

Annex 2

Summary of consultation feedback 10 December 2018 to 6 February 2019

Feedback was received from five people and built on the feedback provided following the earlier consultation that ended on 9 January 2018 (feedback included at the end of this report for reference.)

Some views given in response to consultation were similar to those previously expressed. Other comments made reflected on the year that had passed since the initial consultation, that a number of people had moved from Hillside over that period and conversation with The Care Quality Commission.

Key themes

Council Policy

- Context should be provided to explain the county council's approach to all-age learning disability services
- Can the council clarify its position on supporting people in the community versus financial pressures
- How much flexibility is there for councils when discussing options with The Care Quality Commission
- The council was quick to discard the option of building a new property on the plot of land that Hillside and site of the old Portesbury School share
- Can the council use receipts from the sale of the land to fund:
 - building a bungalow (or two), that will support people into old age, on the site currently occupied by the old Portesbury School and Hillside
 - the purchase of a suitable house and convert into a care home and support a group of residents

Property

- Acknowledgement that the building is old, bedrooms are smaller than ideal and institutional in appearance however it provides communal areas and a lift that enables people to access to the first floor

Care Needs Assessment and Outcomes

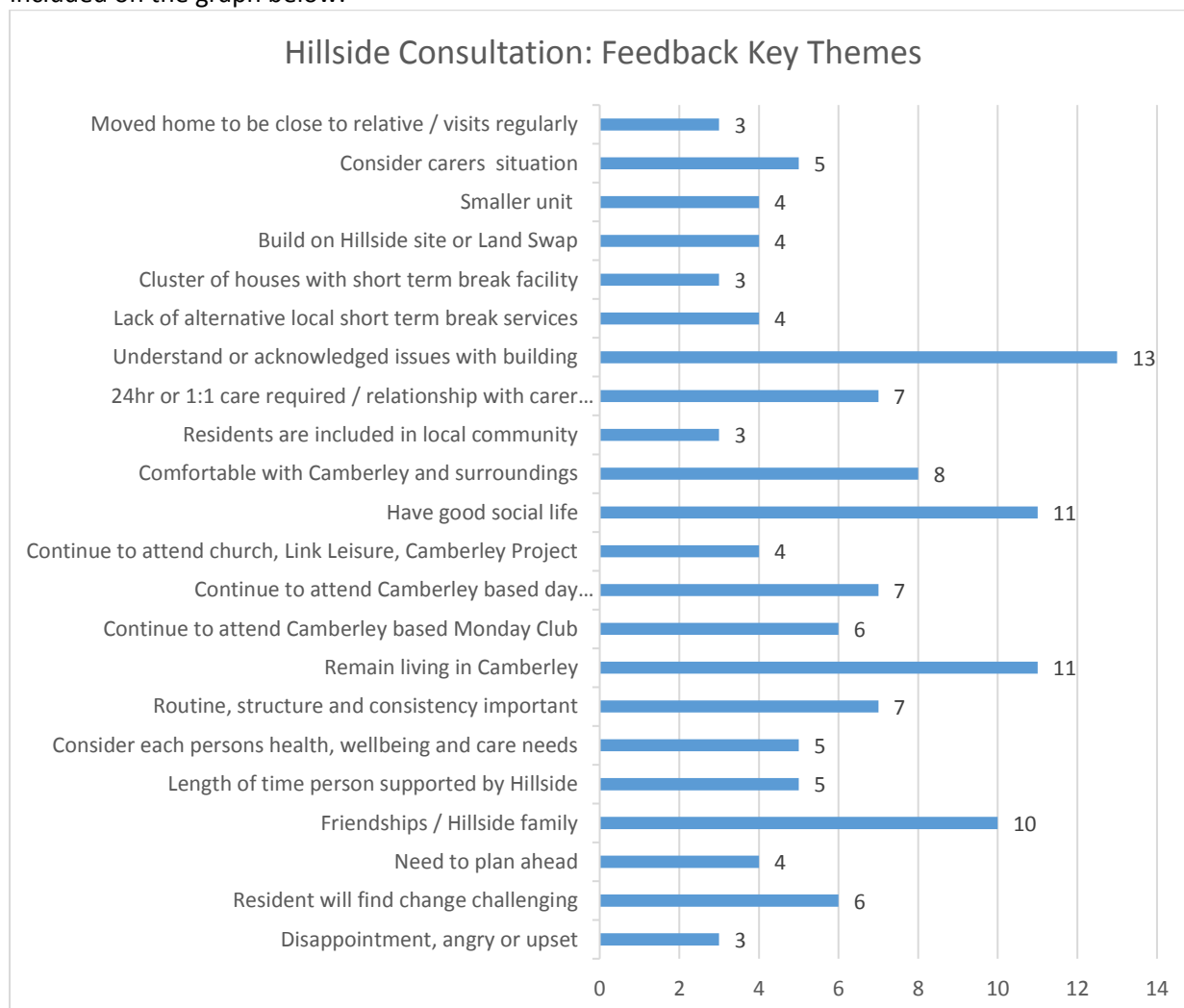
- Need to consider each individual's care and support needs
- Friendship groups are maintained should people move
- People continue to live in an area that is familiar to them
- Feedback from people who have recently moved from Hillside to other care providers should be considered

Short Term Break Service

- Concerns that a replacement service will not meet an individual's care needs
- Alternative services in the local area will not provide 'familiar faces' needed for an individual to feel safe or provide adequate supervision to support day to day living

Summary of consultation feedback 9 October 2017 to 9 January 2018:

Where there has been similar feedback by three or more individuals this has been themed and included on the graph below:



Other feedback:

- One resident said that she did not want to leave Hillside but wanted to live alone
- One resident immediately identified three people he would like to live with
- One resident expressed who she would like to live with
- There was disappointment that the future of Hillside was being considered given the impact closure would have on residents, some of whom have lived at Hillside for many years, and to families who value the consistency of care provided by the short term break service.
- It was expressed by people that they expected there to be a consultation and were surprised it had not happened at the same time that Portesbery School relocated.

- Hillside was greatly valued by the majority of people who responded but they also accepted or understood that the accommodation and facilities at Hillside do not meet the standards expected of a modern care service or enable people whose care needs increase to be appropriately supported.
- A number of people have lived together in Camberley at Hillside for many years.
- Some families had relocated to Camberley to be close to their relative to enable them to visit regularly.
- A person centred approach to ongoing discussion regarding care and support needs must be taken. It was noted that although not all residents are able to express their views, some people had talked about their personal preferences.
- There is not a 'one size fits all' solution. Ongoing discussion should be person centred, consider people's wellbeing, be outcome focussed and decisions should not be financially driven.
- Local links are important and residents should be enabled to maintain existing links with friends, local communities, groups, clubs and employers. It was also recognised that some people may wish to move to an area closer to where they receive day services or nearer to their social circle.
- Friendship groups are important to some people and must be considered when looking at future care arrangements.
- Concern was raised regarding the loss people would feel if a place that residents have lived in or known for a considerable period of time was closed.
- It was questioned as to whether internal changes could be made to the building to enable people to continue living there or a new build be considered on the adjoining county council owned land (Portesbery School).
- Relationship with current carers (staff) and consistency of support was seen to be an important factor in supporting people through a transitional period. Staff are an integral part of resident's lives.
- It was questioned if the quality of care provision would be as good as experienced now if provided by external providers.
- Planning future care is important in terms of supporting people who, because of their learning disability, find change challenging and to support parents and carers who will not always be there to support their loved one.
- Provision of an alternative short break service in the Camberley area was a priority for all who responded. Short break services, such as those provided at Hillside, is an essential support mechanism to those people and families who currently receive this service.
- Some parents and carers who currently make use of the short break service anticipate making additional use of it as their own health and social care needs increase.
- When considering short term break services, assessments should be mindful of carers' circumstances as well as the care needs of the person receiving care.

Carers should have access to services at the point of being needed e.g. when a carer who lives alone is hospitalised.

- The relationship and trust built up between carers and people who access short term breaks is important.
- A short term break facility that provides consistency, familiarity, supports wellbeing and enables people to maintain links with carers and existing friendship groups should be considered.
- Name any new service that includes short breaks Hillside as this will help people with the change to a new building