



SURREY  
COUNTY COUNCIL

# Annex 3

## Consultation on the closure of Arundel House Residential Care Home run by Surrey County Council

**The consultation methodology  
and summary of the consultation  
feedback April 2023**

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# 1. Background to the consultation

A consultation was launched to capture people's views on the proposal to close Arundel House Residential Care Home and other services run from the Arundel site. These services are run by Surrey County Council.

## 2. Methodology

The public consultation ran from 24 January 2023 to 18 April 2023. People living on and supported from the Arundel House site, families, carers, staff, partners, stakeholders and Surrey residents had the opportunity to give their views.

The methods of collecting views included:

- An on-line survey on Surrey Says, which invited respondents to select from tick boxes as well as having the opportunity to complete a free text box.
- Paper surveys in easy read format, which were available to anyone requesting them and were distributed to everyone receiving a service from Arundel House.
- Group and one-to-one meetings, which were held with people living in Arundel House and on the Arundel House site.
- Eight meetings with families, which took place by phone and in person.
- A meeting of three families with the Cabinet Member for Adults and Health.
- Two staff meetings, which were held when the consultation started, attended by 27 staff.
- 11 staff met on a one-to-one basis with the Senior Manager and HR Business Partner.
- Meetings with Union representatives and the Care Quality Commission to update them about the consultation.
- Sending an email about the consultation to all County Councillors.
- Sending emails about the consultation to stakeholders including health partners, the local district council, local Member of Parliament and Healthwatch.
- Receiving email correspondence relating to the consultation.

Issues and feedback raised through the consultation are included in this document.

All comments from individuals have been anonymised to protect the identity of individuals and their families.

## 3. Summary of responses to the consultation

*Note: It was possible to respond on more than one occasion and by using different methods of communication. Members of organisations were also able to respond as individuals. The data presented reflects the number of responses, not the number of individuals responding.*

### 3.1 Surrey Says / Paper surveys

A total of 59 responses to the survey were received.

43 responses were received through the Surrey Says online system and 16 easy read paper surveys were received. There were also seven emails received about the consultation.

### 3.1.1 About the respondents

The largest groups of respondents were people supported at or from the Arundel House site (32%), staff (32%) and families / carers (15%). Further information relating to the demographics of respondents is included at Annex A.

### 3.1.2 Respondents' understanding of why SCC proposed the closure of Arundel House

From the 59 Surrey Says and hard copy surveys completed regarding the understanding of why the consultation was taking place:

- 34 understood (58%)
- 20 didn't understand (34%)
- 4 didn't know (7%)
- 1 didn't answer

### 3.1.3 Respondents' response to the proposal to close the service

From the 59 Surrey Says and hard copy surveys completed regarding agreement with the proposal to close Arundel House:

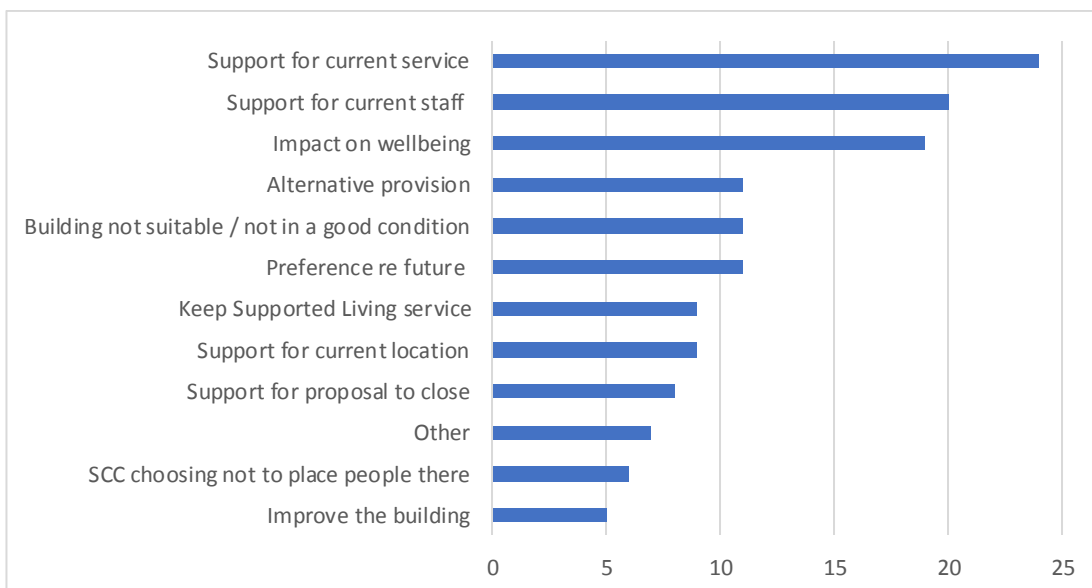
- 20 agreed (34%)
- 32 disagreed (54%)
- 5 didn't know (8%)
- 2 didn't answer

### 3.1.4 Respondents' comments about the proposal to close the service

The comments received in response to this question have been reviewed and have been categorised. Many of the comments received covered multiple points so have multiple categories assigned. All responses received on Surrey Says and in hard copy surveys are included in Annex B.

### 3.1.5 Feedback themes

The themes from the comments and the number of times they were referenced are shown in the chart below.



There were:

- 24 comments related to support for the current service which included comments about how some people have lived at Arundel House or been supported by the service for a long time, so feel very familiar and settled.
- 20 comments that praised the staff at Arundel House and included comments about how the staff team has generally been stable, provided good support for individuals and developed good and trusting relationships with the people they support.
- 19 comments that suggested the closure and relocation would affect the people, who have lived together for a while and would have a detrimental impact on their wellbeing.
- 11 comments about alternative provision and some expressed concern about alternatives available in the local area with a further 9 comments highlighting that the current location is close to facilities in Banstead and has good transport links. The individuals living at Arundel House attend activities locally and have developed networks. It is also close to family for some people.
- 11 comments about the building not being in a good condition and no longer being suitable with a further 5 comments suggesting that some minor adaptations could be made to improve the environment rather than a complete refurbishment.
- 11 comments about preferences for the future if the decision is made to close Arundel House and to ensure that people and their families would have an opportunity to express their wishes and say what is important to them such as maintaining friendship groups.
- 9 comments about keeping the supported living provision even if the decision to close Arundel House is taken.
- Some comments made in support for the proposal to close, but also others suggesting that SCC had chosen not to place people at Arundel House although there had been some interest and enquiries made.

## Annex A Demographics of respondents

<b>Sex</b>	<b>Number</b>	<b>Percentage</b>
Male	19	32.20%
Female	32	54.24%
Prefer not to say	8	13.56%
Not Answered	0	0.00%
<b>Is your gender identity the same as the one you were assigned at birth?</b>	<b>Number</b>	<b>Percentage</b>
Yes	51	86.44%
No	0	0.00%
Prefer not to say	8	13.56%
Not Answered	0	0.00%
<b>Ethnic Group</b>	<b>Number</b>	<b>Percentage</b>
White - British, English, Northern Irish, Scottish or Welsh	42	71.19%
Others who declared a different ethnic group or preferred not to say	17	28.81%
Not Answered	0	0.00%
<b>Do you consider yourself to have a disability?</b>	<b>Number</b>	<b>Percentage</b>
Yes	15	25.42%
No	32	54.24%
Prefer not to say	11	18.64%
Not Answered	1	1.69%
<b>Age</b>	<b>Number</b>	<b>Percentage</b>
Under 65	37	62.71%
65-84	20	33.89%
85+	1	1.69%
Prefer not to say	1	1.69%
Not Answered	0	0.00%

## Annex B Surrey Says / Paper survey responses received

NB Generally these comments are presented as received and the content and spelling have not been changed. However, to preserve confidentiality where names have been included these have been replaced by an X and where statements have been included which may identify an individual or individuals the statement has been replaced with (-).

<b>Is there anything else you want to tell us about the proposal to close Arundel House residential care home?</b>
<p>The proposal to close Arundel House will significantly affect some residents well being. It follows the Bentley closure which was a 'fait accompli' masquerading as a consultation. Early options for residents must be provided.</p>
<p>My one and only concern is that my daughter X if the care home closes is that she and X (-) is housed within their catchment area with all the right help, and that I'm informed on a regular basis as to the decisions that are made with her. Regards X.</p>
<p>With the right support Arundel could be the perfect hub for all the local people with disabilities. With the closure of Bentley there is no large hub, Arundel would be a perfect hub. My daughter has been at Arundel for (-)years and has thrived. Arundel is on a very expensive piece of land so I understand why the council wants to sell, but it is home to the people who live there. Please don't close Arundel.</p>
<p>My name is X and I have been supported by Arundel House staff for over (-) years ever since I lost both of my Parents. I am really worried and anxious about the prospect of Arundel House closing down, as it would mean that I would lose the staff that support me! (-)</p>
<p>At least, with the staff that support me, I feel far less anxious, than I would be, if I have to deal with a whole new group, as I really hate having to meet new people and situations!</p>
<p>Consider changing use of the building rather than simply selling off the sliver - Supported living for the emerging PD client group</p>
<p>No close. I want to live with X.</p>
<p>I think it is a good idea to close close down Arundel home as it is a very old home and not in a very good conditon as well well and when it does close down I would like to know a decision soon because I have autism and I suffer from anxiety and depression and my anxiety and stress levels are bad now anyway because I need to know a decision soon soon. I also would like to live with X as well in the same house together. I would prefer same support worker if possible.</p>
<p>When consulting with the residents and families ensure they both get a voice especially around staying intouch ( if they desire ) with the present cohort An up to date needs assessment looking at needs now and future That they are allowed to continue with day activitoes and the local community to ensure continuity Also for those in the community will this service continue for them too If no relatives and limited communication then funding for avocacy Also in your plans will there be short breaks accomidation for those people at home and there is a crisis</p>
<p>I am happy at Arundel and do not want to move</p>
<p>'A home for life' is what I was told when (-) moved into Arundel, (-) years ago!! Who are going to know them better than the dedicated staff that take care of them day in and day out (-), not to mention other residents who have no family at all. The staff are an extension to our family, they know all the residents inside out, every need, gesture and wish. Most of the residents, (-) would not be able to make an informed choice on such a proposal. I understand the building is old, and facilities are not State of the Art, but STILL the care is second to none, and in my option, is functioning adequately. I'm aware it is not a nursing home for those that may need that at some point, but even we, who buy our own homes have the choice to reside in a safe and familiar environment to the end of our days, if desired, or until we may need more expert medical care in a hospital, or the like.....I understand why the proposal has come about, but please, can't somehow money be found to renovate, modernise, re-equip, refurbish, upgrade, bring into the twenty-first century, WHATEVER IT NEEDS, to keep our families in their homes.</p>

<p>I know many of the residents of Arundel House from my role (-) They are a community of people who have lived together for many years and splitting them up from their friends would be detrimental to their welfare.</p>
<p>I do not accept that the accomodation is inadequate . The reason people are not placed to live there is entirely in the hands of the County Council thenms elves and they are chosing not to place people there . The location is convenient for the facilities of Banstead . There are many people with learning disabilities still needing places to live and to reduce provision by closing Arundel is entirely the wrong move</p>
<p>Me I leave in Arundel House (-) years ago. I moved their when I was (-) and I'm (-) years. (-) I'm happy the same staff to support, due I put all my trust in them. I can explained all my views and complain. Also they look after my house due I d'ont have any one next of skin. I will prefer the same staff of supporting living keep support me. I d'ont open door for any stranger. If case these staff is not coming I will declined any support and I will not open the door of them.</p>
<p>I think the care and support is good within the service but the environment is not suitable to meet needs of people with learning disabilities today. As a commissioner individuals and their families feedback that they like smaller services, ensuite facilities</p>
<p>I am an Outreach support worker using Arundel house only as a base. I understand the need for the closure of Arundel house but cannot see the need for our clients not residing in Arundel house to have their care regimes probably outsourced to the lowest cost provider. Our overheads to Surrey Council are minimal as we work from home and provide our own transport, just mileage being paid. I suggest the above points have not been fully recognised by Surrey Council.</p>
<p>TOO MANY INHOUSE SERVICES CLOSED AND RELIENT THEN ON OTHER AGENCIES TO PROVIDE A COMMISIONED SERVICE. THE SUPPORTED LIVING PART OF SERVICE COULD BE CONTINUED, EVEN IF RESIDENTIAL PART DID CLOSE.</p>
<p>X signed "sad"</p>
<p>The proposal is in bad timing considering the situation as we are all in this cost of living crisis.</p>
<p>The staff and assisted home living team who I believe are based out of Arundel House are integral to the well being of those being looked after whether it be in their own homes or at the care home.</p>
<p>I d'ont have any idea. But at Arundel House I leave their (-) years. I feel safe and I know the place. If I need to go out and coming late I informed the staff so they are aware of my absent. I got easy connection of the transport. I'm used to this place. Also my family leave locally. Me and (-) leave together in the house. If in case we are moving I have to keep the same service such as same staff who supported me.</p>
<p>It would be sad to lose this accommodation, so near to many facilities. It would surely be cheaper to adapt what is "out of date" in the accommodation than all the replacing and uprooting of residents that will be necessary. It was ideal, too, to have another house where clients could learn to live independently, but within easy reach of support if required.</p>
<p>Arundel House presently largely meet the needs of those who live there and the cost in terms of emotional damage to the residents is likey to be significant. This can be well exampled following the closure of Bentley and the consequential damage caused to those who used the facility, some for as long as 50 years. I cannot overstate the likely emotional disturbance caused by the closure to Arundel. It is imperative that suitable and appropriate homes are found for all Arundel resdients prior to any leaving.</p> <p>The economics of Arundel do not add up at present as the facility appears to be left to run down and no respite places are being taken up.. why? Residents are familiar with the area and they have their friends and relatives nearby in most cases. I dread having to manage the fall out from any decisiin to close Arundel. The county councillor in charge of the decision making committee should face the relatives of those usung Arundel in aninfmral meeting to better understand the difficulies a closure would bring and to share detaiks of what is available in the Banstead. My preliminary enquiries have shown there is presently nothing. This should be rectified before is made to close Arundel.</p>
<p>Residents home for over 30 years still good care given</p>
<p>Care commission standards pass as goog ? Why close</p>
<p>I am looking forward to meeting new friends in the new home.</p>
<p>Arundel house provides excellent care for people who need residential care home and respite care. The staff are excellent in providing their complex needs. It would be heartless and cruel to move these special people who regard this place as a safe haven and home. They have become institutionalised</p>

and moving them will cause great distress to their mental and physical health. My understanding is that requests for places are being received by Arundel House staff but they have been told to decline these requests. It therefore appears your consultation document is inaccurate. We all know that care in the community is totally inadequate.

I am not happy with the idea to close Arundel House

Cqc graded good home and service

Closing AH is not in the residents' best interest. AH has been a home for some residents for 40 years and who have grown into a family-like community. A relocation will be a big shock for them which is likely to have an impact on their physical and mental wellbeing. Many of them will not be able to comprehend the concept of closure and relocation. We are unable to obtain and consider their views. They are the most important people in this situation and their best interest has to be treated as a matter of priority.

Closing AH is an extreme scenario and should be considered as the very last resort which I do not think has arisen. Whilst Arundel House requires an investment of £1.3M over the next year, the current state of the building is not unsuitable for living or beyond economic repair. The investment figure is so high because there were no major repairs carried out over the previous 10 years. There is no reason why AH cannot be refurbished in order to accommodate for SCC's new supported living practices. Refurbishment costs are likely to cost less than redundancies and relocations and supporting professional fees.

There should be further options under consideration. Currently, the only two options being considered are whether to close AH or not. A further option would be whether to consider repair/refurbishments which would keep AH open, similarly to other SCC houses such as Rodney House or Langdown House.

AH has highly trained, loyal and experienced staff members with long tenures (10-20 years). Beyond anything it is also unfair to release them into unemployment considering existing market conditions. A possible solution would include retaining staff members and relocating them to the new home in Cobham.

I think it's stupid. I'm concerned about the people living there, and the staff. Where are they going to go?

It is important for most people that their new homes are in the Banstead area.

I can see using the information you have supplied that closing Arundel might seem a logical solution to Surrey County Council. Of course, this decision is being made on the basis of the information supplied by you in which I have no way of substantiating.

I work in the Arundel supported living team and have done for (-) years. I cannot see any business case for the closure of this service, in fact you state that this is your preferred business model going forward. If this is the case, why has this been included in the closure? As the Arundel supported living service personnel are based from home I do not see the connection with Arundel house except in the case of managing the service. As has been the case in the past management of this service has moved over time without affecting the staff or the people we support in the community. As costs for support are still having to be paid, why cannot as in the past the service be managed from another hub. Mallow Crescent would be an example. As you can understand the overheads for this would be relatively small and the costs covered by the direct payments that would have to be paid out to third parties anyway.

I don't understand the reasoning behind your decision to include Arundel supported living without doing an individual analysis and providing a business case on this service closure.

reprovision in line with the changing population for complex young adults - please talk with your health colleagues

The Staff Team support our son X in his home in the local community. It is unclear from the information provided why the Outreach Services provided by the Staff Team cannot continue to be provided from another location if Arundel House has to close; as Outreach Staff who support X have moved offices before in the past but continued to support X. It has taken years for X to build



confidence and trust for the Staff Team he works with and closure of the Outreach service will have a significant negative impact on X's wellbeing/health.

As an employee, I believe that the decision to close is the right decision. Our residents are all getting older and their needs are changing. The building is old and needs updating and it would cost too much to do so. We have too few residents and it is not cost effective to run. We need to move with the times and each resident should have their own en-suite for privacy, comfort and infection control purposes.

X said "Where am I going to live"

The building is not suited to today's expectations despite the efforts of staff to make it less institutional. In addition the preferred approach is now supported living rather than care homes and this building is not conducive to converting into people's own homes.

Comments for both (1) Arundel House, and (2) Arundel Supported Living

I have been told that Arundel House should close because it is not fit for purpose – that it is institutional because it has corridors with rooms coming off (as does Buckingham Palace and my Great Aunt's large bungalow), and the bedrooms aren't en suite. It also has steps – 2 x 2 steps plus a staircase to three upstairs bedrooms. The upstairs suite of three bedrooms has two bathrooms, a kitchen, plus large dining room/lounge. (-) – in fact using the stairs is good exercise – and anyway, a stair lift could be installed if necessary for future residents. A ramp could be installed on one set of 2 steps if access to the hazmat cupboard was through a door in the small office rather than its current door from the corridor; similarly a ramp could be installed where the other two steps are situated.

We have been told that social services don't want to use Arundel House because of its outdated layout, but I was present when one person called a month ago to ask if we had any spaces. They were told no because we were in consultation to be closed. That was one call that I happened to overhear. There have undoubtedly been numerous enquiries over the recent years, all told "we're not taking in any more residents".

All the residents have been living in Arundel House for a long time, some for over 40 years. They don't care that there are corridors, Arundel House is their home and they love it. They are all used to knowing where their own bedrooms are, where the bathrooms are and the dining areas/lounges, also the areas where activities take place. They don't care about en suite bathrooms.

The residents are likely to be moved to a completely different area meaning they would not be able to access their regular day centres either, where they see their friends and other familiar staff.

I don't think it has been adequately explained or emphasised to the residents that they will lose their home, their familiar staff who often support them with extremely personal care, lose the residents they share a house with, their day centres, their GPs, their dentists, their podiatrists – everything and everyone.

Moving onto Supported Living, of which I am a staff team member, I am at a loss as to why we need to close as well. We just happen to use an office inside Arundel House – if there hadn't been space for us within Arundel House we would be working out of a different site. There obviously needs to be some sort of (minimum) hierarchy, but we are quite self-sufficient and very adaptable, as proved with the appointment of various Managers and ATMs over recent years.

It is widely known that Surrey is wanting to go down the route of Supported Living, yet the team with most experience is under threat of closure. That makes no sense at all. The staff at Arundel Supported Living have all been with the team for many years, and our 11 Service Users are very used to us, to us understanding them and their personalities, their likes and dislikes, their phobias, fears. I am concerned that at least one service user may show their unhappiness and feeling of abandonment by lashing out. They could then be labelled aggressive when that isn't their true personality, they are being forced – unnecessarily as I said before – by being put in this position without choice or consent. None of them like any changes at all, so to change their support staff unnecessarily is inhuman and cruel. Where is their choice in the matter?

For our Service Users who live in Surrey owned houses, but have not been able to help to guide or

support them with running a home. They don't see or pay any utility bills, so see nothing wrong or financial consequences of keeping the heating on, windows open, using the tumble dryer, constant loads of washing. Being supported living, our Service Users are not supported 24/7 or even anywhere near that but, when we do see such wastage, we constantly advise them of the reasons why they should not be using electricity or gas in this way. It is not only an environmental problem, but also that someone has to pay for it. I have advised Surrey of this anomaly before, but I feel very strongly that we could soon be putting these particular Service Users out into the community into different accommodation, possibly not in the same area, with unfamiliar staff – and we have not even given them the tools to understand financial flow, budgeting, easy ways to save money. We have tried, but it has fallen on deaf ears because it doesn't affect them at all.

Surrey has not emphasised to the ASL Service Users that they will have completely new staff, who do not know them, their likes/dislikes/quirks/fears. How they like to be helped to bathe, shower, have creams applied. What their different expressions or subtle gestures might mean and how errors in these areas could cause an aggressive reaction which would not be the fault of the Service Users. To expect a completely new team(s) to absorb this information immediately is unreasonable. Any reaction would be put down to being the fault of the Service User when it isn't, it is the fault of Surrey Council.

Our Service Users will suffer as individuals, but be treated as a category – as no longer being of relevance. They will feel crushed, defeated and deserted instead of feeling valued, important, and respected.

For our Service Users, continuity with staff is very important because in most cases staff are the people the Service Users see most, whom they can trust and rely on. We give gentle guided support, using trust gained over a long period of time, to improve social skills and interaction, boost self confidence and give unconditional support. I have had experience of other social companies, but none compare with the team at Arundel Supported Living, who go above and beyond the call of duty. Which other company will provide this? Again, because Surrey is going down the Supported Living route, why is there even a consideration of closing us?

Where is Surrey's duty of care to the ASL's Service Users? Where is their Person Centred Support?

The 5 Principles of the Mental Capacity Act are:

1. A presumption of capacity: every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless proved otherwise.
2. Individuals being supported to make their own decisions
3. Unwise decisions: people have the right not to be treated as lacking capacity merely because they make a decision that others deem "unwise". Everyone has their own values, beliefs and preferences which may not be the same as those of other people.
4. Best interests: anything done for or on behalf of a person who lacks mental capacity must be done in their best interests. (Who in Surrey decided that the Service Users of Arundel Supported Living did not have the capacity to say who they would like to support them?)
5. Less restrictive option: Someone making a decision or acting on behalf of a person who lacks capacity must consider whether it is possible to decide or act in a way that would interfere less with the person's rights and freedoms of action, or whether there is a need to decide or act at all. Any intervention should be weighed up in the particular circumstances of the case. (Again, who in Surrey decided that the Service Users of Arundel Supported Living did not have the capacity to say who they would like to support them? In the case of the Arundel Supported Living service, it would be possible to decide or act in a way that would interfere less.....and no need to decide to act at all.)

Part of ASC Vision regarding People is:

- a) Are informed and able to make decisions about their lives. (Arundel Supported Living Service Users have not been given a choice – as well as not knowing who would support them in place of us, they have not been given the option that we continue to support them. Surely implying a Done Deal.)
- b) Are enabled to be active, independent and have good emotional wellbeing. (ASL go above and beyond, no other service will be so empowering for our service users – we have worked with our Service Users for over 10 years, it's taken a lot of time and effort to get to where we are that they trust us and know they can say without fear of comeback how they feel about anything and everything.)

c) Feel connected to their communities. (It is a battle to get anything up and running, and put in place – and ASL has unparalleled experience in this community.

Obviously I haven't passed any of my opinions or feelings onto the Service Users, I don't want them to be upset before they might need to be – after all, this isn't a done deal.....is it? I'm my usual sunny self, being positive and mentioning that while things might change, they will still be helped, considered and of value. But it's not how I feel in my heart. I expect any new service to be keen, enthusiastic and willing – but they don't know our people as well as we do, I very much doubt they will go the extra mile (in my experience not many other people do), and if they all go to different providers then they won't have the opportunity to mix with each other, which we facilitate on a regular basis for those who want to. We organise and staff holidays, attendance at shows, the cinema, often together, and again for those who want to.

Perhaps because we are so self-sufficient and troubleshoot any problems as they crop up, ASL has been forgotten and is thus now considered unnecessary. I believe it to be a real shame and avoidable.

One of the ladies I support in Arundel Supported Living has personal care morning and evening.

When this extra support was first put in place a few years ago, ASL was not even considered for this role even though we provide personal care to other Service Users (and we also supported the lady in question every day with other activities and tasks).

After a period of time, I learned that the SU was not happy with the support she received from X After trying to resolve the issue between the SU and X I asked the SU who she would like to support her with personal care, and she said "you". I relayed this onto my manager, who contacted the SU's social worker. The social worker came to meet with the SU in private and also asked who she would like to support her with personal care. Again, the SU said she would like ASL. This change of provider was put in place, and now runs very smoothly.

Personal care is, by its very nature, personal and intimate. The SU is very quiet and timid, she will not say when anything is wrong. It has taken us a while to get it right for her, even though she knows us and she trusts us.

I know that another SU which we support has recently had morning and evening personal care agreed, and has been given X as the provide. It therefore looks to me that, should ASL be closed, there won't be another choice of provider other than X for the lady I am referring to. Not a choice at all, in fact the opposite of choice.

Individual said "no they are not closing." Became distressed stating "I will live in Arundel."

I understand that the remaining 3 LD inhouse services are likely to merge and create one Service Delivery Supported Living Service. With this in mind, why cant those individuals receiving supported living services via Arundel, and those staff members transfer to that team?

There is a general fear that other service providers will not have the heart or go the extra mile for these individuals (like we do)

The service that Arundel offers my sister has been outstanding since she has be a resident, and I do not understand the reasoning behind closing a service that has a good score rating from the Care inspection team. It is common knowledge that retention of staff in the care industry is high however this is not the case at Arundel, another sign that the service Arundel offers is excellent with a committed staff group who care about the residents. In addition there is a high need for placements for adults with LDD needs and respite but It seems that there has been no promotion or encouragement to fill the empty spaces that Arundel has. It seems a deliberate act to reduce the residents at Arundel to create a picture that it is not cost effective to continue to keep Arundel open.

I feel the staff do excellent work and people appear to feel happy living there, sadly the building is no longer suitable. The supported living service provides consistent and very good quality care, beyond the individuals designated hours of support, with staff they have know and trusted for years. I am concerned that it will be difficult to find a similar service in the future.

I fully support the proposal to close Arundel House. Unfortunately the size, lay out and age of the building prevent the individuals that live there having the experience of living in a house or accommodation like most people. I do not believe that the institutionalised environment gives them

autonomy of having 'their own front door' and feeling like they get to make life and daily decisions about what happens in their home.

If the decision is made to close Arundel House it is essential that the individuals that live there are supported to express their wishes about future choices and are able to have the opportunity to live with the people that have formed firm attachments.

Whilst the closure would be a major change and involve huge adjustments for the individuals who live at Arundel I think in the long term it will enhance their life experiences. There will be new opportunities and they will be able to increase their autonomy over what they choose to do and decisions they get to make in new environments.

Whilst there is a desire to offer more supported living services to people with learning disabilities, there will remain a need for residential care. Unfortunately Arundel is a dated building that does not appear an attractive property.

Arundel House is very much institutional in layout and appearance. The building has been developed/added to over the years and has an outdated look and feel. The council has not been invested in providing a 'homely' environment, more a functional asset that has been maintained to meet necessary standards but no more. The proposed closure will enable Surrey County Council to invest in alternative services, support people to be more independent and hopefully live in communities that are more local to them.

I love it here. I don't want to move. I live in Banstand.

My name is X and I have been supported by Arundel House staff for over (-) years ever since I lost both of my parents. I am really worried and anxious about the prospect of the closure, as it would mean that I would lose the staff that support me! (-) I don't want to have to deal with a new company of new support staff and have to get used to seeing new people, as I really hate situations like this. I need to keep a routine and not have to worry about being messed about! I really hate having to meet new people and situations! At least with the staff that support me, I feel far less anxious!

I dont thinks its fair on the people that have got use to there carers and have got really close to them and dont think its fair on the carers, my brother is at one of your homes and he dosnt like change.