

Badgers Wood Residential Care Home: Summary of key stakeholder Consultation

1. About the consultation

The sections below set out some of the key consultation activities and areas of feedback.

Where a resident is unable to consent or, to make arrangements, suitable arrangements will be made in accordance with the Mental Capacity Act 2005 and its code of practice.

A log has been kept, linked to the communications plan, that records events during the consultation. This includes a record of all correspondence/ responses given, meetings held and our responses. These have not been placed in the public domain to ensure individuals are not identifiable.

All residents, families, carers and staff have had the opportunity to give their views during the consultation period.

2. Residents living at the Home

All residents were advised about the proposal at a face-to-face session on the 24 July 2014. The manager of the home informed the residents who were supported by staff and, where appropriate, supported by two Adult Social Care (ASC) practitioners who were already working with the residents as part of the reassessment process.

Currently there are 10 people living at Badgers Wood and prior to the consultation 2 people were seeking to move. All of the residents have been offered ongoing support throughout this process.

Initially, some residents expressed sadness and some concerns, however with the support of family, staff and each other they have an understanding of the proposals and the focus has moved to think about what is important to them in the future. The staff and care practitioners have supported the residents and have started to develop, a personal story board for each individual of what is important for them. This has been updated every week since the consultation started. Practitioners and staff, including the Team Manager, facilitate these meetings and often work on a 1:1 basis to support the individuals understanding. The boards are a very visual tool and each one has a photo of the resident and photos of the people who are important to them. We will use this as an ongoing tool to record future visits.

This approach supports people with learning disabilities to understand more readily issues that they may find complex, and especially for those who lack capacity. Within Badgers Wood during the consultation there have been substantial conversations about the future.

Assessments have been undertaken by the care practitioners. These have included input from other professionals supporting the residents as well as families and advocates where appropriate. The initial assessments show that two people lack capacity. Referrals to Independent Mental Capacity Advocates have been made. They will become actively involved when a decision is made on the future of the home.

This is an ongoing process and will continue through the identification of new services and beyond.

3. Staff working at the Home

Unions were notified of the proposal in advance of the Cabinet Report in July 2014 and of the intention to consult on the proposal that the home close.

A staff meeting was held on the 23 July 2014 with all staff at Badgers Wood. A senior manager from Service Delivery was present to explain the reasons for the consultation exercise in an honest and straightforward way, and offered face-to-face sessions with Human Resources and a senior manager. A colleague from Human Resources was in attendance and highlighted the support they could receive. A member of the Commissioning Team also attended part of the meeting to reiterate the reasons for the proposal.

In order to stimulate debate around the proposal and the implications, a questionnaire was used to explore specific issues which were felt to be important to the staff.

Staff wanted to be kept informed of progress and provided with regular updates. There was an understanding that the current service was not sustainable but also that this was an opportunity to provide a better service to the residents.

The majority of feedback related to the residents they have supported and wanting to ensure that the residents' wishes were a priority and future services were properly planned to include, for example, friendship groups.

During the consultation period two 'drop-in' days were provided so that staff could talk to either a senior manager from Adult Social Care service delivery or Human Resources.

Additionally, there have been monthly staff meetings and regular supervision sessions to allow for updates and issues or concerns to be raised with the home manager.

4. Families / Carers

All relatives of the residents were invited, by letter, to a meeting with the Adult Social Care (ASC) Assistant Commissioning Manager, ASC Acting Senior Manager North West Surrey and the Badgers Wood Care Home Manager on Thursday 24 July 2014.

The home manager telephoned all relatives after the invite letter was sent and responded to any initial questions or concerns, encouraging them to attend the family meeting.

Nine people attended the meeting; representing 4 of the 10 residents. At the meeting, the reasons for proposing the closure of the home were discussed in detail. Whilst there were some questions around the reasons behind the proposed closure of the service, those present moved on to the concerns and issues about what would happen to their relative and what the future might look like.

The assessment of care and support needs process was explained in detail, specifically reassuring the relatives that they were an important part of the assessment process and would be involved, in it throughout.

Relatives who could not attend were offered individual face-to-face meetings, including two relatives living abroad who have had regular contact via email and been sent copies of the letters.

Follow up letters were sent on the 28 August 2014 to all relatives / carers updating them on the reasons for proposing the closure of the home and reiterating the offer of individual meetings.

A further meeting for all relatives / carers was arranged for Thursday 21 August 2014. Only 1 family confirmed their attendance, therefore an individual meeting was offered.

With regard to the relatives of individuals that use Badgers Wood for Respite (Short Breaks), they have also been sent letters about the consultation exercise on the proposal to close the home and been offered individual face-to-face meetings.

Adult Social Care practitioners have been in regular contact with these relatives to explore new or alternative services based on updated assessments of care and support needs.

Only one person wanted a face-to-face meeting and this was held on Friday 15 August 2014.

One family, who since the consultation has started to look for an alternative respite service, was so impressed with one of the other in house homes, they have decided to move services before the end of any consultation.

5. Other external stakeholders

The following stakeholders were all written to and informed of the consultation:

- Care Quality Commission
- Leader of Runnymede Borough Council
- Chief Executive of Runnymede Borough Council
- Runnymede Member of Parliament – Rt. Hon. Philip Hammond

No replies or objections were received.

We will continue to inform and update them on further developments and progress.

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