

Consultation on proposals
to transform and
modernise residential
care services at
Sunhaven and
Coombes House

Consultation period
29 July 2011 to 21 October 2011

Introduction

We provide residential care services for older people and people with a learning disability at:

- Sunhaven, High Street, Solihull Lodge (older people and people with learning disabilities).
- Coombes House, Yardley Wood Road (learning disabilities).

The needs of current and potential residents are changing. To see how services could meet these changing needs, we started a review of the services provided at Sunhaven and Coombes House. In January 2011 we asked for your views on how we might improve these services – we called this a *period of engagement*. This was an important step in the review because we wanted to gather views about the issues before the *formal consultation*. Your feedback has helped us:

- Make sure the process for consultation is meaningful and robust.
- Develop a proposal about how these services can be improved.
- Identify what alternative services are needed.

This booklet explains our proposal for Sunhaven and Coombes House. This proposal is about you; we can't make the decision without you so your input is vital. Councillors will use your feedback to help decide whether Sunhaven and Coombes House need to change.

Our proposal for Sunhaven and Coombes House, is set out on **page 3**.

Why we need to change, is described on **pages 4 and 5**.

For information on how to share your views, please see **pages 7 and 8**.

Thank you for your time in reading this booklet and for your response.

Our vision for adult social care

We are committed to offering services that allow people to:

- Have the best quality of life and maintain maximum dignity and respect.
- Stay healthy and recover quickly from illness.
- Exercise maximum control over their own lives.
- Live as independently as possible and stay safe.
- Sustain a family unit and avoid family members taking on inappropriate caring roles.
- Participate as active, equal citizens both economically and socially.

To do this, we are proposing to move away from traditional types of residential care and deliver services in a different way with facilities that most people would take for granted such as:

- Personal and private space, including a separate bedroom and living room complete with kitchen facilities. This means people would be able to have their own furniture and personal possessions.
- Personal bathroom and toilet facilities.
- Accommodation which allows couples to continue to live together.
- Accommodation designed to meet the needs of people with all disabilities.
- An environment open to natural light and linked to the best modern technology so people can access help, support, information and entertainment.

Subject to individual care needs assessments, we may also look at different technology called telecare or telehealth where people have things like a pendant to press in an emergency, fall detection and gas detection systems so people can maintain their independence. This type of technology complements other types of personal care and support; it is not intended to replace personal care and support.

In our proposal we are seeking to move towards well established and nationally recognised alternatives to more traditional residential care.

Proposal for Sunhaven and Coombes House

The buildings in which our current services are delivered at Sunhaven and Coombes House are no longer fit for purpose and it would not be practical or possible to bring them up to meet the standards of care we would wish to provide.

Therefore we are proposing to **close Sunhaven and Coombes House and develop alternative services**. This proposal means we will reprovide services. *Reprovide* is a term that means where we close a service we will develop alternative services. We could do this by asking specialist providers to build, maintain and manage extra care services.

There is more information about extra care on **page 6**.

This proposal will also reprovide the current short break facilities provided at Coombes House.

The Alzheimer's Society currently offers services from Sunhaven, in this proposal we will make sure they are still able to offer services to the people of Solihull.

The needs of current residents are our top priority.

We will assess everyone's care needs and if someone is assessed as needing residential or nursing care, this will be provided.

If this proposal is agreed, everyone living in Sunhaven and Coombes House will be offered alternative care that is appropriate to their needs and aspirations, and we will seek to keep friends together.

We need to change because....

The care provided in Sunhaven and Coombes House is high quality but the buildings are just not good enough any more, so we have a duty to make difficult decisions to make sure people living in the homes have good quality accommodation. We also have to make sure our services are able to respond to the hopes, aspirations and care needs of future service users.

The current accommodation is not good enough because:

- People don't have separate sleeping and living areas and only have limited space for personal furniture.
- Corridors lack natural light.
- People do not always have a personal bathroom and toilet facilities.
- The buildings are not adaptable enough so it will be difficult to continue to make adjustments to meet the needs of older people and people with physical and/or sensory disabilities.
- Couples can't live together.
- The buildings may not physically stand the type and scale of refurbishment necessary and the costs of changes are more than the money available.

We cannot afford to provide care in this traditional way:

- To maintain the existing homes, it will cost around half a million pounds over the next six years, but in that time the homes will reach the point where they are no longer fit for purpose (due to wear and tear and changing care needs).
- We know alternative providers can deliver high quality services, where people maintain their independence at a lower cost than a council can. For example, the cost for one older person for one week of council provided residential care is over £820. We know there are other providers in the borough that can provide modern accommodation at better value.

We want to get to a point where the people who look after the buildings and the people who provide care are different. This means residents would have one relationship with the 'landlord' and another with their

'care services'. So residents can choose to change their carers without moving house. It also means residents can choose who provides their care.

In making the decision about what happens next we will take into account feedback and the interests of existing residents; if councillors decide to close a service, each resident will be offered, subject to assessment, the extra care option, supported living or alternative residential care.

If someone is assessed as needing residential or nursing care, this will be provided.

Support

If the decision is made to move people to a new home, we will help with removals, packing and unpacking. People will not be expected to pay for any of this. There may also be some money available for furniture where people can't afford to buy it or don't already have their own.

We will also help people adjust to a new home with additional support and, where appropriate, help people choose who they want to provide their care.

A little about extra care

Extra care homes allow older people and people with disabilities to continue to live independently while still having a high level of personal care or support. Living in extra care means you can choose how to spend your time and choose who you want your care from. The accommodation is modern but is adaptable to the needs of the person and their ongoing care package.

An extra care housing scheme is usually a group of flats providing specialised accommodation with 24 hour support services. People living in them enjoy the freedom and independence of having their own front door and the peace of mind from knowing staff are available if needed. On many sites there are also gardens.

There are two sorts of staff within an extra care housing scheme. One group is employed by the housing provider, and they look after the buildings and sort out any problems with the flat itself. The other group of staff are care staff. This means residents have one relationship with the 'landlord' and another with their 'care services'.

Some extra care housing schemes are built for people with more complex care needs. Support in these kinds of facilities include provision for 'sleep in' support.

An extra care housing flat

Flats have their own front door and have space for a living room (this space usually includes a kitchen area), bedrooms and a bathroom. The flat would have been built with older or disabled people in mind, so is user-friendly and easy to navigate. Facilities such as walk-in showers are generally fitted as standard and many also have lower kitchen units so people who use a wheelchair can use their kitchen more easily.

Some flats are different because of the needs of an individual and their care package, for example there might be provision for sleep-in or overnight waking support or other specialist care.

Community activities

All extra care schemes create opportunities for people to be sociable and active in their local community.

How to participate and tell us your views

At this stage we are consulting you on our proposal for Sunhaven and Coombes House; no decision has yet been made on the future of these residential care services.

We realise this is a difficult subject to think and talk about and many may be worried about what might happen. We will support people through this process and local advocacy groups will be visiting the homes to offer help and support.

To help think about how you or your family member is affected, and to feedback your views we are arranging:

- Time when people living in the homes can talk to someone about their needs (with an advocate, either on their own or with friends) and what they think could work for them. (Sessions will also be offered to family members.)
- Time when people can watch DVDs about different types of homes and different ways of living.

During this formal consultation people living in the affected homes will be supported by independent advocacy organisations, these are already visiting the homes. These agencies will be able to help people to complete the feedback form as well as support people at meetings. They are already in contact with people living at our homes, here are their details if you want to contact them:

- AgeUK Solihull (if you are aged over 50) on 0121 705 9128
- Solihull Action through Advocacy (if you have a learning disability) on 0121 603 5576
- Solihull Carers Centre (if you care for someone) on 0121 788 1143

Also, an easi-read version of this booklet is available.

To feedback...

Feedback at any of the sessions (with an advocate, if you want one).

Or / and

Complete a short feedback form.

The feedback form is enclosed with this booklet. Either, fill it in and post it back to us in the envelope provided, or complete it online at: www.solihull.gov.uk/consultation

If you have any questions about this consultation please talk to:

Your home manager or your social worker

or

Solihull Connect on 0121 704 8007

Timescale

This consultation runs for 12 weeks and closes **21 October 2011**; please feedback before this date.

We will consider all feedback and make recommendations on how we should transform residential care services for older people and people with learning disabilities. These recommendations will then be considered by councillors. We will keep you updated throughout the process and let you know as soon as councillors have made a decision.

In making the decision about what happens next we will take into account feedback and the interests of existing residents;

if councillors decide to close a service, each resident will be offered, subject to assessment on their care needs, the extra care option, supported living or alternative residential care.

And if someone is assessed as needing residential or nursing care, this will be provided.

Questions answered

Question 1: I've heard there are going to be changes, what is going on?

Answer: We are reviewing our residential care services. We want to make sure that our services meet the needs of current and future residents, and that they will help people live independently and exercise maximum control over their lives for as long as possible. We are looking at the services we currently provide, and have asked people what they think of them, and have created a proposal which we are now formally consulting on.

Question 2: Does this mean that my residential home will close?

Answer: We have come up with a proposal that includes closing residential homes and providing the care in a different way. But no decisions have been made; that is why it's really important for everyone involved, residents, their families and staff to take part in this review.

If one of the decisions is to close a home, we will work with each resident to look at their needs and preferences, and make sure that any moves are carefully and sensitively handled.

Question 3: I don't want my residential home to change, I like it as it is. Why does it have to change?

Answer: Everyone will have different views on what is right for them, and that's why it's important that you take part in the discussions on what services may look like in the future. We feel that some of the care homes we run are now outdated, and that people deserve better facilities, such as the ability for couples to live together, having en-suite facilities, separate living and sleeping space and generally better buildings. Our proposal would allow this to happen.

Question 4: What about staff?

Answer: Staff will be involved in the review and we will be drawing from their wealth of knowledge and expertise. Obviously, changes to services would have an impact on staff, and we will be keeping everyone fully engaged and informed in the process.

Question 5: Are you doing this just to save money?

Answer: No, although it is one of the reasons. The main reason behind our proposal is to improve services, and make sure (if appropriate) people are able to maintain their independence wherever they live, for as long as possible, and remain healthy and have a good quality of life. We are also looking at extra care services. Our proposal aims to give people more choice over what care they receive and how, and we know that is important to people.

Question 6: Will the council be asking the private and/or the voluntary sectors to deliver services in the future?

Answer: If we decide to go ahead with our proposal after the consultation phase, then yes, we would be looking for different providers to deliver and manage care and support services. However, we will still be responsible for people who have care needs (who are eligible for our services), wherever they live.

Question 7: What happens next?

Answer: We will gather together everyone's views and consider the themes of the consultation. We will come up with recommendations which will need the approval of the Cabinet Member for Health and Wellbeing (the councillor responsible for adult social care). We think this will happen late in 2011.

Question 8: If councillors agree to the proposals, when will things change?

Answer: If councillors approve the proposal, work will then begin on the detail of what alternative providers will be asked to do. This will be a long process; changes will not happen overnight, they are likely to take at least 12 months to two years before people see any changes.

A copy of the Cabinet report on which Councillors made the decision to engage and consult is also available.

This document is available to view, print and download at

www.solihull.gov.uk/consultation

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone 0121 704 8007



Audio



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