

**Consultation Document regarding
the provision of
Care and Support
at
Hillside Residential Care Home,
Portesbery Road,
Camberley,
Surrey,
GU15 3SZ**

1. Overview

Surrey County Council is consulting people about the future of Hillside and the care and support provided from this service.

We want to make sure Surrey residents have access to high quality care and support, based upon an assessment of need, which recognises personal wishes and aspirations and is in a setting that is part of a community.

The aim of this consultation is to ensure anyone who could be affected by any changes to the services at Hillside can have their say before a decision is made about how care and support can be provided in the future.

This consultation builds on the consultation that took place between 09 October 2017 and 09 January 2018. We are refreshing the consultation as a significant amount of time has elapsed since that consultation closed, we are able to clarify some of the issues that have been explored since that time and there may be individuals who were not aware of or chose not to comment on the earlier consultation and who may now wish to do so.

This document explains the background to the current position and why we have decided the time is right to consult on the future of care and support provision at Hillside.

There are many ways to give your feedback, please choose the option or options, as detailed at the end of this document, that suit you. Your views and suggestions are very important and will assist the Cabinet of Surrey County Council to make an informed decision on the future of services at Hillside.

2. Background

Hillside is registered with the Care Quality Commission (CQC) to provide care and support to 22 people. We currently support 11 residents to live at Hillside and a further 4 people who sometimes stay for a short period (short term breaks).

The building was built in the 1970's and does not meet the standards or expectations of a modern care environment or currently support a living environment that is integral to the local community. The layout is outdated and is hard to adapt to residents' changing needs.

Hillside is no longer considered to be attractive to people looking for a care setting. We have been advised by local care and support commissioners that they will no longer support new people to move to or receive short term care and support at Hillside because it does not offer what is now considered to be a modern care and support environment for people with learning disabilities.

As residents' care and support needs change we have supported individuals to look at other care and support options. The limitations of the building mean we may be at risk of not meeting individuals' needs as they change and we will continue to support people with changing needs to look at options other than Hillside.

Since January 2018, seven people have moved from Hillside. Some of these were due to changes in people's needs and others moved to a new service that was opening in Camberley. Three further people are planning to move in the next few months for various reasons including changes of need and personal choice. Once these three people have moved eight people will be living in a building designed for 22. The building will begin to feel less homely and the viability of the service will also decrease.

We are committed to providing the best possible options for all vulnerable people living in Surrey and we will be assessing all individuals who receive a service from Hillside so we know what is needed to ensure better outcomes for individuals and influence the options that will form part of the recommendations following this consultation.

We do appreciate that any changes to services are sensitive and we are wanting to seek the views of all those with connections to Hillside. The purpose of this updated consultation is to give residents, relatives and carers, staff and other stakeholders a further opportunity to contribute their views with regard to future care and support provision.

Please read this document carefully and if you wish to respond or if you have any further questions please do not hesitate to contact us.

3. How long is the consultation running for?

To ensure that you have time to consider and discuss your thoughts the updated consultation will be running from 10 December 2018 to 01 February 2019.

4. Why are we putting this proposal forward?

The home was built in 1970's and at that time met the expectations of a residential care establishment. Times have changed and Hillside does not meet the modern expectations for residential care and support settings for people with learning disabilities. Today, services are expected to be integrated into their local community rather than stand out as a large institution. The building is not able to meet the changing needs of some of the current residents as they get older and parts of the building are not accessible to people with mobility issues.

For the above reasons, people seeking permanent care and support or short breaks for the first time are no longer being offered Hillside as an option. This is primarily because of the size and scale of the service being large compared to modern services and the building environment being outdated and not easy to adapt.

5. What has changed since the previous consultation closed on 09 January 2018?

In January 2018 we became aware that another provider was planning to open a new supported living service close to the centre of Camberley. A key issue raised in the previous consultation was, that for most people at Hillside, remaining in their local community would be a top priority. The development of this new service left us with a dilemma because the Cabinet had not yet had the opportunity to make a decision about the future of Hillside.

In February 2018 a letter was sent to families, stakeholders and staff advising of this opportunity. At the end of February 2018 there were 10 meetings or telephone conversations with relatives of people who either live at Hillside or come to Hillside for short breaks, the local Councillor and an organisation that represents people with disabilities. The unanimous view was that even though the Cabinet had not yet made a decision we needed to look at the opportunity to see if it was right for four people who were living at Hillside.

The comments included:

- we should take this opportunity to see if it is right for certain people
- need to look at it seriously and similar opportunities if they arise
- highly recommend this type of service (supported living)
- support you progressing this to see if it is suitable

- explore it to rule it in or rule it out
- happy for you to look at it and for people to move if it is right
- looks perfect, perfect position and close to town
- you have to look at it

In addition staff at Hillside commented that ‘we just want people to move to the right place’ and it is ‘not good timing but it ticks so many of the boxes’.

No adverse comments were received.

Following a discussion with Helen Atkinson, the then Director of Adult Social Care and Public Health and Liz Uliasz, Deputy Director Adult Social Care, it was agreed that the new service would be considered for four individuals at Hillside.

All four individuals moved into their new home in June 2018.

One of the proposals from the previous consultation was that Surrey County Council would consider building or purchasing a smaller new service that would provide a combination of long term care and short term breaks. However, this is no longer considered to be an option due to the risk that the CQC would refuse to register a service that combines long term care and short term breaks.

In June 2017 CQC published updated guidance for new services for people with learning disabilities called ‘Registering the Right Support - CQC’s policy on registration and variations to registration for providers supporting people with a learning disability and /or autism’. This guidance has had a significant impact on the type and locations of services that CQC will now register for adults with learning disabilities.

We have had considerable contact with the CQC during 2018 to seek their view on the possibility of providing a new service that would allow the council to operate a combined residential care service with facilities to provide short breaks. CQC do not generally register care services for people with learning disabilities that provide a combination of long term care and a short break service. Following requests from CQC for further information we were informed by an officer of CQC that they were not aware of any agreement by CQC to register new services which combined long term residential care and short breaks since the publication of CQC’s guidance. However, the officer did advise that there were situations where providers had built new long term services that CQC had subsequently refused to register because they did not meet the requirements of CQC’s guidance. We consider that this conversation significantly increased the possibility that a combined residential care service with facilities to provide short breaks would not be registered by CQC. This would impose a considerable and unacceptable risk to the council and this option is therefore no longer being considered.

In November 2018 we were advised by the council’s legal department that as a significant amount of time had elapsed since the formal consultation closed in January 2018, the consultation needed to be updated and refreshed.

Letters updating families, stakeholders and staff on the various issues were sent in March 2018, August 2018 (this letter was only sent to families and staff) and two letters were sent in November 2018.

6. What options are we now considering?

1) **Make no change** - what are the implications of not making any changes given the reasons outlined for holding this consultation? No new people would be coming to live at Hillside. Over time individuals would potentially, if their needs increase, need to move until such time as the service becomes empty and shuts.

2) **Close Hillside** - and work with care and support providers to find or develop alternatives, based on the individuals assessed needs, aspiration and individual wishes.

3) Other suggestions that are brought forward during consultation

Our current preferred option is to close Hillside and residents are supported to move to alternative services and appropriate alternative arrangements are made for those who use the short break service at Hillside.

This may change as a result of this consultation.

7. Can I talk to someone to get more information?

If you would like to talk to us and have any questions or queries about the consultation please contact Chris Hastings, Area Director - Service Delivery, to arrange a conversation or meeting with one of the Service Delivery Management Team on 01372 832257

8. How to have your say and send us your feedback:

It is important for us to understand your views on this consultation regarding Hillside. All comments received during the consultation period will be considered and an options paper will be presented to Surrey County Council's Cabinet for a decision in early 2018.

Please send your comments and feedback by post to:

Mr C Hastings, Area Director, Service Delivery Management Team, Fairmount House, Bull Hill, Leatherhead. Surrey. KT22 7AH

Or by e mail to: servicedelivery.info@surreycc.gov.uk

Simon White
Executive Director, Adult Social Care

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