

1. Topic of assessment

EIA title:	The Future of Care and Support at Hillside Residential Care Home, Camberley
-------------------	---

EIA author:	Chris Whitty, Lead Project Manager (Service Delivery)
--------------------	---

2. Approval

	Name	Date approved
<u>Approved by</u> ¹		

3. Quality control

Version number	2.0	EIA completed	28 February 2019
Date saved	28 February 2019	EIA published	

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Chris Hastings	Area Director Service Delivery	Surrey County Council	Lead Officer
Sally Dickens	Senior Manager Service Delivery	Surrey County Council	Contributor
Karen McCormick	Registered Manager Hillside	Surrey County Council	Contributor
Matthew Peaker	Assistant Team Manager, County PLD and Autism Team	Surrey County Council	Contributor
Chris Esson	Commissioning Manager, Surrey Heath	Surrey County Council	Contributor
Chris Whitty	Lead Project Manager, Service Delivery	Surrey County Council	Contributor

5. Explaining the matter being assessed

<p>What policy, function or service is being introduced or reviewed?</p>	<p>This EIA assesses implications of the Cabinet agreeing with the recommended action to close Hillside Residential Care Home.</p> <p>Surrey County Council has owned and managed Hillside, a residential care home for adults with learning disabilities located in Camberley, for almost 40 years.</p> <p>This home is registered to support 21 people. 10 people currently live there.</p> <p>The home also provides a short-break service. 6 people have chosen to use this service since April 2017.</p> <p>There are 14 permanent members of staff and 7 people who are employed on a bank basis who have not worked regular hours.</p> <p>The building is not considered to meet modern expectations in relation to accommodation for adults with learning disabilities, and in particular young adults (aged 18+), as modern services are generally developed on the basis of accommodating a much smaller group of people. Referrals are no longer being made to Hillside by teams that commission care and support services.</p> <p>The constraints of the building have led to the reassessment of care needs for some residents who, as an outcome, have been supported to move to more appropriate care settings. The ability of staff to continue to support residents in the current setting is harder to achieve as people's care and support needs increase.</p> <p>The option of modernising the building has been considered and would require residents to move out for the duration of building works before moving back. This will require people to move at least twice which is not good practice. The building would still be considered to be large and institutional based on current expectations.</p> <p>The team responsible for commissioning care for adults with a learning disability continue to work with the external provider market to develop suitable accommodation for people with learning disabilities. Independent providers of residential care or supported living who offer services in Camberley and the surrounding area have capacity. There are no alternative short term break services in Camberley at this time. Commissioning managers are exploring the possibility of contracting short term break services with neighbouring local authorities who are experiencing the same challenges of finding appropriate care and support services for people with a learning disability. They are also looking at short break opportunities in non-residential care settings e.g. through shared lives, personal budgets and direct payments.</p> <p>In order to understand and plan future service provision, current and future support needs will be determined through the Care Act assessment process. All permanent residents and those receiving short breaks at Hillside will have their care and support needs reviewed.</p> <p>Most residents are active within the community of Camberley through paid employment, attending day activities, clubs and local church groups. The Council will look to support people to continue to access these activities where people express a wish to do so.</p>
---	--

<p>What proposals are you assessing?</p>	<p>Having consulted with residents, their families, carers, advocates, key stakeholders and staff, this EIA assesses the impact of Cabinet agreeing with the recommended option to close Hillside, resulting in the need to:</p> <ul style="list-style-type: none"> • Identify alternative care and support provision for residents and people who access short term breaks. • Redeployment of staff
<p>Who is affected by the proposals outlined above?</p>	<p>1. Residents:</p> <ul style="list-style-type: none"> • Residential Care: There are currently 10 (3 female and 7 male) permanent residents living at Hillside who moved in during the following decades: <ul style="list-style-type: none"> ○ 1970s - 1 ○ 1990s - 5 ○ 2000s - 2 ○ 2010s - 2 • Day Care: 5 residents attend day services provided by independent providers. It is planned to enable residents to continue to attend current day care arrangements. • Short Term Breaks (respite care): 3 people currently regularly access the short-term break service. A further 3 people are supported on an ad-hoc basis, as and when required. From 1 April 2018 to mid-February 2019, 104 days of short term breaks were provided. Another 38 days have been booked through to 31 March 2019. <p>Each person uses respite care differently, some people have regular weekend support, others monthly. Some people book a week or two to cover holiday arrangements. The service has also supported carers to attend planned and unplanned hospital admissions.</p> <p>2. Relatives/carers of residents and people accessing short term breaks.</p> <p>3. Staff employed at Hillside and the wider service:</p> <ul style="list-style-type: none"> • Hillside (14 permanent and 7 bank staff) • Service Delivery Management Team (17 permanent staff) • Staff employed in other in-house services provided by Service Delivery • Staff in other organisations who provide care to and support to residents of Hillside.

6. Sources of information

Engagement carried out

The future of Hillside was considered previously in 2007 and 2009 by the then Adults Social Care Select Committee. The outcome of discussions was that the Council would find suitable alternative care in the Camberley area before considering options with residents and their families. Discussion was not progressed at the time.

Given that we are 10 years on and some resident's and relatives circumstances had changed the Service decided that it was appropriate to talk to people about how care and support could be provided in the future.

The Service has held two consultations, one in 2017 agreed under delegated authority by the then Strategic Director, Adult Social Care and Public Health, following discussion with the lead Cabinet Member for Adult Social Care and Public Health. A subsequent refresh of consultation was undertaken in 2018/19 to ensure people's views were adequately considered.

The Accommodation with Care and Support Board and Adults Leadership Team have provided input into discussion.

Unison and GMB were formally advised of Service plans on 29 September 2017.

Formal engagement with residents, their families, carers, advocates and other stakeholders started on 9 October 2017 and ran until 9 January 2018 and a meeting with the residents at Hillside took place on 10 October 2017.

One-to-one meetings were had with residents families or their representatives by Chris Weatherley-Hastings and Chris Whitty where requested following the consultation launched on 9 October 2017.

The Consultation Document was discussed with the staff team at Hillside on 9 October 2017. Chris Weatherley-Hastings, Area Director for Service Delivery made the team aware of his intentions to seek permission to consult on the future of care and support provision at Hillside.

Staff have been kept updated through team meetings, briefing notes, updates by senior managers and, where requested, one-to-one meetings with senior managers and HR representatives.

A further refresh of the consultation took place between 10 December 2018 and 6 February 2019, primarily to ensure that people old and new to the conversation could comment on proposals.

Plan of Engagement

It is understood that a change of place to live is unsettling for vulnerable people and for their families. Adult Social Care has not underestimated the anxiety and concern that people could feel about these proposals. Discussions with those who could be affected were designed to help the Service better understand the impact any possible change may have and how anxieties and concerns could be reduced.

The consultation focussed on engaging residents, families, staff, advocates and other stakeholders in planning for the future and asked for views on what was important to people now and in the future.

A project group was set up and oversaw the initial consultation process and included representatives from Adult Social Care Commissioning and Operations, HR, Legal, Service Delivery, Estates Management and Communications.

Communications produced and provided to stakeholders:

- Easy Read communication for residents.
- Letters and information for relatives, carers and advocates.
- Letters and information for identified stakeholders including the local MP and councillors, Mencap, local GP surgery, resident workplaces, local day centre, local churches and clubs attended by individuals from Hillside, the Surrey Care Association, Surrey Coalition of Disabled, Action for Carers, Surrey Independent Council, Age UK Surrey, Healthwatch Surrey, Surrey Disabled People's Partnership, the local clinical commissioning group, the lead clinical commissioning group for commissioning services for people with learning disabilities etc.
- Presentation and staff briefings, including trade unions
- Update newsletters midway and at the end of the consultation
- Other internal communications via email
- The initial and refreshed consultation documents were posted on Surrey County Council and Healthwatch websites for the duration of both consultation periods.

Residents

The Home Manager at Hillside and the Area Director for Service Delivery, supported by Hillside staff and social care practitioner from the Surrey Heath Locality Team, met with residents at the start of consultation and explained what was being considered.

Some residents who were able to comment on proposals were clear on where they would like to live and who with and others showed concern. One person said they did not want to leave Hillside and then clearly described the type of house they would like to live in if they had to move.

Staff at Hillside and social care practitioners have supported each resident to create a personal record which shows what is important to each person, should a decision be taken to re-provide care and support.

Regular conversation has enabled well-being to be monitored, ensured care needs continue to be met and addressed any issues which have arisen.

If Cabinet agree with the recommendations it is planned that alternative care arrangements will be based upon residents assessed needs, their choices and aspirations. For most people it will be critical that they continue to live in Camberley as they have lived in the area for a majority of their lives and have established links to work, day care, clubs, faith groups and other community activities.

Where anyone is unable to consent to future care provision because they lack mental capacity, suitable arrangements will be made in accordance with the Mental Capacity Act 2005 and its Code of Practice.

Families/carers

Families/carers were informed of the proposal to consult on options for future care provision at Hillside for a three month period from 9 October 2017 and a further 2 month period from 10 December 2018. Initial conversations were had face to face or by phone and followed up by letter. Further face to face meetings were offered by senior managers and arranged where requested.

Families/carers of people who access Hillside for short term breaks were also informed in the same way and invited to give feedback. It is recognised that there are limited short term break opportunities as provided by Hillside, in the Camberley area.

A workshop was held in December 2017 attended by relatives, carers, friends, Camberley Mencap, a local councillor and some staff to enable thoughts and ideas to be shared and options for future care and support considered to inform the report that will be presented to Cabinet on 27 February 2018.

Families who have engaged with consultation have welcomed the opportunity to be involved in discussion and, although recognising that Hillside does not provide a modern environment, stated that staff at Hillside provided good care. People were also pleased to be able to plan for their relatives' future, some stating that they may not be in a position to be as involved in the future.

People were also clear that local arrangements for people who accessed other services in and around Camberley should be prioritised so that residents and people who access short breaks could maintain friendships.

No new external parties engaged in the refresh consultation issued in December 2018. Further comments were received from relatives of two permanent residents, one short term break user and Camberley Mencap.

Staff of the Home

A staff briefing took place on 9 October 2017. Information was provided to staff who could not attend the briefing by the Home Manager. Although not a formal staff consultation it was recognised that staff should have the opportunity to discuss the consultation with residents and provide feedback.

A further staff meeting on 11 October 2017 explored thoughts on the consultation and how they could best support people at Hillside.

Feedback given by staff at this stage was very much focussed on supporting residents to find a new home should Hillside close. Two staff also voiced an opinion that action should have been taken sooner.

Staff have met with managers and HR representatives on an individual basis where requested. These meetings have been in addition to updates provided in regular team meetings led by the Home Manager and regular briefing notes emailed to all staff.

Service Delivery

Following the staff briefing on 9 October 2017, other managers in Service Delivery were provided with a briefing note for discussion with their teams. Members of the Service Delivery Management Team have been kept updated by line managers.

Other stakeholders

The same opportunity to provide input into the consultation was offered to a wide range of stakeholders, including Camberley Mencap, local MP, GPs, employers, clinical commissioning groups, NHS managers responsible for specialist learning disability services, local churches and local councillors.

The refreshed consultation that ended in February 2019 gave old and new stakeholders the opportunity to comment on proposals.
Data used
<ul style="list-style-type: none">• Consultation feedback• Feedback provided in face to face meetings• Outcomes of a workshop with families, carers and staff representatives• Written communications by letter and easy read format• Personal data relating to care and support needs of residents• HR data to support communication to staff• Commissioning data (availability of other suitable care services in Surrey)• Notes of previous Cabinet discussion and agreed outcomes

7. Impact of the new/amended policy, service or function

See table on next page

7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic ²	POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS	EVIDENCE
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 84</p> <p style="text-align: center;">Age</p>	<p>A choice of alternative new places to live has the potential to improve the quality of life experienced by each person.</p> <p>Increasing health and social care needs caused by aging can be better met in a more appropriate modern care environment.</p> <p>Moving to a new environment where age related conditions could be better managed would negate health and safety concerns that would have to be considered if Hillside remained operational.</p>	<p>The process of identifying suitable alternative services and the period of uncertainty during consultation on the proposal to re-provide care could potentially cause anxiety and would require careful planning and management to minimise anxiety experienced by all involved.</p> <p>Alternative services may not currently be available within the Camberley area. People, who have lived alongside one another for a long time, may experience anxiety or disorientation if they move and lose local connections.</p> <p>Residents may not be visited as often by older relatives should alternative care be found that makes travel difficult.</p> <p>The council will not be able to consider appropriate action for each person until detailed care needs assessments are undertaken.</p> <p>The process of moving to a new home is unsettling/disruptive.</p>	<p>4 residents at Hillside are aged over 65 and have lived at the home between 6 and 29 years, some people have known each other since childhood.</p> <p>Some residents are physically frail and have long term health conditions linked to age.</p> <p>Formal records of meetings with families who recognise that Hillside cannot support people as care needs increase.</p>

Disability	<p>A choice of alternative new places to live has the potential to improve the quality of life experienced by each person.</p> <p>Moving to a new environment where disability related conditions could be better managed would negate health and safety concerns that would have to be considered if Hillside remained operational.</p>	<p>People are not able to understand what the closure of Hillside means for them or to identify and express their preferences about where they want to live in the future.</p> <p>Some residents will not be able to participate in discussion.</p> <p>People's behaviours may change as personal relationships change as a result of other residents moving or staff finding alternative employment.</p> <p>Alternative appropriate services may not be available within the immediate Camberley area.</p> <p>The council will not be able to consider appropriate action for each person until detailed care needs assessments are undertaken.</p> <p>The process of moving to a new home is unsettling/disruptive.</p>	<p>Hillside is a home for adults whose primary care and support needs have been identified to be as a result of a learning disability.</p> <p>Care needs assessment and reviews highlight that some residents are also physically frail and have long term health conditions.</p> <p>Formal records of meetings with families who recognise that Hillside cannot support people as care needs increase and the building is not fully accessible to people with mobility issues</p> <p>Some residents are aware of their care needs and the potential closure of Hillside and ask for updates and/or seek reassurance.</p>
Gender reassignment	Not applicable	Not applicable	There are no known considerations to be aware of with regards to gender reassignment.
Pregnancy and maternity	Not applicable	Not applicable	There are no known considerations to be aware of with regards pregnancy and maternity.
Race	Conversations with residents will establish personal preferences.	Options discussed do not meet people's aspirations.	All residents and people who access short term breaks are identified as White British.

Religion and belief	It is possible that people that people may choose to express their religion or belief in a different way if living in a new setting.	Residents who regularly attend a place of worship may require support to join a new place of worship if it is not possible to continue attending the same one as now. Friendships and support provided by local places of worship may be lost.	Some people living at Hillside regularly attend a place of worship.
Sex	Residents may benefit from being able to choose where they live and who they live with.	Living arrangements in new settings will require careful planning to ensure residents are not impacted by a significant change in gender balance. The council will not be able to consider appropriate action for each person until detailed care needs assessments are undertaken.	The ratio of male and female residents has changed since 2017 from being roughly equal to 70% male and 30% female. Existing care needs assessments and review documentation.
Sexual orientation	A move to a new care setting may enable residents to express their sexual orientation differently than when living at Hillside.	An unknown issue relating to sexual orientation may become known when reviews are undertaken.	There are no known considerations to be aware of with regards to sexual orientation.
Marriage and civil partnerships	Residents may be able to explore marriage and civil partnerships in a different setting.	None	There are no known considerations to be aware of with regards to sexual orientation.
Carers³	Changes are an opportunity to reassess a carer's role and input.	Change may cause anxiety and stress for carers.	The council recognises that detailed information cannot be provided here as people would be identifiable.

³ Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

		<p>Changes may result in carers taking on more caring responsibilities than they may be able to cope with.</p> <p>Carer's needs may not be taken into consideration.</p> <p>Alternative services may not be accessible for families/carers.</p>	<p>Carers and key stakeholders have referred to the nature and anxiety caused by previous discussions, want to be involved in planning for the future and are keen that alternative care and support is developed in the Camberley area.</p> <p>Some carers have discussed the benefit that they and other family members receive from the short term break service offered by Hillside and have asked that their views be taken into consideration.</p>
--	--	---	--

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	POTENTIAL POSITIVE IMPACTS	POTENTIAL NEGATIVE IMPACTS	EVIDENCE
<p>Pending cabinet discussion the service is not in a position to formally consult with staff. Regular updates are provided to staff at staff meetings and by fortnightly written briefings. If cabinet agree to seek alternative care provision for Hillside residents a full staff consultation will take place and the table below appropriately updated.</p> <p>All potential positive and negative impacts noted under 'Age' characteristic relate to all other protected characteristics.</p>			
Age	<p>People will be supported to find alternative employment in accordance with council policy.</p> <p>Staff will potentially be working in new settings and will gain new skills and experience.</p> <p>The council is an equal opportunities employer and would support people into a new role.</p>	<p>Changes may impact of future employment opportunities.</p> <p>Staff will be required to support residents to give views and manage changes in behaviours as a result of discussions that will take place as well as managing their own anxieties.</p> <p>Changes may impact on staff who have developed close relationships with residents and carers.</p> <p>Although the council will ensure, if the recommendations are approved, that redeployment of all staff will be a key aim, there will be an impact</p>	<p>The Council holds information on protected characteristics however it is recognised that some information cannot be detailed in the sections below as individuals would be identifiable due to small size of staff group.</p> <p>Similar care re-provision has seen staff seek alternative employment earlier than anticipated, although small in number.</p>

		<p>on pensions and benefits for staff, who are not redeployed.</p> <p>Older staff may take longer to learn new skills required when redeployed.</p>	
Disability	The council is an equal opportunities employer and would support people into a new role.	If redeployment cannot be arranged, other employers may not have the same policies and support people with a disability as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.
Gender reassignment	The council is an equal opportunities employer and would support people into a new role.	If redeployment cannot be arranged, other employers may not have the same policies and support people as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.
Pregnancy and maternity	The council is an equal opportunities employer and would support people into a new role.	If redeployment cannot be arranged, other employers may not have the same policies and support people as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.
Race	The council is an equal opportunities employer and would support people into a new role.	If redeployment cannot be arranged other employers may not have the same policies and support people as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.
Religion and belief	The council is an equal opportunities employer and would support people into a new role.	If redeployment cannot be arranged other employers may not have the same policies and support people as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.
Sex	The council is an equal opportunities employer and would support people into a new role.	If redeployment cannot be arranged other employers may not have the same policies or be able to support people as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.
Sexual orientation	The council is an equal opportunities employer and would support people into their new role	If redeployment cannot be arranged other employers may not have the same policies and support people as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.

Marriage and civil partnerships	The council is an equal opportunities employer and would support people into their new role	If redeployment cannot be arranged other employers may not have the same policies and support people as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.
Carers	The majority of staff are women, work less than 36 hours a week, live in the local area, some of whom have caring responsibilities.	If redeployment cannot be arranged other employers may not have the same policies and support people as the council would do.	It is recognised that some information cannot be detailed in this section as individuals would be identifiable due to small size of staff group.

8. Amendments to the proposals

Change	Reason for change
<p>No changes have been made at this stage. Our plan is to carry out a robust person centred assessment for all people using services and their families / carers and provide redeployment opportunities for all staff.</p> <p>This Equalities Impact Assessment has helped to further consider people's needs and concerns.</p>	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
<p>Concern for residents due to change and uncertainty raised by consultation.</p>	<p>Careful on-going communication and support to explain what is happening, why it is happening and what it means for individuals.</p> <p>Use of accessible information to support people to express their preferences.</p> <p>People's preferences will be considered when seeking alternative care arrangements.</p> <p>Involvement of families, staff, advocates and other key stakeholders.</p> <p>Support with appropriate care and attention to give reassurance and manage anxieties. Look for early signs of behavioural changes and support appropriately.</p> <p>People will be supported to continue to attend activities/employment where this is important to them.</p> <p>Robust person-centred assessments for all users affected by the changes, involving staff,</p>	<p>To be reviewed following Cabinet decision.</p>	<p>Sally Dickens (Senior Manager, Service Delivery)</p> <p>Andrea Killick (Team Manager, Surrey Heath Locality Team)</p> <p>Karen McCormick (Team Manager, Hillside) and Hillside staff team.</p>

	<p>and the development of transitional plans.</p> <p>Arrangements will be put in place to enable family members, friends etc. to visit people in their new care setting.</p> <p>A longer term transition plan will be developed for each resident involving current staff.</p>		
<p>Concern expressed by carers due to change and uncertainty raised by consultation.</p>	<p>Carers will be asked to give input into care act assessments of residents.</p> <p>Carers are to be included in on-going communication and are to be kept updated.</p> <p>The Service Delivery Management Team continues to be proactive in meeting with people and being accessible.</p> <p>Carers personal support needs are to be considered as part of conversation.</p> <p>Transition planning will be undertaken should a change of health or social care needs require a move from Hillside.</p> <p>Discussions will be had with care providers to establish availability of services in the Camberley area and/or appetite to develop services based on care and support needs.</p> <p>Arrangements will be put in place to enable family members, friends etc. to visit people in their new care setting.</p>	<p>To be reviewed following Cabinet decision.</p>	<p>Andrea Killick (Team Manager, Surrey Heath Locality Team)</p>
<p>Staff currently working at Hillside may decide to seek alternative employment.</p>	<p>Service Delivery Management Team and HR provide support to the workforce.</p> <p>Transition planning to be prioritised where it is known that a staff member is seeking alternative employment.</p> <p>The council is proud to employ a rich and diverse workforce and are</p>	<p>To be reviewed following Cabinet decision.</p>	<p>Sally Dickens (Senior Manager, Service Delivery) and Service Delivery Management Team supported by Brijesh</p>

	<p>confident that people are well equipped, well training and highly skilled. This would put people in a good position if redeployment is not possible and it was necessary to seek alternative employment. The council would support people through the programme of redeployment, reskilling and providing training referred to above.</p>		Mehta (HR Advisor)
--	--	--	--------------------

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
Friendship groups may not be maintained if care needs of each resident requires a different outcome to be found.	Age, Disability, Carers
Anxiety and disruption caused by changing care providers/moving home.	Age, Disability, Carers
Relatives may not be able to visit as frequently if a residents does not move close by or to a location accessible by public transport.	Age, Disability, Carers
It is unlikely that alternative short break services will offer a service that is as flexible and accommodating as the service provided by Hillside.	Age, Disability, Carers
Loss of friendships made at day activities, attending church groups etc if it is not possible to continue to attend same services following move.	All
The impact on pension and other benefits for staff if redeployment is not an option.	All
The time taken for older staff to learn new skills	Age, Disability

11. Summary of key impacts and actions

<p>Information and engagement underpinning equalities analysis</p>	<ul style="list-style-type: none"> • Feedback from consultation with residents, relatives, carers, and key stakeholders held between 9 October 2017 and 9 January 2018 and consultation refresh held between 10 December 2018 and 6 February 2019. • Commissioning data regarding alternative care provision across Surrey, the borough of Surrey Heath and neighbouring areas.
<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<ul style="list-style-type: none"> • The process of moving to a new home is disruptive. • Residents' behaviours will be impacted by living with or mixing with different people. • Concern for residents due to change and uncertainty regarding the future of Hillside and the potential move to a new home. • Detailed transition planning will be put in place to support people throughout their journey. • Concern that people will not be able to maintain friendships or continue to attend activities/employment. • Recognition that to meet people's care needs or aspirations, different solutions will be needed. • Alternative proposals aim to enable friendship groups to be maintained including people accessing short term breaks. • Potential that staff leave and personal relationships between carers and person being cared for are lost, impacting on behaviours. • Most carers employed at Hillside have confirmed they will support people to transition to their new home. • Alternative care provision has not been identified in the Camberley area and remains an outstanding issue for families and carers. • Alternative care provision may not be available in the Camberley area. • It is recognised that Hillside cannot support people as their care needs increase and that other more modern/appropriate facilities will be required to provide required support. • Residents will be supported to move from Hillside as their care needs increase and cannot be met where they live now. • Positive outcomes for individuals in new care settings that better meet their needs, reflect their wishes and aspirations and offer a modern care environment. • This is an opportunity for family members and carers to be involved in planning future care arrangements for their loved ones. • Family/carers care and support needs will be formally considered. • A detailed support plan for staff will be put in place pending Cabinet decision.

<p>Changes you have made to the proposal as a result of the EIA</p>	<ul style="list-style-type: none"> • For review following Cabinet consideration
<p>Key mitigating actions planned to address any outstanding negative impacts</p>	<ul style="list-style-type: none"> • The Service will continue to share information and seek feedback from relatives, carers and key stakeholders to ensure all parties are informed and can support planning for the future. • Communications to residents will be appropriate and personalised to minimise anxiety. • Staff employed at Hillside will be supported to identify and manage changes in people's behaviour. • Carers' care and support needs will be considered. • Service Delivery management team members will be visible and accessible. • Discussion with care providers to continue with view to developing Camberley based care. • Transition planning will be prioritised for people moving from Hillside due to a change in care and support needs or a key member of staff leaves. • Transition planning will take place for all residents to ensure behaviour changes are identified and appropriate support provided. • Transition support will continue beyond date of move. • A workforce support plan will be developed.
<p>Potential negative impacts that cannot be mitigated</p>	<ul style="list-style-type: none"> • Friendship groups may not be maintained should Care Act assessments identify the need to put different care solutions in place • Outcomes discussed do not meet people aspirations • Anxiety felt by all parties may be reduced but not eliminated completely • Alternative short break services in the Camberley area do not provide the accessibility and flexibility provided by Hillside • The ability of families to travel to a new care setting may be impacted • There will be an impact on staff pension and benefits if redeployment is not possible

This page is intentionally left blank