DVD covered the new proposals, individual leaflets explained the proposals and staff received briefings from area and service managers, unit managers and project staff.

This report gives a summary of the consultation methods used, the main findings and how this will shape the capital investment programme for the future.



In total **197** surveys were returned and over **90 meetings** were held across Derbyshire.



Of those people who completed the survey, **79%** rated the proposals as either **good** or **very good**. **Only 5%** of people rated the proposals as either **bad** or **very bad**.



48% of those responding were residents living in homes for older people and **77%** of them had been helped to reply.



Many people commented on the prospect of **increased independence** and **dignity** with the specialised design of the RCCCs including en-suite rooms and personal toilets. Extra care housing and other community facilities were highlighted as a **way to increase choice** and ensure that **older people were part of a wider community** through the mix of facilities on offer at the proposed RCCCs.



Some people also shared their concerns. This included fears that **resources may be diverted** to the proposed RCCCs to the **detriment of existing services**. People also expressed their concerns about the **negative impact** that the changes may have on existing residents and staff.



However, the majority of the comments about the direction of travel of RCCCs in Derbyshire was that **many welcomed** the fact that Derbyshire County Council were **planning ahead** in anticipation of what older people might need/want in the future particularly in light of **our ageing population**.

BACKGROUND

Over the last 10 years Derbyshire has been consulting with people about their views on what older people services should look like in the future. The overwhelming response has been that people want to remain independent for as long as is possible. When that is no longer possible people have said that they would want to move to a care facility where they could still have dignity, respect, privacy and support when they needed it. As a consequence of these findings Derbyshire County Council has been considering ways in which these wishes could be translated. The Capital Investment Project is one such project and is planning to build 8 new RCCC's around the County. As the first stage of consultation process, the Capital Investment Project team wanted to hear the views from people who might be affected by the proposals. Stage 1 included sending out a survey with a booklet outlining the proposals. People were asked to read or ask someone to help them read through the information provided and then complete a short questionnaire to tell us what they thought about the proposed RCCC's.

ABOUT THE SURVEY

This initial survey plays a big part in the stage 1 consultation period for the Capital Investment Project. It was developed by the Stakeholder Engagement Team in cooperation with Capital Investment project managers. The survey was designed to be easily filled out by all who wanted to express their views about the proposals and the impact on the future care services for older people in Derbyshire.

The survey was designed to capture individual views and comments rather than hard facts and figures. Comments came back from a range of different geographic areas, and different stakeholder groups were engaged.

Area Managers carried out briefings with local staff on the proposed plans and gathered feedback. In some areas meetings were also held with relatives of people who use current older people services so their views could be heard.

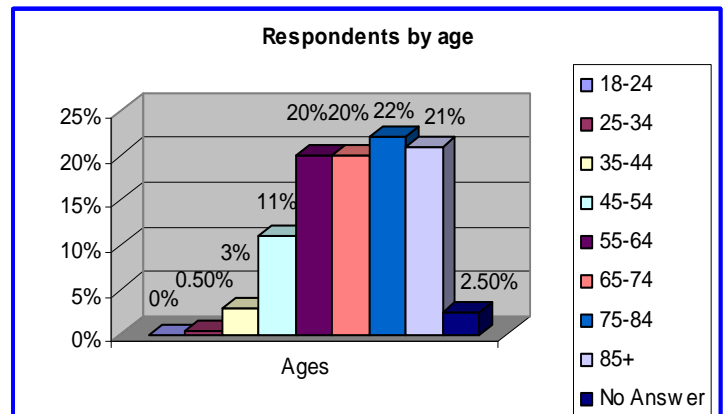
Respondents

A total of **197** surveys were returned but the response rate cannot be given as additional copies of the survey were made locally.

- **19%** of respondents were **male**
- **77%** were **female**
- **100%** of respondents were **white**. – in view of this we have drawn in information from

Perspectives (51) where 80 BME Community delegates attended a Conference and the RCCC plans were discussed;

- **63%** of respondents were **over 65** (**21%** of these being **aged 85+**) as shown in the following chart:
- High Peak & N Dales had most respondents to the survey with **26%** and North East Derbyshire the lowest return rate with **3%**;
- **35%** said that they **had help to fill in** the survey from friends, family or care support



87 respondents said they had **no disability** at all.
21 respondents told us that they experienced a **number of impairments**.
24 respondents did not answer this question.

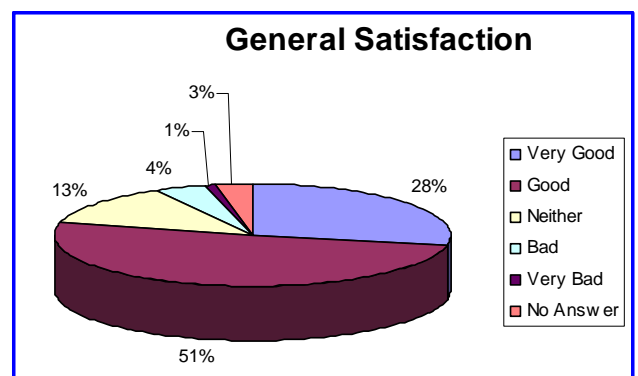
SUMMARY OF FINDINGS

Satisfaction with the Proposals

79% rated the proposals for RCCC's as either good or very good.

5% rated the proposals as bad (7 replies) or very bad (3 replies). 8 out of the 10 replies were from relatives.

The graph below shows the overall satisfaction levels for the plans and proposals.



Findings from the comments

The number of people who did comment was very mixed with many people commenting only on the areas that were of interest to them. For example when people were asked about what they **liked** about the proposals, **69%** (135 people) responded **positively**, **30%** (58 people) commented that they **were unsure or didn't comment** whilst only **2%** (4 people) commented **negatively**.

Conversely when people were asked about what they disliked about the proposals **5%** (9 people) responded **positively**, **53%** (104 people) either **didn't answer or were unsure** whilst **42%** (83 people) commented **negatively**.

Therefore we have grouped the comments into themes to give a flavour of people's views about the proposals and can be seen below:

Specific likes by respondents clustered in 3 main themes:

- **Increased choice and independence**

"I feel that this new development is a step in the right direction for care of older people in Derbyshire"

- **Better facilities especially the en-suite rooms**

"The proposals seem to cover all aspects of care that anyone could want in a modern society"

- **Extra Care housing and other community facilities being on offer at the same site**

The RCCC was seen as providing a more inclusive and beneficial environment for residents, their relatives and friends.

"I like the idea of extra care housing, particularly having a restaurant on site as I think this is the one thing to enable elderly and disabled people to live a more normal life being able to share meal times with others. Sometimes this is the only thing needed to give people the quality of life they are missing."

"Easier access to broad range of services and information. Increased social inclusion of older people"

Specific dislikes also fell into 3 themes. By way of contrast some people had concerns about RCCC's as a way of meeting the needs of an ageing population:

- **General Concept** – There were concerns about the idea of 8 large, multi purpose centres which might divert resources away from more localised services

".. the plans and proposals for these centres take the elderly away from their own homes and community.

The building can only be described as a glorified holiday camp ...These one stop shops are to be built at the expense of other buildings closing"

In a similar vein other relatives commented:

"Small and local equals quality care"

Another relative wanted money spent on current facilities:

"I think £66M would be much better spent on upgrading the homes you already have"

- **Overall Shortfall of Accommodation:** - a concern that the proposals do not provide enough accommodation for the ageing population
- **Wrong choice of facilities** – possible inclusion of facilities such as a gym or cafe (mentioned in information circulated) being inappropriate.

Possible impacts of the proposals on existing residents

Responses clustered within **7 main themes**.

1. **No impact:** 25 replies conveyed the view that the plans would not affect them or their relative; One resident commented:

"I like living here but I'm not worried about new homes being built for the future"

2. **Possible need to move from existing Care Homes:** 39 replies reflected concerns about the prospect of enforced major change.

"Yes, I think the plans will force me to have my mother moved from her residential social services home, thereby causing upheaval and distress"

"Our Mother has dementia and would be severely disrupted by a move"

Whilst concerns were expressed about distress involved in a possible move, people also expressed concerns about the loss of a locality.

"If the local residential care home closed it would mean my mother would get less visiting...as most of the residents come from the local area it would probably upset them to move to a new area"

3. **Proximity for visitors:** Allied to the above theme, the distances that may need to be travelled are a concern (**12** related comments), as are costs involved to either them or their relative (**6** comments).

"I would like to think I wouldn't have much further to travel for visits"

"If it's not local to me will there be transport?"

"What about dementia care without travelling miles and miles"

4. **Time scale:** The time it would take to produce the new facilities was highlighted.

5. **Unsure of Impact:** For some people stage one consultation has not yet clarified the picture.

"I have little idea how current plans and proposals may affect me other than finances"

"Time will tell"

6. **Staff or job theme:** There were **15** comments on this theme with **10** of the comments coming directly from staff respondents. Others come from **residents who want to keep the staff they have**. One staff respondent commented:

"Obviously personally I would worry about my job being safe and the future for my family a secure one"

7. **Matching people with resources:**

Some comments showed concerns by relatives of people 'missing out' due to not meeting the 'right categories'. This is summed up by one comment:

"I am concerned that dad may not fit into either category. At almost 92 he does not have dementia but extra care may not meet his needs either. Increasingly frail and prone to depression he may not cope with living in a self contained unit behind closed doors"

Ideas about improving the current service

The questionnaire also asked respondents if they had ideas for improving things about their/the current service?

Responses were grouped into **3 main themes** described below. Most respondents had something to say about the current service, even if to simply say they were happy.

1. **Overall Satisfaction:** **45** comments showed a **positive** reaction to current services, mainly around how happy the respondent was with the service received: with staff or the care the relative received.

"Excellent staff/chef and it is a happy place to visit. Don't try to mend it if it is not broken, leave it as it is – You cannot improve on excellent"

2. **Current facilities:** **39** comments which can be broken down into these areas:

- **23** suggested a **need for ensuite facilities**,
- **7** suggested a need for **personal toilets**
- **5** asked for **general equipment needs to be considered**.
- Other comments included the need for **repairs (2)**; the desire for a **smoking room (1)** and **lounge (1)**.

3. **Personal needs/wants:**

- **15** commented about how current services **needed extra staff or staff continuity** to support service users.
- **4** wanted more **personal help/care**.
- **11** suggested residents would like the choice of **days out and additional activities**
- **4** relatives wanted **more information/feedback** about their relatives.

People were asked whether there was anything else that needed to be considered in relation to the proposals.

Respondent's comments in this section were extremely varied and spread over **varying themes**. Just under $\frac{1}{2}$ (**49%**) of respondents, chose to comment on this question

1 in 5 people who commented in this question felt:

1. **Happy with the current services/did not like the idea of change** and
2. **Money should be spent on staff** (training, additional staff, wages).

One comment covers both these themes and was made by a relative of someone who receives services in Amber Valley.

"Is it necessary to disrupt a well established and well run care home and uproot the elderly residents who are happy and comfortable in this setting, could the money be better spent on staffing ratios instead of expensive leisure facilities?"

Other comments included communication and accessibility as well as the need for choice **in** meals/ activities, better dementia care, chiropody care and a need for privacy.

Existing staff were also praised and valued.

"I don't know if you have taken into consideration the present staff, their dedication to their job and patience is second to none. Derbyshire is the best; please build on what you have got!!"

Further information

The final question in the survey asked respondents what further information about the proposals would be helpful.

Respondents answered from a list of options and had the chance to comment too.

The options were **Newsletter, Workshops, Email, Phone call, Face to face, Regular Updates and Other.**

89% replied saying they wanted to receive further information; in most cases more than one format.

The **2** most popular forms of communication from those who wanted further information were:

Newsletter (54%) and **regular updates (51%).**

- **33%** prefer to meet **face to face,**
- **14%** prefer to take part in **workshops**
- **10%** prefer more information by **email.**
- **7%** prefer **phone calls**
- **3%** of respondents wanted **other formats** e.g. DVD of the building; visits to the sites/facilities and large meetings as held during consultation.

STAFF, RELATIVE AND SERVICE USER CONSULTATION IN THE AREAS

Staff, relatives and service users also had a chance to comment on the plans and proposals in area based meetings arranged by local area managers. As with the surveys the feedback, comments and

questions asked were recorded and followed similar themes to the ones mentioned before.

From the comments made and questions asked it is apparent that there is a lot of emotion surrounding this subject. Staff and relatives especially commented on things affecting either themselves directly or the service users.

"If it's not broke – don't fix it"

Service Users' comments focused mainly on personal wants and the fact that they are happy with the services they currently receive. One issue that they were all agreed upon however was the desire for increased **privacy.**

In all the areas a programme of meetings were held to collect the feedback. The record of the meetings shows:

Amber Valley held 21 meetings; 6 staff, 12 Relative and Carers and 3 residents meetings.

Bolsover held 5 meetings; 1 staff and 4 with Relatives/residents

Chesterfield held 9 meetings; 2 staff and 7 with Relatives/residents

Erewash held 17 meetings; 5 Staff, 9 Relative and 3 residents meetings.

High Peak and North Dales held 21 meetings; 6 staff, 13 relatives and 2 resident's meetings.

North East Derbyshire held 13 meetings; 4 staff, 4 relatives and 5 residents meetings.

South Derbyshire held 6 meetings; 3 staff and 3 with Relatives/residents.

Summary of consultation meetings

Facilitators recorded comments during consultation meetings.

The key themes noted are - staff issues, issues surrounding the current residents/service users and rumours of possible closure.

1. Staffing Issues:

Staff mentioned issues regarding their **jobs** and re-training most of all (39 times). Relatives mentioned these issues **21** times and residents mentioned this subject **4** times.

- 2. Current Service users:** Comments around things that may affect them included worries over transition/moving, personal worries and personal financial costs. Staff mentioned current residents **17** times, Relatives spoke about personal worries linked to those who use the services 36 times,

Residents commented on this theme 12 times, with 10 of these comments suggesting they were happy where they were and didn't want to change.

3. **Closures:** this evokes the most emotion with staff unhappy at the possible closure of their work places; and relatives and residents at the services they currently use.

Staff commented on the rumours surrounding the **closures** especially earmarking their service **14** times; about **new locations** 10 times; **improving current services** to save money 8 times.

Relatives continued this trend with 28 direct comments on **closures**; 8 comments on the **new location** of sites and the **transition process**.

Residents however didn't mention these issues surrounding closure directly at all.

As well as the 3 key themes mentioned above there were also a **number of subject areas** that arose less frequently but are still of importance.

These included:

- **Understanding personal budgets - money issues** - commented on by staff, relatives and residents in terms of additional cost to them or the council
- **timescales**
- **not enough beds in the future**
- **Individual issues** e.g. residents having pets; personal effects; not wanting to live with mixed sexes or other religions, **telecare** and whether rooms would be available to **couples sharing**; and **for relatives to stay in..**

WHAT HAPPENS NEXT?

The results of the survey demonstrate good satisfaction levels in terms of how the proposals were generally received by the respondents.

"There seems to be a commitment to making older people part of the wider community. I think it is a good idea, to mix long term, short term and day care together under one roof as it provides a wider range of friends and facilities for permanent residents"

The results of the comments and strength of feeling of those involved in the consultation meetings also remind us that there is fear and a high level of concern about the future of services for older people. We need to listen to these views and ensure that the proposals consider these

opinions shared by many people in this consultation.

"Hope there is a plan B... to cope with the increased demand vs. diminishing resources i.e. cutbacks"

In response to the desire for a newsletter for regular updates, whilst a specific newsletter may prove difficult we can endeavour to include the messages about the project in current council publications such as Derbyshire First and Gold Magazine.

This report will be presented to the Capital Investment Strategic Project Board, as well as to the Senior Management Team as part of Making Care Personal Programme business meeting. It will be widely disseminated to social care staff and also be made available on the DCC website. The findings will guide future decision-making regarding the capital investment project.

This 'Perspectives' covers the first stage of the Capital Investment Project; the second stage is currently being planned and will focus on issues for local people, local services and local staff who might be affected by specific developments. The findings reported in this Perspective will be addressed through phase 2 consultation.

One resident has asked that feedback is made available on other issues and comments that have arisen throughout stage 1. This Perspective aims to do this and will be made available in time via the Making Care Personal pages on the Derbyshire County Council website.

If anyone would like any further information regarding this survey please contact Andrew Coulson in the Stakeholder Engagement Team on 01629 531140 or by email at andrew.coulson@derbyshire.gov.uk

If anyone would like more general information about the Capital Investment Project and the plans and proposals for Residential Community Care centres in Derbyshire please contact Katey Twyford the Project Executive on 01629 532449 or by email at katey.twyford@derbyshire.gov.uk