



have  
**your**  
say...

# ...on Westlands Older Persons Home

An update on Westlands consultation

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**Central  
Bedfordshire**



# Westlands

## Consultation Update 2<sup>nd</sup> October 2017

### What we have done so far

Following the approval by the Council's Executive Committee on 1<sup>st</sup> August 2017 to consult on the future of Westlands the consultation documents were sent out to residents, relatives and other interested parties. Since then the consultation team have been busy talking to residents, relatives and staff about the proposals and encouraging them to complete the consultation questionnaire.

Many residents and relatives have now spoken to or met Rachel Bartholomew, the social worker in the consultation team who will be helping residents to contribute to the consultation.

### Who we have consulted with

Along with the residents, relatives and staff, we have sent consultation information to the organisations listed below that all have a role in relation to Westlands.

**Local GP's** who have patients residing at Westlands.

**East London NHS Foundation Trust (ELFT)** – part of the NHS that provides services to people with mental health needs including people with dementia.

**Healthwatch** – the national consumer champion in health and care. Healthwatch have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

**Leighton Linlade Town Council** – Westlands predominantly has residents from this area.

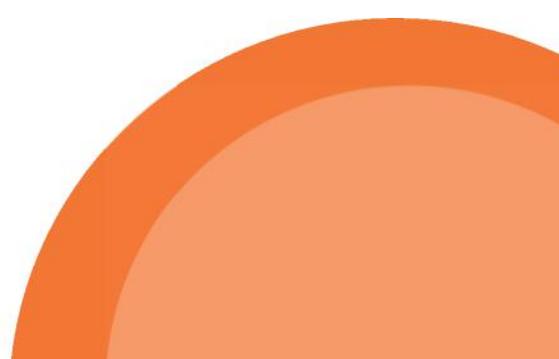
**Carers in Bedfordshire** – a registered charity existing to help family carers and former carers cope with the mental and physical stress arising from their role. They offer assistance such as practical help, advice, training, advocacy, support and information.

**Age UK Bedfordshire** – a local charity based in Bedford and operating through the whole of Bedfordshire and Luton for the benefit of all older people in the County.

**Alzheimer's Bedfordshire** – a charitable organisation providing information, support and services to people living with all types of dementia, their carers, family members, health professionals, and anyone else with concerns about their memory or that of someone else.

**Older Person's Network Group (OPNG)** – an independent forum to improve the services Central Bedfordshire Council Provide for older people.

**POhWER** – a charity and membership organisation that provide information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.



## Frequently Asked Questions

Below are some of the questions that we have been asked so far during the consultation by residents and their relatives.

### **When will the new home on Hockliffe Road open?**

We expect that a decision will be made on the future of Westlands in April 2018, this will coincide with a decision on the provider of the Hockliffe Road site following a formal procurement process. We would then anticipate it would be about eighteen months from this point until the new home opens, although it could be longer if any problems are encountered with construction.

Throughout this period we expect Westlands to remain open and to operate as normal.

### **Will the new home offer nursing care?**

At this stage we are unsure about whether the new home on Hockliffe Road will be a residential home or a nursing home. We will know more once a provider for this site is agreed.

### **Would I have to pay more if I were to move to the new home on Hockliffe Road or another residential care home within Central Bedfordshire?**

Those people who are not currently paying the full cost of their care would not have to pay any more than they do at Westlands.

For those who are paying the full cost of their care (currently £489.87 per week) their fee will be the rate that the Council pays to homes in the independent sector. This varies dependent on the home's care quality rating and the type of service it is providing.

We know that everyone's circumstances and preferences are unique and we will be happy to discuss the financial implications and options with residents or their representatives.

### **Would we still pay the Council or would we have to pay the new home?**

Yes, we will continue to invoice you for the care you receive at a new home.

### **Will staff from Westlands be moving to the new home?**

We know how important the staff at Westlands are and we will provide them with help and support whatever the decision is about the future of the home.

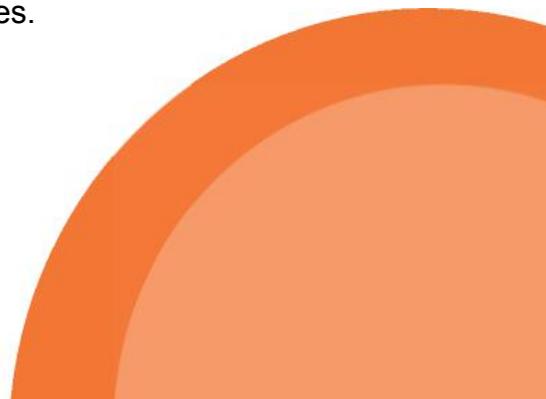
Staff would not transfer automatically to the new home on Hockliffe Road but we would be happy to work with the provider who will be operating the home to explore the employment opportunities for staff.

In the event of a decision to close Westlands, Central Bedfordshire Council would support staff to find alternative employment where possible. This could include redeploying members of the team to other homes or services run by the Council where there are suitable vacancies.

### **What help will I have to move?**

If the decision is made to close Westlands an experienced and dedicated team would work with you to move you to an alternative home. Our priority is your health and wellbeing and to reassure you and your relatives during a period of change.

The Moves Team would include a dedicated Social Worker, Occupational Therapist and Moves Co-ordinator. The Social Worker would give you personalised support before, during and after the move. They would ensure you and your relatives and representatives are involved throughout the process. The Moves Team would work closely with your current home manager and their staff to understand your needs and preferences.



### **How big will the home on Hockliffe Road be?**

Our plan is for the new home to have 68 places, all of which will have en-suite bathrooms. The Council has submitted an outline planning application on this basis which is under consideration.

### **Will the new home offer enough places for everyone at Westlands to move there?**

Yes, as part of the sale of the Hockliffe Road site the Council will require that the new provider will offer it enough places to be able to replace the capacity at Westlands.

If the decision is made to close Westlands there will be no obligation to move to the new home on Hockliffe Road. You may choose to move to a different home, perhaps to be closer to relatives or friends. We will work closely with you, your relatives and representatives to ensure you find a suitable home, which will take into account your care and support needs.

### **Why isn't the Council building and running their own homes anymore?**

Independent providers are keen to invest in building and operating new care homes

in Central Bedfordshire and the Council is encouraging them to do this. In the meantime the Council is investing in many other areas of provision for older people – for example extra care housing, reablement and assistive technology – and continues to fund people being placed in care homes in the independent sector.

### **Will there be a day care facility at the new home?**

We understand the value of having a day care facility in a care home and have included this in the proposal for the new home.

### **How will you ensure that you find a suitable provider to run the new care home?**

We will follow a transparent and robust process to find a suitable provider and will be emphasising the importance of the successful organisation having a strong track record in building and running care homes for older people.

## **Independent advice and support**

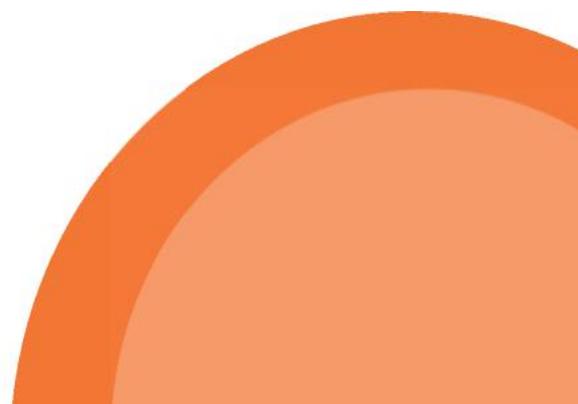
If you would like to speak to someone other than the Council, below are the contact details for two local independent organisations that would be happy to discuss the consultation with you.

**POhWER**  
advocacy, making your voice heard

Telephone: 0300 456 2370  
Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**healthwatch**  
Central Bedfordshire

Telephone: 0300 303 8554  
Email: [info@healthwatch-centralbedfordshire.org.uk](mailto:info@healthwatch-centralbedfordshire.org.uk)





## Consultation Period and Decision Making

No decision about the future of Westlands has yet been made. Below is a timetable of the activity planned between now and a final decision being made.

Dates	Activity	Notes
14 <sup>th</sup> August to 6 <sup>th</sup> November 2017	Consultation period	You can respond to the consultation on the future of the home at any time during this period by filling in the questionnaire by hand, which can be obtained from Westlands or from Rebecca Carr on the number at the end of this document. This can then be posted to us or handed in to the management at Westlands. Alternatively the questionnaire can be filled in online at <a href="http://www.centralbedfordshire.gov.uk/council/consultations">www.centralbedfordshire.gov.uk/council/consultations</a>
October 2017 to March 2018	Procurement of provider for Hockliffe Road site	During this time we will be asking providers to make submissions and selecting the preferred provider.
February 2018	Preparing the report on the consultation	During this time we will be reviewing the consultation responses and producing a written report.
March 2018	Meeting of the Council's Social Care Health and Housing Overview and Scrutiny Committee to consider the report on the consultation and recommendations in respect of the future of Westlands.	The Overview and Scrutiny Committee provides an opportunity for elected, non-Executive councillors and local residents to discuss and comment on the Council's policies, plans and strategies before they are presented to the Council's Executive. The Committee encourages public engagement in the democratic process and is keen for people to attend its meetings. The report will be published on the Council's website eleven days before this meeting takes place.
April 2018	Meeting of the Council's Executive to consider the report on the consultation and recommendations in respect of the future of Westlands.	This committee made up from elected local councillors will consider the report and the comments and recommendations from the Overview and Scrutiny Committee and make a decision about the future of the home. This is a public meeting – anyone can attend. You can also watch the proceedings live on the Council's website or view them afterwards. The report will be published on the Council's website twelve days before this meeting takes place.
April 2018	Call In period	The decision made by Executive will be published two days after the meeting. Decisions made by the Executive can be 'called in' for reconsideration within five working days of the date they are published. If the decision is not called in changes can then be implemented.

## What happens next?

Rachel is continuing to meet with residents. She is undertaking assessments to ensure that all residents have their say in the consultation if at all possible and is encouraging relatives to be involved.

Alongside Rachel, the other members of the consultation team will also continue to be available at Westlands on a regular basis to answer any questions you have.

If you haven't completed the consultation questionnaire we would encourage you to do so. You can do this by filling in the questionnaire by hand and posting it to us at the address below or by leaving it with management at Westlands. Alternatively the questionnaire can be filled in online at [www.centralbedfordshire.gov.uk/council/consultations](http://www.centralbedfordshire.gov.uk/council/consultations)

If you need copies of the consultation documents or the questionnaire you can get them from the website. There are also copies in the home. If you want to be sent any of the documents please contact Rebecca Carr on the phone number below.

The closing date for consultation responses is Monday 6<sup>th</sup> November 2017. All responses will be reviewed and included in a consultation report which will be shared with residents, relatives and staff before being published on the Council's website. The consultation report will accompany a report on the future of Westlands which will be considered by the Social Care Health and Housing Overview and Scrutiny Committee and at a meeting of the Executive in early 2018.

As soon as a decision is made by the Council's Executive we will inform residents, relatives and staff.

## Meet the consultation team

The consultation team consists of (left to right) Rachel, Mel and Rebecca.

You can expect to see them in the home and can contact any of them via Rebecca using the details below.

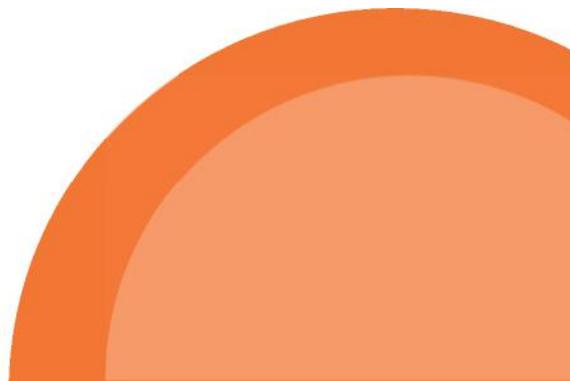


## Contact us...

by telephone: 0300 300 6609

by [email: rebecca.carr@centralbedfordshire.gov.uk](mailto:rebecca.carr@centralbedfordshire.gov.uk)

Write to: Rebecca Carr, Central Bedfordshire Council,  
Houghton Lodge, Houghton Close, Ampthill, MK45 2TG



# Central Bedfordshire in contact

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