

Consultation Plan

Background and Purpose

A comprehensive review of Surrey County Council's six older people's residential care homes has been undertaken to:

- understand the provision of these homes in the wider residential care market within the context of the wider strategic shift within Adult Social Care to deliver services in the community and to enable people to live in their own homes for as long as possible
- address the impact of the physical environment have upon the quality of care that can be achieved within the homes in light of the new CQC's inspection criteria (mums test).

As part of the review we have considered four options in terms of their potential to meet future needs of residents:

1. Stay 'as is'
2. Extend and refurbish the home or redevelop the site
3. Sell or lease the home to another provider
4. Support residents to move to another appropriate service and close the service

After careful consideration of each option for each home, we think the best option for residents will be option 4 – to support people to move. We want to consult with anyone who would be affected and ask for their input before a decision is made about the future of the homes, to ensure that all the relevant factors have been considered.

The consultation will focus on:

- to provide information on our current thinking/ options
- to see if there are any other viable options we have not considered
- to hear people's views about the things we need to take into account and that are important to them.

We have sought input from senior Adult Social Care staff, in-scope care home managers, and senior trade union representatives regarding the consultation approach outlined below.

Principles

Surrey County Council is committed to the principle of co-design, by which we mean engaging with all relevant stakeholders to work together to maximise the opportunity for delivering improved outcomes. A particular priority in this case will be to ensure

that the consultation is as inclusive as possible of people using services who have cognitive impairments, learning disabilities or any identified need for additional support or advocacy. We will adhere to the following key principles throughout the consultation process:

- This is the beginning of a two way conversation with stakeholders, staff and staff-side organisations
- Initial communication will be carried out simultaneously with all stakeholder and staff groups
- Stakeholders and staff will have the opportunity to contribute throughout the process
- Information will be provided in a range of formats to meet the needs of individual stakeholders
- The key messages will be consistent across all stakeholder and staff groups
- The views of stakeholders and staff will be reflected in the outcome of the consultation
- Stakeholders and staff will receive written feedback from each stage of the consultation as well as regular updates.

The consultation and wider communications and engagement will be conducted in accordance with the Council's Community and Care Home Provider Closure Protocol 2014¹, and in line with SCIA guidance².

Following this initial consultation, a decision will be taken by Surrey County Council regarding the future of the services; there will subsequently be appropriate engagement with affected stakeholders and statutory consultation with staff as required.

Who will we consult?

There are a range of groups and individuals we will either actively consult with or keep informed about progress:

People who use services, families and carers

- permanent residents
- people who use respite services
- people who use day care
- families and carers of people who use services

¹ http://www.surreycc.gov.uk/__data/assets/pdf_file/0016/813013/Provider-closure-protocol-no-appendices-snet-v23-170114.pdf

² <http://www.scie.org.uk/publications/homeclosures/communications/index.asp>

Staff

- care home staff and managers
- trade union representatives
- other Adult Social Care staff, in particular locality teams
- wider SCC staff

Partners

- faith, community and voluntary sector organisations
- housing providers
- CCGs, health and social care organisations and providers
- other local authorities (eg placing authorities)
- independent care home providers
- reablement providers

Individual care home stakeholders

- volunteers
- community groups
- neighbours
- local suppliers

Members, MPs

- Surrey MPs
- SCC Cabinet
- ASC Select Committee
- local Committees
- local county councillors
- district and parish councillors

Regulator

- Care Quality Commission

Approach

- Early briefings with home managers and staff
- Early briefings with local councillors, CQC
- Notify all stakeholders as soon as the cabinet report is published online
- Work with local teams to identify individual requirements in terms of communication formats and support needed to participate in the consultation
- Publish consultation pack on the SCC website and distribute printed copies to all affected residents, families and staff, to include:
 - Overview of the options and local home information
 - General FAQ document

- Feedback form
- Contact details for more information or to give feedback
- Generic phone, text, email and postal contact options to be monitored during and following the consultation period
- Print and online options for feedback – consultation pack with questionnaire
- Small group meetings at each home
 - 3-4 meetings per home for groups of up to 10 families
 - Meetings offered at different times of day/evening to enable families/carers to attend
 - Advocacy to be offered for people who need it
 - Notes to be taken of all Q&As
- Follow-up round of drop-in sessions at homes to enable individual discussions with residents, families and staff
- Series of open stakeholder meetings at each home (or another local venue) to include local voluntary sector partners, volunteers, faith groups etc
- Online and printed update of Q&As at mid-point and following the close of the consultation
- Additional meetings with other stakeholders as needed, eg union representatives, voluntary sector organisations
- Support for staff and managers throughout – team meetings, HR support

Timeline

Dates	Action
Pre-consultation (8-13 Oct)	<ul style="list-style-type: none"> ● Face to face meetings with staff before Cabinet report is published; letter and handout to follow ● Letter to all residents and relatives notifying them of the cabinet report and proposed consultation dates; managers to meet with all residents and phone all relatives to let them know about the letter ● Letters/emails to all other identified stakeholders notifying them of the cabinet report
Week 0 30-31 Oct	<ul style="list-style-type: none"> ● Publish consultation pack online ● Distribute consultation packs to homes for distribution ● Launch online survey for feedback
Week 1 3-7 Nov	<ul style="list-style-type: none"> ● Residents and families meetings at homes ● Additional meetings with other stakeholders as needed
Week 2 10-14 Nov	<ul style="list-style-type: none"> ● Residents and families meetings at homes ● Additional meetings with other stakeholders as needed ● Managers' meeting to discuss progress, issues raised

Dates	Action
Week 3 17-21 Nov	<ul style="list-style-type: none"> • Residents and families meetings at homes • Additional meetings with other stakeholders as needed • Wider stakeholder drop-in sessions • Consolidate Q&As from meetings into a single document – publish online and circulate to all stakeholders
Week 4 24-28 Nov	<ul style="list-style-type: none"> • Wider stakeholder drop-in sessions • Drop-in sessions for staff • Managers' catch-up session
Week 5 1-5 Dec	<ul style="list-style-type: none"> • Wider stakeholder drop-in sessions • Drop-in sessions for staff
Week 6 8-12 Dec	<ul style="list-style-type: none"> • Wider stakeholder drop-in sessions • Drop-in sessions for staff • Managers' catch-up session
Post consultation 15 Dec on	<ul style="list-style-type: none"> • Second Q&A update • Close survey and collate all feedback • Written update to all stakeholders regarding what happens next

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