

Central Bedfordshire Council

Westland's Older Person's Home Consultation

Consultation Response Report
21st February 2018

1. INTRODUCTION

- 1.1 Central Bedfordshire Council wants the best possible quality of life for all its residents and is committed to developing and improving accommodation with care for older people. The Council owns and operates five care homes which were built several decades ago and which currently no longer meet the expectations of customers and regulators in terms of facilities and accommodation.
- 1.2 Therefore when better options become available elsewhere, the Council will consult with residents and relatives about the future.
- 1.3 The Council has undertaken a consultation on the future of Westlands Older Person's Home, Leighton Buzzard. Having reviewed a number of options for the future of the home:
 - Doing nothing - continue to run Westlands in its present form.
 - Relocating existing residents to better homes and closing Westlands.
 - Selling Westlands to another organisation to run as a going concern.
 - Rebuilding on a phased basis - building a new care home on the site whilst the current home remains open then transferring existing residents to the new home and demolishing the old one.
 - Rebuilding the home on a non-phased basis - moving residents to alternative homes, demolishing the old home and building a new one on the site.
 - Running the home down - stopping new admissions to the home but keeping it open for an agreed period of time or until it had no residents.
 - Refurbishing the home so that it meets modern standards
- 1.4 The Council's preferred option is to offer and arrange accommodation for the existing residents in good alternative care homes and then to close Westlands.
- 1.5 The formal consultation began on 14th August 2017 and ran for 12 weeks, ending on 6th November 2017
- 1.6 The consultation was undertaken via online and paper surveys. Additional consultation meetings were held with residents and/or their family members/next of kin. The outcome from these meetings has been included within this report (Appendix 3).
- 1.7 Work was also undertaken by the consultation Social Worker to support residents in collecting their views (Appendix 4).

2. RESPONSE RECEIVED

- 2.1 The formal consultation was designed to capture both quantitative and qualitative data from respondents, with results summarised within this report (percentages are rounded to the nearest one decimal place).
- 2.2 The Council has received 25 responses to the formal consultation via the consultation survey. Additional feedback from the resident and family meetings is also considered within this report.
- 2.3 24% of survey respondents are residents of Westlands, 44% are family members of residents, 0% are staff, 24% are members of the public, 0% are a charity or an organisation, and 8% are 'other' people (including Leighton Linlade Town Council).
- 2.4 Details of respondent demography are recorded in Appendix 1.

3. RESULTS OF THE CONSULTATION: QUESTION AND RESPONSE OVERVIEW

3.1 Q1 What are your views on our preferred option?

All respondents replied to this question providing mixed feedback. Some did agree with the Councils preferred option and some respondents stated that although they did not completely agree, they understood the need to improve facilities.

Other respondents raised concerns about the care that a private operator may deliver, and one respondent suggested the possibility of Central Bedfordshire Council operating the new home on Hockliffe Road.

3.2 Q2 Are there any options we have considered that you think we have not correctly evaluated?

	Number	%
Yes	7	28.0
No	6	24.0
Don't know	10	40.0
No answer	2	8.0

3.3 Q2a If yes, please state which options and why you think they should be evaluated differently.

Respondents felt that further evaluation of the impact on residents should be undertaken. Some respondents reiterated their preferred option of keeping

Westlands as it is, re-use of the current site, or finding a better location than the proposed new site development.

Some respondents felt they were unable to comment on this as there was not enough information provided regarding the new site i.e. size, proximity to town.

3.4 Q3 Are there any options listed that you think the Council should investigate in more detail?

	Number	%
Yes	15	60.0
No	5	20.0
Don't know	3	12.0
No answer	2	8.0

3.5 Q3a If yes, please state which options and say what further information or investigation is needed.

Some respondents repeated their preferred option to keep Westlands as it is but with some refurbishment or re-use of the current site. They also stated that more investigation around the impact of any move on the residents and the costs and quality of outsourced care should be undertaken as this was a concern.

3.6 Q4 Are there any other option(s) that you think we should consider that are not in the document?

	Number	%
Yes	4	16.0
No	9	36.0
Don't know	11	44.0
No answer	1	4.0

3.7 Q4a If yes, please explain what these options are.

Respondents suggested integration of a day service within the home and keeping the home as a council run service.

3.8 Q5 Do you have any further comments about the future of the home?

Respondents said that although they are happy with the home, they agree there needs to be some modernisation / new facilities.

They also said that the wellbeing of the residents should be the primary focus.

It was suggested that more activities should be made available to residents in the home.

Concerns have been raised regarding having a non-council care provider, particularly around the quality of the care
One respondent said that they felt the decision is already made but wants the home to remain under the Council.

3.9 Q6 Throughout the process we will be conducting individual meetings with residents and their relatives and providing advocates where necessary. Are there any other actions you think we should be taking to minimise the impact of the proposals on the residents at Westlands?

A number of respondents referenced the length of time between the consultation and the potential move; they felt that 2 years was a long time so support would not be needed at the moment. One person did say that due to the length of time, the Council needs to remain fully committed to any proposed change. Respondents also requested that residents and their families are fully engaged and communicated with throughout the process.

Requests were made that any changes are introduced slowly, are properly planned and supported.

Other respondents requested that the home remain under council provision due to concerns over the quality of care from private care providers

3.10 Q7 Do you have any further comments about the provision of accommodation for residents at Westlands?

Respondents stated that they felt that Westlands was suitable as it is although additional services including day provision would be beneficial. Some agreed that it also needs modernising. They also stated that the staff a good but there are not enough members of staff for the home.

Some respondents raised concern over costs of new services and that the preferred option of the Council has not kept residents in mind

3.11 Detailed answers to the survey are recorded in Appendix 2.

4. SUMMARY

- 4.1 The Council have received a mixed response to the consultation. Although many respondents acknowledged the need for modernisation and the potential benefits of moving to a new home, several respondents expressed concerns with the Council's preferred option because they are not confident in the quality of care delivered by private providers, the cost implications and the location of the potential new home.
- 4.2 Some respondents questioned the suitability of the Hockliffe Road site for a care home and said that Westlands is in an ideal location for access to the town.

- 4.3 Feedback received from the relatives/carers meetings mirrored those received through the survey including concerns around the quality of private care. Some family members were also concerned about the impact that moving may have on their relative. Reassurance and ongoing communication was requested by all people involved in the meetings.
- 4.4 Feedback received from the consultation social work meetings was that people felt that 2 years was too long a time scale. They said that conversations and consultation period did not feel very relevant and some people felt that the decision to close the home was already made so their view would not change the outcome. When given the choice, people did not want to move from their home. Their focus was being well cared for and that having their own bathroom or being in a new building was not their priority.
- 4.5 Relatives said that they found the consultation questionnaire difficult to understand. Relatives appreciated having face to face conversations; they were perceived to be the most helpful way of presenting their views and concerns.
- 4.6 In conclusion, feedback received during the consultation period has shown that there is a clear need to ensure that reassurance and ongoing communication is provided to residents and their families throughout this process, including that no decision has been made and will not be made until this report has been presented to Council Executive in early 2018.

5. THE COUNCIL'S RESPONSE

- 5.1 We are grateful to all of the people who took time to respond to the consultation. We understand that this is a difficult decision and that it is important to listen to and address the concerns of individuals – especially residents and their relatives – before any decision is made about the future of the home. We are glad that people found the ability to meet face to face with staff from the Council was useful. We are sorry if anyone found the questions in the consultation questionnaire confusing and will look to improve this in future consultations. In the sections below we set out the Council's response to the main issues that were raised.
- 5.2 The idea of refurbishing or rebuilding Westlands on the same site: These options were discussed in the consultation document along with the reasons why they were not felt to be the best ones: refurbishing the home would still result in a home that was small by modern standards and would lack some important facilities. Rebuilding on site would be feasible but would require the home to close resulting in disruption to residents and we could not guarantee that they could be accommodated at homes nearby or with their friends during the construction period.
- 5.3 The suitability of the Hockliffe Road site for a care home compared with Westlands in terms of its outlook and location: The outlook to the rear of

Westlands over the Recreation Ground does provide residents with views of trees and, whilst there will be landscaped gardens at the home in Hockliffe Rd, it will lack this type of view. The site in Hockliffe Rd allows for a similar level of easy access to the town centre of Leighton Buzzard as is achieved at Westlands. The Hockliffe Rd site is in a largely residential area with mainly Victorian terraced properties whereas Westlands is part of the town centre development of more municipal buildings such as the Fire Station and former telephone exchange.

Our view is that the benefit of improved facilities on the Hockliffe Rd site would significantly outweigh the dis-benefit of the less attractive view. That having been said we would emphasise that should there be a decision to close Westlands then residents would have a choice about where they moved to. Whilst there would be enough places at the Hockliffe Rd home for those who wanted to go there, we would talk to all residents about what is important to them and if someone, for example, wanted to be in a home which had views of trees and the countryside then we would try to arrange this. We are aware of several homes in the Leighton Buzzard area that are in more rural locations.

- 5.4 The quality of care that would be offered by an independent care provider: We understand the concerns that people have about the quality of care. We do not accept that independently-run homes have lower quality of care than council-run homes. The evidence is that there is good quality care being delivered by all sectors and similarly there are examples of homes which need to improve their care across all types of provider. The Council works with all providers to monitor and where necessary improve the quality of care and all are subject to the same national inspection regime.

In seeking a provider to build and run a new home in Hockliffe Rd the Council will only seek bids from experienced providers that have a strong track record in delivering good quality care.

Whilst we cannot promise the outcome, we would also work with the provider of the new home to explore the opportunities for staff from Westlands to take up jobs in the new home if they wish.

- 5.5 The impact of moving on current residents: We understand this concern. The Council has a team of staff that has developed considerable experience and expertise in arranging and managing moves when it is decided that a care home will close. Our experience of doing this is that with careful and sensitive management a move can be positive for residents.

You can find out more about how we have undertaken moves so far by watching a video we prepared on the subject: https://youtu.be/_rthz--ctWw.

- 5.6 The reason for the long timescale and the belief that a decision had already been made: We considered whether to delay a decision on the future of Westlands until the Hockliffe Rd home was nearing completion but we felt that this would

be a less acceptable solution as it could be argued that the Council had effectively made a decision about the future of Westlands already and that any consultation was 'just going through the motions'. The process we have followed instead is that we expect that the decision about the future of the home and the award of contract for the new care home to be made at the same time. We realise that the consequences of this are that, if a decision is made that Westlands will close when the new home opens, we will need to keep in close contact with residents and relatives during the intervening period.

- 5.8 The need to focus on good quality care rather than physical facilities (such as en-suite bathrooms) which not everyone would make use of: We understand this view but firmly believe that residents in care homes should be entitled to both good quality care and good quality facilities – it does not have to be one or the other. Our aim is to maintain or improve the quality of care for residents whilst significantly improving the quality of the accommodation.
- 5.9 The cost of care in any replacement home: Most independent care homes in Central Bedfordshire provide accommodation to people who are placed by the Council and to people who arrange and pay for their own care and support. Part of the agreement we would come to with a care home provider for Hockliffe Rd is that the fees for anyone moving from Westlands would be at the normal Council rates.
- 5.10 Support for Westlands following a decision about its future: We agree that support will be required for residents, relatives and staff in the home. Following any decision, we will discuss with you what information and support you would like and explain how we plan to provide this.

Appendix 1:

Results of consultation: Demographic profile of respondents

Q8. Are you a:

	Number	%
Resident	6	24.0
Relative of a resident	11	44.0
Member of the public	6	24.0
Member of staff	0	0
Charity or organisation	0	0
Other	2	8
Did not answer	0	0

Q9. Are you:

	Number	%
Male:	7	28.0
Female	15	60.0
Did not answer	3	12.0

Q10. What is your age?

	Number	%
Under 16 years	0	0
16-19 years	0	0
20-29 years	3	12.0
30-44 years	1	4.0
45-59 years	6	24.0
60-64 years	1	4.0
65-74 years	5	20.0
75+	8	32.0
Did not answer	1	4.0

Q11. Do you consider yourself to be disabled? Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long-term adverse effect on his/her ability to carry out normal day to day activities.

	Number	%
Yes	5	20.0

No	20	80.0
Did not answer	0	0

Q12. To which of these groups do you consider you belong?

	Number	%
White British	24	96.0
Black or Black British	0	0
Asian or Asian	0	0
British Mixed	0	0
Other	0	0
Did not answer	1	4.0

Appendix 2:

Full qualitative response:

Q1 What are your views on our preferred option?

- I agree with the Council's preferred option.
- Do not agree as private run home will not be run to the same standard as Westlands is run now under council control.
- It's the best option.
- 5
- I don't agree with any of the options and would prefer for Westlands to remain under the council with the very good carers
- Our relative in her present state would be better left where she is, because of her dementia she gets very upset about any changes so option 1
- Houkliffe [Hockliffe] Road does not seem to me to be a suitable site
- Not to close weatlans [Westlands]
- Hate money. Improve existing facilities.
- My view is that this is another relinquishing of Council responsibility to outside care providers who a) historically have been poor to average in CB and b) hike the fees from £570 ish to £900 ish resulting in less than good care for elderly vulnerable people at a higher cost. The preferred option is to build a new home and keep it under Council control
- I feel that the Westlands site is within a nice area of the town as it backs onto Parsons rec/park, so the option of re-building a new Westlands on the same site is my preferred option. Hockliffe road is further away from town and does not have access to as much green space
- Build a new home for Westlands residents and staff
- I do not think it is the best option for the long term provision of a council run service. At no point should it be cheaper to outsource care to a provider that should have the same operating costs, capital costs and the need to return a profit than to operate in house. Special attention needs to be paid to how this is the case and the effect on clients in the event that the operator cannot operate the home profitably.
- Agree that the building needs to be more up to date, but my mother is settled and to move her would be awful.
- I don't want to go to the Old Police Station site. There are no trees to look at.

- I agree with the Council
- At its meeting held 25th September 2017, Leighton-Linslade Town Council resolved to support Option Number 2 which seeks to secure the development of new care home capacity with sufficient places at that home for anyone at Westlands who wishes to go there, and then to close Westlands.
- This form has been completed by resident (with relative input) I am settled where I am. I don't want to leave but the Council will do what they want to do in the end.
- Its a shame that it is choosing option 2, as Westlands has a great community spirit. As long as any home has the facilities that older people need, that is good.
- Council should move residents to a completely new site altogether. There will be police cars racing around and very noisy at the other site. Police station is a bad location.
- Would rather remain in Westlands, but happy to move to the police station if he can.
- A move is a good thing. The building needs to be modernised; lifts don't always work, which means that residents have to have their dinners upstairs and they don't see anyone, radiators come on at the wrong times.
- Unable to explain fully.
- She is very settled at Westlands and does not want to move. She would prefer that she does not have to move.
- The wrong option

Q2a Are there any options we have considered that you think we have not correctly evaluated? If yes, please state which options and why you think they should be evaluated differently.

- My mother is a resident at Westlands and we met there with Mel Anderton and Rebecca Carr on 22 August as part of the consultation process. At this meeting I suggested that the opportunity should be taken to integrate the adjacent Day Centre into the new Home.
- views for residents all they will see out of window is houses, location could of been better
- cost, upheaval to residents
- Your boxes are not allowing this to be fully documented - you are restricting space. 3, 5 and 6 are red herrings. 2 is not fully documented and neither is 4.
- 1) Without knowing where in Hockliffe Road the alternative site is mean that I cannot comment on the site suitability. for example - proximity to town for residents to access shops/ church etc. 2) No comments have been made on the

negative aspects and risks as [outsourcing]

- Option 6. Refurbish as Westlands is a great location.
- This process is a waste of time! Why are there amateur painters in painting doors now?
- Option 1 - Keep Westlands open in its current form.
- Option 1. Continue to run Westlands as it is.

Q3a Are there any options listed that you think the Council should investigate in more detail? If yes, please state which options and say what further information or investigation is needed.

- Build an integrated Day Centre & Care Home that will provide older members of the community with the opportunity to transition easily as their age and condition progresses
- Keep Westlands open with the same management and staff. Forget the requirement for ensuite bathrooms, as most residents are unable to use them.
- To look at running the home under council who took it over from Bupa inadequate rating from CQC to a good CQC report under council why change
- no more agency
- effect on residents and cost improving existing facilities
- 2 and 4 and there isn't room in your box to comment fully
- The staff
- As previously mentioned - investigate why the of cost of outsourcing is preferable and what changes could you make to redress this. Investigate the risks and negative aspects of outsourcing and display these clearly in the options to be able to make an inform
- Run the Home down as Mum can stay in a Home which she is settled in.
- option 5
- option 5
- Option 6. Refurbish. Westlands is a prime location for residents and relatives to access the town, families to access the home to visit, go round the park in the summer. Nothing at the police station site - difficult to access.
- It's pre-planned, so why are you asking?
- Option 1 - run Westlands as it is.

- Refurbishment of Westlands

Q4a Are there any other option(s) that you think we should consider that are not in the document, if yes, please explain what these options are.

- Mel told me that my suggestion was already being adopted and that Day Centres would indeed close and be integrated in Care Homes. I think this should have been made clear in the correspondence.
- I presume the site will be sold off for housing (premium town site) -it's a pity the council won't use the money to build the new home itself.
- We were told the company's you are looking at hopefully be none profit if this is the case why is it the council can not do the same there are lots of services that should never be in private hands social care is definitely one of them
- Would it be possible to consolidate the number of care homes and build a bigger home with more facilities that is run by the council on existing or new site.

Q5 Do you have any further comments about the future of the home?

- Whilst a new Home is desirable, my principal concern is with the management of the existing facility. Whilst management procedures have improved following last years damning CQC assessment, there is a distinct lack of consistency and continuity in leadership.
- All the residents require is good quality care, which is now provide by the current staff at Westlands since the council took over the running of the home from Bupa.
- No
- My dad is a smoker and I worry he wouldn't be a room for him to smoke in if he was moved
- Only that the decision I believe has already been taken this is just to tick all the boxes, but if you really believe in doing the best for the older generations then keep it under council control
- No buzzers next to residents if they need to go to toilet they have to wait for a carer to go past the door
- Yes. Your survey doesn't allow a full response. The home needs to stay under management of the Council - 4 but your total emphasis is on financial not social or community - lightly disguised as best interests! .
- None

- Need to consider all aspects
- Westlands is in a very good location for a care home. Its quite and has good access to LB centre. I think it is in the ideal location, but defiantly does need replacing/modernising
- Concerns about the consistency of staff, activities being available. Residents should have access to the outside and going for a walk, time in the garden.
- Why are the council paying for the doors to be painted, rather than the care in the home
- No
- Whilst we support Option 2, the well-being of the existing residents is of primary concern to the council.
- I would like more activities. Level of care - hearing aid has been looked at but not checked to see that battery is working, cleanliness generally needs to be improved. Medication has been given but then left rather than checked.
- I am grateful that Westlands is there looking after the residents well. I can't do the caring anymore, so someone else caring is helping me and I can still go to the home to visit.
- When the home was a BUPA home, it was much better. Used to be better staffed. Now agency staff ring in on the morning going off sick, so there are not enough staff in the building. Carers treat residents as children. There should be entertainment available. When Council people walk around the building, they should talk to the residents. They are going around our home and don't have ID on. Should we pack our valuables away?
- He is happy as it is. He does not want to move and Westlands meets his needs.
- Keep it open

Q6 Throughout the process we will be conducting individual meetings with residents and their relatives, and providing advocates where necessary. Are there any other actions you think we should be taking to minimise the impact of the proposals on the residents at Westlands?

- Simply fulfil what has been committed to. Meanwhile, please do not neglect the running of the existing Home & seek to appoint a Manager who is committed to leading the team throughout the next 2.5 years - a long time in the life of a Resident.
- Do nothing - keep to option 1 maintain the home to an acceptable standard but more importantly keep the current staff.
- Nothing more than keep us all informed.

- Introduce changing slowly
- As I have said all through this paper keep it in council control if you truly do have the resident best interest at heart
- increase the number of caring staff
- get rid of the people from Greenacres, it has got worse since they have been in their
- leave them where they are and improve the facilities aor themnd monit [*reported as submitted – unable to work out what the respondent’s intention was*]
- You have clearly made up your minds to follow 2 in spite of poor quality care by private providers and increasing fees subsidised by self funders - can't go on the Council needs to keep people in their communities and keep homes within their portfolio
- Ensure that the transition is done within a timely period, ensure that residents are consulted as much as possible including family members
- Make sure plans are in place and everybody is looked after
- Just properly engage with people and listen to their concerns and act on them where you can - Change is going to be good for some and not for others.
- Not applicable at this time. 2yrs until the move.
- How will the council help me to move house? I want to be supported to move house to place |I have chosen to go to. I want the home to support me to view homes before I leave Westlands.
- Maintain continuity of staff (i.e. keep on the existing care staff of Westlands as far as possible until the closure to help reassure residents and enable them to remain settled and secure despite the impending move. (I am aware that the staff will not be transferred to the new home that will be built). I hope that experienced staff at Westlands will not be leaving/relocating in advance of the closure.
- Residents moving in 2 years. not applicable.
- Moving in 2 years. NA.
- When moving from Westlands, I want my friend to be contacted. She will support me.
- NA
- NA
- NA
- NA
- Keep Westlands open

Q7 Do you have any further comments about the provision of accommodation for residents at Westlands?

- Integrating the Day Centre activities will, hopefully, address what is currently a neglected service in the Home
- The accommodation at Westlands is plain but adequate for my father, the care from all the staff is excellent, they are part of his family now and I do not want to change that.
- No
- My dad seems comfortable so not really
- It's not the most modern home but it is run with a lot of care and lovely carers and that is the most important thing for the people in there
- The location of the site is ideal, it should be developed for the same group of people who have always benefited. Perhaps by a purpose built block where residents could move from independent living to gradually more dependent as time passes.
- No
- needs updating and monitoring/
- Yes an initial outlay of 7-9 million seems impossible but this will quickly be paid off by fees - you are being very shortsighted and motivated by finance and not care and not putting the residents and their families first.
- None
- No
- see qu. 5
- Change everything. When the council say they are going to do something, then do it!
- As the document has already stated - keep Westlands open until new home is ready, rather than move residents to what might be temporary rather than permanent alternatives (though some residents might prefer to move earlier rather than wait for the new home).
- see Qu 5
- Carers are lovely. Food is good. Residents can get up when they want to and not rushed. Press buzzer. However, karaoke needs to be music that the residents would like and know. Residents need to be spoken to as adults and age appropriate.
- Entertainment should be provided. Children could come round and do singing at Christmas. Links to the community. Food should be varied, it's always the same. The library used to come round and deliver books, but they don't anymore. They used to do birthday cards, but that doesn't happen anymore.

- Wouldn't change anything. It meets his needs as it is. .. but he would appreciate a bar being installed. ..
- The staff are very good and they need to be retained - short staffed. The staff need to go with the residents as they have good relationships. There needs to be activities as there are currently none available - the television is left on.
- The staff are lovely although the Home is understaffed most of the time. I like the Home and my room. I don't want to move.
- I like Westlands and I like the fact that my family can visit me often. The most important thing to me is being cared for properly - I don't need to have my own bathroom to do that.

Appendix 3:

Consultation meetings with residents/next of kin/family:

One-to-one meetings were offered to relatives of each of the residents at Westlands and 6 took us up on that offer. At these meetings we talked through the consultation documents in detail and answered any questions relatives had. General feedback from these:

- Relative 1
Does not think her Dad will be bothered about a modern home as he has been homeless before so is not bothered about moving to a new home however if it goes ahead she will support her dad in the process and does not think it will distress him.
- Relative 2
Very concerned about the current practices at Westlands and said residents were bored and activities were very limited, he said his Mum used to go out to a day centre but doesn't anymore. We advised that a lot of new homes have day centres built into them now. He said that his Mum is in very ill health so his primary concern was the operation of Westlands in its current state.
- Resident/Relative 3
Met with resident and her friend. She said that she did not really like it at Westlands so saw a potential closure as positive and liked the idea of being supported to move, she said she was not keen on the idea of moving to Hockliffe Road because of its location and liked a home in Tilsworth so she could be near her husband's grave.
- Relative 4
Understood the proposals but said her dad is in poor health, she said she is very involved in her dad's care so would like to be kept informed throughout.
- Relative 5
Her mum is at Westlands on long term respite. We explained the proposals and said that if the decision is made to close the home then at some point there will be a cut-off date where permanent residency admissions will stop. The relative asked about fees and we said that self-funders would still pay the same contracted rate and not the private fee if they moved to a new home. She said that Westlands and Hockliffe Road are local to her and handy for her to get to to visit her Mum
- Relative 6
Very concerned about the prospect of Westlands closing and Hockliffe Road being run by a private operator. The family have had a bad experience of a private provider in the past and feel that Central Bedfordshire Council offer the best care. They are very apprehensive about the prospect of their relative moving to a home run by a private provider. The family want assurance in writing that Westlands will

not close if there is no nearby new build home to go to, they do not want residents to move all over the place to other old-fashioned homes.

- Relative 7 (telephone)

Lives in Dorset and is unable to drive. She was a bit confused about the proposals as she has not been able to attend any of the resident/relative meetings but said from what she has read she fully agrees with the proposed option to close Westlands and move all the residents to a new home nearby.

Three additional drop-in sessions were held at Westlands and all relatives were invited to these by letter and a notice was put up in the home however no relatives attended any of these.

Appendix 4:

Consultation meetings with social worker and residents:

Throughout September and October 2017 the project Social Worker met with residents of Westlands Residential Home to gain their views on the consultation.

Summary of Consultation Meetings.

- Resident 1
She likes her room at Westlands and would like another one the same. She believes that as long as she is well cared for, that she will be happy. She must see her family; If this means being in a different Home than the one being proposed where residents share their bathroom, the family takes priority. She is happy to go along with the Council, and wishes to remain in the consultation process. She would like to live with other residents who have a similar ability to herself as she likes to socialise. She is happy for the Council to know her views if this helps support her wishes being met.
- Resident 2
Resident 2 lacks the capacity to understand relevant information to the decisions being made. She is thus unable to provide views and therefore also unable or consent to sharing her views with the Council.
- Resident 3
Resident 3 understands that the Council wish to consider the future of Westlands and have looked at 6 options. He did not place importance on having his own bathroom. He did not place importance on the fact that the building was in disrepair and that a new building would be nicer. He wished for Westlands to continue in its current form, as he feels settled and has formed relationships with other residents, whom he cares for. He understands and consented to his views being given to the Council.
- Resident 4
Resident 4 lacks the capacity to understand relevant information to the decisions being made. She is thus unable to provide views and therefore also unable or consent to sharing her views with the Council.
On his mother's behalf, her son is keen for Council and Westlands staff to remain focussed on the needs and wishes of all residents currently in Westlands. He feels that this is important and that, as his mother is a very frail lady, that the consultation questions may never be relevant to his mother.
- Resident 5
Resident 5 understands that the Council have considered lots of options. She values the fact that she can currently look at trees from her window and see nature. She prioritises this above all other concerns such as sharing bathrooms and modernisation. She appreciates the fact that she has her own furniture with her and

that her room is her 'space'. She would want her possessions to follow her wherever she goes. She has enjoyed living at Westlands and it would not be her intent to move. She is moving because this is a Council decision. She would like to be supported to move to another home where she can continue to a) see nature, b) be near her friends and site of her husband's burial. She does not believe that the proposed 'police station site' will fulfil this and wishes to be supported to move to a different location.

- Resident 6
Resident 6 understood that the Council wanted his views. He did not feel that his view would have a bearing on the outcome. M believed that resident 6 was very settled at Westlands and that he has told her that he would not want to move. It is M's belief that, for resident 6, a move would be detrimental to his welfare. Resident 6 explained that Westlands is short staffed much of the time but the carers who are present are all lovely. He likes his room and likes being able to see out of the window. M explained that she has not been made aware of the consultation process fully although did understand that the police station site had been bought. M will need to be supported through the consultation process more directly, so as to allay fears and also allow her to advocate for resident 6 more fully.
- Resident 7
Resident 7 believed that at his age, that he was not in a position to provide a view that would have any bearing on the actual future of the Home. On this basis, was not specific about what his views were. He did however say that, in general, modernisation was a very good thing, and that people should strive to be better.
- Resident 8
He understands that the Council own the Home and are making decisions.
- Resident 9
Resident 9 felt that her views wouldn't change anything – The Council have made their decision. She has settled into Westlands. She looks and presents as content. She would not want to move. She, on balance, feels that she is well cared for. Some carers are better than others. She likes to see nature and watch squirrels. She felt unable to contribute to the consultation as she has no concrete information eg photograph to make that decision about her future and what it should look like. She could not see the benefit to her of having a private bathroom as she doesn't share one directly now.
- Resident 10
He understands that the Council own the Home and are making decisions.
- Resident 11
Resident 11 lacks the capacity to understand relevant information to the decisions being made. She is thus unable to provide views and therefore also unable or consent to sharing her views with the Council. J, cousin, visits when he can. He

believes that resident 11 is settled at Westlands.

- Resident 12
Resident 12 lacks the capacity to understand relevant information to the decisions being made. She is thus unable to provide views and therefore also unable or consent to sharing her views with the Council. N, daughter, is unable to visit in person due to her own circumstances, but believes that resident 12 is settled at Westlands, despite the progression of her Dementia.
- Resident 13
Resident 13 lacks the capacity to understand relevant information – that he is in a care home for the purposes of care and treatment. Due to his cognitive difficulties and issues with understanding, family feel that he should not be part of the consultation process, as his well being could be affected. Family believe that he is very settled at Westlands and that he has become more content since his admission. They believe that the care staff are very caring.
- Resident 14
Resident 14 believes that her views are tokenistic - This view was reached on the basis that the police station site had already been secured, very shortly after being put up 'for sale'. She felt that all parts of the Council were working together in order to reach this aim as a pre-agreement, thus the decision to look at home closure was made a very long time ago. This view strengthens her view that, her part in the consultation is tokenistic. The new proposed site is not a good site. It will be noisy and police cars going speeding up and down that road through day and night. Money being spent on painting doors. She feels that money should be spent on other areas, such as staffing, entertainment, varying the meals. She would like Council staff going around the Home to speak with residents and wear ID so as to make themselves obvious. Residents do not know who is wandering around their home. Should they be thinking about safety? She feels that the present home should be well staffed and that residents should be spoken to in an age appropriate fashion. She explained that she does not know whether she will be around to be affected by the proposed closing of Westlands as she may have died. However, she wishes to be supported by an independent person. She believes that she has seen other residents being moved out and reports that the residents were not made aware of their imminent departure. She worries that she may be treated in the same way. She wishes to be a part of the process and kept informed of what is going on. (I assured her that she would be)
- Resident 15
Remains in hospital at time of consultation.
- Resident 16
Resident 16 was a respite resident. This was made permanent. He moved into Westlands 3 months ago (July 2017). A, believes that her father is too frail to take on the issues of a consultation, which may not affect him, given the timescales involved.

- Resident 17
Son was extremely concerned that his mother had taken a long time to settle in, when admitted in January 2017. This consultation was seen as detrimental to her wellbeing and wished that she was not contacted. Resident 17 has not been contacted regarding the consultation.

Themes -

- Those who were able to comment, felt that the decision to close the home was already made prior to consultation. Their view would not change the outcome, therefore making their views tokenistic.
- When given the choice, people did not want to move from their home. Many reported that they would prefer to close the home down as residents move on naturally. Most reported that they did not value having their own bathroom or being in a new building. Their focus was being well cared for. Most commented on the fact that at Westlands, they were able to see trees and nature and placed great value on this.
- Those who were able to comment felt that 2 years was too long a time scale. The conversation / consultation period did not feel very relevant. Frail elderly, may not be affected by the preferred option of home closure, given the length of time proposed. Thus a conversation now may cause unnecessary upset and be detrimental to the wellbeing of both residents and relatives.
- Most relatives voiced concerns that Westlands would be 'forgotten', when the Council should not lose focus on the present and making the lives of residents as fulfilling as possible. Eg– spending money on activities and staffing rather than interior decorating. Most reported that they appreciated the caring interactions of staff at Westlands and were keen to voice this view.
- Most relatives found that the consultation questionnaire was difficult to understand. Relatives appreciated having face to face conversations; they were perceived to be the most helpful way of gleaning views and concerns.



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