



# COMMUNITY OVERVIEW AND SCRUTINY COMMITTEE

## *Committee Report*

**Public**

**Date of Meeting:** 27TH MARCH 2008

**Title:** REPLACEMENT OF RESIDENTIAL CARE HOMES

**Report of:** DIRECTOR OF DEVELOPMENT SERVICES

**Report reference:** DS.42/08

### **Summary:**

Cumbria County Council is consulting on proposals to replace six residential care homes in Cumbria. One of the six is located in Brampton.

### **Questions for / input required from Scrutiny:**

Comments on the proposals and views on the future residential care needs in Brampton.

### **Recommendations:**

To advise on the observations the Council should make in response to the consultation.

**Contact Officer:** Catherine Elliot

**Ext:** 7502

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

## **1. BACKGROUND INFORMATION AND OPTIONS**

- 1.1 On 28th January 2008 Cumbria County Council issued a consultation paper on its proposals to replace six residential care homes in Cumbria. One of the care homes, Moot Lodge in Brampton, is within Carlisle district.
- 1.2 Changes in legislation and the increasing frailty of older people now entering care mean that the care home buildings used by Cumbria Care, the County Council's care provider, need to be updated. The buildings are not able to meet the needs of older people given small room sizes, a lack on en suite bathroom facilities and the growing dependency of older people entering residential care.
- 1.3 The County Council Cabinet authorised a review of care homes in December 2006. Various options have been examined and six care homes have been put forward in Phase 1, as options that could be delivered within the next 5 years. As well as the care home at Brampton, these homes are in Wigton, Keswick, Millom, Alston and Penrith.
- 1.4 Members will recall the consultation by the Primary Care Trust, Closer to Home, which includes reference to Community Hospital sites (ref DS.12/08). The County Council is working in Partnership with the PCT so that a range of other services that are located nearby could support the new care homes. These include intermediate care beds, GP facilities and physiotherapy.
- 1.5 The proposal for Moot Lodge at Brampton involves replacing the current home, which provides 19 beds, with a larger home on a new site that can provide a range of services including hospital, nursing and residential beds and a GP surgery in partnership with the local GP practice. A site has yet to be identified and this work is part of the under the Cumbria Wide Property Review. Here, the City and the County Council are working in partnership together with the PCT and other public agencies on pilot projects, one of which is at Brampton, to see where efficiencies and improved public access to services can be achieved. The Executive agreed to take part in this work in October 2007 (ref DS.90/07).
- 1.6 The format for responding is by questionnaire. The consultation document and the questionnaire are attached at Appendices 1 and 2. The Executive is requested to make any initial comments and to refer the consultation to Community Overview and Scrutiny on 27th March. The Executive can then consider its final response at the Executive meeting on 21st April to meet the deadline of 28th April.

## **2. CONSULTATION**

2.1 Consultation to Date.

2.2 Consultation proposed.

Refer to Community O&S 27th March 2008

## **3. RECOMMENDATIONS**

The Executive is requested:

1. To note the consultation and make any initial comments.
2. To refer the consultation to Community Overview and Scrutiny.
3. To consider a response taking into account Community Overview and Scrutiny's comments at the Executive meeting on 21<sup>st</sup> April.

## **4. REASONS FOR RECOMMENDATIONS**

To enable the Council to respond to the consultation.

## **5. IMPLICATIONS**

- Staffing/Resources – none
- Financial –
- Legal –
- Corporate – Links to the Cumbria wide Property Review
- Risk Management – n/a
- Equality and Disability – The proposals are anticipated to improve facilities for the frail, elderly and disabled
- Environmental – n/a

- Crime and Disorder – n/a
- Impact on Customers – The proposals are anticipated to improve facilities for elderly people and present an opportunity for access to integrated services in Brampton

# Proposals for the replacement of six residential care homes in Cumbria

Consultation 28 January 2008 – 28 April 2008



Improving the health and well-being of adults

## Adult Social Care

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 606060 নম্বরে টেলিফোন করুন।

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Or by post to: [Peter Woodhouse, Cumbria Care Offices,  
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Or you can complete a questionnaire on our website at:  
[cumbria.gov.uk/adultsocialcare/carehomesconsultation](http://cumbria.gov.uk/adultsocialcare/carehomesconsultation)





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## Photographs

Many of the photographs in this document show views of Elsie Finney House. This is a new residential and nursing care home that opened in November in Preston (*commissioned by Lancashire County Council*). These photographs illustrate the type of modern facilities that can be provided in a new build care home and are included to provide some idea of the new care homes we would like to build here in Cumbria. These photographs were taken on the day the building was handed over to Lancashire County Council, so none of the residents had moved in.

# Meanings of the terms used in this document

**Advocacy experience** is the advocacy service that has been commissioned to support residents of the six affected residential care homes through the consultation process.

**An Advocate** is an independent person who supports and represents people who have difficulty expressing their views, so that their views can be made known.

**Closer to Home** is Cumbria Primary Care Trust's consultation document relating to proposals for the modernisation of community hospitals and community services.

**Commission for Social Care Inspection (CSCI)** is the regulatory organisation, which inspects care homes and ensures that minimum standards are met.

**The Community Ventures Scheme** is funding that the Government has made available through the Department of Health for the development of new services.

**Cumbria Care** is Cumbria County Council's in-house provider of care services.

**A Domiciliary care team** is a team of carers who provide personal care and support to people living in their own home.

**A Dual registered care home** is a care home providing both personal care and nursing care for people with more complex health needs. Such homes are staffed with both care and nursing staff.

**En suite** is having your own bathroom and toilet adjoining your bedroom.

**Extra care housing** is a term used to describe a type of sheltered housing that has a permanent care team located within the building to meet the needs of tenants or homeowners who live there.

**A Generic domiciliary care team** is a team of carers who can provide both health care and personal care to people living in their own home.

**Hoist** - This is an aid for lifting people.

**IMCA** (Independent Mental Capacity Advocate) is the service we have engaged to support and represent the views of people who lack capacity. This is a new statutory service provided by Advocacy Experience.

**Integrated assessment** - This is where an individual's personal care and health care needs are assessed together.

**Intermediate care beds** provide short-term care and support to people to enable them to regain their health and independence so that they can return to their own home.

**PCT** stands for Primary Care Trust.

**Rehabilitative services** are short-term care and support services that help people to regain their independence after a crisis or hospital admission so that they can return to their own home.

**A Residential home** is a care home providing personal care and support.

**Respite Care** is where an individual stays in a care home for a short period (perhaps two weeks) to give the person who cares for them at home a break.

**Shaping Our Lives** is the name of the independent organisation that will carry out consultation with families and service users of the six affected care homes on behalf of Cumbria County Council (and will also collate the results of all consultation responses received).



## Introduction

Cumbria has been working on ideas to improve its services for older people. This follows on from the work of six district working groups, chaired by Age Concern during the summer of 2007, which were asked to develop ideas for improvement. The working groups were made up of individuals and representatives from a wide range of organisations across Cumbria, and focussed on developing ideas to improve the county council owned residential care homes for older people.

National research has identified that older people want to have a home of their own for as long as possible. We have listened to this and working with Cumbria Primary Care Trust we are trying to find the best possible ways to achieve it. For those who are not able to continue living in their own homes, we want facilities, which match 21<sup>st</sup> Century aspirations. We are excited to have this opportunity to think creatively about future provision and to involve you in helping to turn ideas into practical solutions.

The six district working groups developed ideas across the county to reflect local needs and circumstances, which vary in a county the size of Cumbria. The proposals included in this document relate to six developments, which are linked to the opportunity to work with Cumbria Primary Care Trust with the investment they are proposing to make in the 'Closer to Home' document.

We are living longer and the expectations of the care and services we would like in later life are changing. We need to act now to develop new services that are fit for the future while retaining all that is good and valued about our existing provision for older people.

We are pleased to share with you in this document our ideas for taking the strategy forward and making improvements in care and support for older people needing residential care.

We would like to hear your views and opinions on our ideas and how you think we might implement them. Your views will be used to help us develop a plan. Once decisions are made, it will take a few years for all the work to be done. During that time we will keep everyone informed of our progress.

We look forward to your responses and your involvement in our work.



*Jill Stannard*

**Jill Stannard**

Corporate Director - Adult Social Care

# Background to this consultation

The council owns 33 residential care homes for older people across the county, with care for residents provided by the council's own care provider, Cumbria Care.

The high quality of care delivered by Cumbria Care staff is well respected and appreciated by those who use residential care services across the county. The council's residential homes in many cases exceed the current national care standards in all areas apart from the accommodation.

The council's Cabinet and Full Council acknowledged in December 2006 that changes in legislation (relating to standards for new care home buildings) and the increasing frailty of older people now entering care mean that the care home buildings used by Cumbria Care need to be updated.

The buildings are not able to meet the needs of older people given small room sizes, a lack of en suite bathroom facilities and the growing dependency of older people entering residential care. The present buildings will not effectively support future demands from a population in Cumbria that will see significant increases in the number of people aged 65 and over during the next 20 years.

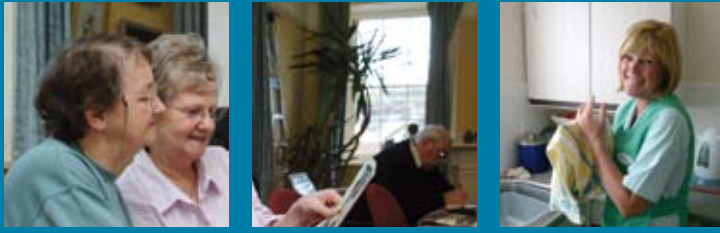
In order to meet the needs and aspirations of future service users it is clear that modernisation is urgently required.

A review of residential services was authorised by the council's Cabinet in December 2006. This was conducted through six district working groups to enable proposals to be developed that took account of local issues and circumstances. A chief officer of Age Concern chaired each group. The membership of the groups included a wide range of organisations and interested individuals with a good knowledge and understanding of local needs.

We listened carefully to the views and ideas put forward by those who were involved in the district working groups.



## Improving the health and well-being of adults



The district working groups examined a number of options including traditional residential care homes, the expansion of extra care housing and the idea of joint working with health partners to develop integrated health and social care services such as 'community resource centres'. Such centres usually include rehabilitative services, intermediate care beds, nursing, residential, and respite facilities alongside a G.P. surgery, pharmacy and other associated services including extra care housing.

The district working groups favoured options where health and social care shared facilities, enabling services to be delivered in an integrated way to local communities. Consultation carried out by the Department of Health identified that ***"people with ongoing needs want services that are joined up more effectively across organisations. They want services that are more focussed on the totality of their needs, with a single case manager, and an integrated assessment of their needs"***. (Taken from, "Our health, our care, our say" – a new direction for community services) (Department of Health 2006).

Some of you will be aware of Cumbria Primary Care Trust's consultation document 'Closer to Home' relating to proposals for the modernisation of community hospitals and community provision. You can obtain a copy of the 'Closer to Home' consultation document by:

- viewing or downloading this document from the following website: [closertohome.org.uk](http://closertohome.org.uk)
- writing to: **Closer to Home, Cumbria Primary Care Trust, Penrith Community Hospital, Bridge Lane, Penrith, CA11 8HX**
- calling: **0844 7280107**.

Please note that consultation on the proposals contained within the 'Closer to Home' consultation document will end on the 1<sup>st</sup> February 2008.





By working together with the PCT an opportunity has arisen to develop joint facilities supported by money from the Government's Community Ventures Scheme.

The district working groups put forward proposals for all 33 council owned residential care homes for older people. It is not possible to modernise all 33 homes at once and therefore there is a need to develop a long-term rolling programme.

The ideas put forward by the district working groups were evaluated and placed into three phases:

- **Phase 1** – options that could be delivered within the next 5 years.
- **Phase 2** – ideas that required further evaluation to ensure they were achievable before consultation with the public could be considered.
- **Phase 3** – ideas that were unlikely to be delivered within the next 10 years.

### South Lakeland and Barrow

Phase 2 proposals include care homes located in the South Lakeland and Barrow areas. The ideas put forward for Phase 2 will be evaluated. When the evaluation work has been completed, the county council will carry out a further consultation on these Phase 2 proposals, giving everyone an opportunity to make their views known. This document is not seeking views on Phase 2 as the ideas have not been evaluated at this point.

### This consultation

Phase 1 of this programme involves proposals to build new and larger homes that can provide both residential and nursing care on vacant land at community hospital sites or on an alternative site nearby. The new homes will be able to offer much larger rooms with en suite facilities and improved communal facilities including lounge and garden areas. At Alston, this will also include new extra care housing flats. If all goes well, these new homes could be built within the next 5 years.

The six existing homes affected by the Phase 1 proposals are:

- **Wigton** – the Inglewood care home
- **Keswick** – the Ravensfield care home
- **Brampton** – the Moot Lodge care home
- **Millom** – the Lapstone House care home
- **Alston** – the Grisedale Croft care home (and five adjoining sheltered housing flats)
- **Penrith** – the Greengarth care home

More detail on the homes affected and the proposals are given on pages 15 -19 of this consultation document.



## Improving the health and well-being of adults



We want to know what you think about the ideas for Phase 1 so that we can put together a plan for councillors to consider. We want to consult with a wide range of people who use our services now as well as those who might use them in the future, as they grow older. Our aim is to consult with everyone who has views, comments and ideas so that these may be taken into consideration and help shape our proposals. Our ideas are set out in this document, with a questionnaire for you to complete and return to us.

We welcome questions and comments from anyone who wishes to contribute, especially care home residents, tenants, their families and staff from the six homes affected by these proposals.

We are using specialist consultants (from the organisation, Shaping Our Lives) skilled in this type of research to help residents from the six affected homes to express their views. The information in this document will be made available to residents in a variety of accessible formats for example: on an audiotape or CD, or a large print version. The proposals will also be verbally presented to residents and their family and relatives, and council staff will be on hand to answer any questions.

### **For all residents and tenants of the 6 affected care homes**

If you want an independent advocate to help you express your views, the council has commissioned 'Advocacy Experience' (the independent organisation that already supports some of our care home residents) to provide this support. The council is able to cover the cost of this support. Staff in your care home will help you to meet with an advocate to decide if you want this support.

We have also set up a number of public meetings and drop-in-sessions to be held in the local area in which each of the six care homes are located, giving you a chance to ask further questions of council officers. These meeting dates are given on page 23.



# Section I

## Why do we need to change our existing care homes?

### Cumbria's homes do not meet 'modern' standards

Unlike many other local authorities, Cumbria still owns and manages 33 care homes, providing accommodation and care for over 1,000 residents. The homes have served the community well over the years and many are popular, with good standards of care provided by committed staff. They receive good reports from inspectors for the care they offer. However, the homes were all built many years ago, and although refurbishment work was carried out during the 1990's, if they were built today they would not meet today's standards for providing good quality care in a residential setting. They are out of date now and we believe they will certainly not meet the expectations of those who are now in their 50's or 60's who in future years may require care and support. Our challenge in Cumbria is how to develop care homes to standards that will meet the needs of future generations while preserving all that is good and valued about them now.

### Privacy and dignity

In 2001 the Government introduced the National Minimum Standards for Care Homes. The new standards were wide ranging, requiring new care homes to be built to a much higher specification. Bedrooms should be at least 12 square metres (14 square yards) and residents should have their own bathrooms, providing older people with good levels of privacy and dignity in the later years of their life. The new space standards were not imposed on pre-existing homes, including those owned by local authorities. Nonetheless, six years on, many local authorities throughout the country have replaced their care homes with new homes that meet the higher space standards.



Elsie Finney Care Home,  
residents en suite bathroom and toilet  
Photography by Steve Barber

### Better space standards and modern design is needed

Cumbria's 33 care homes all fall well short of the new build standard set out in the National Minimum Standards. The majority of our bedrooms are small with space only for a washbasin, a bed, small wardrobe and one chair. There is little room for personal furniture – bookshelves, a table to sit at or a second armchair for a visitor – nor space for a double bed, making it difficult to accommodate couples together. The small space makes it difficult to give good physical care, particularly where two staff are needed to support an older person whilst washing and dressing. Using a walking frame is difficult in many of the rooms, and using wheelchairs can be impossible – creating added problems for residents. Bathrooms and toilets are shared. They are generally small and old fashioned and not well designed to meet the needs of very frail older people. It is very difficult for staff to give the help needed in such cramped spaces. Corridors are long and narrow, with poor natural light, and many communal areas are small, with little privacy for relatives when they visit.



## Improving the health and well-being of adults



### Could we leave the homes just as they are?

In our opinion, leaving the homes as they are is not a realistic option as they simply do not meet 21<sup>st</sup> Century requirements and aspirations of older people and cannot serve their purpose well in the longer term. The council would like to act now to ensure that the needs of older people, both now and in the future, can be met in a good standard of accommodation built to modern standards.

### Could we alter the existing homes to bring them up to the required standard?

It is not practical and it would not be economic to convert the existing residential homes.

### Are care homes still needed?

National research has indicated that older people prefer to remain living in their own home for as long as possible. However, for older people who are extremely physically frail, have nursing needs, or who have advanced dementia, and for those who find it too difficult to manage any more in their own home, even with support, then a care home can be the best option.

Currently, residents of the council's residential care homes have to move into a nursing home to get the nursing care they need. It would make sense where possible to ensure that future care home provision is able to offer nursing care staffing and facilities, as well as residential care. If we were to build the six new care homes, they could be dual registered – providing residential and nursing care – with good-sized bedrooms with private bathrooms, shared communal rooms and outdoor space. Well designed homes would make it easier for staff to provide high quality care. Residents whose needs change over time would be able to be supported in the new home, rather than being moved to a different home.



# Section 2

## What would the new dual registered care homes offer?

The proposals are about developing modern dual registered residential and nursing facilities in partnership with Cumbria Primary Care Trust. In Alston this would also include extra care housing flats.

### **What are the benefits of working in partnership with Cumbria Primary Care Trust?**

By working in partnership with Cumbria Primary Care Trust on community hospital sites, or an alternative site nearby (as proposed) the new homes would be able to offer significant improvements in both the design of the facilities and the services that are provided.

### **The design of the facilities**

The benefits of this approach include:

- Modern buildings: new build care homes constructed to modern industry standards relating to energy efficiency and the efficient use of resources.
- Much larger room sizes (a minimum of 12 square metres) that will enable people to bring some of their own possessions into the home.
- Accommodation for couples, so that people do not have to live apart when they have to move from their own home to get the care they need.
- En suite bathroom and toilet facilities for every room, thereby preserving privacy and dignity.
- Level access throughout each floor.
- Wider corridors, and larger lifts.
- Specialist bathing and hoisting facilities.
- Improved communal lounge areas.
- Accessible and well designed garden areas.
- Quiet room / facility, enabling access to a quiet space for prayer or meditation. This can be designed as a quiet facility that anyone can use for peace and reflection, so in that way it is a resource for all.

A purpose built day care facility and other opportunities for group activities could also be provided on the same site.

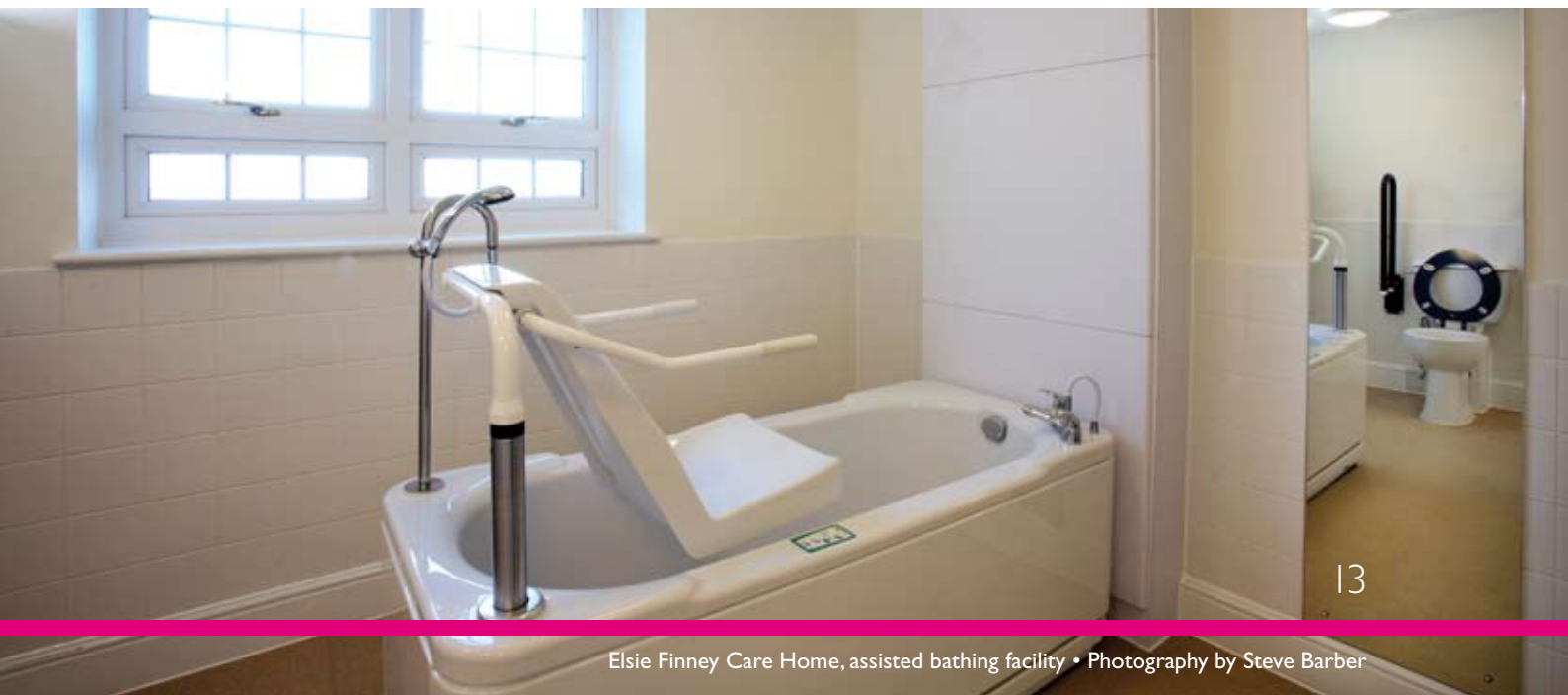
## Improving the health and well-being of adults



In terms of design, it will be important to ensure that any new buildings are 'future proofed' so that the internal structure can easily be changed to meet the service needs of the future without demolishing and rebuilding all over again. It is intended that we would continue to work with the district working groups to enable local people to contribute to ideas on the design of the new homes.

### The services provided

- Residential care and nursing care services within the same building, so that people do not have to move again to another home to get the nursing care they need.
- Larger homes that will allow us to offer more respite care – offering more support to those who care for people at home.
- Larger rooms and en suite facilities that respect people's dignity and enable them to bring their own possessions into their room to give a more homely feel to the place in which they live.
- Appropriate facilities to ensure people's cultural, religious and personal diversity preferences are respected.
- Fast access to neighbouring services located on the same site.
- An opportunity to develop day care services in partnership with the Primary Care Trust that can cater for a wide range of needs and provide appropriate opportunities for both residents of the new homes and the wider community.





### Further benefits

By working in partnership with Cumbria Primary Care Trust on community hospital sites (as proposed), these new homes could be supported by a range of other services that are located nearby, such as:

- Intermediate care beds
- Hospital beds
- G.P. surgery
- Health centre
- Physiotherapy and occupational therapy
- District nursing service
- Pharmacy
- Sheltered housing
- Extra care housing
- Community based support services, e.g. Age Concern, Alzheimer's Society or Carers Association
- Base for local domiciliary care team, or generic domiciliary care team providing services to the local community

The proposal to develop six new build, dual registered care homes in partnership with Cumbria Primary Care Trust will enable the provision of truly integrated services, where individuals and the community have access to almost all the services they may need on one site.





## Section 3

### Cumbria's proposals

We want to ensure that there is adequate provision across the county so that older people, whatever their level of frailty, are still able to feel part of their local community, with access to social activities, outside space and continued contact with their families and friends and people of a younger generation.

Unfortunately, it is not possible to modernise all 33 homes at once and therefore there is a need to develop a long-term rolling programme.

The first phase of this programme involves proposals for the replacement of six homes in north and west Cumbria. The proposal is to build new and larger homes that can provide both residential and nursing care on vacant land at community hospital sites, or on an alternative site nearby. The new homes will be able to offer much larger rooms with en suite facilities and improved communal facilities including lounge and garden areas.

The range of services provided in the much-improved accommodation proposed would expand the choices open to older people. It would mean older people do not have to leave the residential home they live in to get the nursing care they need if their care needs change.

There would be plenty of opportunity for existing residents, their families, advocates and the care staff to influence the features of the new care homes. Staff and residents would transfer together to the new facilities.





### **The 6 schemes on which we are consulting**

#### **Allerdale – Wigton**

Replace the current home, Inglewood, which provides 40 beds, with a larger dual registered home that will be able to provide both residential and nursing care on the Wigton Hospital site, or on an alternative nearby site.

#### **Allerdale - Keswick**

Replace the current home, Ravensfield, which provides just 30 beds, with a larger dual registered home that will be able to provide both residential and nursing care on the Keswick Hospital site, or on an alternative nearby site.

#### **Carlisle – Brampton**

Replace the current home, Moot Lodge, which provides only 19 beds, with a larger home on a new site that can provide a range of services including; hospital, nursing and residential beds and a G.P. surgery in partnership with the local G.P. practice.

#### **Copeland - Millom**

Replace the current home, Lapstone House, which provides just 25 beds with a larger mixed development including hospital, nursing and residential beds on the Millom Hospital and neighbouring site, or on an alternative nearby site.

#### **Eden – Alston**

Replace the current residential home and sheltered housing flats at Grisedale Croft (which provides 19 residential beds and 5 sheltered housing flats) with a new building on the Alston Cottage Hospital site, or on an alternative nearby site. The new building will provide extra care housing flats and a larger dual registered home that will be able to provide both residential and nursing care.

#### **Eden - Penrith**

Replace the current home, Greengarth, which provides 39 beds, with a larger dual registered home that will be able to provide both residential and nursing care on the Penrith Hospital site, or on an alternative nearby site.



## Improving the health and well-being of adults



The following are quotations from two older residents of care homes in Lancashire. Their previous care home was replaced by a remodelled facility that provided modern accommodation, and this is what they had to say about the move.



*"I was not worried about moving. I had a look round and chose my room. I think I will be happy here"* - **John**



*"I was not worried about moving, because I knew it was a nice place."* - **Lizzy**



## Adult Social Care



### Could these ideas be realistically funded?

The county council has supported Cumbria Primary Care Trust's outline bid for capital funding from the 'Community Ventures' fund (money from central government) and the Department of Health have now asked for a formal business case to be submitted. Funding for the development of the new care homes depends on this bid being successful.

It may be that the county council, or Primary Care Trust would not own the buildings. There are various models of building ownership that will be explored. Any building ownership model must provide value for money for residents and council taxpayers both now and in the future.

### What would be the timescale and how would a plan be implemented?

If all goes well, we hope the new buildings would be open within the next 5 years. Once a new care home is opened, a review of the care needs and a risk assessment of each resident of the existing care home would be completed before they move alongside staff to the new facility. The old care home will then be closed. Care staff will transfer with residents, and family members, health professionals and G.P.'s will be involved in the transfers.

### Would the council still manage the care homes?

Yes. The high quality of care delivered by Cumbria Care staff in residential care homes is recognised as a service that local people trust.

It is intended that the Cumbria Care staff from the existing homes would move alongside residents into the new facilities. This will ensure the continuity of care provision and the continued provision of high quality care services in local communities that are managed by the county council (Cumbria Care).





### **What would all this mean for current residents in the six affected care homes?**

In drawing up proposals for modernisation, the district working groups were keen to ensure that disturbance to existing residents would be kept to a minimum. The proposals ensure where practicable, residents would only need to move once - into the new home. The new homes are proposed as dual registered facilities that will be able to provide both residential and nursing care. This will mean that residents will avoid the need for a further move into a nursing home if their care needs increase.

All the proposals in Phase 1 ensure that the care home is replaced within the community where it is currently located. This means that there would be very little difference in the time taken to travel to the new care homes in comparison to the existing home now. It also ensures that the links with the local community will be retained.

Detailed guidance has been developed for local authorities to follow when moving older people between care homes. The guidance includes advice and examples of best practice developed throughout the country to ensure that the move is made as comfortable as possible. Every care will be taken to ensure the move into the new homes would be as smooth as possible.

We know that most current residents think highly of the Cumbria Care homes and many like being where they are. We would want to make every effort to retain what it is that they like about the homes they live in. For the most part, this is the dedicated and kind care they get from staff, and this would continue, but be provided in more comfortable and spacious surroundings.

Residents, their relatives and staff would be encouraged to contribute to planning the features of the new buildings. Once the new homes open, residents would be moved with staff in a very carefully planned way to the new care home.

### **How will the proposals affect existing staff in the six affected care homes?**

It is intended that the Cumbria Care staff from the existing homes would move alongside residents into the new facilities. It is our intention that the nursing care in the new residential homes would be provided by Cumbria Primary Care Trust.





*This is your  
opportunity  
to tell us  
your views*

## Section 4

### The consultation process

We have taken account of the relevant provisions of the Cabinet Office's Code of Practice on Consultation in developing this process.

#### **What would all this mean for Cumbria's citizens?**

We know that we need to plan ahead for the increasing numbers of people currently in their 50's and 60's who will be living well into their 80's and 90's in the future. We need to cater for the higher standards they would expect and for the varied cultures and traditions of our local communities.

**We are seeking the views of people of all ages about the design and service delivery of care and accommodation they would hope to be available for their relatives or for themselves in their later life.**

#### **We want to know your views on the proposals**

The county council is asking for written comments from people and organisations across Cumbria who may be interested or affected by the proposals in this document.

In drawing up a plan, we would want to ensure that:

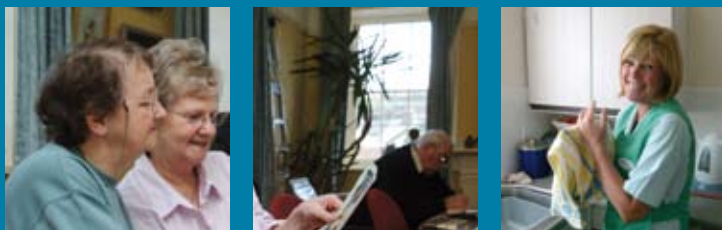
- residents and other stakeholders are involved in the design features of new buildings and shaping the service for the future;
- before any move, a review of a person's care needs and a risk assessment is carried out; and
- residents are transferred to new homes in a structured and safe way with the support of families, care staff and health professionals.

**This is your opportunity to tell us your views about future care homes and the proposals for the development of six new dual registered homes outlined in this document.**

#### **Making your views known**

You can respond in a number of ways:

- Completing and sending the enclosed questionnaire by removing the centre pages of the document, which can be sealed and returned free of charge once completed.
- Giving your views at any of the public meetings being arranged over the coming weeks. Details of these are given on page 23.
- In addition to the questionnaire provided, comments can be made in writing to:  
**Residential Care Consultation, Adult Social Care, County Offices, Kendal, LA9 4RQ.**
- Comments can also be made by email to: [carehomes@cumbriacc.gov.uk](mailto:carehomes@cumbriacc.gov.uk)
- The consultation document and questionnaire are also available via the Cumbria County Council website for those who wish to complete their reply online at:  
[cumbria.gov.uk/adultsocialcare/carehomesconsultation](http://cumbria.gov.uk/adultsocialcare/carehomesconsultation)



### What happens now?

The council recognises that these proposals will affect the lives of many residents, their families, staff and the wider community. We think the proposals are, on balance, a good way to proceed but would like to know your views and opinions.

A questionnaire accompanies this document, which we would like you to complete and return to us. We welcome questions and comments from anyone who wishes to contribute, especially residents and their families and staff who will be affected. We are using specialist consultants, experienced in working with older people and people with dementia, to help residents to express their views.

We will read written responses and listen to comments made at meetings and make sure that when they make decisions, the county councillors know what the response has been to the proposals. It is unlikely that the final decision will please everyone. However you can be confident that the county councillors will have considered all representations.

Following the consultation period, the council will consider all the information and make a final decision about future development of the proposals. The consultation period runs from 28<sup>th</sup> January 2008 to 28<sup>th</sup> April 2008. We ask that you let us have your responses within this period.

The results of the consultation will be available as a published report prepared by Shaping Our Lives.

Following the meeting of the council, the decision will be widely publicised. We will be keen for Cumbria's citizens to be involved with implementing future plans.

### Further information

For further information, please contact **Peter Woodhouse**:

Tel: **01539 773651** or email: **[peter.woodhouse@cumbriacc.gov.uk](mailto:peter.woodhouse@cumbriacc.gov.uk)**

Or write to: **Peter Woodhouse, Cumbria Care Offices, Wattsfield Road, Kendal, LA9 5JL.**

### Dates for consultation meetings

Six public meetings have also been arranged through the local Neighbourhood Forums in the six areas most affected by the proposals. At these meetings, you will be able to talk to council officers about the proposals and give your thoughts and comments. Your views will be used to help shape the plans and will be fed back to councillors. The time, date and venue of these meetings is shown opposite.

The drop-in-sessions are an opportunity to discuss the proposals with a council officer. At the Neighbourhood Forum meetings the proposals will be outlined in a short presentation, followed by an opportunity to discuss the ideas.



## Dates for consultation meetings

### Public consultation drop-in sessions and meeting dates

Location	Date	Time	Venue
<b>Alston</b>			
Drop-in-session	19 March	10.00am - 11.00am	Masonic Hall, Alston
Public meeting (Neighbourhood Forum)	19 March	7.00pm - 9.00pm	Alston Town Hall
<b>Brampton</b>			
Drop-in-session	10 March	4.00pm - 6.30pm	William Howard School
Public meeting (Neighbourhood Forum)	10 March	7.00pm - 9.00pm	William Howard School
<b>Keswick</b>			
Drop-in-session	4 March	2.00pm - 5.00pm	The Quaker Meeting House
Public meeting (Neighbourhood Forum)	4 March	7.00pm - 9.00pm	The Quaker Meeting House
<b>Millom</b>			
Drop-in-session	18 February	2.00pm - 4.00pm	Millom Council Centre
Public meeting (Neighbourhood Forum)	18 February	7.00pm - 9.00pm	Millom Network Centre
<b>Penrith</b>			
Drop-in-session	17 March	10.30am - 12.30pm	Penrith Methodist Church
Public meeting (Neighbourhood Forum)	17 March	7.00pm - 9.00pm	Penrith Methodist Church
<b>Wigton</b>			
Drop-in-session	20 February	2.00pm - 5.00pm	The Methodist Hall, Wigton
Public meeting (Neighbourhood Forum)	20 February	7.00pm - 9.00pm	The Old Convent, Wigton

### Consultation with residents, tenants, and their family or relatives

Specific meetings have been arranged for residents at the residential homes affected by the proposals. Residents can also involve their families and friends at these meetings too. Each resident of the six affected residential homes will be offered the support of independent advocacy to represent their views during the consultation process. More information on these meetings will be sent directly to those involved.

Shaping Our Lives is the name of the independent organisation that will carry out consultation with families and residents of the six affected care homes on behalf of Cumbria County Council. They will also collate the results of all consultation responses received.

Thank you for taking the time to give us your comments.



This booklet has  
benefited from the views  
and comments of the  
**Readers Panel**

Questionnaire

This form is for you to make comments about what you have read in this document.

To help us evaluate the comments you make it would help us to know which area you live in and which of the six locations proposed for development your comments relate to:

Area you live in (please tick only one):

- ☐ Allerdale
- ☐ Barrow
- ☐ Carlisle
- ☐ Copeland
- ☐ Eden
- ☐ South Lakes

If your comments relate to one or more specific location please indicate which these are (tick all that your comments relate to):

- ☐ Alston
- ☐ Brampton
- ☐ Keswick
- ☐ Millom
- ☐ Penrith
- ☐ Wigton

1 What do you think are the advantages of developing the new care homes, which will provide both residential care and nursing care?

2 Do you think there are any disadvantages to the idea of developing the new care homes?

Our aim is to develop larger homes whilst ensuring that their design retains the homely and friendly feel of smaller facilities.

3a What do you think are the advantages of doing this?

3b Do you have any concerns about this?

4 What would you like to see included in the design of a new care home?

If you require further information in order to complete your response please contact

5 What do you think are the good points about the existing homes?

The proposal is that the new homes would be built close to (or on the same site as) the local community hospital in each of the six locations.

6a What advantages do you think this would have for older people?

6b Do you have any concerns about this?

If the proposals go ahead, existing residents would move into the new facilities along with their existing care staff. This move would be organised by Cumbria Care.

7a What concerns would you have about moving older people to the new homes?

7b How could these concerns be resolved or avoided?

8 Do you have other comments, concerns, ideas or suggestions about the proposals?

Please provide your contact details below if you would like to receive a response to your comments.

Peter Woodhouse on 01539 773651 or by email at: peter.woodhouse@cumbriacc.gov.uk  
Please continue on a separate sheet if necessary.

Once you have completed this questionnaire please moisten along this gummed outside edge, fold in half and stick edges together ready for posting

Care Homes Consultation  
Adult Social Care  
County Offices  
Kendal  
LA9 4BR