

**Cumbria Care –
Reshaping Care Services**

**Proposed closure of The
Abbey Residential Care Home
and options for the future**

Public consultation

23 September – 1 November 2019



How to get involved in the consultation

We welcome responses from any individual or group with an interest in this issue.

You can respond to the consultation in a number of ways:

- By completing the consultation questionnaire response form at the back of this document and returning it to “Freepost CUMBRIA COUNTY COUNCIL”
- By completing the same response form online at cumbria.gov.uk/haveyoursay
- By email to cumbriacare.consultation@cumbria.gov.uk

Community Drop-in Event

The council will be holding a public drop-in event in October where people can find out more, speak to council officers and share their views face to face.

8 October 2019 Time: 3.30pm – 7pm Venue: Staveley Village Hall

Specific consultation with residents of The Abbey and their families (and advocates)

We are committed to ensuring all residents and their relatives and carers are the centre of our decision-making. If you are a resident, or the relative or carer of a resident, then you should already have been contacted by our staff.

If you have not yet been contacted, then please let us know using the contact details above and we will be in touch as soon as possible to explain the support available.

As a resident, carer or family member you can of course also let us know your views in the same way as all other members of the public, through the channels described above, and the questionnaire at the end of this form. We look forward to receiving your views and comments.

All residents and their family members will be offered advocacy support from trained, independent, professional advocates if requested. We want to make sure that everyone affected has the chance to fully participate in this consultation.

The deadline for all responses to consultation is: Friday 1 November 5pm

All responses and feedback to this consultation will be collated into a report which will be considered by the county council's Cabinet on 14 November 2019. The report will be published as part of the agenda for that meeting.



Foreword

Staveley is a unique and vibrant Lake District village that serves a wide area and is a hub for local enterprise and business. One of the main challenges the village faces is the availability of suitable homes which serve local needs and support the community's wider ambitions for future sustainability. We know from our discussions with the community that creating homes which provide a mixture of type and tenure and that allow for care needs to be supported within them, as well as local occupancy preference, are key objectives.

In this consultation we want to talk to you about The Abbey residential care home and how the council could support the community's aspirations while reshaping the provision of care in the local area.

This is about a 'whole-village' approach, taking into account the present and future needs of the whole community by bringing together a number of elements which contribute to the wellbeing and the future sustainability of Staveley.

Your feedback will help inform our recommendations about the best option for the future. The council's Cabinet will then make a final decision at their meeting in November.



Cllr Patricia Bell
Cabinet Member, Health and Care Services
September 2019

What this consultation is about

We are consulting on a proposal to close The Abbey Residential Care home and then develop the site to provide alternative care provision and/or housing options that would meet the needs of the local community now and into the future. In this document we explain our thinking behind this proposal and ask for your views.

Why change is being proposed

Limitations of The Abbey Residential Care home

The Abbey Residential Home has been a valuable asset to the local community for many years and the quality of Care provided to our residents has been excellent, but the building is now quite dated.

The council has invested over £100,000 in recent years in the home to ensure it remains safe and in an acceptable condition but there are significant ongoing maintenance requirements. It is estimated that to continue to keep the home safe, wind and watertight an additional £0.450m would need to be spent in the next couple of years. This does not include any costs for refurbishment or upgrading the home.

Few rooms have en-suite facilities and over the years the building has been altered and extended to increase its size, which has created narrow corridors, steps and isolated areas. This does not meet the new building requirements of the care regulator, the Care Quality Commission (CQC). We believe it would be impractical and uneconomical to try to convert home to ensure that it could provide the type of environment that residents need and deserve, particularly those with dementia.

Despite this, our dedicated staff provide excellent and consistent care for our residents. The quality of care provision is rated Good by CQC and we are proud of our staff teams who work with our residents in The Abbey.

Older people in Cumbria, and across the UK, overwhelmingly prefer to remain living in their own home for as long as possible. As a result there is less demand for residential care as more people stay at home for longer with support provided at home when needed and then they may move straight to requiring more intensive nursing care.

We have seen demand for residential places across Cumbria, and within the Staveley area, reduce over recent years and it is unlikely that The Abbey would ever reach its full capacity of 28 residents.

The reduced numbers of residents remaining in the home (there are seven permanent residents living at The Abbey as at the beginning of September) now make it difficult to provide the range of support and social interaction our residents should expect and our staff wish to provide, and in addition does not represent good use of public money.

In our view, the combination of these factors mean that it is not viable to continue to operate The Abbey as a residential care home, and that alternative means for delivering care to meet community needs should be explored further.

Implications for current residents, staff and future needs

If the closure of The Abbey was agreed, then in future local people with more complex needs, particularly dementia, would be supported with either residential care or nursing facilities in the wider local area where we would be better able to meet their personal needs in more appropriate way.

Existing residents of The Abbey would be supported to identify new accommodation to meet their needs. We would hope that people would want to remain with Cumbria Care and have continuity of staff as many of our staff already support other Cumbria Care homes in the locality.

Every effort would be made to minimise the disruption of any move. We would work closely with the current staff, service users, families and carers, together with external support agencies such as health professionals, to ensure a smooth transition.

The staff at The Abbey already work as a team across the Kendal and Windermere area and would be supported to continue to do so, should they wish to. We do not anticipate that the proposals would result in any compulsory redundancies. We will of course be keeping all staff affected by these proposals fully informed at every stage and the council is especially keen to hear staff views.

Other care services available in the local area

Residential care is only one form of care which the council supports in the local area. Increasingly people receive care in other ways, with a consequent reduction in demand for residential places.

Reablement

This is a short term intervention provided by the council to help people over 18 rebuild their skills, abilities and confidence; for example after illness, injury or loss of a personal support network. The focus is on maximising and regaining independent living skills and making minor adaptations and adjustments to help people stay living in their home.

Home Care

Home care services are provided 24 hours a day, 7 days a week and provide support including personal care to individuals to enable them to continue to live at home and remain independent for as long as is appropriate. It is for assessed need and can be provided through a different number of visits each or day or week depending on need.

The needs of older people are changing and supporting more of them to stay at home means we do not need as many beds available in Residential Care Homes. Increased choice from home care providers and reablement services is already meeting some of this demand.

Extra Care Housing

These are self-contained flats with design features and support services to enable people to care for themselves and continue to live independently.

These schemes allow access to care staff 24 hours a day to provide support to people who need it. Housing benefit is available to help people who are eligible with their rent as part of the extra care housing scheme.

The development of sensors and alarm technology (assistive technology)

Assistive technology packages are available to older people to provide additional support. These provide peace of mind to both those receiving care in their own home and also their loved ones and friends who can be confident that those they love are safe and well.

There is already a wide range of Telecare equipment available, including Falls Detectors, Epilepsy Sensors, and Low Temperature Sensors, to help keep people safe at home. We have also successfully been trialling new technology within the county which will be made widely available. This includes "Safe Walking", a GPS device which enables people with dementia to keep their independence. An alert is sounded if people lose their way, and sensors and pagers alert family members if someone needs help.

Shared Lives

The council has Shared Lives Cumbria - a scheme that matches adults who need support with host carers who provide them with respite, day support or long term care in the carer's home. The council is recruiting new Shared Lives carers to provide this valuable and much-needed service in South Lakeland and across Cumbria.

Cumbria Care – Residential Care Homes in Windermere (Applethwaite Green) and Kendal (Maudes Meadow and Riverside)

Cumbria Care other Residential Care homes in Kendal and Windermere. Applethwaite Green is our Residential home in Windermere with 28 registered beds and with vacancies. Maudes Meadow and Riverside are in Kendal and have 28 and 34 registered beds respectively and also have vacancies. All are CQC rated as Good. Many of our staff at The Abbey already work as a team across these homes to provide excellent care to our residents.

Independent sector – Residential and Nursing Care

There are six Independent Residential and Nursing Care homes in South Lakeland who provide a total of 372 registered beds. At this point in time there are vacancies at these homes.

How the proposal could support community aspirations

In June this year we met in Staveley to share with the community our understanding of need and the future numbers potentially requiring residential care. We talked to a range of people who told us that they greatly valued the care home and the excellent care the staff provide. In further discussion it was highlighted that most people wanted to live independently for longer within their own community.

We know that suitable homes, which serve local needs and support the wider ambitions for the community's future sustainability, are an identified aspiration of the area. The village has a high second home occupancy and, as it is now within a World Heritage Site, there is a danger that this could increase further. Creating homes which provide a mixture of type and tenure and that allow for care needs to be supported within them, as well as local occupancy preference, have been identified as key objectives.

We believe the site currently occupied by The Abbey could support these community aspirations by providing a development site for alternative care provision and/or housing.

The three potential options for future development could include:

- Mixture of Extra Care Housing (which includes a dedicated care team onsite to provide support where needed) combined with a small 10 bed Residential Care unit.
- Affordable residential homes plus a number of 'care ready' Elderly Persons homes (design features to support people to live independently). There would be access to 24 hour care support when required. This could also include a potential Care Hub facility as part of the development allowing care and support staff to be located, trained and available to provide that 24 hour support. It is envisaged that the facility could be available to be used by partners and other services across the Council enabling a variety of services to be supported locally.
- Sale of the site for mixed provision residential homes with local occupancy (developer opportunity) with the capital income being utilised for other Council services.

All of these options are dependent upon further analysis, market testing and planning considerations.

In addition and as part of any change we would continue to provide reablement and home care provision to those that need it in Staveley to help people to stay in their own home.

Your views

In this consultation we are asking for your views on two separate issues:

- The proposed closure of The Abbey
- The potential future use of the site should a closure go ahead

Section 1 - About the proposals

Closure of The Abbey Residential Care Home

1. To what extent do you agree or disagree with the proposals to close The Abbey Residential home ? *(Please tick one)*

Strongly Agree

Agree

Neither/nor

Disagree

Strongly disagree

2. Please provide additional information to explain your response

3. What other care services do you feel would benefit you and your community in the future?

4. If you have any further comments on any aspect of this consultation please provide them in the space below.

Section 2: Potential options for future use of site

The three potential options for future development and for your consideration are:

1. Mixture of Extra Care Housing (which includes a dedicated care team onsite to provide support where needed) combined with a small 10 bed Residential Care unit.
2. Affordable residential homes plus a number of 'care ready' Elderly Persons homes (design features to support people to live independently). There would be access to 24 hour care support when required. This could also include a potential Care Hub facility as part of the development allowing care and support staff to be located, trained and available to provide that 24 hour support. It is envisaged that the facility could be available to be used by partners and other services across the Council enabling a variety of services to be supported locally.
3. Sale of the site for mixed provision residential homes with local occupancy (developer opportunity) with the capital income being utilised for other Council services.

All of these options are dependent upon further analysis, market testing and planning considerations.

In addition and as part of any change we would continue to provide reablement and home care provision to those that need it in Staveley to help people to stay in their own home.

1. Which of the options would be your preference for the future use of the site if the home were to close?

Option 1 Option 2 Option3

2. Any other comments?

Section 3 - About you

1. Which best describes you (the person completing this questionnaire)? *(Please tick one)*

- A resident of The Abbey
- A relative or friend of a resident at The Abbey
- A member of staff currently working in The Abbey
- A member of the public (Cumbria resident)
- A member of the public (non-resident of Cumbria)
- A representative of an organisation
- Other

2. If you are responding as a representative of an organisation please state which organisation you represent:

Data Protection

All the data you supply on this form will be held and used in accordance with the Data Protection Act.

Purpose

The information you provide on this form will be considered by the council as part of its consultation on reshaping of Cumbria Care. Any personal information you supply on the form is confidential. The council will only publish aggregate or summary results from the consultation which will not identify individuals.

Storage

The information will be stored securely in a database and only accessed by members of the Cumbria Care programme team.

Time

The information will be stored for 2 years after the consultation closes and will then be deleted.

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone **01228 226610**

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **01228 226610** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 **01228 226610**

**Jeigu norétumète gauti šią informaciją savo kalba,
skambinkite telefonu 01228 226610**

**W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 226610**

**Se quiser aceder a esta informação na sua língua,
telefone para o 01228 226610**

**Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 226610 numaralı telefonu arayınız**