

Future of the eight residential care homes for older people run by Surrey County Council

Consultation Response – February 2022

Summary of Consultation Feedback and Responses

1. Background to the consultation

A consultation was launched to capture people's views on the future of eight residential care homes for older people owned and operated by Surrey County Council:

- Abbeywood in Ash Vale
- Barnfield in Horley
- Birchlands in Englefield Green
- Chalkmead in Merstham
- Heathside in Woking
- Keswick in Great Bookham
- Meadowside in Staines
- Orchard Court in Lingfield

The three options presented for comment were:

Option 1: Maintain and sustain some or all eight residential care homes and continue to meet building compliance standards

Option 2: Modernise and refurbish some or all eight residential care homes for older people owned and operated by the council

Option 3: Support residents to move to an alternative care home and close one or more of the residential care homes.

Suggestions for other options / scenarios were also welcomed.

2. Methodology

The public consultation ran from 11th October 2021 to 5th January 2022. Residents, relatives, care home staff, other Surrey County Council staff, volunteers, politicians, service providers, organisations and Surrey residents gave their views.

The methods of collecting views included:

- An on-line questionnaire on Surrey Says invited respondents to select from tick boxes as well as having the opportunity to complete free text boxes.
- Paper questionnaires in the same format as the Surrey Says questionnaire were also available to anyone requesting it.
- One-to-one conversations with residents conducted by staff in the homes where residents had capacity to do so. Residents were also invited to complete an on-line or paper questionnaires.
- A group of residents at Meadowside requested a meeting and some residents attended a meeting with staff at Barnfield.
- Meetings with relatives by phone, on-line and in person – group and individual meetings took place. The on-line meetings allowed relatives living too far away to attend in person (including several in other countries) to engage in the consultation. 50 relatives attended 11 group briefings. A further 3 follow up meetings were held and attended by 5 individuals. 9 one-to-one meetings were held with relatives / advocates.
- Meetings with staff groups – 2 meetings were held in each of the homes. In one home one of these was a virtual meeting. The first 8 meetings were attended by 138 staff. In addition, 5 staff attended virtual briefings. In 6 of the 8 homes a second

meeting was held. In 2 homes, Abbeywood and Chalkmead, the second meeting took the form of staff drop-in sessions.

- Meetings with other stakeholders including Healthwatch Surrey, Union representatives, Dementia Strategy Action Board and the Care Quality Commission was also informed that the consultation would be taking place.
- Other stakeholders were sent letters about the consultation including health partners, local district and borough councils, local Members of Parliament and key contacts identified by each care home.
- The council also received letter and email correspondence relating to the consultation. These were all read and responded to and issues raised included in this document.

The meetings and responses generated questions, on a range of topics, related to the consultation. Responses to these questions were published in the form of a “Frequently Asked Questions” document. This was updated on a regular basis and was shared with all stakeholder groups. A separate “Frequently Asked Questions” was also produced answering questions from staff regarding employment issues.

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

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.

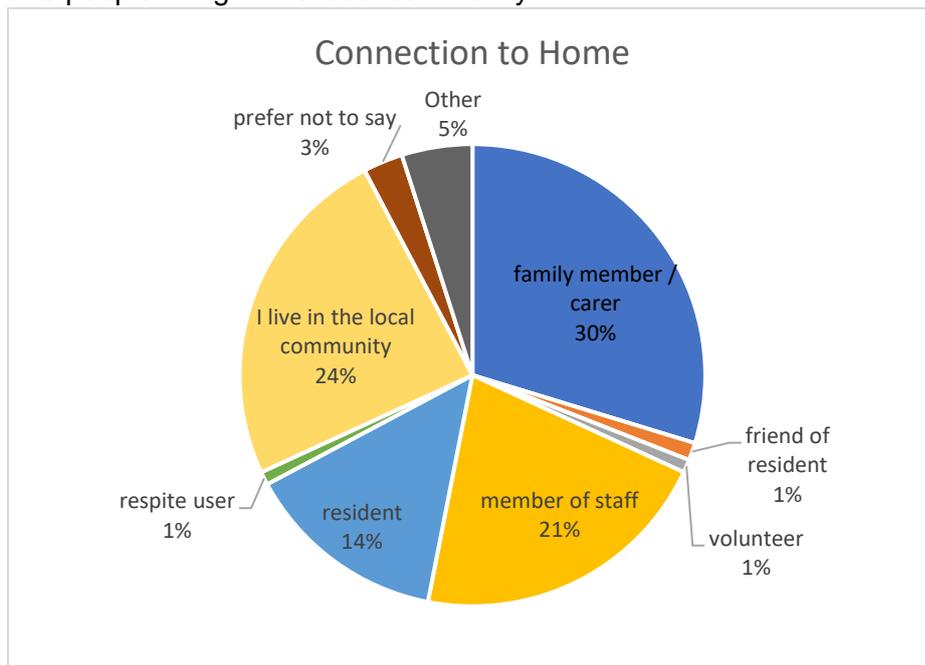
3.1 Surrey Says / Paper questionnaires

A total of 325 responses to the questionnaire were received. 267 were received through the “Surrey Says” online questionnaire and 58 paper questionnaires were received.

Some respondents commented on all the homes as a group, whilst most respondents commented on individual homes.

3.1.1 About the respondents

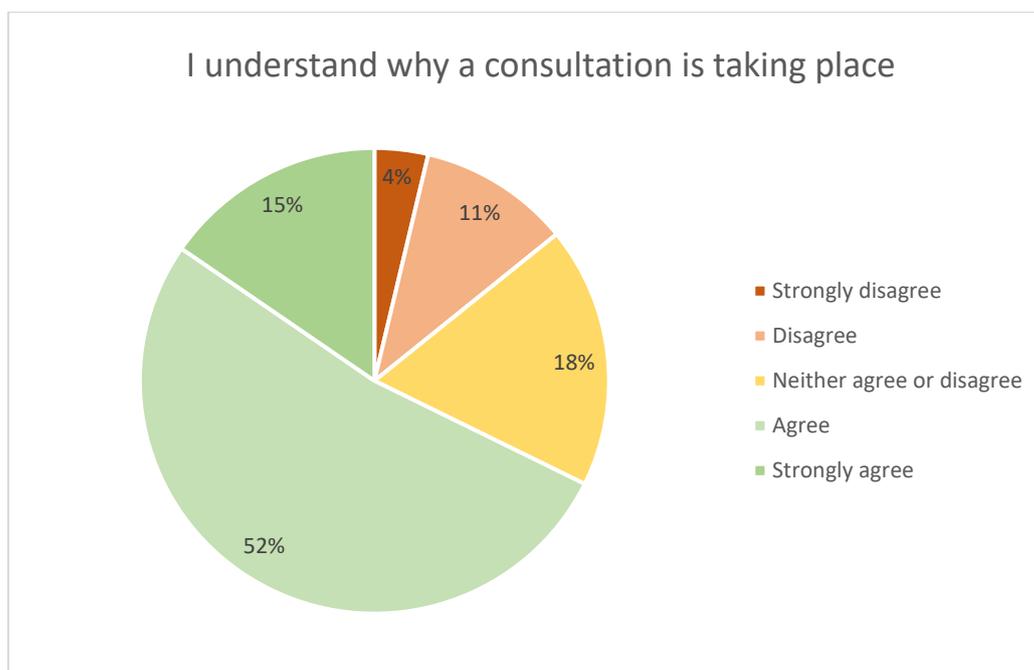
The largest groups of respondents were relatives / carers of those living in the homes, staff and people living in the local community.



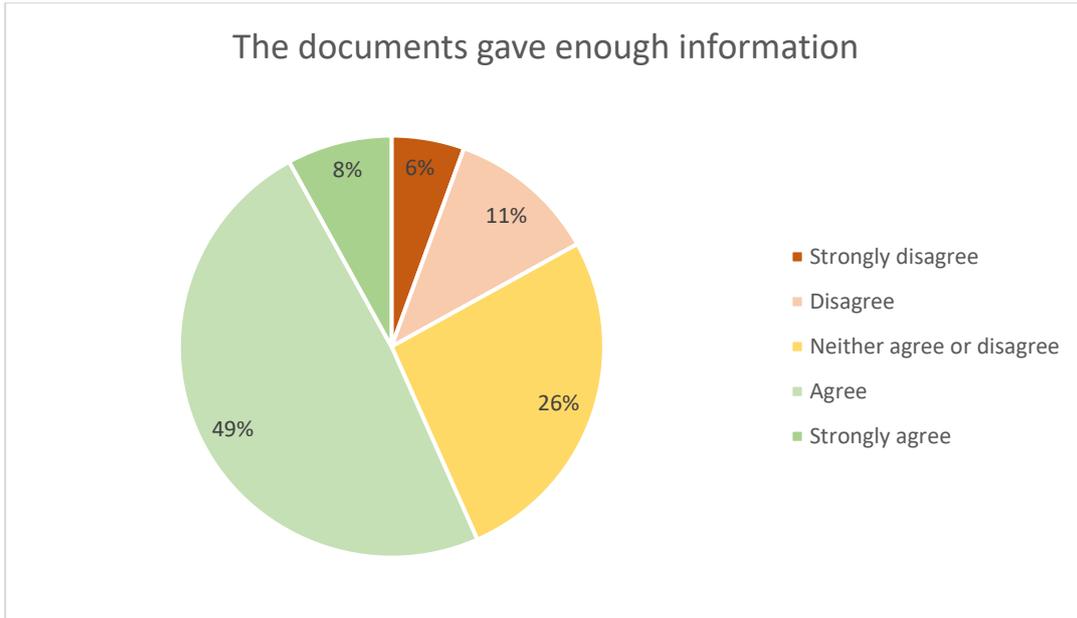
Further information relating to the demographics of the respondents is included at **Annex A**.

3.1.2 Respondents' understanding of the issues presented

67% of respondents agreed that they understood the reasons why the consultation was taking place, however comments received indicated that although some respondents agreed with the consultation, they did not necessarily agree with the need for it.

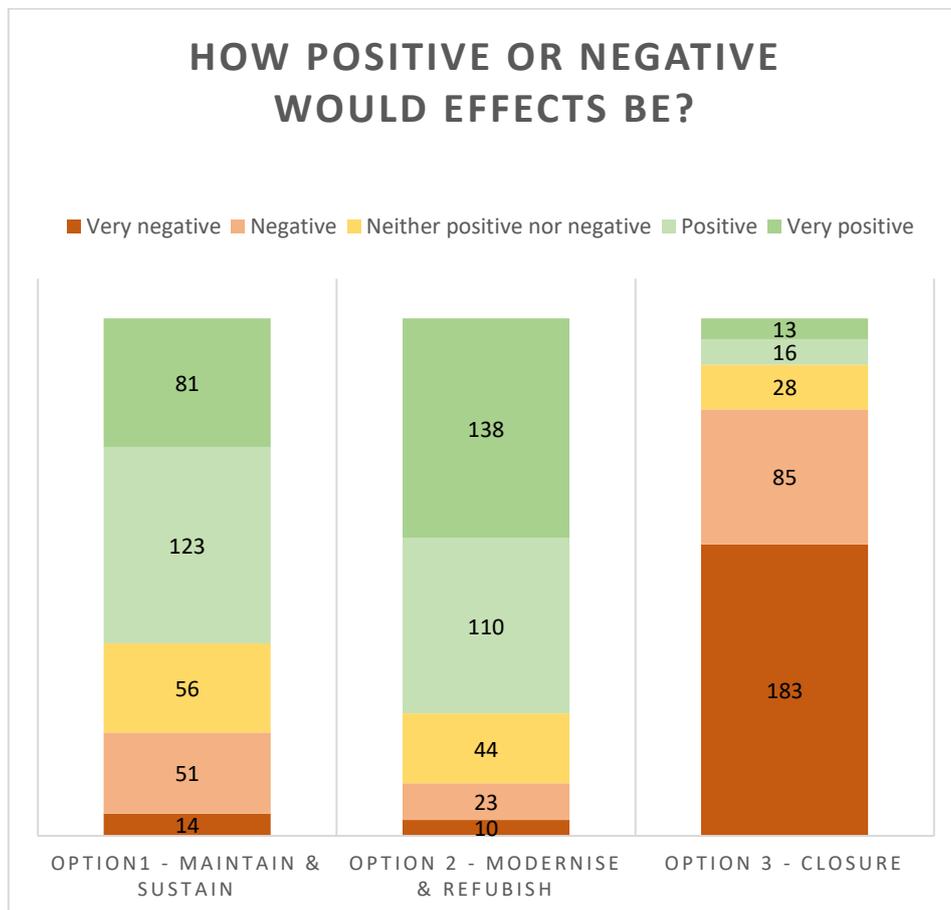


57% of respondents felt there was sufficient information given about the proposals. Comments received indicated a range of views which are presented below.



3.1.3 Respondents' views of effects of the three options

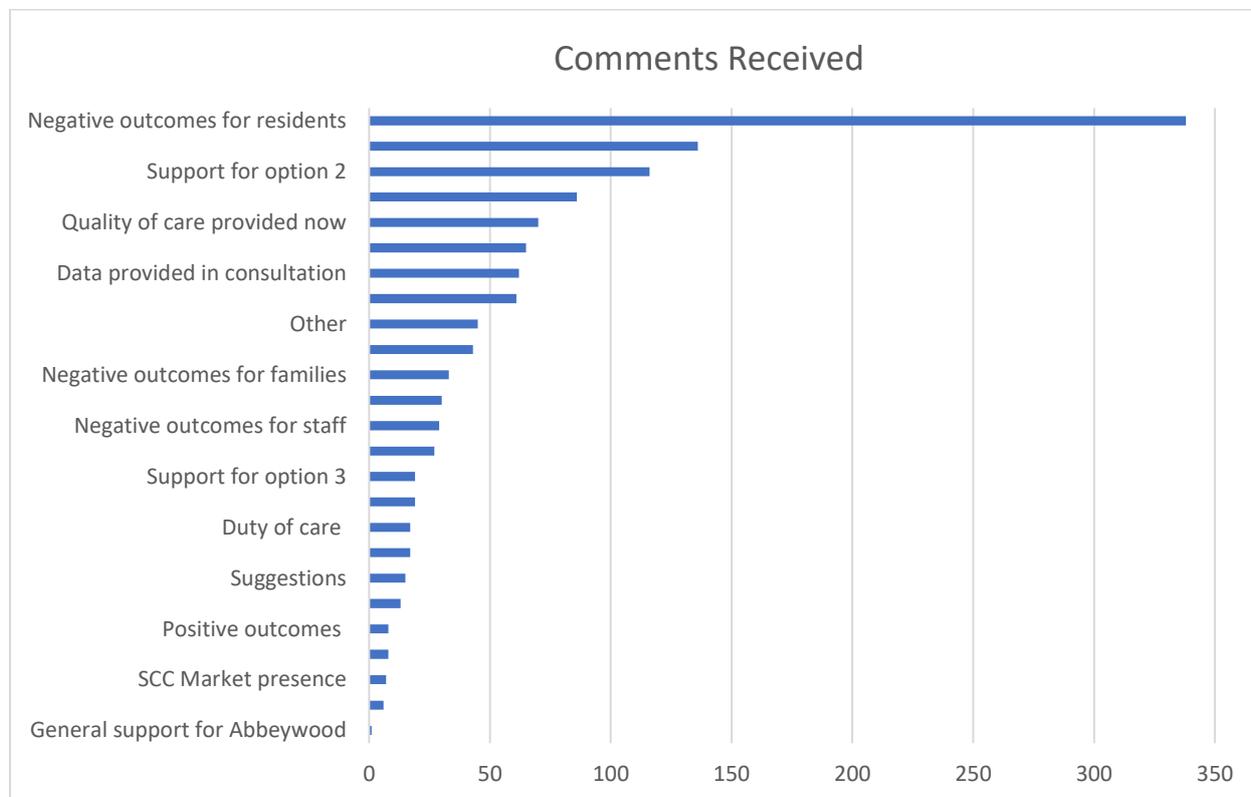
Respondents were asked to indicate how positive or negative the effects of each option would be. They were also given the opportunity to add free comments in response to each option. The graph below shows the responses.



The most positive response was for Option 2 – modernise and refurbish, whilst the most negative responses were received regarding Option 3 – closure of some or all the homes.

3.1.4 Comments received

The comments submitted have been reviewed and have been categorised based on the topic being discussed. Many of the comments received covered multiple points so have multiple categories assigned. All responses received are included in **Annex B**.



NB Bold text below relates to the categories of comments reflected in the above graph.

The largest category of comments received related to the perceived **negative outcomes for residents** in the homes (338 comments). Respondents highlighted the potential increased risk of mortality when moving older people as well as the increased risk of negative impacts on both physical health and mental health, especially for those suffering from dementia. In addition to increased risks to health, respondents highlighted the fact that residents face losing their home, losing established friendship groups / support networks and moving further away from family and friends, potentially resulting in fewer visits. Several respondents highlighted the fact that the Council has a duty of care to the current residents and the most vulnerable in society.

The second largest category of comments (136 comments) related to **future demand for residential care** and the fact that **care at home is not a viable option** for many people. References were made to increased risk of isolation and risk of injury for older people remaining in their own homes. Respondents highlighted the fact that the number of older people in the population is projected to increase in the future, so demand for residential care will also increase, and challenged that the council should not be considering closing provision but rather that the council should be **investing in services for the future**. Reference was made to the fact that, with people staying in their own homes for longer, needs would be higher when they needed residential care. This category of responses also included comments on the importance of affordable / council funded provision and good quality options being available for residents who may not be able to afford more expensive private provision. Respondents also highlighted the importance on maintaining local services, which not only allow residents to stay close to relatives but also support the local

economy in terms of providing jobs and supporting local business who provide services to the homes.

A significant number of comments **acknowledged that the buildings / facilities in the 8 homes require improvements** (86 comments) and that improvements would be a **positive outcome**. However, **support was highest for Option 2** – to modernise and refurbish the buildings. Many respondents commented that this would be their preferred option if existing residents could remain in or return to the home and that with current occupancy being low, modernisation without having to move residents would be more viable. Several comments were made regarding the improvement works that have already taken place and how this would be wasted if Option 3 was the outcome.

Conversely, 30 comments were received expressing the view that the **buildings are acceptable** as they stand or with minor improvements. Respondents also **challenged the assumptions** that have been made concerning residents wishes for en-suite bathrooms and some highlighted the fact that en-suite bathrooms are not appropriate for individuals who require assistance with bathing / toileting, as there would not be sufficient room for carers to assist.

70 comments highlighted the **high quality of care that is currently being delivered** in the 8 homes. There were a further 19 comments expressing concern about residents being moved to the private sector. **Concerns were raised over the state of the private market**, especially around additional costs, the quality of care, quality of facilities (especially in older homes) and the sustainability of private providers given the number of home closures recently. Other comments suggested that the Council should maintain a market presence to help drive quality in the local market.

The **Data presented as part of the consultation** was the subject of 62 comments. Comments included the data being too technical to understand, that the information was copy and pasted for each home, that the data was insufficient to inform decisions or did not take account of the care market post pandemic. Some comments challenged whether Savills had sufficient subject matter expertise, challenged the data presented as well as questioning the timing of the consultation considering the ongoing pandemic.

43 comments related to **Surrey Council's agenda and management of the homes**. Several respondents believed that a decision has already been made regarding the future of the homes or that the consultation was a financially driven exercise, and that residents' needs and wishes are not being taken into consideration. Others referenced the fact that assurances had been given when Surrey County Council took over the homes that the homes would not be shut down. Further comments questioned why control of the homes had been taken back from Anchor with the homes in such a bad state of repair or why Surrey County Council had not monitored the buildings more closely as part of leasing them to Anchor. Some respondents were concerned that, if closed, the 8 homes would sit empty as the previous 6 homes closed by the council have done.

Comments relating to **the impact of closure of homes on relatives and staff**. Relatives expressed the importance of residents being in local homes and are concerned about the possibility of relatives being moved further away from them and if this will impact the ability to visit as frequently as they do currently. There are also concerns over increased time and cost involved. Concerns were also expressed about the impact on staff of job losses, of the ability to find work close to where staff live and the loss of a well-trained workforce.

Other comments related to support or opposition for specific options, support for individual homes, the environmental impact of demolition or improvement works or making suggestions regarding the future of the homes. Suggestions have been collated and included at section 5.

3.2 Other responses

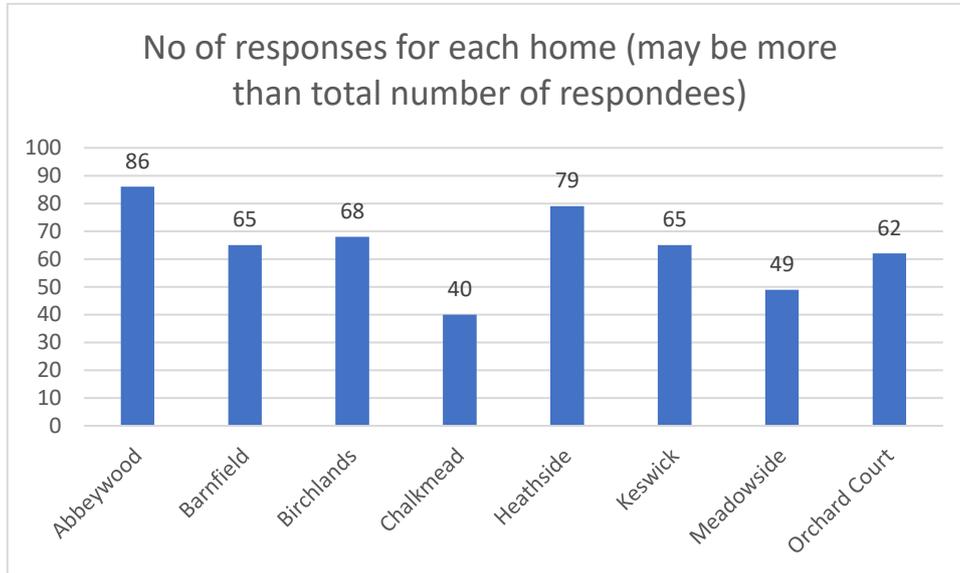
29 contacts were made containing queries regarding the consultation. These have been responded to, either via the Frequently Asked Questions documents or through direct contact with the individual.

A further 12 written responses were received in addition to the Surrey Says responses and paper questionnaires. These were received from an MP, councillors, health partners, local parish and borough councils, Union representatives, home managers and family members of residents in the homes. The main points raised in these responses are summarised below.

- Welcoming the council's commitment to improve the experiences of older people and acknowledgement of the issues with regards to the buildings.
- Concerns regarding the wider impact any decision may have on care home provision / capacity in the care system across Surrey and ensuring choice and access to affordable, quality placements, especially for those with dementia.
- Highlighting lack of suitable, sustainable placements and instability in the private sector, especially for those with complex needs.
- References to the number of homes rated inadequate by CQC and number of provider failures and highlighting the good rating of the in-house homes.
- Highlighting the projected increased in over 65s in the population in coming years and projected need for increased care workforce.
- Concerns regarding potential impacts on the wider health and social care system, particularly in respect of further increasing delays in discharge from hospital.
- Concern for the impact on current residents who may be required to move.
- Questions concerning the support to be provided to residents, should a decision be taken that requires them to move and limiting the number of potential moves for individuals.
- Questions asking whether upcoming reforms to the care sector have been considered.
- Suggestions for the redevelopment of Orchard Court and the neighbouring Doctors surgery.
- Concerns regarding the impact on council employees, on top of the challenges with COVID over the last two years and following the TUPE from Anchor in 2019.
- Highlighting quality of service and accountability that comes from in-house services.
- Highlighting the quality, commitment and importance of Abbeywood as a care home and as part of the local community.
- Questions concerning the projected costs, the costs of sourcing new placements and the costs to the council of maintaining closed buildings.
- Questioning the timing of the decision making, given the impending change in Adult Social Care leadership and ongoing COVID pandemic.
- The decisions being made are a legacy for the future of Surrey Citizens and must be about future needs and capacity.
- The figures given suggest there are not sufficient beds available in block contracts to rehome all the current residents.
- Challenging the data (future demand forecasts and costs prepared by Savills) presented with reference to a report produced by Age UK.
- Highlighting the increased risk of premature death, dementia and mental wellbeing issues that result from loneliness and social isolation for older people living in their own homes (referencing AGE UK report).
- Questioning competence of management to undertake the exercise due to lack of financial analysis, the timing of the exercise and the failure of the negotiation and management of the previous agent.

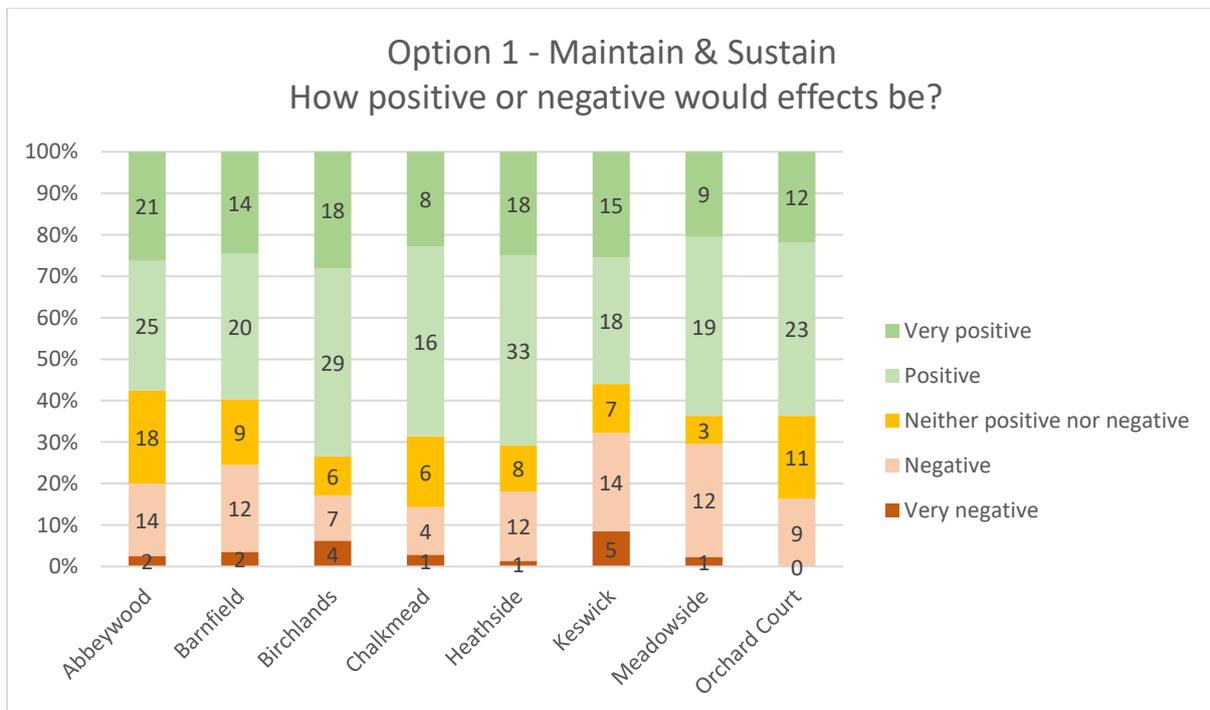
4. Consultation Responses by Home

The following graph shows the number of responses received relating to each home. Some respondents commented on more than one home; thus, the number of responses is higher than the total number of respondents.

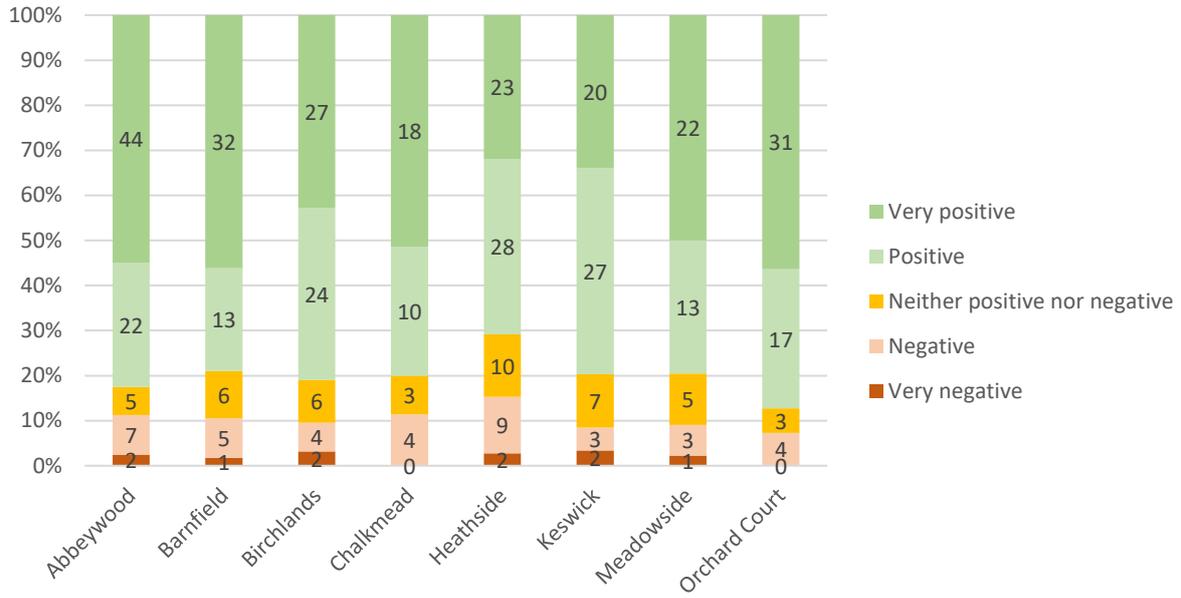


4.1 Comparison by home

The relative responses for each home in response to how positive or negative the effects of each option would be are shown below:

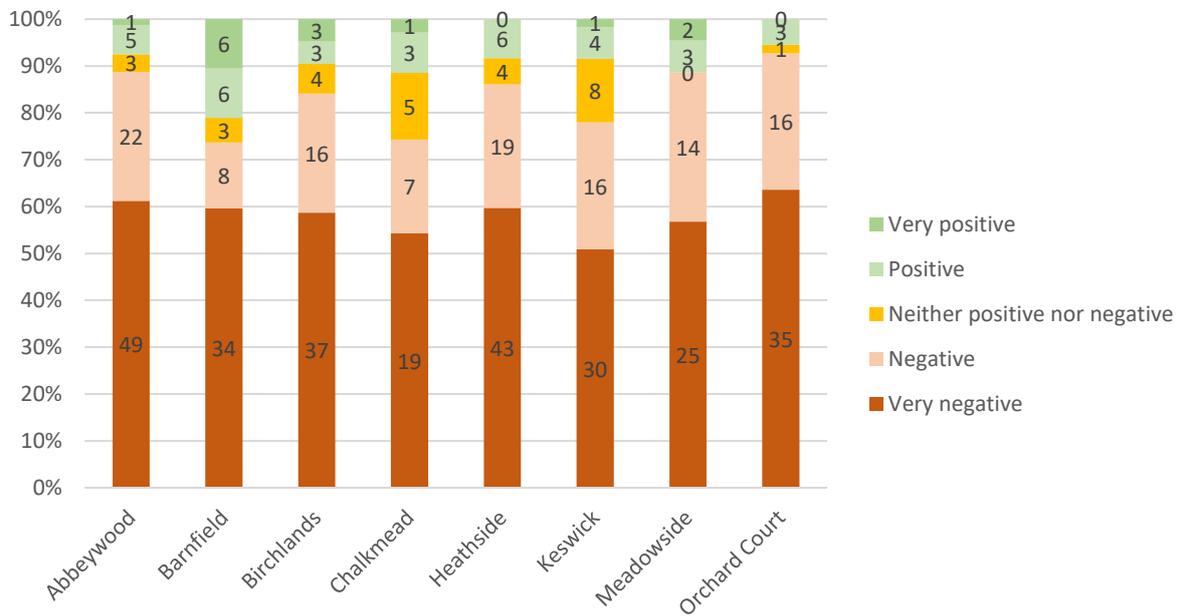


Option 2 - Modernise & Refurbish How positive or negative would effects be?



9

Option 3 - Closure How positive or negative would effects be?



5. Suggestions

As part of the written responses, several suggestions concerning the future homes were made. *NB these comments are presented as received and have not been edited for spelling.*

| |
|---|
| <p>Have the council looked across the boarder to see how Hampshire has managed their older persons services and the building and opening of their nursing care homes - lessons learnt from this and the impact on both people living in the homes, their families and the colleagues working in the homes were especially the care communities that ended up closing</p> |
| <p>Can be used for social service basis</p> |
| <p>Currently full occupancy of the homes could be achieved by innovative thinking. Here's a couple of ideas to get you thinking of potential opportunities:</p> <ol style="list-style-type: none"> 1. Temporary placements of hospital patients who are waiting for home care measures to be put in place. This would be more cost effective than keeping patients in hospitals at the same time freeing up bed capacity. 2. Accepting residents temporarily from surrounding counties under a subcontract agreement. <p>In the future, with an ageing population the demand for affordable care home places will increase. By maintaining some of these homes while other homes are Modernised and refurbished (Option 2) to ensure provision of services are future proofed.</p> <p>Not all Surrey residents will ever be able to self fund elderly care.</p> |
| <p>Birchlands has had a good deal of money spent on it since its return from Anchor, and improvements have made a noticeable difference. I appreciate that more updating is required, and that a sprinkler system is needed wich would cost in the rigion of £200k, however the funds for this could be raised by selling off the land on the right-hand boundary of the property, where the derelict detached house is situated.</p> <p>The design of Birchlands is ideal for someone suffering from dementia as the the dining a lounge area on each corridor allows small groups to live together and develop intimate friendships. The care home has improved its CQC rating in recent months and the residents are thriving.</p> <p>Birchlands is situated in a quiet road and is surrounded by mature trees. My mother watches the squirrels in the trees and comments on the leaves as the seasons change. She is able to take walks in the garden and our family can visit her in a tranquil setting.</p> |
| <p>I'm an architect at ECD in London. We are involved in the retrofitting of residential homes with them both in residence and out. These properties are brought up to Enerphit standards for which there are often grants available to pay for this. Often an extra floor is added to also fund a refurbishment. It can be done. Meadowside is a lovely location and somewhere worthy of saving. Please get in touch if you need pointing in the right direction.</p> |
| <p>I would add the suggestion to create a consulting room for a doctor on site as well, since the surgery next door is completely overwhelmed.</p> <p>I would also encourage a conversation with The Chapel project next door, we would love to welcome residents to our events more often and a gate & path into our garden would help make this easier.</p> |
| <p>Most residents and staff would like to see the buildings modernised, even if that means reducing the bed sizes, which can also be a positive option, this can result in more person centred care being provided to service users, we could offer more specialised care, such as dementia care. I have worked at Keswick and Meadowside both are good homes with great staff providing wonderful care for the service users, both homes have good community links, Meadowside if it was modernised could run a day centre, enabling it to continue working and supporting the community. Keswick had a day centre before Covid, we still get enquiries about when we are reopening due to a waiting list for the day centre, we also have a supported living establishment round the corner, who have had their activities and kitchen closed, they have been wanting to start coming to Keswick for activities and lunch.</p> |
| <p>This is an excellent service. If you don't want it then sell it as a going concern.</p> |
| <p>Reducing the number of facilites over all would improve occupancy and release some sites for sale to help defray the modernising costs of those retained.</p> <p>Alternatively sites not being kept as carehomes could be used for social housing by Boroughs.</p> |

In 2014/2015 SCC carried out what appears to have been a very similar consultation for 6 other care homes, which it subsequently closed. It's not clear what happened to these 6 sites.... have they been left derelict for the last 6 years? If they are still owned by SCC, could any of these 6 sites be used to build replacement care homes to replace any of these 8 homes and/or to further increase SCCs care home stock?

I think that SCC SHOULD have a published strategy for elderly care and this should include having at least some internally owned and managed care homes.

Residents in Lingfield have been contacting me very concerned that Orchard Court is going to be closed. There are also concerns about the Dr's surgery next door as it is too small and bursting at the seams. My suggestion would be to make Orchard Court into the Dr's surgery with a modern health centre and keeping 40 rooms as the care home.

6. Surrey County Council Response

Please see the information included in the Frequently Asked Questions documents, which provides answers to queries received during the consultation.

6.1 Impact on Residents who may be affected

Our main consideration is the residents in our homes. If residents need to move out of the homes due to major refurbishment or closure, a full, updated assessment of needs will be undertaken with social workers assisting in this process, and we will make sure any care home they move to fully meets their needs. Wellbeing is part of a person's needs so our aim would be for all residents to move somewhere where they could still maintain contact with friends and relatives. A new financial assessment may be completed if a resident were to move to a new home. In most circumstances there would not be any change unless the person's financial situation has changed, or government legislation is updated. Only homes that fully meet the residents' needs will be considered. Residents and families will be fully involved in this process. If residents must move, the process will not be rushed, and we will do everything to ensure the move goes as smoothly as possible. People move care settings for a variety of reasons and Surrey County Council staff are experienced in doing this in a professional and supportive manner. If the homes were to close, we would fully support all residents, including those that are self-funded to find another suitable placement.

6.2 Future Demand

The way in which individual care needs are met and delivered has changed considerable since the 8 homes were opened. The council is aware that it needs to plan for the future and is looking at different ways to provide care and choices for the older population. We will project future trends based on past patterns of activity, whilst bench marking data with statistics and regional Association of Directors of Adult Social Care Services data. We are also looking at planned strategic changes with our offer of care in the future. We know we will continue to see an increase in need for specialist dementia and nursing dementia provision in the future.

This consultation forms part of the Council's planning. We want to provide a range of services so that needs can be catered for on an individual basis. We acknowledge that some people will still need support in residential care homes, nursing homes and specialist services. There are currently 406 registered care and nursing home providers in Surrey, offering 11,599 beds. With these beds, the home care market, specialist services and the proposed Extra Care services, we believe there will be sufficient care services for older people in Surrey.

Care home requirements for Older people with complex mental health needs, specifically with conditions including dementia, delirium, anxiety or depression and complex behaviour that challenges are increasing in Surrey. The specialist services, to fully support Surrey residents will need to be delivered by care home providers with within the market that have the expertise to provide the right level of care and high-quality outcomes for residents.

Surrey County Council does not have the specialist care provider infrastructure, knowledge and support to develop these services.

The in-house services are higher cost and do not compare well to the rates we purchase at either via spot or block contracts with other providers.

6.3 Buildings / challenging assumptions

At the time of construction each building reflected current standards and guidance, and they continue to be compliant with these standards having regard to the date of construction. Changes in requirements for residential care and guidance mean that the configuration, layout and spatial provision is inappropriate going forward as it compromises the Council's ability to deliver dignified and appropriate care in a suitable environment.

Many residents and families tell us they would like en-suite facilities when they are considering a care home and list this as a concern when viewing our homes. However, we do realise that en-suite bathrooms are not appropriate or safe for everyone to us and considerations into upgrading shared bathrooms will also be made. We want ensure people are living in a care home live in comfort, and in a home where needs are met whilst privacy and dignity are maintained.

In response to requests for further details of the work required in the 8 buildings, the following estimates are provided:

Short term capital maintenance requirements at Abbeywood include:

- replacement of boiler and heating distribution system (£422k)
- replacement of hot and cold-water system (£312k)
- kitchens refurbishment (£155k)
- bathroom refurbishments (£191k)
- replacement of windows and doors (£320k)
- extensive electrical work (£209k)

Short term capital maintenance requirements at Barnfield include:

- replacement of boiler and heating distribution system (£510k)
- roof replacement (£600k)
- replacement of hot and cold-water system (£415k)
- kitchens refurbishment (258k)
- bathroom refurbishments (100k)
- replacement of flooring (£100k)
- replacement of windows and doors (£100k)
- extensive electrical work (£375k)

Short term capital maintenance requirements at Birchlands include:

- replacement of boiler and heating distribution system (£460k)
- replacement of roof areas (£103k)
- replacement of hot and cold-water system (£388k)
- kitchens refurbishment (£234k)
- bathroom refurbishments (£243k)
- replacement of windows and doors (£182k)
- extensive electrical work (£278k)

Short term capital maintenance requirements at Chalkmead include:

- replacement of boiler and heating distribution system (£478k)
- replacement of roof and rainwater draining system (£109k)
- replacement of hot and cold-water system (£409k)
- kitchens refurbishment (£205k)
- bathroom refurbishments (£199k)
- replacement of windows and doors (£566k)
- extensive electrical work (£309k)

Short term capital maintenance requirements at Heathside include:

- replacement of boiler and heating distribution system (£457k)
- replacement of hot and cold-water system (314k)
- bathroom refurbishments (£333k)
- replacement of windows and doors (£167k)
- extensive electrical work (£267k)

Short term capital maintenance requirements at Keswick include:

- replacement of boiler and heating distribution system (£455k)
- roof replacement (£225k)
- replacement of hot and cold-water system (£394k)
- kitchens refurbishment (£232k)
- replacement of flooring (£115k)
- replacement of windows and doors (£243k)
- extensive electrical work (£302k)

Short term capital maintenance requirements at Meadowside include:

- replacement of boiler and heating distribution system (£442k)
- replacement of hot and cold-water system (£301k)
- kitchens refurbishment (£177k)
- bathroom refurbishments (£223k)
- replacement of windows and doors (£160k)
- extensive electrical work (£351k)
- works to external paths and fencing (£129k)

Short term capital maintenance requirements at Orchard Court include:

- replacement of boiler and heating distribution system (534k)
- roof replacement (£242k)
- replacement of hot and cold-water system (£414k)
- kitchens refurbishment (£188k)
- bathroom refurbishments (£170k)
- replacement of flooring (151k)
- replacement of windows and doors (£87k)
- extensive electrical work (£360k)
- works to external paths and fencing (£139k)

Other issues affecting one or all the homes include:

- rooms cannot easily accommodate large equipment such as hoists, which may be required to support some residents in the future.
- single lift that's size, function and layout would benefit from modernisation and updating.
- asbestos presence that is "encapsulated" or in "good condition" meaning there is no current risk to residents, staff or visitors. This is reviewed routinely in accordance with legal requirements, however, if the building was significantly refurbished and/ or altered, specialist removal would be necessary.
- is of a good standard but would need redecoration over the next 10 years.
- existing bathroom facilities would benefit from modernisation and updating
- open staircase unsuitable for some residents, e.g., those with dementia.

6.4 Data provided in consultation

Timings of consultations that involve change are never perfect. The project team have planned to the best of their ability to ensure that, despite COVID restriction, as many people as possible have had the opportunity to contribute to the consultation. This has included holding on-line briefings. This has had the advantage that friends and relatives who do not live in Surrey have been able to take part in these meetings, where they may not have been able to if the meetings had taken place in person. Participants have joined the sessions from all over the UK and from Canada and Australia.

The consultation documentation has invited respondents to contact the project team with any queries about the consultation, including the data presented, and provided information on how to see advice from an independent source. Details of different contact methods were included in the consultation pack. In addition, there have been many opportunities to attend face to face or virtual sessions to ask questions and 1:1 sessions have been available on request. All queries that have been received have been addressed via the Frequently Asked Questions documents or directly with the respondents.

A full review of the care home market in Surrey will take place in early 2022, unfortunately not post pandemic with it still impacting the private market heavily. This will define the council's role in continuing to develop the residential and nursing care markets to shape future procurement practice for securing required levels of capacity to meet population needs. This will enable SCC to actively respond to gaps in provision by increasing, where necessary, the capacity for Adult Social Care placements in residential and nursing care through exploring all options available.

The information regarding the condition of the care homes has been provided by Savills, who are independent property experts.

6.5 Quality of Care / Concern regarding private market

Surrey County Council is proud of the level of care provided to the residents in our homes by our skilled and dedicated staff. However, the quality of care received by our residents could be further improved if provided in suitable buildings with improved facilities that allow for care tasks to be carried out more easily and with increased privacy and dignity e.g. personal care, moving and handling.

Surrey County Council's Quality Assurance Team works closely with the Care Quality Commission, health and safeguarding colleagues and most importantly the care home providers to ensure services are delivered to a high standard across Surrey. There is little evidence from national data that in-house provision necessarily guarantees better quality over commissioning from providers.

The council has drawn on an externally commissioned analysis of Surrey's care home market in early 2021 which has shown that Surrey has the 2nd highest level of provision of care home beds available nationally, at almost 95 beds per 1000 population. This compares to an average of 80 beds per 1000 population in England. The eight homes being considered in the consultation account for only 3.7% of the total care beds in Surrey and so, as Surrey has a healthy supply of beds, it is not envisaged that any decision to close these homes would mean issues with care home availability in the county.

6.6 Council agenda / management of the homes

No decision has been made regarding the future of the 8 homes. Decisions will be made by Surrey County Council Cabinet in 2022. The decision to consult is not about saving money or finances. It is about making sure we invest our resources in the right way so that people get the right level of care for their needs.

Surrey County Council were unable to access the buildings to conduct detailed surveys prior to the date they were handed back at the end of the contract with Anchor. Once buildings were handed back and condition surveys were completed, the true condition of the buildings became apparent.

We had concerns regarding the buildings in the first twelve months of their return to Surrey County Council and delayed the consultation as long as we could. It has been a difficult balance between delaying the consultation, the risk of a major infrastructure failure in one of more of the buildings and the COVID situation. The decision to undertake the consultation was made considering all these issues. We still do not know when the pandemic will end but we needed to continue to plan how we meet the future needs of older people in Surrey.

6.7 Impact on staff

Should a decision be made that impacts job roles then there would be a staff consultation and Surrey County Council would support employees to be redeployed to other suitable jobs within the council where possible. Consideration would be given to available roles in the council at the time and the employee's skills, experience and aspirations together with location and salary. If redeployment is not possible within the council, support would be given to staff to find employment externally by assisting with things such as writing CVs, interview skills training and time off to attend interviews.

Annex A Demographics of respondents

| Sex | Number | Percentage |
|---|---------------|-------------------|
| Female | 239 | 73.54% |
| Male | 73 | 22.46% |
| Prefer not to say | 13 | 4.00% |
| Ethnic Group | | |
| Arab | 1 | 0.31% |
| Asian | 1 | 0.31% |
| Bangladeshi | 1 | 0.31% |
| Black: Caribbean | 1 | 0.31% |
| Chinese | 1 | 0.31% |
| Indian | 3 | 0.92% |
| Mixed: White & Asian | 2 | 0.62% |
| Mixed: White & Black African | 2 | 0.62% |
| Mixed: White & Black Caribbean | 1 | 0.31% |
| Other | 7 | 2.15% |
| Prefer not to say | 21 | 6.46% |
| White British | 276 | 84.92% |
| White Irish | 7 | 2.15% |
| White other | 1 | 0.31% |
| Do you consider yourself to have a disability? | | |
| No | 237 | 72.92% |
| Prefer not to say | 43 | 13.23% |
| Yes - limited a little | 28 | 8.62% |
| Yes - limited a lot | 17 | 5.23% |
| Age | | |
| 18 to 64 years old | 185 | 56.92% |
| 65 to 84 years old | 75 | 23.08% |
| Over 85 years old | 33 | 10.15% |
| Prefer not to say | 31 | 9.54% |
| Under 18 years old | 1 | 0.31% |

Annex B Surrey Says / Paper questionnaire responses received.

NB These comments are presented as received and have not been edited for spelling.

| |
|--|
| Having considered the information, I understand why a consultation is taking place. |
| Can not understand why Surrey council are going though with this action other than a cost cutting scheme. With all the on going problems with limited and reduce old people care homes . You are going to make the whole situation worse. One reason I think is that the poor management and the main thing that your council paid the care staff minimum salary. |
| Not sure why there is an option for the homes to be shut down and people moved to another home. Just causes inconveniences for the community. Seems to be just an option to make it easier on the councils behalf. |
| Heathside is an amazing care home I have worked at heathside for 17 years the care and friendly atmosphere has always been to a very high standard . Some of our residents have been with us a very long time and look at the staff as family .it would break their hearts to leave the home .and would also probably affect them mentally .leave them to live their final years where they are happy |
| Both these homes do not live up to modern day standard. Both these homes are in desperate need of repair/upgrade |
| Taking care of the existing residents should be a priority. Without a commitment to their future care being part of this consultation is a disgrace. |
| The homes are dated but still structually in good working order. A consultation that involves moving vulnetable, elderly people, many of whom will have dementia, should never even be an option if the buildings can be updated. |
| GBC is already planning to close Shawfield Day centre and the Meadows dementia unit. Ash has a high number of elderly and people living with dementia. To close a local care home Would be another knife to the local community. The home should be modernised . |
| Council tax is rising by 5% for all residents who work. This money is stated to be used for social care |
| It would be nice to see Abbeywood brought up to date. |
| Not sure why people with complex needs are mentioned. This is a care home not a nursing home. |
| To consider closing this care home will cause residents and staff a serious detrimental result. The care home is an integral part of the community. Jobs will be lost and residents will be very disoriented. |
| The care communities do need to be modernised and enhance the positives. That support people who need more intensive support. Abbeywood is at the heart of the local community. Local homes for local people Sadly in these times it feels with this consultation and the consultation on shawfield money is more important than people. I wonder how many new commercial b for profit dwellings could be built on the land in the foot print |
| I understand that the home is old and is not considered a 'modern' residential home. |
| Jo explained extreemely well, thank you |
| With the current Covid situation I can see why residents should have access to personal bathroom facilities |
| Warm and welcoming. Recently updated , Mum is very settled . Staff are wonderful. |
| It is nice to be consulted on this. |
| Heathside. Is a well established. Care. In. Woking. With good. Collections. With the. Woking. Community. And. Gives. A high standard of care. To its. Residence. There for it should be. Not. Closed. But should be. Upgraded. To meat. People. Living. There needs. |
| I cannot understand why the Council is considering closing down it's care homes as the national government is talking about helping the care industry and this does not feel at all helpful. I strongly believe that the community needs the care home, I know that currently we have few residents, but once the pandemic settles down and life returns to some sort of normality I believe that we will start to fill up again. I do agree that the home is in need of some extensive renovation or rebuild. |
| The village needs a care home and I can't understand why the Council would even be considering closing Orchard Court, or any of the Care Homes in Surrey. |
| As there is a direct need for Surrey to be able to provide adult residential care for elderly people who have dementia or physical disabilities, I fail to see why a consultation is needed. I feel that Birchlands needs a little updating, but that it provides a crucial service for vulnerable people in this part of Surrey and should be safeguarded at all costs. The fact that we are consulting on its future fills me with horror. We are all aware that care homes need to be provided by the council for those who are no longer able to take care of themselves and are not able to pay the inflated fees that the private sector charge. The other crucial point is that council run homes are able to alleviate the issue of bed-blocking which occurs when elderly patients are well enough to leave hospital, but not well enough to return to their homes. The proposal to build 'extra care' apartments to help older people live independently is a lovely idea, however for people with dementia, which sadly affected both my parents, the need for 24 hour care is crucial for their wellbeing. Expecting a person with a DoLS to live independently is laughable. |
| More detailed proposals are needed before I am able to comment. |
| I think we should be keeping state run care homes. |

| |
|---|
| I'm very disappointed that closing this care home is even being considered. |
| I am disappointed that the consultation is about closing Birchlands as opposed to how to improve it...with an aging population the need for care homes has increased...more homes are needed, not less! |
| Didn't use link unable to open |
| This is a fairly affluent area but there are lots of people who cannot afford to live in a private nursing home therefore this provides a much needed service to the local community. Also it offers employment locally. The village does not need more houses, it needs somewhere for locals to go be able to go to should they become unable to manage independent living |
| The consultation wouldn't open |
| The home could be updated without closure (temporary or permanent), some changes have already taken place. Do not understand savills figures. In 2019 it was stated that building surveys had been undertaken before taking the homes back into SCC why was this not an issue then? All these consultations are costing money that could be better spent directly on care. |
| I know money has recently been spent on, for example, replacement carpeting and believe Barnfield could be maintained for a few more years with additional monies being allocated. |
| i have a family member that has worked there for over ten years and has worked tirelessly to keep this home going especially through Covid Birchlands is a well known for its homely and safe place for the residents and has a lot of support from the local community. My friends included have wanted to work there and show their support for the home. Birchlands does need work done but i feel it's well worth it as i hear nothing but good things about the staff that work there and the support they provide to the elderly which goes far beyond the doors and the staff care even when they are not at work. |
| I used to work for Elderly Services at SCC covering several local homes including Abbeywood. Then Surrey CC "sold off" most of the homes to private/"not for profit" organisations which was a huge mistake. Abbeywood was one of these but now it is thankfully back in the "Surrey fold" and is a magnificent, important local resource and deserves to be kept as such, with money spent on improvements and upgrading as required. |
| I understand some care homes may need modernisation or adaptations but I personally feel Keswick is very well maintained and modernised and they have refurbished a lot of the wings and also spent a great deal of money on making the garden a lovely place for the residents to enjoy, I don't feel it needs that much work done and is laid out in such a nice way it feels like home from home with their individual wings and lounges where just the 5 or six in each wing sit and eat, or watch tv together and all have their own lovely rooms |
| i do agree that yes a consultation should take place as there is a lot to discuss, obviously these concerns have been apparent for a while as this amount of construction work did not happen overnight !!! so slightly concerning that Anchor did not involve surrey sooner so as they could work together |
| i feel it is quite irrelevant for surrey county council to only just start thinking about these homes. They took them back in 2019 and now only decided on this situation. There is more important things that SCC could be investing their time on rather than putting residents safety and wellbeing in jeopardy - not to mention the staff! |
| Its too costly. |
| Not enough. |
| Where is the easy read information? |
| Whilst I appreciate that Surrey County council is struggling to provide services to the community surely it makes no sense at all to close any care homes. If elderly people can no longer live in their own homes they need to at least remain in the area they have lived in. |
| I am sure the money could be better spent when we obviously need the facilities. They are being under used at present due to the assesment at home policy resulting from covid and the need for hospital beds. |
| We need local care homes within our community |
| My sister in law has been in the birch lands home for a couple of months now, she only took about a week to settle in, which is a sign that the staff there are doing a good job. Having had a father in a care home, also a brother that is still on a care home, I feel I can speak with conviction, that compared with other care homes, birch lands comes top of the list with me for happy caring staff, which makes such a difference when we entrust our loved ones into the care of strangers. |

I am afraid that despite reassurance to the contrary, I am getting negative feelings about what has triggered this consultation.

Back in 2018/19, SCC allegedly WANTED these these homes back from Anchor. It now seems that because the homes are relatively old (40-ish years), then maybe it is time to close them? There is no information on SCCs strategy for elderly care and what demand either exists or is predicted for residential care.

Some of the SCC "Adult Social Care" employees that look after my brother, expressed both shock and surprise that SCC would even consider closing any of these homes given the huge demand for residential care that they are currently having to deal with.

It makes me wonder if there is really a "joined up strategy" within SCC for providing elderly people with residential care?

I am also concerned that back in 2014/2015 SCC closed another 6 residential care homes, all of a similar vintage following a very similar (almost identical?) sounding consultation.

I would have expected SCC to want to maintain some in-house services, so as NOT to be completely dependent of the private sector.... if for no other reason than as part of a hedging strategy against private sector cost rises (c.f. gas and electricity prices).

There is NO explanation of what sort of feedback you are looking for.

My brother has only been at Heathside for two and a half years, having to leave Hillside because of its closure. His family feels that another move in such a short time would be unsettling for him.

I understand why this consultation is necessary but I feel the timing is ill advised. Staff and residents have been through so much with the transfer from Anchor, the hardwork to improve the CQC rating and the ongoing Covid pandemic this feels like a real kick in the teeth to then be hit with this level of uncertainty, it questions whether Surrey really values the work staff in social care do.

It feels like the decision has been made already, Surrey should have insisted that Anchor let them inspect the premises before receiving them back, after all the buildings were always Surrey property, hence it feels like this has been a long term plan of Surreys.

I do not understand why the whole process is taking place not just the consultation. It seems to be a shortsighted process. My mother stayed in her own home until dementia made it unsafe even with visiting carers. She finally fell over and bleeding heavily waited for 40 minutes and no ambulance came and emergency asked us to take her in. We called a friend to help. She then moved into assisted care and very nearly died in a fire. The constant reference to assisted living in the documentation just does not work at some stage and only residential is safe. You state that before the pandemic the homes were at 90% occupancy and with the increasing life span and increasing dementia we are likely to be back to those number in the coming few years. What will you do if you have shut down these care homes and disbanded the staff? Meadowside provides great care, the staff are friendly and helpful and its facilities are very acceptable. It must remain open.

There is very little information on exactly what is needed for the homes, yes the homes are in need of modernising, however it states throughout that there are a lot of issues with the homes, but when you read through reports there is no information on what each home needs in work to correct these issues.

I believe Surrey County Council have not made "public consultation" easily available.
Appears to be no information available for visitors to these care homes.

The home is an integral part of the community and provides excellent care for the residents, it also has provided employment and opportunities for many members of the immediate and surrounding areas

I can explain but I'm not happy to

You have already made up your minds

I understand why you wish to involve me and that my main concern would be the least disruption to my mum.

I disagree why a consultation is taking place. Keswick is in a good state of repair and alterations/possible closure should not be taking place. Residents are very happy.

This is my home I have my friends here and don't want to move.

Didn't explain properly and didn't understand.

The documents provided have given me enough information regarding this consultation.

I do believe you're all fully aware of our future. You know what is financially viable and what can or can't be done. I don't think getting the opinions of people who are bias against the outcome will change anything

Is it done individually care home base

Not enough information on how this will effect residents.

You state that the residents well-being is of the up most importance I do not see that here .

the pros and cons for the three options for the two care homes appeared to be identical. - I think that there would be differences in the impact - not detailed enough. I have the impression that the preferred council option is to sell the homes.

How do the buildings not meet regulations, what exact works are required, what conversations and enquiries have taken place that rules refurbishing and upgrading the buildings out because shutting them should only be an option if the buildings are not fit for purpose to the point they need to be condemned.

It is presumed that residents wish for improvements to be made
Knowing several people who have used and are still using the homes most of them prefer to live in a small caring environment without modern conveniences rather than a super modern hotel type home

Coatings along side plans for development is needed. Would be good to see how they would manage to support people to move as research has shown moves for older people are not great and might lead to negative consequences such as ill health and mortality. Have the council looked across the boarder to see how Hampshire has managed their older persons services and the building and opening of their nursing care homes - lessons learnt from this and the impact on both people living in the homes, their families and the colleagues working in the homes were especially the care communities that ended up closing

I realise you ask for an explanation only if we disagree to some extent, but I would like to say that at this point in time, only limited information is available to us. It would be useful to have more detailed analysis of the requirements each home faces in order to bring them up to the standards required.

I believe that all this information should have been made available sooner, I was not given enough notice to arrange time off to be available for either of the proposed virtual meetings

Depending on the home.

No information on what will happen to the residents who live at the homes should they need to move out. Where will they go? Where will the money come from to fund this? I have concerns about my father being moved further away from me when he is already further than I'd like.

Not easily accessible when completing this on a mobile

For option 3 there is no indication of what the council plans to replace the care home with. This option requires further explanation.

We would like more information before any judgement can be made. We had a virtual meeting with Chris Hastings. In that meeting we were promised two pieces of information:

- 1) The cost that Surrey spends per person per month in private accommodation for those who cannot pay anything themselves - and how many are in this position.
- 2) A view of Surrey's demographic for future numbers of residents needing care.

We are especially concerned with those with dementia - and less concerned with those who can look after themselves.

We believe the key issues here are for the care of those with dementia and those who are unable to care for themselves.

The documents provided by the surveyor are generic. Whilst there are some similarities between the different homes (Birchlands and Heathside for example), there are differences in maintenance that are not adequately reflected in the documentation.

On viewing all information provided, I feel the majority of the documents are copy and pasted it does not reflect what each home needs and what major works would be needed per service.

Reading the statements I feel that the information given is the same for every home and not individual homes.

The information given was not adequate, as I feel it did not reflect on the individual homes but seemed like a bog standard report.

I agree that there needs to be a forward plan and investment into the future of Elderly Care in Surrey, but I do not believe that the approach being taken is the best one.

The report and proposals by Savills (an Estate Agent / property company) give an unbalanced view taken from a company which does not, to my knowledge, have expertise in Elderly Care.

They make sweeping statements (* see additional comments) which may not be based on reality and without the necessary qualification. They do not reveal their source (eg Age UK) so could be accused of being politically biased!

This consultation focuses on individual homes and gives no idea of the Council's overall strategy for meeting their statutory responsibility for Social Care for the Elderly. In order to understand and comment on the future of Birchlands and any or all of the homes in question, one needs to put it in context of the overall picture.

In this respect there is insufficient information and the approach taken and questions asked appear to be biased into achieving a politically desired outcome.

The documents give costs of renovating the existing homes and 30 years worth of costs for the future if they stay as they are. I would like to see a 30 year projection of the cost to the Council if they have no care homes and have to pay for residents to live in private care homes for the next 30 years, I believe these costs would be extensive and the Council would not be in any sort of control of these costs as they would have to be paying whatever the private sector demands.

I would also like to see a projection of costs for a rebuild of a home and also what it currently costs to run the care home.

There is no information on rebuild costs or the cost of care in the community. Also, if there was no care home how much would it cost to house our residents in private care homes?

Further information is needed regarding proposed use of sites if the outcome is closure.

I presume that there have been budget cuts and therefore there is a need to reduce the number of Care Home places available.

In my opinion this is wrong and more money should be found to provide the requisite level of care for all who need it.

The link above to the Proposal Information is not working

We need to keep this care home. It needs refurbishment but we owe it to the elderly in the community. Private care is beyond most people. How you can close OUR home and consider a private retirement village opposite

I have appreciated the extra information given from the video meeting on October 27 and the recent FAQs.

Unable to open link

The consultation wouldn't open

Savills table for Barnfield is misleading and confusing and I cannot see the figures for current allowances for work.

Savills documentation is too technical with regards to finances. As a result I do not understand how they arrive at their figures for current and future works. In October 2019 you stated in your document 'Transfer of Care Homes to Surrey County Council' at question 1 under Properties that building condition surveys had been undertaken before the homes were handed back to Surrey County Council. Can you explain why they were acceptable to live in then but not now? Is this because you have not invested sufficient monies since then?

The link is not working

The problem with all information documents is they are too fluid and will enable the Council to basically do as they please. Please DO NOT let Abbeywood and all other homes in this group get in to private hands.

The information provided seems to be copy and paste for all the homes. There also seems to be a lot of misinformation being given by Surrey to relatives and staff.

The documents seem to focus on the financial costs associated with options to maintain or refurbish the buildings. I haven't seen anything to compare this with financial costs of the council funding provision of care through a suitable private sector provider.

The information given is obviously all that can be given at this time

There are significant gaps in the financial information to analyse the economic benefits of the various proposals.

I think Meadowside is nice as it is.

Leave things as they are.

No need to change in my opinion.

NB no answer was given here so I put neither gree or disagree to allow the form to be accepted.

Why have the Day Care clients not been allowed back to Keswick with COVID rules in place or re located else where?

There was not a comparison with the cost of renovation and maintaing the care homes as opposed to the cost of individual carers attending the elderly at home 4 or 5 times a day.

The increase in death rates at home was included.

As above we need local care homes

The documents do provide limited information on maintenance costs. There is no information regarding benefits and no information on how these homes fit into SCCs strategy for residential care.

Only 2 options are costed: 1. Minimum Maintenance and 2. Significant Improvements.

Option 3 - closing the homes, rehoming residents and staff redeployment/redundancy has NOT been costed.

I suspect MOST homes could benefit for some enhancements including en-suites for SOME residents. Many existing residents are happy with the existing facilities.... giving my brother an en-suite would likely be VERY DANGEROUS (he has NO balance)!

I suspect that the optimal solution for most homes would be a hybrid solution including both options 1 and 2. For example if a particular care home has 5 "wings" enhance 2 wings to have en-suites and keep 3 wings unchanged for less able residents.

Another "unidentified" option could be to built a "new" home in a new site to replace the lost places for any residential care homes (also not costed even as a generalisation e.g. £2000 per bed on a 100 bed new build).

Although Savills are impartial outside contractors how much do they really understand the needs of the client group?

I don't feel we have enough information regarding costs, proposals of how you'd modernise all care homes and which ones are more expensive than others to bring to the required standards.

The documents are a copy and paste job and there is very little specific to each home

Largely seem to keep answering about care apartments in 2030 - 8 years time. There appears to be no discussion of when residential demand will return to pre-pandemic levels, what will happen if some of these homes are closed and they were at 90% occupancy, no plan for moving people to where their friends and relatives can still visit (especially those on public transport who are unlikely to change buses), no plan for moving people out or back after refurbishment if that is the options selected, no decision criteria or goals apart from a vague statement of well being which is laughable.

the consultation states throughout that there are alot of issues with the homes, but when you read through reports there is no information on what each home needs in work to correct these issues. surely if this is a listening exercise the people involved should have all the information to be able to provide a fair opinion.

Documents just seem to point out negatives, No mention of GOOD ratings by CQC.

These Care homes have operated for many years with current layout, and are far superior to many care homes that are old converted houses, having only 1 lounge/dining room.

The two homes I have visited have been happy bustling homes with lovely staff, have seen a huge decline since taken back from Anchor and now run by SCC.

The information provided is minimal and based on structural issues that have little bearing on the home as a whole, opinions on what makes a great home are going to be immeasurably varied, and although finance will always be a factor, where and how someone lives is always going to be a personal issue, not solely based on bricks and mortar or on specific facilities available , ie en suites

There is only limited information on maintenance costs. Only option 2 is costed.

There is no information concerning benefits or any detail as to how the homes fit in with the Council's strategy for residential care.

You don't know

I don't want to have to think too much myself - too traumatic.

I can explain but I'm not happy to

How will the changes affect the fees paid by the residents?

I'd like to know how much more the residents would have to pay per month.

I don't think you could have offered any more information regarding the consultation. It would appear to be as detailed as it could be.

I agree that the documents provided have given me enough information

Because I don't know any of the questions

Not really

| Option 1 |
|---|
| The impact upon the lives of the elderly and vulnerable people living in the homes would be unacceptable. I have seen buildings similar to this in the past and, as they have deteriorated, people's lives have become less pleasant and more stressful. The staff would also be imposed upon further in trying to cope with a failing infrastructure. It is absolutely certain that the material condition of the premises will deteriorate and become harder to sustain. The continued lack of en suite accommodation is unacceptable in this day and age. Following the pandemic, harsh though it may sound, there are less elderly people now seeking care. You only have to look at the low occupancy experienced by all care providers and, therefore, the likelihood of running the homes in a financially sustainable manner is reduced. The sale of the homes would raise vital income for the council |
| My mother would be very distressed if her surroundings were changed ie, if she was moved to another home |
| We have little availability for residential care We must keep them open |
| This home needs to be modernised in many ways |
| We do need a lot of work. I can't deny that. |
| Why not do this one. In the long term it will better for staff and the residents. |
| I work for Meadowside and I know that living conditions for the residents are not great and work Does need to be done on the home |
| Can be used for social service basis |
| No changes for residents. |
| My mother is very happy at Chalkmead and any change to her current routine would have a significant impact on her health. Her condition means she takes a while to adjust to change and at the age of 88 I am concerned that she would make those adjustments and get back to the positive position she is in now |
| Most homes are in good and stable conditions at the moment. Provides good care and welfare for the people that live there. If maintaining means they can stay open then so be it. |
| This is a better option |
| Neither positive or negative |
| No change would mean the building worsening and a lot if mony waisted in it |
| The money that keeps the homes going is tax payers money so have to be mindful It probably isn't financially viable to keep ploughing money into run down homes So to refurb is the better option . If Surrey had checked on THEIR properties they would have seen the scale of repairs and chased Anchor to put it right |
| Looking very tired and worn out. Poor interior |
| The pandemic has amplified the need for improvements |
| Because there is a need for social funded residential care , many residents need 24 hr support care even though they do not suffer with dementia. |
| Rat infested place. |
| This does not appear to be a long term sustainable option and the issues with the buildings and facilities would continue to impact |
| We need care homes in the community to enable residents to continue to live in their local area staying close to family and friends. |
| The existing patients should be prioritised. Abbeywood specialises in dementia care, moving these patients is not good for their health. |
| Keswick is a valued part of tye community and retaining as it is would be the status quo option |
| Continuing to have local care homes are ab important part of the community |
| Abbeywood needs extensive work doing |
| Nothing changes - no upheaval for resudents or staff and things stay the same. |
| Building standards should be met but superficial refurbishment is not as important as a homely caring environment |
| Keswick needs a complete overhaul and it would be easier and probably cheaper to rebuild than maintain and sustain |
| Rooms need to be updated to en-suites and maintain the home would not allow this |
| This would keep a care home within the heart of the community. |

Currently full occupancy of the homes could be achieved by innovative thinking. Here's a couple of ideas to get you thinking of potential opportunities:

1. Temporary placements of hospital patients who are waiting for home care measures to be put in place. This would be more cost effective than keeping patients in hospitals at the same time freeing up bed capacity.
2. Accepting residents temporarily from surrounding counties under a subcontract agreement.

In the future, with an ageing population the demand for affordable care home places will increase. By maintaining some of these homes while other homes are Modernised and refurbished (Option 2) to ensure provision of services are future proofed.

Not all Surrey residents will ever be able to self fund elderly care.

No one needs to be evicted from their supposed forever home.

Important for our local elderly to live in an updated home.

Abbeywood appeared to be totally suitable for the residents there at the time of the CQC Inspection. Additionally I have been into Abbeywood on many occasions to assist with local events in Ash. I was a Parish Councillor for 16 years for Ash Wharf, and took it upon myself to arrange for different events that the residents would enjoy i.e. making sure that any residents who wanted to attend the Christmas Tree Lighting up ceremony, could do so by arranging with the local Estate Agents that the residents could view this from the inside of their premises, should it be considered too cold, or weather inclement. I was asked to judge the Easter Bonnet Parade (which the residents had made) in several years, also the Parish Council's Easter Card competition entries I took to Abbeywood Residents who loved this! I also heard from Parishioners whose relatives moved into Abbeywood and noted they were in a caring, happy and relaxed environment with a lot of stimulation in the autumn of their lives. I never heard one bad comment about Abbeywood from anyone.

Some care homes need to be maintained whilst others are modernised.

Local community needs this facility so do not close under any circumstance. Invest and look after the facilities it will be needed
More and more.

I appreciate both sides of the argument. The ageing building cannot be maintained forever as it is, but I strongly believe a care home needs to remain in Ash Vale.

The homes need updating

Abbeywood has always had problems with internal settings. I worked for abbeywood for 8 years and the overall standard of the building is poor. There has always been major problems with the pipes causing major smell and leak issues within the ground floor units. The communal toilets are at a poor standard and the access for wheelchairs isn't up to standard.

It would provide the care that the elderly generation need, as well as providing many jobs for people in this pandemic

It's important to bear the residents in mind they are so used to how everything is now

Homes will deteriorate over time vs cost of improvements

Abbeywood is a lovely care home, it's not just a care home it's like one big family. It would be very sad to see it go after so many years

This option maintain people jobs and no stress residents looking for a please

Surrey's population is only growing. In Ash the house building is astronomical. This together with an ageing population I think it's right to maintain care homes in the communities in which people lived before they moved in. It also allows loved ones to visit more easily without the need to travel to some faraway place. The location of this care home is also fantastic. Every time we walk past on the way to the Ash Ranges we have at the large windows and we always get many waves back. These residents are a part of our community and they always join us at our local levels, enabled by the fantastic staff who bring them along. It is a bad idea to take them outside of our community. We need every home to be here, but I would understand if the home needs to be closed whilst it's refurbished provided it does reopen and this is guaranteed.

Some need a bit of decorating or good clean

Duty of care.....

Surely the the charges to each resident contains money towards the maintenance of the building. If not why not?
I can only speak about Abbeywood, I do not know the other homes and their needs for maintenance etc.

Some of the care homes do need to be modernised

Less stress in the residents, who currently live there. Who Surrey County Council have a duty of care for.

This would enable our residents to be kept in familiar surroundings.

The staff would be able to stop worrying about having to find employment elsewhere.

| |
|--|
| When my mother needed to go into a home suddenly about 1 year ago we were very lucky that Meadowside had a room available for her. I realise the cost of running care homes is expensive but being cared for at home is not a realistic option for all older people. I would prefer to keep all rooms open, with shared bathrooms, if it means more people can be accommodated. |
| Meadowside needs refurbishment. |
| Council run care homes are needed as there are still many elderly living in Council housing that can not afford private care. However the requirements for modern living is a very important consideration. |
| i would like the care home to be maintain a sustain as i work in care home for 30 year it close to where i live i a happy to work there till i retire |
| Not only the buildings need to be considered but also the colleague training and understanding of care especially dementia for example. Our citizens deserve fit for purpose and supportive LOCAL care communities. |
| Positive |
| Needs change, buildings need upkeep and refurbishment. |
| All of the buildings should be kept to standard of course, but with the needs of the modern world, the buildings also need to reflect that with the functionality of things like USB plug sockets into the walls. Proper and good new lighting, fire and safety measures etc. |
| Dont spend money doing a half hearted job. This option is a waste of tax payers money |
| Do nothing is not an option, Abbeywood is currently unable to cater for complex care needs and as a result is operating far below capacity which makes no economical sense. |
| residents can stay where they are familiar with and staff will feel secure in knowing they will keep their job |
| for residents and staff it would be nice to stay as we are |
| residents can stay where they are happy and staff will feel secure that they have employment and they can stay with their residents |
| Most of the buildings are old and needs a lot of work done to be able to be meet the residents needs. It is also costing a lot of money with the up keepings, especially that most of them are not full and only has few residents. |
| Speaking as a visitor to Abbeywood, I can see the many positive aspects, particularly around the staff, presence of animals and the activities provided. However, the building undoubtedly limits the provision of services, especially for more incapacitated residents. Maintaining the current structure without addressing these limitations (e.g., small personal rooms and limited toilet and bathroom space, plus other issues such as the problems of drainage and upgrading to greener energies) means that problems will always be dealt with on a case-by-case basis, which can be costly in ways not always predictable. |
| N/a |
| the home is old and does not meet the needs of current or future service users. |
| for continued support for the residents who have been at the home for a long period of time and regard this as their home |
| Meadowside has been part of the community for many years. It's the home was no longer around staines would lose part of it heritage. |
| The home I visit doesnt seem run down at all. |
| I can't speak for the people who live near any other site than Abbeywood but if they feel the way I do, then I would understand if they voiced the same concerns that I do but I'm not emotionally attached to the others so that's why I gave the answer I did. |
| Meadowside plays a huge part in the local community |
| Residents would not have to move |
| Looking at the report,maintaining Birchlands is not an economic way forward,the building requires extensive work to the plumbing and services apart from the rooms not being of adequate size along with the lack of en-suite facilities. |
| All residents and resident's families would be happy with this. Some residents living at Birchlands have lived there for more than 5 years and many residents are above 90 years old. All residents love being at Birchlands and everybody I have spoken to are happy to continue using shared bathrooms as they understand that the building is quite old. Residents families are very concerned about Birchlands future, as their family members have been loved and cared for, for many years. |
| As mentioned above, why has all that money been spent on a home to vastly improve it, to then decide to close it. Monies should have been put to good use in bringing the home up to date, and decor to follow. |
| the homes fall below acceptable modern standards (no toilet or shower in resident's room) so they do need to be modernised. Option 1 isnt what is needed |
| These homes provide a safe place for relatives to place their loved ones in, they are a vital service and need to be maintained so as to provide the right level of care required. |

For someone to have to give up their home and then move to somewhere where they have to share a bathroom and toilet must be so difficult. I don't think anyone would want to share with a stranger. The rooms being so small and with no ensuite that having a good "strip down" wash (which quite a few older people like) would be impossible to have privately and with dignity. Older slightly less mobile residents might not be so tempted to walk up a corridor to find a bathroom occupied then have to walk back to their room. Might be tempting not to bother ! Also important practicalities such as lack of room for equipment for hoists and wheelchairs. Most older people will need this type equipment at some point and currently there is just not room. The issue of infection prevention in shared facilities really is an issue too.

The buildings are not up to today's standards. They are very archaic and in need of modernising. To maintain them would not solve the problem.

The residents are happy in their home, if all that happened was to maintain, it wouldn't affect them in a detrimental way.

Need updating

Maintaining keeps the residents in the home that they are already settled in. Moving residents more often than not causes more harm than good. In extreme cases the resident will die very soon after being moved. They can't cope with their health issues and being unsettled simultaneously. This will ask keep staff in work, the staff who have been invested in for training and development. Also the staff for most residents are an extension of their family and likewise for the staff. Keeping the staff working at the home helps the local community - buying lunch from the local shop etc. but this also helps the environment, staff often live very locally to these homes and/or use public transport over long car journeys.

All care homes should be upgraded to meet today's needs. All council facilities should be treated this way

This is probably the low-cost solution. Does it solve the problem? Obviously any change that does not inconvenience the residents would be seen positively by them.

It's very hard to consider what is best for the residents as any disruption to them, especially someone like my mother who has advanced dementia, is only going to be upsetting and confusing for them. Moving homes once is hard enough to maybe have to do it twice would cause upset.

I am the only family member who visits to my uncle who lives at Barnfield on a regular basis, he is currently only a 5 minute walk from my home in Horley, I don't drive either & it would be a disaster if he was moved much further away from Barnfield, he has accepted Barnfield as his home & I feel moving him would upset him dramatically as he initially found settling in hard, it seemed to make his dementia worsen he looks forward to seeing me & I am able to take him in his wheelchair into our town of Horley which is any 7 minute walk from Barnfield or to my home which is a five minute walk from Barnfield, we fought for months to get my uncle into a Horley carehome to be beside his only family member & feel it would be such a shame to close Barnfield completely! Council run carehomes are very few & far & after losing his wife he's became reliant on my visits, I also feel other carehome residents would find moving at their time in age & illness very distressing

Heathside Definitely needs an upgrade, great place, great staff.

Doing nothing is not an option on a number of fronts.

My main concern is around privacy for my Mother

I can only reply to Orchard Court , which recently has been refurbished

If the problems are not sorted they will have to be sorted one day. Better to do in a planned way.

Depending on the home.

Not enough substantive information on impact analysis

Duty of care to the residents

I don't think it's good enough that these buildings just meet compliance. I would think en suite facilities are a minimum.

We would love for Heathside to continue for the reasons that all the residents and staff are very settled, get on with each other very well and there is an excellent camaraderie at the home.

There is clearly a large financial commitment in this Option. However, there are two 'values' to be weighed up: Value to the public purse and value to those individuals who find themselves living at the Care Home.

Is the alternative to maintaining the Care Homes to place the existing residents into a commercial Care Home run for profit - at the expense of the residents?

Cheap, almost unregulated staff, the cheapest of nutritional foods, laundry equipment etc etc... A Council run home is likely to have adequate staff without cutting corners - with proper contracts of employment- including sick pay

Please do keep as many of them as possible

It is the easiest option for the residents concerned. More residents could remain in the building.

Too much money to revamp the homes and keep them open.

Home is run down. Would need so much money spent. No staff always run on agency. So many problems with the home.

| |
|---|
| My grandparents and parents never had any issue with things such as shared bathrooms in their care homes, least of their worries. All should be maintained to required standards though. The main priority is the level of care which is entirely down to staff and training. A kind carer is always worth sacrificing a new washroom. |
| Would require the least amount of change and upset for current residents |
| Nothing changes for the resident's and staff. Building being maintained just keeps it ticking over but not upgraded internally to keep up with the future expectations of residents |
| buildings no longer fit for purpose. not compliant for infection control. no en suite facilities, not safe in event of fire, unsafe open plan main staircases, rooms too small, problems with roof, heating drains |
| Shared bathrooms impacts on privacy and not nice for those residents; Maintaining rather than refurbishing means a lack of investment in the facilities and buildings which would limit the quality of the provision and is also not sustainable. |
| Keeping them maintained to building reg And h&s |
| It is important that Residents are not moved when they are already settled in their safe and comfortable surroundings. This is especially important for those Residents with Dementia and it is well know that as soon as they become unsettled with unknown staff and surroundings they can go downhill very quickly. |
| This is the cheapest option although it would be preferable to modernise and refurbish it. |
| It would be positive because it would not disrupt those already in care which in itself can be further debilitating to any residents, particulalry those with demementia. |
| The home needs modernising for the dignity of the residents but it will be a disruption to their lives whilst the work is undertaken. |
| Care homes are in short supply at best |
| It is not efficient use of budget to maintain this home, as rooms are not fit for purpose for long term to end of life care as mobility declines. They don't even have sprinkler systems, or Fire safety bedroom doors. |
| i feel it would not be in the best interest to move older people from their home modernising it seems the best option |
| My mother's lack of understanding will be an issue with our family |
| Increased demand on these services (absurd to say it will be less) and increased complexity of social care means a stand still approach is not an option. |
| i feel that that to much money would be ploughed the home to keep them as they are . and it does not provide value for money in the future. |
| The homes are not fit for purpose as they do not meet the government requirements . |
| I feel this would be a negative decision as the homes are not meet the required standards . |
| Building is very dated. Lack of bathrooms, small bedrooms . Most of the 8 homes are not full, so disruption during some works would not be as much as when full. Closing units is possible. |
| Heathside. Woking. Is a very. Well established. Care home in. Woking. With good links to the woking. . Communty. And gives high standard. Of care. It would be a great. Lose to woking. If it. Was closed. And would couse up set. To the. Residence. Living. At heathside. Woking. Who have. Every. Lived in woking. Them. Selfs. Befor going. To heathside. Or who. Have. Family. Living. In woking. |
| This does not improve housing conditions for elderly or staff such as personal bathrooms |
| Crucial and supportive care work is invaluable and everything offered to my father and my aunt has been incredible and so beneficial from all the staff at Abbeywood. Ideally I would prefer if they did not have to be moved to an alternative home while these works were carried out as it would unsettle them but I realise sometimes it is problematical where building works are involved. |
| Meadowside Care Home is already in a suitable location, near the town centre and local park. It seems a waste to abandon the location due to the recent pandemic, its effects of which may not last longer into 2022 and taking in of more residents may occur. |
| i understand your plans including the building new flats and the independence that comes with that, I feel the people with dementia would be at risk in these sorts of settings. If they were able to live independently, then surely they would remain in there own homes with care staff going in has needed. People only use care homes has there last option, some where safe, for there loved ones. if this was an option why are we on the list, when that is what your doing now. with the fact we are on the list says its needs to be brought up to date. |
| My mother is 95 years old, she is happy and settled at Meadowside and we don't want any undue disruption for her. |
| Abbeywood requires updating such as installing sprinkler systems, fire doors on bedrooms. Rooms are not fit for purpose for long term to end of life care as mobility declines. |
| Heathside needs much more than just maintance as it is in quite a poor state of repair |

| |
|---|
| <p>Much needed to maintain. But needs to be modernised.</p> |
| <p>Keeping some/ all of the care Home would be a positive step as it would retain an important service to the community. This initially would allow time for MORE COMPREHENSIVE PLAN TO BE PUT IN PLACE AND IMPLEMENTED and would allow for flexibility with the option of MODERNISING AND REFURBISHING OTHERS..</p> <p>The future of Birchlands and each of the homes should not be looked at in isolation but as an overall strategy for Elderly Care in Surrey, then only to make the final decision on an individual basis.</p> |
| <p>This option would have least immediate impact on the residents but would commit them to living in less than adequate facilities, ie small bedrooms and no on suites.</p> |
| <p>Orchard Court is very old fashioned and has some fundamental problems with drainage so maintaining as it is would probably be too costly. It would definitely require some refurbishment or better still a rebuild. We sit on a large piece of land so a new home could be built in the grounds, once the new building is in situ the residents moved there and the existing building with some ground could be sold to offset the costs of the rebuild.</p> |
| <p>As long as the facilities continue in there localities which are necessary for the future, it should not matter which course SCC take as long as they get value for money.</p> |
| <p>Barnfield is a lovely home, the staff are friendly and supportive to their clients and families.</p> <p>Barnfield is looking a bit dated and dark and could do with some decoration and new windows/doors etc.</p> <p>The furniture is looking a bit dated and shabby.</p> |
| <p>Orchard Court needs updating, it can't carry on for too many more years without some money being spent. The laundry facilities are really old and break down regularly. As do the baths and showers etc.</p> |
| <p>The care homes need to be upgraded they are no longer fit for purpose. Need most of the rooms to have access to private bathroom. However, many dementia users are no longer mobile so having own bathroom is not necessary for everyone and full person care would be provided by a care assistant. So some rooms with washbasin only would be sufficient.</p> <p>There is under occupancy so retaining perhaps 50% of the homes might meet future needs.</p> |
| <p>This option would cause minimum disruption for residents and provide job security for staff. Standards of care are good in the homes and with some strong leadership and proper planning and investment there is no reason why some of the homes could not have a longer life and continue to provide high quality care.</p> |
| <p>This would just be delaying the inevitable, as time moves on the works required to maintain and sustain would increase as the premises age and this would just add to the overall cost until such time where a more long term resolution is required.</p> |
| <p>This would enable the residents to stay in their homes without the upset of moving out</p> |
| <p>Maintaining all the 8 care homes presently provided, upgrading them and ensuring at least a Co funded arrangement for residents is essential. Simple relying on the third sector or private sector would be a failure of the County to ensure a mixed offering in the care sector and harm the service received by the most vulnerable</p> |
| <p>SCC provide a high level of care for older persons and the SCC homes are well regulated both by SCC and by CQC. The other two options appear to provide a role for the private sector and I do not believe that the private care homes can provide the level of care required.</p> <p>My aunt lived in a private care home and the standards were awful. Even the food was carefully portioned to save money and staffing was very thin. I am worried that any significant closure of homes will result in services being driven by profit, not the needs of the older persons</p> |
| <p>Birchlands has had a good deal of money spent on it since its return from Anchor, and improvements have made a noticeable difference. I appreciate that more updating is required, and that a sprinkler system is needed wick would cost in the rigion of £200k, however the funds for this could be raised by selling off the land on the right-hand boundary of the property, where the derelict detached house is situated.</p> <p>The design of Birchlands is ideal for someone suffering from dementia as the the dining a lounge area on each corridor allows small groups to live together and develop intimate friendships. The care home has improved its CQC rating in recent months and the residents are thriving.</p> <p>Birchlands is situated in a quiet road and is surrounded by mature trees. My mother watches the squirrels in the trees and comments on the leaves as the seasons change. She is able to take walks in the garden and our family can visit her in a tranquil setting.</p> |
| <p>A community that looks after its elderly people I believe adds to the environment of the young and the old.</p> <p>Young people need to visit and talk to elderly people to give them an understanding and respect that may be lacking in their home environments. Children bring a smile and can be very stimulating to the elderly. They bring back to their memories stories and games they used to play with their young ones or grandchildren.</p> |

Barnfield is such a lovely residential home. The staff are so caring and I would be devastated if it had to close as my mum has only been living here 5 months being very anxious and wanting to go home, However she has settled so well and I would be anxious if she had to move as I really do not know how she would cope.

It would only be positive if one of the homes was Chalkmead. It is imperative that XX resides in a home that enables her to continue with her current routine/ lifestyle. XX attends Age Concern 4 days a week and it is imperative that this continues while she is able to physically and mentally.

XX relocated from the Lingfield Home, which was the home that she was initially allocated when she left hospital. Lingfield provided a far more positive experience for XX, although she wanted to be in Merstham to be with her friends and attend Age Concern, which has been her 'life' for many years.

Sadly there has been little or no capital investment in Heathside Care home, in order to modernise it, while my mother has been in residence.

There has been a degree of re-decoration in the 4 years that my mother has been resident.

I think this would be a positive outcome for the residents as their lives would be largely unaffected whereas to move them elsewhere may be upsetting and detrimental to their care.

This would obviously be the cheaper option. I do think that the home is looking a little tired but that's nothing when you compare it to the upset moving all the residents will cause.

Maintaining the homes is an effective and environmental effective option.

It is neither.

Not sure.

Bring orchard up to standard

It is positive in that the present service would be available for residents in the future.
If funding is available then a refurbishment while occupancy is low would be ideal

Won't cause any distress to the residents.

Working for the nhs, I know how difficult it is for some people to find a care home, especially when people don't have the money to go private.
All efforts should be made to maintain if possible the existing care home homes

This is now my Mum's home...I would prefer her to stay there.

Short term solution that would meet immediate needs

My mother does not need the trauma of having to move at her age.

The care home provides many jobs to local residents and a service for local residents that need to stay in the community at this time.

I think the area needs care homes

My Mum is very settled at Birchlands and I have found staff to know her really well. They moved her downstairs when my Dad passed away and she is encouraged to walk around and join in all the activities on offer. The staff talk to her in a friendly, professional manner and offer a very good service.
Although she has Alzheimer's she is treated with respect and dignity.
Above all she is happy there.

The other 7 residents in her unit have in essence become her family and it is good for her to spend her days in the communal areas and NOT in her room. She can go to bed when she likes and is given plenty of choices.

I do not agree with the need for her to have an on-suite. The bathrooms are kept clean and the way the staff coped with Covid is testimony to the hygiene levels they uphold.

They have a great outlook to the local school which is a talking point for reminiscing, beautiful gardens and sensory garden produced by volunteers at the local University.

Less money spent but all probably need modernising

If this can be done without closure of any, why would this not be considered.
It would be very upsetting to local residents for Orchard Court to close.

Maintaining the current facilities

It's only the bare minimum but the residents deserve better accommodation

Homes should be kept up to standard as a matter of course

The homes need investment to endure that Surrey can provide comfortable care for those in need who don't have the finance to pay for the much more expensive private care homes.

If the rooms are not fit for purpose then this is a waste of funds.

Badly worded as would be extremely positive if it said 'all' but 'some' is not good enough

We have an increasing aging population carehomes need to be preserved not reduced and especially council run ones which are more affordable than private run care homes

At some point in our lives or a relative's life someone will need to use residential care homes. I think they should be maintained to meet building compliance standards. Unfortunately there are no further homes in the Lingfield area so I do hope it's one that is considered.

Keeping open all 8 homes is important

Any changes to Barnfield could be done around the residents using the different units to attain this. Dementia patients do not need changes to living situations advancing their demise, this option would minimise disruption to them.

The residents MUST be considered at all times. This is their home and to move them away from familiar surroundings, familiar people (staff) and their normal routine will be detrimental to their health. My relative has advanced dementia and to move them would, in my opinion, unsettle them so much that they may never adapt to their new surroundings. In other words they would deteriorate so much that they would give up living. Barnfield has the possibility of moving all residents to one side of the building whilst the other is upgraded and then transferring everyone to the updated side so that the run down areas can then be updated.

Abbeywood is an integral part of our community and is in a central location where residents can see and take part in local activities. For example, arrangements have been made for all who want to attend, to be taken to the Christmas Fantasia in the village for Carol singing around the Christmas tree. During the pandemic the community pulled together to ensure that residents of the home and also staff were as comfortable as could be, mattresses were obtained from a local furniture store so that staff could sleep there as comfortably as possible. During clap for carers there were always people outside the Home encouraging the residents to join in and listen to music played to them. Easter eggs and Christmas cards designed by children are given to the Home for the enjoyment of the residents and much, much more. Also this Home is located next to a GP surgery so access in the case of health issues is easily available.

Keep local services local, for minimum disruption to the frail and elderly in question, and to maintain of visits and community links.

All Homes should be updated.

This would be far less stressful to the residents and employees, as opposed to closing the site. Abbeywood is an integral part of the community and it would be devastating to the families if it had to close.

i feel Birchlands has a homely feeling as soon as you walk through the doors so i wouldn't want it to change too much however needs work done to maintain

Again this is a "Generalisation" statement which can enable the council to do only basic work on as many of the homes as they are prepared to keep. This could be any number between one to eight. Please keep Abbeywood!

Keswick is so well known and has a very good reputation as being an excellent care home, so many local people have links to Keswick in one way or another and it would be a huge loss to the community should they ever consider closing it,

The building are here and should be made use of. They have alot of potential

Providing they are already in good state and don't need refurbishment it should be left as it is.
Otherwise refurbish and make a pleasant place for the elderly to live in as they deserve

A home such as Keswick still has at least a good six years life span left. Cllr Mooneys view of 'To go into these homes and have a long dark corridor that you cant get a standard wheelchair down and at the end of it is a shared bath and toilet, is not conducive to modern, quality, person-centred care' could not be further from the truth. Residents do not walk down dark corridors to start with and the bathroom/toilet and toilet is located in the centre of the corridor opposite the bedrooms. Residents are not queuing to use the toilet!

Keswick also provided day care for those in the wider community (it actually served a very wide area of mole valley) and locally which was the heart of our home. Our home certainly had 'hustle and bustle'. Just by the council not providing this service since covid has also had a major impact on our residents. Its like the life has been 'sucked' out of it. The council has caused this to happen as there is no reason why this centre couldn't have reopen with covid safety measures. Day centre clients received no letter about the home closures and appear not to have been 'relocated' elsewhere as we were told. With regards the lack of ensuite it is strange then that we were admitting residents from 'posher' homes with this facility, because more activities and social interacting was the requirement of the client and family nothing to do with ensuites. I think its a case of getting your priorities straight. The state of Keswick is not as bad as some of the other homes. so much money has already been spent on the maintenance including a new warden call system because the mole valley 'Telecare' equipment was not up to standard or reliable. New baths, furniture has also been added and rooms repainted

Abbeywood is an important part of the village. It is in a place where locals are made to connect with those living in there. They are not forgotten as the locals wave ir visit at the windows to make them feel part of the community. Old people should he able to stay in their community.

We are very satisfied with the care given by the staff at Meadowside and although we recognise the issues discussed in the consultation document we believe my mother's needs will be best served by staying at Meadowside and continuing to receive the excellent care from staff who know her well, understand her needs and have established good a relationship with us.

Although the building is dated without the provision of en-suite bathrooms, it has worked well up until now with adequate facilities for the residents of which all I met seem very happy. I feel the Care Home has a team of very good staff with a very good atmosphere creating a caring and warm environment for the residents that is far more important. This building has large grounds and potential to add floors above if extending was an option in the future.

It means that our lives do not have to be disrupted and our home is safe.

There is no doubt that the current facilities are in need of some updating - this was probably due some time ago prior to the council taking control again. If this work could be done without moving the residents out of their home then that would be a positive outcome.

The bathroom and toilet facilities are an obvious area where renewal and modernisation is needed. This would improve safety, hygiene and make the facilities more usable for all residents. This is much more important than en suite facilities.

Very positive

This option is quite basic and could lead to the bare minimum regulations adhered to.

People expect their own bathroom and toilet facilities these days.

It is a good idea to try to sustain and maintain the care homes as they are, but with rising costs how long will this be viable for. Some of the care homes need more work for this to happen and although the facts are given over a number of years, how long can the buildings actually be fit for modern day care homes.

For the residents this would be the most helpful option, but not necessarily the best.

In my view it is extremely important that the local community in Horley, which has a large elderly population, should continue to have Barnfield, as a Council run residential care home. So, I strongly believe that it should not close. Ideally, some refurbishment and modernisation should be undertaken, but without residents being moved. My father is 89 and has dementia. He has lived in Barnfield as a self funder since 2015. He has lived in Horley for over 40 years. He thinks of Barnfield as his home and in my view it would be detrimental to him, and I believe, the other residents, particularly those with dementia, if the home was closed. It is important for those with dementia to have familiar surroundings and continuity. Barnfield provides that. The staff, who are excellent, have built up a relationship with my father and myself, and have a knowledge of my father's personality and needs which is vital to his wellbeing. I am my father's only child, close relative and visitor. I would not want that relationship to be broken.

As a self funder I requested that my father has en suite facilities, which I would like him to keep. So, in my view keeping Barnfield open is vital and positive for Horley.

Buildings need updating the bathrooms are shared and need more regular cleaning.

Rooms too small more like cells.

Need lounge area with out a television seperate to a lounge with a television.

TV left on all day. No peace to sit quietly.

Able minded people mixed with dementia people which can be quite disturbing and my family member was attacked by one such person.

Staff were helpless.

Putting the residents first, this would cause less upset and confusion if the residents could stay in their own home.

I feel the home requires improvements but I also feel the home is good as it is

Stability for the residents is paramount. These people have had to leave their lifetime homes and the care homes are now 'home'.

I like it here

I understand this will take time and a lot of finance, and yes some of the homes are looking old and slightly worn out, this home has been in the community since the 70's and at that time was what was needed, times and needs change

Buildings are beyond standard to meet complex needs with dignity

Building layout is not suitable for today's standards of care or very complex needs

these residents have been living here in these premises for many many years and have never complained about the building itself. it is a safe place for residents and staff.

Resident s would be able to stay in the place they call home without any upheaval

My Mum has resided in Heathside for over 3 years. She is blind, not very mobile and now suffers from Dementia and Alzheimers, She requested herself to move into a care home as she was afraid of falling over in the middle of the night and lying there for several hours until someone found her.

Therefore my Mum would not be able to take full advantage of an en-suite as she would have to get a carer to help her in and out of her wheelchair. Because she is blind it takes her a long time for her to get used to her surroundings. At this stage of her life I would totally be against her moving to new premises. She has got used to the carers and they understand her, Also I feel I have a good relationship with the staff at Heathside and I have found them to be very helpful and caring. The care home is ideally situated for myself and my sister (who lives in London) to visit my Mum. She is self funded we have found Heathside to be the cheapest care home in Woking.

These residents need stability and moving them to another home is unsettling for them, especially those with dementia. They need regular faces and surroundings
Home is big enough to do work needed unit by unit .

1. This is the best outcome for the majority of residents at Barnfield causing the least distress and mental anguish.
2. It is the lowest cost option and with the weekly costs of Barnfield only marginally higher than the cost of buying the service from the private sector.
3. With building maintenance managed by the council it is unlikely the condition of the building will deteriorate significantly.

Its alright as it is.

I like the home as it is.

I want to stay here.

Because I like it here.

Continuous maintenance costs would not be viable and would be continuous disturbance to residents.

They want to make it [illegible].

This is my home I want to keep it as it is Its a good building.

I want this I don't want them to touch anything, I've already moved once I don't want to move again.

Unable to say.

Its been built for a long time.

They all need extensive refurbishing and making safe.

Nothing changes for them

This home has produced some of the best care in the area. Surrey CC must take on a responsible attitude towards the needs of the elderly in Bookham. Not all care can be provided in a clients own home. 24 hour care is needed for some.

People are living longer and their needs are becoming more complex over time. The properties need updating to reflect the need to accommodate specialised equipment. Just maintaining the status quo is not going to encourage people to want to place their loved ones in a home.

The residents deserve the privacy of their own bathroom however I don't think they should be moved away from their families

The statement should read all eight residential homes not some which implies there are going to be closures

Allows continuity of environment which is particularly important for residents with dementia. At the moment at Abbeywood the residents are all happy and comfortable as they are.

Depends which of the care homes are retained

Would not resolve any issues

Building compliance is essential.

The availability for residential care beds in Surrey is also essential as the elderly population increases and a percentage of the population will require 24 hour hands on care of an acceptable cost effective standard

To have a care home within the community is so important and

Care homes need to be kept updated for residents to have a positive quality of life

Residents deserve privacy and dignity of own bathroom but should not be removed from community

Dementia and continuity in the local area.

My preferred option - no disruption to residents - my brother is very settled at Heathside and we worry about the effects on him of having to move out even temporarily

I think the refurbishment option is the best option, this would be a 'bodge' instead of giving every room an en suite

My Uncle has only recently move to Heathside in the last couple of year after 30 years at Hillside.

The move from Hillside was fairly traumatic for him and he is now happy and settled at Heathside.

Whilst I appreciate that the home does require refurbishment, the family are worried about the effects this could have on my Uncle if he had to move again even temporarily

This option is preferable to us as it would avoid any further disruption

This would give my mother the ability to stay in Keswick.

| |
|--|
| My brother is VERY happy at Birchlands as it is.... he really does NOT want or need en-suite facilities. |
| He was moved to Birchlands (under Anchor) when his previous Care Home closed. |
| He does NOT want the upset and turmoil of being moved yet again. |
| Heathside is a very pleasant place to live. It is closer to the family than Hillside and so visiting is more frequent and easier. The staff are kind and considerate to clients and family alike. |
| Just the necessary alterations should be carried out to meet the standards required so as not to cause the residents unnecessary disruption. Generally I feel that Heathside is in very good condition and the residents seem to be very happy there |
| you should maintain and sustain the care home |
| Beacuse it can not meet the complaince standards |
| Because they cannot meet compliance standards |
| Because they can't meet the compliance standard. |
| This will make no difference at an operational level at the moment but are we storing up problem for later, the buildings have substantial maintenance issues. |
| It is vital that the homes remain in close proximity to their families. |
| it is good ideal of maintain this home, because Heathside is in the centre of Woking and get easy excess to train station. it is easy to recruit for the staff. also it is benefit for our residents, the resident are enjoying shopping , going to watch cinema, going to coffee shop. it is close by Woking community hospital. when the resident needs to recover from Falls , the resident can go to Woking community hospital. the home is close by to all the essential surgery as well. |
| Residents could stay in the homes they have known for so long, surrounded by familiar faces. This will allow them to have continuity |
| The second best option of the three as it enables the homes to continue although with acknowledged existing defects. It pushes the refurbishment issues down the road which is never good but at least the homes remain. |
| There should be somewhere local to the residence current address but to upgrade the homes |
| Whilst on the one hand we would prefer this as our mother is settled & has recently been allocated an ensuite room, in the long run (with the possible level of disruption due to required work to meet building standards and associated cost) this is not the most practicable or equitable. |
| As to what decision made by Surrey County Council, I am viewing it as to how it affects my Mother rather than as a cold business decision. My Mother is in her 90s and is practically blind with very bad hearing. She has the start of Alzheimer. What concerns me is that a change in her living accommodation in the late stages of her life will be very disorientating. She is familiar with her with the home. |
| The lay out of Birchlands i feel is very good with each unit having their own lounge and dining room. I feel it is very comfortable for the residents. I have worked in other care homes where they have one dining room and lounge area and it becomes overcrowded and intimidating for some residents |
| There are only 8 care homes in Surrey currently under your responsibility. I'm aware your policy for the future is to keep people in their own homes for as long as possible with carers but you must still require spaces for people who require 24 hour supervision/care. Over the next few years there will be higher numbers of elderly in the community, it seems so short sighted to reduce the number of rooms available. Before Covid my grandmother's care home was always full, there was always demand for spaces, conveniently to the lead up to your consultation the home has become much quieter. I don't believe Covid has prevented that many admissions. |
| I don't know? |
| building very old. needs lot of work. would only delay the problem |
| I'm an architect at ECD in London. We are involved in the retrofitting of residential homes with them both in residence and out. These properties are brought up to Enerphit standards for which there are often grants available to pay for this. Often an extra floor is added to also fund a refurbishment. It can be done. Meadowside is a lovely location and somewhere worthy of saving. Please get in touch if you need pointing in the right direction. |
| The facilities at Heathside are very good. |
| The home does need to be updated not closed, |
| Still in pandemic ! and Spring 2022 introduction of new Health and SC legislation. Prudent to pause at this time. |
| The residents will get to stay where they are, with staff that they know, plus the staff get to keep their jobs. |
| Prefer option 2 |
| Infection control |

Very Positive 'if' Meadowside remains open and is maintained and sustained. It leverages the investment made in the facilities and in the staff and reputation. Creates little to no adverse impact on the residents who are quite happy with Meadowside today. However 'if' Meadowside closes this goes to Very Negative as the disruption would cause my relative great distress. She has dementia and having familiarity of surroundings and staff is a huge part of keeping anxiety low. The upheaval of moving would be terrible, she would almost certainly lose her companions that come to visit as Egham (the closest assuming its not closed) is too far for them to travel.

I believe all the homes are in need of being at least modernised, sustaining and maintaining, will lead to later consultations or decisions made, adding further stress to staff, service users and relatives.

Trying to simply maintain what already exists, will only require more robust maintenance in the future. Amounts to constant patching and re-patching.

Prior to residing at Barnfield my uncle lived in a care home in Dorking. He was very unhappy there, he lost weight, his health deteriorated and there was a long delay in for his health assessment. He was a long distance away from his family. This made visiting difficult, It was especially difficult for his main contact, his niece, Tracy, who does not drive. He had arrived back to the UK from Spain soon after his wife died. His daughter lives in Australia and is unable to visit because of the pandemic restrictions. I live some distance away and have found it difficult due to lockdowns etc.

Since moving to Barnfield my uncle's health has improved and he is very happy there.

Tracy lives in walking distance and is able to visit regularly (within the Covid restrictions) and my uncle spent Christmas day with Tracy and her family and Tracy and her husband can walk him to the local town where they can shop and enjoy a meal together. He is visibly happier, has made friends within the home and he enjoys the contact with the staff. As Tracy cannot drive it would be extremely difficult for her to see him as often and this would have detrimental affect on my uncle's health and wellbeing.

Although the council feel that the building could be updated the residents are happy there and although improvements to the structure could possibly be made it is of no consequence when compared with the residents wellbeing and health. It is well known that moving residents from care homes where they are happy and content and have caring staff can have dire consequences

The focus of this consultation has been on the state of the buildings of 8 care homes and whether the existing care homes run by Surrey CC are fit for purpose going forward. Savills' reports indicate that all the 8 properties are beyond the optimal economic lifespan of the buildings. As all the buildings have been reported to be of a similar age and built to a similar template, it is not surprising to find the reports to be similar in assessment. Surrey CC has said that the care homes are half full because elderly people today want en-suite accommodation and larger rooms. It also makes the point that the purpose of care homes have changed since the care homes were built as people seeking care homes may have more increased needs than compared to 50 years ago and the current care homes may not be fit for purpose.

I have the following comments:

1. It appears unlikely that Surrey CC's economic/financial position will be able to facilitate all 8 care homes continuing as they are.
2. My understanding, with respect to Keswick, is that the home was not running at full capacity as a decision was made to operate it at a reduced capacity due to the difficulties in recruiting qualified staff and, subsequent to this decision, the additional problems posed by COVID as opposed to a lack of need from the community.
3. Uncertainty over job security and job prospects created by the consultation for staff would have led to loss of staff morale and may have precipitated further staff losses. Constant changes in staff prohibits continuity of care and opens up the potential for errors. If a care home is to be kept open and operated at full capacity, then staffing capacity needs to be reviewed and the manager of the home provided with adequate administration support with respect to staff, maintenance and repair needs. It is also important to ensure the manager does engage with relatives rather than be an anonymous face.
4. Improvements have already been made pre and during COVID at Keswick; for example, refurbishment of the Daffodil wing at Keswick and purchase of new crockery. This was not mentioned in the report.
5. Keswick has played an important role in the community providing day care activities to both residents and people resident in the community. The day care provided an essential lifeline to carers in the community as it offered the carers respite. The day care centre at Keswick was quite unique and added massively to Keswick's amenity to the local community. I cannot believe this is not needed. During covid, the day care team have worked tirelessly to ensure residents are engaged in a variety of activities - this is very special and makes Keswick unique.
6. Keeping a care home open would be the least disruption for existing residents.
7. Buildings are not usually knocked down after 50 -70 years but maintained and refurbished in compliance with current building standard requirements. It is not satisfactory, in answer to a query about why the homes were allowed to become run down, to say this was overlooked when the Anchor lease came to an end. This would seem to be a major oversight if this is the case. Repair and maintenance clauses would be standard for any commercial lease and is an expected requirement for any landlord of residential accommodation. It is hoped that Surrey CC did exercise due diligence to ensure the contractual terms were adhered too with respect to, for example, service maintenance contracts.
8. Relatives of residents at care homes would need to be reassured that service contracts are maintained and these costs included in annual budgets. Keswick's lift was inoperable prior to Christmas and was not repaired for some time. It is unclear why there should have been a delay if a regular service contract is in place. This would be needed in any care home

| |
|---|
| regardless of whether it had ensuite rooms or not. A care home would normally get priority if a service contract was in place. |
| I feel this would have the least disruptive impact on residents and their families. Staff work hard at Birchlands to create a safe and caring community where residents feel at home and among family. This may well be true of each care home and the favoured option would surely be to maintain and sustain all of them. |
| Limited impact on everyone associated with the home. |
| I write with specific reference to the Chalk Mead facility where my elderly mother is resident due to Dementia, Mobility and COPD conditions. The facility ticks many boxes in terms of her care delivery and indeed the ability for family to visit conveniently. Any moves to enhance the facility through improved building compliance standards is for the betterment of residents, staff and visitors alike. |
| Changes will be expensive and disruptive. En-suite etc. is not necessary. In some instances ensembles may pose a higher risk. |
| Each Care Home will have different facilities that will affect the option to 'Maintain & Sustain' . These will need to assessed to provide the best way to keep the some, if not all of the homes functional and in place. |
| Residents would still feel safe and not be as confused if things carry on as normal |
| Many residents have lived at these homes for many years, it is their HOME |
| This seems like the most logical option. The facilities are currently fit for purpose and it therefore seems most sensible to continue to sustain as many of these facilities as possible. Minimising upheaval and hassle for residents and staff is for me the determining factor here followed by cost. |
| I think that the work that would need doing would prove costly and only serve to patch up the building that will then likely require constant and costly maintenance. |
| The benefits of remaining in what has become their 'home', to elderly, and sometimes confused, residents would far outweigh the other options being considered. |
| Although making improvements is never going to be a bad thing, allowing a great service to continue doing what it does best , can only be a positive outcome |
| Whilst finances may not allow for all of the homes to be upgraded, I believe that maintaining as many of these homes as possible will be a positive move for many people. It brings jobs to local areas, allows people to remain in the a home local to family members, offers more choice to people, and would allow those who already live in those homes to see out their days there, but with better facilities than currently available. |
| The homes despite a difficult few years under challenging circumstances have generally preformed well. |
| The last CQC report was positive and staff have worked very hard to bring the home up to this standard. This indicates option 1 is a viable option for maintaining a good standard of care going forward. When SCC took the homes back off Anchor option 1 or 2 must have been the preferred option. This was only around 2 years ago, At this time Orchard Court resident numbers were high and residents and families were happy with the standard of care. Why did the Council take the homes back if they were unwilling to support them going forward? Continuity for residents, their families and the wider community. Orchard Court is a crucial part of the Lingfield community and the town requires this service provision. It is very disappointing that the community has not been engaged proactively in this consultation. |
| The person for whom I am a Deputy is very happy at the care home from the visits I have made over recent years. I last saw him in November 2021. He was previously moved from another care home when that closed. It is my view it is likely to adversely affect his mental health if he had to move again, severing his links with the other residents and carers whom he has known for many years and having then to form new relationships with new people in another care home. |
| All eight are required to remain open, therefore keeping the same number of places available. |
| I would like to continue living here because I am happy here |
| Well, I got used to it, I'm happy here, the carers are nice. |
| Prefer not to say |
| Just keeping it going isn't good enough |
| They are indifferent to people's dignity |
| I don't know |
| Our mother would be able to continue having care where she is happy |

| |
|--|
| 'some or all' seems a little vague. The home, Abbeywood, could definitely benefit from more improvements. Just staying as it is would probably be more costly, not just in financial terms. |
| Keep it as it is |
| If this wasn't a feasible possibility then the council wouldn't have this as an informed option. also, can you explain why 5.2 (Question 6, Option 2) does not mention 'meeting building compliance standards' in bold |
| This will not bring any of the homes into the 21st Century as they need by the sounds they need to be done correctly |
| It would be less disruptive for the residents. They remain in familiar safe surroundings' - their home. |
| The care received by residents at Keswick is top class and caring staff have been in post a long time. Nothing should be done to jeopardise this. |
| It's good to have a place like this |
| Because everyone won't agree to it |
| In my point of view it's great |
| Because you can do quite a lot with it |
| I like it here. It's nice open and friendly. Has nice views |
| It is my home, I like it |
| Would prefer to have en-suite |
| The homes are now 40 years old plus and need to keep up to date with modern way of thinking. People seem to be older and less mobile before entering into residential care. |
| It's my home. Why should I move I love living here |
| It's my home - I like it here |
| It's my home - I like it here. |
| Because I wouldn't have to move |
| I love living here but would be nice if the home was updated. |
| I enjoy living here |
| I like my home the way it is. |

| |
|--|
| Option 2 |
| My question is, what is the timescale for such improvements. Additionally, the disturbance to residents over an extended period would be unacceptable and, until the homes are refurbished, the residents will be forced to live as though Option 1 had been selected. Add to this all of the points raised in Option 1 above and I think the continued running of the homes is unsustainable |
| Modernisation would be good if this meant my mother could stay at the same care home |
| All care homes need to be kept open |
| My resident would stay in a beautiful location where I would continue to give them the life they deserve |
| We need a lot of work done. And this is the best option. We are basically empty now. Now is the best time to do this work. Unit by unit. It's possible. |
| With the present situation on the lack of care and special needs homes. |
| 100 percent we do need to remodelise Meadowside and other Surrey homes |
| Depending on what u offer to help staff and residents |
| It would be nice to have new facilities & an ensuite, but concerns about where I would be during building works or if I would have to move, where to? |
| If this option meant a change in location until the work is complete, for my mother that would be the same as 2 changes. As I've said, any big change at this point in her life will have a detrimental affect on her health and to have 2 changes in quick succession would be the worse scenario |
| Pros and cons to either side of this. Modernising helps freshen the home and keep up to date. Also encourages the people that live there to feel more uplifting with newer refurbishments about their living situation. However this can cause disruption to some people that live there that are in end of life care. |
| We have some empty units .makes sense to refurbish them first .with less disruption .it makes sense to do this . |
| refurbished care homes would better suit older peoples" needs |
| You could do this in one of the homes that need less repair/upgrade to better make use if money. |

| |
|--|
| <p>It would be positive for our 90+ year old residents who think of Birchlands as their home . They love living at Birchlands .It's not just a care home were a family . We do our utmost to keep residents happy and safe Respect their dignity at all costs . Why isn't it considered to keep Birchlands open refurb it then consider taking private residents as well .If we have on suites rooms a shower rooms which most of the care homes have now .It's in lovely grounds and a very nice area . Our residents deserve better than being moved to another home it will cause some of them to die which in past experience has happened .ELDERLY PEOPLE DON'T LIKE CHANGE THEY DESERVE BETTER .WE HAVE A DUTY OF CARE AND MOVING THEM ISN'T PART OF IT</p> |
| A local community resource for the future |
| Needs and the virus are changing, despite some bedridden patients not needing facilities suitable ensuite will both be better for residents and also protect staff and residents from cross infection. |
| The home does require some modernisation , and permanent rather than temporary repair maintenance work. But not every room requires to be en-suite more importance should be concentrated in heating system and room sizes , and also storage facilities for equipment and necessary office related records (ie archiving) |
| Too much money is needed for this. |
| I am glad that there are care homes run by the council. I fee confident that the staff are paid fairly and that they have opportunities for progression. This in turn will lead to residents being better cared for at a reasonable cost. The refurbishment and relocation of residents is a temporary difficulty for longer term better service. |
| It is clear the elderly have enough to cope with when moving into residential care when they can no longer live alone. To close care homes in these places means moving the already vulnerable residents from their local area, further away from their friends and family isolating them further. Much better to improve the facilities allowing people to stay in the area they know and allow them to have visits regularly from loved ones. |
| The existing buildings should not have been left to rot as they have been. Investment needs to be made to at least support the existing residents. |
| Fibding a way to keep the care home to a good standard and refurbish without too much disruption would be optimal |
| Elderly residents deserve the best facilities and the investment will increase the value of the care homes to the community |
| Again Abbeywood needs extensive work |
| Some upheaval but staff retain jobs and residents continue to live in thd place they now know as home. Facilities will be improved, which can only ever be a good thing, and family connections remain also |
| More care homes are needed to prevent older and frail people remaining under NHS care by closing some homes you are reducing a more affordable option |
| This all depends on where the money and workmen are being sourced from. Considering most councils are tight on finance,using cheap labour and cheap materials isn't going to be a long term solution |
| Would be more practical to remodernise the bedrooms and building rather then maintain or closing. |
| Should keep the home for future elderly in the village and gives carers some respite as travel not too far |
| See my comments in Question 5, Option 1. |
| <p>Option 2 is my preferred option. Modernisation and refurbishment of all of these 8 care homes is the best Option for Surrey residents and Rate payers both current and future. These homes are a resource which will increasingly be in demand as our elderly population and demand for residential care grows. The work could be planned to take place over several or many years, with those homes being toward the end of the list being 'Maintained and sustained' as Option 1. To guarantee provision of affordable places within the county is the responsibility of Surrey County Council. This duty must not be passed off to the Private Sector which has a role obviously, but should not be expected to fulfil the role or duties of the Council. Although disruptive for current home residents and more expensive initially, Option 2 would be cost effective in the long run. Existing Council owned care homes are a valuable asset and should be retained and updated for the benefit current residents and future generations.</p> |
| 10 residents would lose their forever homes and may lose contact with close by family members if there is nowhere too close |
| As above |
| The facilities (or apparent lack of) at Abbeywood have not been of any concern to anyone I know or have heard from. Modernisation to some degree would be advantageous but not if the residents had to be moved out to allow this to happen. It is definitely not a concern ever raised with me. |
| Abbey wood is a good facility in the local area but it does need to be modernised/upgraded so that the rooms have en-suite facilities. |
| Mantain and refurbish all facilities , very much needed . |

| |
|--|
| Important to keep care homes in existing communities. Residents may have existing links to the area. To move them elsewhere permanently may be detrimental to their lives. A temporary move may be manageable for the well-being, but not necessarily long term. |
| It would mean the residents get to live the remainder of their lives in their home and staff would keep their jobs |
| Abbeywood currently holds 51 beds. If this home was refurbished or modernised, it would need en-suites to ensure that it looks inviting for those potential new residents. This would mean potentially reducing the home from 51 beds to 25 beds which potentially could create a deficit of funds when the refurbishment is completed. |
| As it would still be keeping spaces for elderly to be kept safe, but by keeping modern and refurbished it's going to help bring in new customers and clients |
| I agree the home could do with modernising and not have communal bathrooms |
| This would feel like the council is looking towards the future |
| Abbeywood could do with an update & refurb but the building itself is quite old but still reasonable. |
| Improve the building can be beneficial for all residents and keep the future of the residential |
| I do not believe we have an excess in capacity. Reducing the capacity of existing care homes is a bad idea. Each community should have the opportunity to house its vulnerable people locally and keep them part of the community as they are in Ash. |
| Britton them all very glum for seniors to live in |
| Hospitals have mixed wards and shared facilities....why is this a problem in a care home? Private residential homes are very costly therefore residents would expect to pay for en-suites etc. There is a desperate need for reasonably priced care homes. Someone I know had to put his wife in a care home out of the county that was cheaper. |
| They will be modernised in a good way for up to date equipment to be used |
| This would be great, and much needed, but that would probably require the current residents to move out. They have already had to pack up their homes to move into a care home. |
| Some staff are very upset about the prospect of having to find alternative employment. We have all worked through Covid and our mental health has already suffered. To modernise and refurbish would be a great idea for the future of the home. |
| Less bedrooms available. |
| This is the best option. |
| Modernisation and refurbishment of council care homes is a very positive option particularly for communities that know and trust their local home. Keswick House in Gt Bookham has been a valuable resource in our community for many years. |
| I would like to see Keswick brought up to date |
| How would the council manage the modernisation - would people need to move out What about the stress and worry of potentially moving whilst works done and not moving back stress of the work and moving Consultations on how to refurbish to future proof care communities. Will people living, supporting and working in the care communities have a say What will happen to the care communities that are not going to be refurbished?. Closure? Or buildings barely fit for purpose |
| Positive |
| As people are living longer their needs change and there should be careful consideration given to this. |
| This is the best route all around, if they are modernised now, then they will be viable options for the elderly and infirm in the future. |
| These homes are much needed. It is a complete fabrication to say many elderly people now live in their own homes. We have a growing elderly population, and these homes are much needed. The waiting list alone for Keswick, would tell you this. Put people first, not money and savings. |
| The location of Abbey Wood is fabulous, especially with it being next door to a GP surgery. From the CQC report it appears to be well managed with no dependency on agency staff - which is practically unheard of in this type of setting and really not something to be sniffed at. The building is in desperate need of modernisation to not only meet current needs but to also future proof. |
| By updating it would be a good idea but you have the upset for the residents being moved around and also some staff would also lose their jobs as there probably would not be enough jobs to keep all staff employed within the remaining homes if some were closed |
| It would be a positive thing but I would worry for the residents in what would happen to them while all this was going on and also where the staff would stand |

| |
|--|
| although we know the work needs to be done it would worry me how the residents would cope and also how it will effect the staff |
| This will be good in a long term for both staff, residents and the care home. It will cause disruptions but it is necessary for the improvement of the service. |
| Abbeywood is a fabulous environment; the staff and community feel are huge pluses adding to the care offered. I would, therefore, like to see it able to continue to serve the needs of more vulnerable older residents for many years to come, long after my own mother passes. The location is very good and feels as if it is part of the community. Also, my mother has found a group of friends and acquaintances that benefit her immeasurably and I would like her to continue to have these people around her and, as I stated, for others to feel similarly in the years to come. |
| It should be refurbished |
| this would be very upsetting and disorientating to the service users to be moved during the work and then to move back. |
| a modern more practical surrounds can have beneficial affect on the residents |
| There are not many residential homes around the area, meadowside is located in an ideal place close to train stations, public transport with local doctors surgery and other amenities. |
| Any refurb that needs to be done is better then doing that instead of closing any home. |
| Ash and Tongham has an older population and it would be a crime to put those people in homes that are further away from family when the time comes. Leave that site alone for the local community! |
| We would not need to move residents and keep staff |
| Residents would not have to move and staff would remain in there roles |
| This would seem to me to be the best option,refurbishment could take place on one wing at time causing less disruption to existing residents,there is also an option of adding another story on top of the existing buildings and then refurbing the lower floors. Birchlands is such a good location and the care team are fantastic in what they do,it would be a great shame if this was all lost to our community. |
| I can understand the requirement to 'modernise' the home with en-suites, facilities for family members, etc. but I believe this could/should be done without the need for current residents to move out permanently. The residents with capacity and independence never complain about our facilities and seem happy with them. |
| Orchard Court has been extensively modernised inside, particularly decorative, and new furniture and flooring etc, to close it after spending what appears a lot of funds to decide to close it. |
| This option will cost, we understand, but: a) this is the HOME of the resident a) care and CQC standards say that the HOME of the resident is sacrosanct. Unless you are proposing the move the resident to a BETTER HOME - not just farming them out to the private sector - then the council has a moral obligation to keep the residents safe and secure in the home they know, and to modernise it where possible The council will have ongoing duty of care for elderly residents in the county, and to distribute them widely across the many (and varied standards) of the private sector will be very hard to monitor and maintain standards. Private sector homes which utilise the same spend per capita as private care homes are hugely variable in their standards and many fall below CQC standards. Unless Surrey CC undertakes to oversee standards at current or HIGHER levels, then it cannot risk the social care outcomes that this move would make |
| This would be positive where it is needed, but the negative side of this, is the disruption this may cause for those residents living in those homes that require the work. |
| The reality of "modernising and refurbishing" would inevitably mean moving individuals to an alternative room or home and possible major disruption. One move would be an upheaval physically and psychologically for any older frail person but to then move them again might be very detrimental to their health . I feel that one move would be more than enough. Having said that, the lovely courtyard garden is a great idea- can be seen , accessed and used by all and would be sorely missed if resident had to move away . Also, the residents have got to know the staff and have formed bonds. It would be such a shame for them to have to cut ANY of those bonds |
| To modernise or refurbish the homes would not be a good idea whilst residents are insitu as it would be too traumatic and uneasy for them. It would also would be too costly. |
| It would be beneficial to the residents and staff. They could have a building that would totally meet their needs. This is after all their home. |
| Updated needed |

| |
|---|
| <p>Modernising and refurbishing could mean an en-suite wc and/or shower for each room thus providing privacy and dignity for all and improved infection control as we move into norovirus and flu season this is really something to think carefully on, not to mention the recent pandemic! While the refurbishment would carry huge costs, the cost could eventually be equalled out by the LA not having to pay the much higher rate of care and nursing in private care homes for residents in need of residential and nursing placements at a higher private rate and no option for resident or family to pay a top up.</p> |
| <p>Our local population is increasing in size, meaning we need our older people services more than ever and it needs to stay local.</p> |
| <p>If this can be achieved without moving the residents to another home it would be the preferred option.</p> |
| <p>Same response as above</p> |
| <p>Modernising & refurbish would be a brilliant idea & a much needed one, for instance my uncle who has dementia only has a wash basin & due to his Lewy body dementia finds walking down the corridor very hard & he has had many falls, at times he tries using the washbasin to pee in as he desperately needs his own toilet, & doesn't like the commode, remodernising Barnfield would mean the residents can continue to live happily in a place that has become their home & have the facilities they desolately need</p> |
| <p>We were told when SCC took the care home back from Anchor Homes that they would be updating and refurbishing the home but a few years on and nothing has been done, or very little pre-covid. Mum has been here a number of years and is used to the building and people, moving her would be very detrimental for her. It would be great to see Heathside get an upgrade.</p> |
| <p>For my Mum this would be my preferred option, given that resident numbers are currently very low this could be achieved without too much disruption to residents if it could be done a wing at a time.</p> |
| <p>For some residents of the the 8 homes , this has been home , I would imagine .</p> |
| <p>This is an excellent service that needs to continue.</p> |
| <p>Keep the home open throughout refurbishment.</p> |
| <p>It is required It is essential to do this</p> |
| <p>Duty of care to residents and it would improve thd home slot especially having on suite bathrooms and bigger rooms to be able to use equipment needed for residents.</p> |
| <p>En suite facilities need to be added to all residential homes.</p> |
| <p>Any refurbishments and/or building works required at Heathside would be wholeheartedly welcomed for it to continue.</p> |
| <p>The answer here is the same - the welfare of residents should be at the heart of this decision...</p> <p>There is clearly a large financial commitment in this Option. However, there are two 'values' to be weighed up: Value to the public purse and value to those individuals who find themselves living at the Care Home.</p> <p>Is the alternative to maintaining the Care Homes to place the existing residents into a commercial Care Home run for profit - at the expense of the residents?</p> <p>Cheap, almost unregulated staff, the cheapest of nutritional foods, laundry equipment etc etc... A Council run home is likely to have adequate staff without cutting corners - with proper contracts of employment- including sick pay</p> |
| <p>It is very important to sustain as many care homes as possible</p> |
| <p>It is a cheaper option than rebuilding completely. Chalkmead is only 40 years old so I'd be surprised if it could not be refurbished adequately. Having said that, a brand new building would be more energy-efficient & cheaper to run long term.</p> |
| <p>Again, too much of a cost to do.</p> |
| <p>Don't think worth big cvvmmoney on</p> |
| <p>They should be maintained to standards but there is not much money to spare at the moment so should be spent on the most essential improvements. It should be done in a way which does not require relocation of residents. I don't see how refurbishment of bathrooms etc can't be completed stage by stage while residents are present and alternatives in place. When a bathroom breaks down in a care home it's closed off until a plumber visits so they always manage to find a way round in emergencies without residents leaving.</p> |
| <p>I think in the long term it would be a positive move but I don't think it would be worth the upset of residents by relocating those who took a while to settle in the care home anyway due to advanced dementia.</p> |
| <p>Important to improve the living conditions of current residents and for staff too</p> |
| <p>disruptive , disadvantages outweigh the advantages,</p> |

There will be an increasing number of people requiring care homes as the population ages, and this is a good investment. Having recently had to search for a care home for my mother, I found a distinct lack of care homes that offered good quality provision, facilities and premises so there is a significant need for these homes to be refurbished to better meet residents' needs.

I appreciate this would have a short-term impact on the residents whilst work took place but it'd be worth it.

Bring them up to today's standards for the well being of staff and person living there is a good all rounder

See our comments in '5'. These homes could still be modernised but still keeping Residents in one half of the building. This especially applies to Keswick where they only have 21 residents at the moment so half of the building is not being utilised presently. An ideal time to update it.

Most of these Residents do not need an ensuite as they need help using the toilet facilities and there are plenty of bathrooms to make some available for men and some available for Women only. If they had their own ensembles it could encourage them to go to the bathroom themselves and then accidents are likely to happen.

As long as the height of the building doesn't change and the security is improved, we are happy with this option, because it will improve living conditions without forcing residents to move.

It would be extremely positive for many reasons particularly the following:

- 1) Those in care would have an improved level of accommodation with larger rooms and en-suite facilities.
- 2) It would be minimal disruption to those in care because they would remain in situ. The key point here is that of the 8 care homes only one has an occupancy above 50% and that is Abbey Wood at 59%. So there should be no reason to move residents while works are in progress as this could be accomplished by staggered renovation.
- 3) Residents would stay with the same staff (dementia patients do not react well to change in fact it is detrimental to their well being)
- 4) Staff would still retain their roles and positions.

Ultimately the work would be positive giving the residents more dignity and the staff better able to isolate viral outbreaks.

Keeping the homes is the far better option.

A short move away whilst the home is being refurbished is preferable for my Mum who is nearly 90.

Staff are well trained in dementia care and making residents feel valued and cared for. I suggest staff should be offered a temp relocation to work in respite services whilst the refurbishment takes place.

Homes should be refurbished in a phased approach so that remaining homes can be used to support the residents as a temporary stay, as not all homes are at their resident capacity. (Staff from closed homes could be used across the remaining ones as there is currently a shortage of good care staff, and these staff are of the highest quality).

Modernised facilities for care will be good for staff to work in. (So that they can carry out on-site end of life care and can assist using hoist facilities if mobility is an issue).

In the refurbishment a homely feel should still be maintained as this is beneficial for dementia clients such as my Mum.

I understand due to budget restraints not all homes would be able to be kept. Some may need to be sold to pay for the refurbishment.

As the council just took back the homes it makes sense to update them they are an integral part of the community for older people

We have always felt that the bedrooms were rather limited (especially as a hoist is needed) and private bathing facilities would be appreciated

This is clearly the best option.

- 1) it will meet the needs of the people using the service (including day care) and any future design can future proof to an extent.
- 2) it retains a valuable, publically owned community asset.
- 3) it maintains local employment.
- 4) contrary to some of the information provided - there will continue to be a significant demand for these services and likely increased demand in the future. CQC 'State of care' 2021.

To my understanding there is not any major works needed at Keswick apart from looking at making rooms en suite this will provide better value for money in the long run for the council as less work would need to be done in the future and Keswick will be able to provide better person centred care for future generations,

The residents would feel that they still living in the same place but more modern, this can only be a good thing that the residents are still in familiar surroundings.

| |
|---|
| <p>This is a positive decision as residents who's home it is would benefit from being kept in familiar environment also in an area where they have lived and bought their families up and convenient for friends and families to come and visit .</p> |
| <p>Modernising will improve the daily lives of residents. It will keep a local feeling to people that have spent their lives in the local community to be still in a familiar area. They still like to go to local shops have the same doctors etc, at a time in their life when a feeling of loss of independence by leaving their home they still have a sense of emotional security. Alot of Bookhams residents came to Bookham during the Blitz for safety and rehousing after the end of WW2. They have given so much to the area I feel it is very important to the sense of community that they should spent their well deserved rest in familiar surroundings.</p> |
| <p>I think. Heathside. Woking. Should. Be. Modernise and. Not. Closed</p> |
| <p>Giving people personal dignity with own facilities</p> |
| <p>Again any refurbishments that can aid safer care for example making three bedrooms into two for making more room for hoist machinery or for two careers to have more space when bathing would be very beneficial. I realise some people prefer en suite bathrooms but as our loved ones get older and more dependent on their careers these are not essential and could be hazardous should someone try to climb in unattended.</p> |
| <p>Where suitable and economically viable, improvements could be made to Meadowside over a period of time so that the home can meet modern standards. This may be a long process, but would be better than not attempting to fix the issues at hand.</p> |
| <p>This is the out come i would want for the residents of this home, and i don't see why they would have to move out, we could move them around the home has needed. en suites would be great for infection control, privacy and there dignity.</p> |
| <p>Would be very nice but see comments above</p> |
| <p>A short move away whilst the home is being refurbished is preferable for my aunt who is nearly 90.</p> <p>Staff are well trained in dementia care and making residents feel valued and cared for. Would be good to offer Staff a temporary relocation to work with residents whilst the refurbishment takes place.</p> <p>Phased home refurbishments recommended so that remaining homes could be used to support the residents as a temporary stay, as not all homes are at their resident capacity. Staff from closed homes could be used across the remaining ones as there is a shortage of good care staff, and these staff are of the highest quality. This will provide continuity and maintain the homely feel which is important for dementia clients.</p> <p>Modernised facilities for care will be good for staff to work in. They can carry out on site end of life care and can assist using hoist facilities.</p> <p>It is appreciated that, due to budget constraints, not all homes would remain and some may need to be sold to pay for refurbishments.</p> |
| <p>it would be a very good thing to do but it would be difficult for the residents to put up with whilst the work is carried out</p> |
| <p>Best option</p> |
| <p>I accept that the cost of improving and refurbishing all 8 of the homes will not be viable. However keeping some by 'Maintaining & Sustaining' would allow others to be Modernised and Refurbished. As all the homes are of similar layout the residents along with familiar staff could be accommodated in the Maintaining & Sustaining homes while work is undertaken.</p> <p>This would keep the service operational. Maybe, two of the care homes could be closed and the land sold to invest in one new purpose built Elderly Care facility. A phased programme of investment would mean that SCC will continue to meet with their statutory care of the elderly in a meaningful way. It will all keep faith with existing & future resident and the staff of the homes. This is an opportunity for SCC to show all residents that Elderly Care is a priority and not just a 'paying lip service' to their responsibility and to to political leadings.</p> |
| <p>Although there would be quite a lot of short term disruption the better facilites provided would be good for the residents.</p> |
| <p>This is a better solution than closing down the homes. I think the public would be upset to see it's care homes disappearing.</p> |
| <p>As Question 5</p> |
| <p>Please see above</p> |
| <p>This would be ideal as there is a definite need for a care home in the Lingfield area. Orchard Court is situated in a village setting, a prime location where the residents can visit local shops, pond and other activities.</p> |

| |
|--|
| <p>The care homes need to be upgraded they are no longer fit for purpose. Need most of the rooms to have access to private bathroom and improve insulation and other features that would reduce greenhouse gas emissions from these buildings.</p> <p>Thorough modernisation might allow for the incorporation of new forms of heating and hot water provision etc. for when gas boilers are no longer used.</p> |
| <p>The council should retain some services to maintain a presence in the market place and to be the provider of last resort. Developing specialist services where there are gaps in the current market would secure options for the future. There will always be a need for some residential care. Not all older people benefit from staying in their own homes only seeing a carer for a few minutes, several times a day. We will end up with a generation of very lonely, largely neglected, older people.</p> |
| <p>I think this would require the modernisation works to be extensive - not only bringing them up to current care home specification but also future proofing them. otherwise you are again postponing further works in the future.</p> |
| <p>If this were to be done, it would be essential that the residents return to their care home asap if they have to be moved out whilst the work is progressing. It would be better to carry out the work without having to move the residents if this were at all possible</p> |
| <p>All presently owned facilities need to be upgraded and the County ensure facilities are fit for care in the 21st century. Whilst this would need to be carefully managed where residents are decanted to temporarily facilities whilst works take place, this would ensure we have facilities can ensure long term care no matter the ability of the resident to pay.</p> |
| <p>See the answer given above. If all or most of the homes are refurbished and run by SCC then this is a good option but private sector care just doesn't work in my experience.</p> |
| <p>Whilst I can see that some people may want the properties modernised, I don't see the need for ensuite bathrooms or larger bedrooms. Birchlands is not a nursing home and hoists are rarely required for the residents. The communal bathrooms are large and contain baths with powered lifting seats which allow the residents to relax and soak their aching joints.</p> |
| <p>Keeping the residents in a happy safe and well run facilities with lots of activities to stimulate their minds I believe is the goal for every one of these homes.</p> <p>Having a safe environment with proper up to date facilities not only helps the residents but a happy staff with good facilities and adequate staff levels creates a good work environment and hence the residents benefit which is what a residential home should be all about.</p> |
| <p>If Barnfield was able to be modernised and not close it would benefit so many people with dementia in the area. Barnfield has such a lovely homely feel about it and the staff are worth their weight in gold. They treat the residents as family and this has helped my mum tremendously to settle in.</p> |
| <p>My comments are noted under Point 5. This would only be positive if Chalkmead was selected as one of the homes.</p> |
| <p>Heathside is in dire need of modernisation. There is little or no privacy for residents, who have to use communal bathrooms.</p> |
| <p>Again I think this could be positive if the residents did not have to move home but I think it would have to be done carefully with the minimum of upheaval. If however they had to move out it could be very distressing and have an effect on residents health and wellbeing.</p> |
| <p>The best option. Some disruption for a short while but so much better than moving everyone permanently. I for one was very grateful when I could get to see Mum quickly after a long hard day at work. Having her local to me was a godsend.</p> |
| <p>Modernising existing care homes is an ideal option. Building new homes instead is a poor option and is very environmentally unfriendly and would increase the local carbon footprint significantly and needlessly.</p> |
| <p>I think that all state run care homes should remain open</p> |
| <p>I believe that councils running a home is more cost effective than paying to keep residents in a privately run home . I would like to see some individual assisted living units and some units for people that need more care and help .</p> |
| <p>If some refurbishment done the number of resident's will increase</p> |
| <p>It is only positive if Orchard Court is one of the homes chosen for refurbishment. Being centrally located makes it easier for local families to visit lived ones, even without cars. It is also conveniently located next to the GP surgery.</p> |
| <p>Positive to upkeep and maintain the homes and create positive environments for the residents to live in.</p> |
| <p>This would be the ideal solution</p> |
| <p>Improving the living conditions for my Mum would be wonderful...the addition of a new sprinkler system would enhance the safety for all residents and staff...I don't see the need for bigger rooms and en-suite bathrooms...the bedrooms are large enough to sleep in ...my Mum doesn't have to entertain in it as there are plenty of common areas, such as in Rose wing, the common room and outdoors in the warmer weather to be with others...the larger shared bathrooms already have powered lifting seats...if she had a fall someone would hear and help her sooner than if she had a toilet of her own.</p> |

| |
|--|
| Modernising the existing to provide a long term solution would be more preferable. This enables access to those who need it if council run. Better to use the existing footprint. |
| Stability for my mother is my main concern. |
| It's important to provide a high standard of care for those who require the services. The service is required by residents from low income families. |
| again I think the area needs care homes |
| Refurbishing whilst residents stay in the same care home, with the same staff and surroundings would be positive for my Mum and other residents like her. |
| This will keep residents within their communities while giving them comfortable & modern accommodation |
| If Orchard Court could remain open with some modernisation if necessary, this would be the optimum solution. Many long time Lingfield residents end up there, close to family, friends, the village. |
| Unsettling for residents to move out during this time |
| Residents deserve better conduits when en-suite and modernisation; an improved care home will remain available for those who cannot self-fund care in the future; better conditions for staff to work in |
| Spend some money on e elderly. We'll all be there one day |
| These homes need updating to a good standard. The elderly (over 85) population is growing and Surreys poorer residents need more spaces not less. The govt us pushing funds into social care and surrey charges residents an uplift on their Council tax specifically for Social Care, which should be used to prioritise delivery of an appropriate service for its growing elderly population, especially the increasing number of those with dementia. |
| It is only right that adaptations are made to make the rooms fit for purpose. For the sake of the comfort and privacy of residents. This would also create a better working environment for staff leading to increased morale and better retention. |
| Same comment as previous This would be great if it wasn't at the expense of those that are being shut |
| This would be ideal, just because these people are elderly doesn't mean they should have to use communal facilities especially during covid its important to keep social distance. |
| This option would be great but surely maintaining building compliance standards should be more important. I suspect this option is too expensive. |
| But only if all 8 are retained |
| As long as this can be done around the residents by utilising the different units to give space for this to be done and NOT moving residents out to another home and back again this would just cause more upset and possible deterioration in their lives. |
| As stated above, Barnfield has the possibility of moving all residents to one side of the building whilst the other is upgraded and then transferring everyone to the updated side so that the run down areas can then be updated. Residents and staff would maintain continuity which is vital for people with dementia. |
| See Q5 |
| As long as it's our local one that is refurbished this could be very good. I would add the suggestion to create a consulting room for a doctor on site as well, since the surgery next door is completely overwhelmed. I would also encourage a conversation with The Chapel project next door, we would love to welcome residents to our events more often and a gate & path into our garden would help make this easier. |
| N/A |
| This would be far less stressful to the residents and employees, as opposed to closing the site. Abbeywood is an integral part of the community and it would be devastating to the families if it had to close. |
| like i said wouldn't want it to change too much as you have the sense of belonging when you walk through the doors however refurbish and modernise wouldn't go a miss |
| Thus is a preferred option to ensure the upkeep of standards within the home. But again the Council keeps their options open by using the phrase some or all! |
| Keswick is in very good condition and always kept clean and well maintained it doesn't need much refurbishment |
| This would be a positive approach rather than the buildings being left closed to stand for years empty. They have potential and they are residents homes. |
| You need to keep all care homes and get them to the standard that the elderly deserve |
| Positive, but there is still life left in Keswick and as mentioned money has already been spent. |
| This would be beneficial as the community could be served for years to come. You could make it run on a more energy saving way to reduce costs e.g. Solar panels etc. Tech could help to reduce the county's running costs. |

Following on from the previous option, we would of course be pleased to see investment in Meadowside to improve the facilities as these will have a beneficial impact on my mother, other residents and the long serving and dedicated staff. Meadowside is in an excellent position in a quiet road but close to transport links, and next to Staines Park which provides an excellent area to take residents for gentle exercise outside the home. The staff have nurtured and looked after the garden involving residents and families, and including a vegetable patch, a quiet area and a memorial rose garden.

Staff have always worked hard to provide a range of activities and experiences often with families, and these have hugely benefited the residents and given us, as family, reassurance that the well being of my mother is the main concern of the staff at Meadowside.

I believe this is the best option. I would like to see further floors added to the existing structures to include the provision of all the modern facilities required to be incorporated into the new upper floor rooms. This would allow continued use of the existing facilities for the current residents. Once the upper floors are completed the residents can move up and the original parts of the buildings can be renovated to add en-suites if deemed necessary. This could be done by splitting every other room and plumbing them into separate linked bathroom for each of the adjoining rooms. The buildings are very well built and we must look at the environmental impact and costs if the route of demolition was taken. I believe the architectural design of the buildings were used for several other of the homes so one good design can be transferred to all identical sites.

It's good to modernise and refurbish as it shows you are investing in older people. I am I am concerned about how you are going to this, as it means some people will have to move out and lose their rooms. How will you choose this? Also if you reduce the bedroom numbers who gets to stay as I have lived and paid towards my care at Barnfield for more than 10 years.

I sold my house to pay for Barnfield, which was not fair as some people live here for free.

The need to move residents out of their home - for an unknown period - would cause disruption, anxiety and worry to many of them. Given the age of some residents you have to consider that any such move would have to be considered permanent unless it was only for a week or two, rather than the months that are more likely to be needed for a major works programme.

It needs to have lots of work done

These care homes have been essential in the local areas, and need to continue to be so. The residents are well looked after and have the important feel of home for them and needs to continue. Any modernisation needed should be adhered to and to keep the residents receiving the same care that they expect and deserve to receive.

This would give a modern, acceptable care option to people in Horley.

Some of the care homes lack the space in the rooms for the residents to have adequate furniture and the equipment their condition requires. As people live longer, there will probably be more requirement for hoists and other equipment, which at present would be difficult for carers to use in the bedrooms as they are presently.

If the homes were refurbished and modernised, the rooms could be enlarged so they would have better use in years to come. I know a number of people feel ensuite bathrooms make a care home seem better, but they are probably not necessary and in some cases could cause a hazard to the resident.

It would be nice if some care homes were all encompassing so when someone has greater needs they are not required to move home at a very difficult time for them.

Barnfield is an extremely good care home. As mentioned above my view is that it is vital to keep the home open. Any refurbishment and/or modernisation of Barnfield, without a negative impact on the residents whilst it is being undertaken, must be viewed, I believe, as a very positive outcome. Given the number of residents currently living in Barnfield I believe that there should be a way to undertake the work without the necessity of moving residents out of the home, thus minimising the impact on them.

As Barnfield is, along with Orchard Court, the only 2 homes to have ensuite facilities then it seems to follow that at least in this regard the cost of refurbishment will be lower than that of the other homes who have no such facilities.

From the documents I can see that the self funders at Barnfield are already paying more per week than the £797 figures that has been estimated it would cost to continue with the service. I feel that the Council should invest what is necessary in Barnfield in order to keep it open.

For those residents with elderly relatives who visit them it would also be unreasonable and unfair to expect them to have to travel a greater distance to visit their relatives.

Ensuite rooms and bigger private rooms a must.

Better facilities for use of gardens. Undercover areas outside needed.

Separate dining area for able minded people from the dementia people a. Big must.

Modernisation would help with the building, however we need to be reminded that this our residents home, many have lived here for a long time and consideration needs to be with the residents.

| |
|--|
| I feel Birchlands would benefit from refurbishment and modernising The layout of the home is perfect and I wouldn't want to see it change too much as Birchlands has a very homely feeling as families over the years have commented |
| Apart from the disruption to residents lives, I worry that a two tier system could be a result. |
| At the online consultation meeting I attended there was an attempt to articulate this possibility and I have since become more concerned about it. |
| Im quite happy as it is |
| This is something I feel would benefit all the residents, definitely making the rooms bigger would be a great idea, the only possible issue I could envisage is the confusion that may come with moving them to another part of the home especially the residents living with dementia, |
| Building old and needs updating no private facilities especially in times of covid |
| I dont really have an opinion of this - i feel like refurbishing is always a good thing. |
| There is enough grounds at Barnfield to be able to carry out refurbishment's without having to move residents to a different home. i do agree with reducing the amount of rooms with in the home. I also feel that a home with a closed stair case would enable residents to be able to be looked after in a safe environment, this will then enable Surrey to continue to look after residents who are showing signs of needing nursing care or specialist dementia care. Staff would be able to manage the risk more efficiently. |
| As mentioned previously my Mum is not sufficiently mobile to take full advantage of an en-suite. It would be detrimental to the residents and carers' health to remain at the care home whilst the premises are being refurbished. it would be detrimental to my Mum to move her to another care home during the refurbishment, I am surprised at the astronomical cost of the refurbishment which would result in less residents residing at Heathside making it less economically viable. |
| As above |
| 1. As the council's position has changed since the start of the consultation and it is no longer a requirement for all resident's rooms to have ensuite facilities the scope of the internal changes could be reduced. Smaller number of rooms converted to provide ensuite and enlarged room space. Thereby, increasing the number of residents above the 31 allowed in the plan, which will further reduce the cost per week of caring for a resident. 2. Barnfield is efficiently managed with one of the lowest cost per resident of the 8 homes, being only slightly above the private sector. By maintaining the home the council will have greater flexibility in placing residents and a better negotiating position with the private sector. |
| Its alright as it is. |
| I like the home as it is. |
| I like the home as it is. |
| I like it as it is. |
| Modernisation for longer opening and better environment for residents. |
| I like it as it is. |
| Its modernised as it is. And it will cost too much. Im very happy with the layout as it is and very happy. |
| I want a golf course. |
| Unable to say. |
| Unable to say. |
| This could be done to some of the care homes that are easily accesible i.e. train stations buses and the nearest town. |
| Upgrading facilities can only ever be positive |
| The home referred to needs updating for sure, but so do all facilities at some time. |
| This is disruptive to residents in the short term, but ultimately necessary to secure the future of any of the homes. We are all living longer and many of us will need long term care and we will want the best. |
| Keep all 8 open. I work in an acute trust and there are never enough community beds. Residents need to be near family for regular visits |
| I disagree with the wording 'some' this implies that there will be closures. It should be a given that the council provide all areas with residential homes. |
| Abbeywood is in a great location with lots of facilities nearby (opposite a GP surgery), in a quiet and pretty location with local shops. If the internal facilities need to be updated or replaced then surely this can be achieved without moving residents? The home is at low capacity anyway and the other units are all self-contained. This would enable some continuity of care and remain a familiar environment for the residents if they were temporarily moved to other units while theirs are being renovated. |
| Providing Abbeywood is one of them |
| Keeps people in the local area they know. Updates services |
| Finances managed with good management as at present and a realistic assesment of the elderly requirements. Making residential care an essential option for some elderly increasing the residents and reducing bed blocking in acute hospitals and panic discharges home for unprepared elderly with a struggling community support. |

| |
|--|
| The community needs these facilities |
| Modernisation of care homes support those who live and work there |
| All should be kept open. I work in primary care and there are never enough community beds |
| Improvements obviously would be good but negated by relocation and disruption plus difficult visiting! |
| It would be very positive to refurbish but we are worried about the implications of having to move out temporarily |
| The rooms could be refurbished as there are quite a lot of empty rooms in birch lands, it could be very easy to enable every room to have an en suite which would comply with all health and safety regs. |
| We understand the need for modernisation and that this would potentially avoid any closures in the future and we would fully support this if it could be done in a way to avoid my Uncle having to move out of the home |
| This is the preferred option for myself and my mother. Mum calls Keswick her home and a modernisation project would have a positive impact on mum. |
| As question 5... I would lean towards partial refurbishment of the homes as I do NOT feel that providing en-suite facilities for ALL residents is either cost effective or even desirable. |
| Upgrading would mean all the clients would have to temporarily move out and then move back in again - very unsettling for clients, staff and families. |
| If necessary work could be carried out without too much disruption to residents then this option would be acceptable. |
| you should do it up and modernise it up as some work needs to be not to bring up to standard |
| These homes need to be modernised to meet standards. |
| These homes need modernisation and refurbishment to meet the current standards like ensuite |
| Because all those homes need to modernisation and refurbishment. |
| This while causing disruption in the short term would better prepare for the future and give a better environment for residents to live in, and make services more desirable to new residents. As there are currently so many old Surrey Homes empty such as the previous 6 OP homes and Hillside perhaps they could be sold to developers to fund the considerable outlay needed. |
| Modernisation should be an important consideration to provide a high standard of care that is expected of Surrey County Council. Birchlands is ideally situated for expansion and modernisation. |
| if the home does not need to modernise and refurbish. the residents does not need to move from home. at the moment, there are not a lot residents in the building . so it is easy to modernise and refurbish as well |
| This would also be a great and possibly the best option. Residents could remain in their homes and these homes could be upgraded to acceptable standards and modernised |
| The best option. The outlook for care homes throughout the country is not good, with the privatisation of them under successive governments having proved less than effective. Good care homes are becoming few and far between with many private homes being shut through lack of funds or lack of staff. Surrey County Council has the chance here to create a gold standard service for some of the most vulnerable members of our community. |
| This would be the best outcome of all options |
| From our mother's point of view a single change of home would be least disruptive. |
| I do agree that perhaps to attract new residents it would be better to have an ensuite bedroom. However my Mother moved into the home without these facilities and because of her lack of mobility, it did not matter to her. |
| To some people what is more important is the level of care rather than nice surroundings. |
| Although i like the layout of Birchlands it could do with some work and modernising but not too much as you will lose the homely feeling |
| It's a positive option if you decide to modernise/refurbish all but not if you only refurbish some and close others. Abbeywood is in very good condition and although the rooms don't have ensuite facilities, many of the residents require assistance to use these anyway so a bathroom next door isn't a major concern. |
| I don't know? |
| a lot of money for an old building with layout and design old fashioned |
| Its important to keep council run facilities to a high standard. A council should set a benchmark to be proud of. |
| The facilities at Heathside could be modernised. |
| Updating the home is what is needed and residents would benefit from all have there own en suite, but not because of covid , orchard court residents have been kept free of covid and we have not lost any residents to covid , the staff have done an amazing job keeping all the residents safe from this !!! |
| As above reasons . Dependent on the extent of redevelopment, The Cost benefits of improvement v temp disruption. |
| The residents will get to stay where they are, in even more comfortable surroundings, with staff that they know, plus the staff get to keep their jobs. |
| Prefer option 2 |
| Individual washing facilities |

Modernise and refurbish I assume would mean moving the residents out judging by the FAQ answers. The upheaval of moving would be terrible, she would almost certainly lose her companions that come to visit as Egham (the closest assuming its not closed) is too far for them to travel. There is also the cost of this to the council which is detrimental to the good name of the current council.

Most residents and staff would like to see the buildings modernised, even if that means reducing the bed sizes, which can also be a positive option, this can result in more person centred care being provided to service users, we could offer more specialised care, such as dementia care. I have worked at Keswick and Meadowside both are good homes with great staff providing wonderful care for the service users, both homes have good community links, Meadowside if it was modernised could run a day centre, enabling it to continue working and supporting the community. Keswick had a day centre before Covid, we still get enquiries about when we are reopening due to a waiting list for the day centre, we also have a supported living establishment round the corner, who have had their activities and kitchen closed, they have been wanting to start coming to Keswick for activities and lunch.

Better to bite the bullet, refurbish thoroughly (en suites, disability-friendly bathrooms, conservatory/sunlounge etc). It may be more expensive, but will repay in the long-run.

Moving residents, even temporarily, (refurbishment will probably take many months, probably over a year) can have an extremely detrimental affect upon their health and has sometimes been known to be fatal. In my uncle's case it would mean less contact with his family which would certainly add to his mental stress and probably physical health. Although en suite rooms would be an improvement, as far as I am aware he has not complained about the bathroom facilities and is not a considerations when compared with the care, friendships and happiness he experiences at present.

It is unclear what refurbishments Surrey CC have in mind.

If this means adding extensions which have en suite facilities or knocking down a wing and building en-suite facilities and larger rooms, then I think this type of refurbishment/modernisation would be disruptive for the residents and residents would most likely need to be moved out while refurbishments were made or great care taken to ensure residents do not go missing as workers come and go.

However, if modernisation meant

1. New bathroom operating equipment was installed or one of the bathrooms turned into a large sitting shower facility with hand showers
2. Improved laundry facilities to manage washing loads
3. Improved tea making area
4. Improved garden amenities - e.g. shade trees; plants, garden trail
5. Improved staff rest area
6. Air conditioning and improved heating

then these changes would be less disruptive and thus welcomed

I fear that the cost of the decision to modernise and refurbish some at least of the 8 residential care homes would mean that a greater number would need to be closed. I feel that closure would have such a detrimental effect on the residents, families, staff and wider community. Moving such vulnerable residents and putting at risk the jobs of a significant number of staff is distressing in its potential.

Facilities for residents and staff are improved which is a positive outcome although the process of modernisation and refurbishment will be disruptive but the long term outcome ensures that the premises can continue to offer facilities of a high standard for everyone.

My comments in 5 above apply here also.

Again, with specific reference to the Chalk Mead facility, modernising and refurbishing would improve the ongoing environment of the facility as a whole.

The current ownership, management and operation of the home is of a very good standard and would no doubt continue to remain so with an appropriate ongoing refurbishment scheme.

Money for modernisation and changes could be spent on more staff and staff training, arguably more important than superficial things.

The Care homes need to be kept in place across Surrey. There needs to be a blend between Options 1 & 2 to provide the best ongoing places that need to be available for residents. Not all residents can afford private care homes.

The rise in weekly costs would be a concern, but if it is right for the residents and can help them with more space and better facilities then in the long term it's a good thing.

some of these homes do have some ensuite facilities, they also sit in nice grounds with lovely gardens for residents to enjoy.

Residents of care homes have had their lives turned upside down by the pandemic, and suffered more than other members of society, they deserve to be allowed to remain in a home they know.

This is still positive but is some of the proposed work necessary? How will it be paid for? Birchlands seems fit for purpose as it is and I'd question whether modernising the facility is actually required. Some refurbishment might be useful but only by a small amount. Maintaining cleanliness over modernising core facilities would be preferable.

Minimising upheaval and hassle for residents and staff is for me the determining factor here followed by cost.

for the same reasons as Q.5

In the long run, this option would be positive but only if it could be completed without major disruption to residents, ie without them having to move.

As above, as long as any disruption to residents is kept to a minimum, then improvements would be welcomed.

As above

Given the difficult circumstances the homes have found themselves and the good levels of care provided over the past few years, it would seem sensible to invest in the homes now while occupancy is low to future proof the service. Having a viable inhouse option helps protect the council from external market problems. There is a good level of trained staff which could form the basis of an excellent expanded service.

Provide a better service for residents. Could be done without residents moving out if it was done on a stage building-by-building basis. Updated facilities to meet changing needs.

When SCC took the homes back off Anchor option 1 or 2 must have been the preferred option. This was only around 2 years ago, At this time Orchard Court resident numbers were high and residents and families were happy with the standard of care. Why did the Council take the homes back if they were unwilling to support them going forward?

Continuity for residents, their families and the wider community. Orchard Court is a crucial part of the Lingfield community and the town requires this service provision. It is very disappointing that the community has not been engaged proactively in this consultation.

Modernising and refurbishment is likely to be appropriate but not all residents however will need the same facilities. It may be appropriate for some facilities to be provided for some residents and not others e.g. ensuite bathroom facilities.

This is my preferred option, that all eight care homes remain open but with updated refurbishments

I don't know

Don't know

Would feel better to have more privacy in a private (bathroom) than in a commode in the bedroom

The place would be more 'with it'. I would have some more dignity. I could have my music on when having a bath. Not so dramatic an effect on me. I want no hurting drama.

I don't know

An improvement in the rooms etc. would be an added bonus

'some or all'? Yes I think improvements would be a better way to proceed. Better for both residents and staff. It would have to be all the homes or residents were moved to an improved home.

Council run care homes should be improved but not closed down as private care homes are sub-standard and would treat council funded residents as 2nd class citizens

If the reason for concern is nothing to do with the health and service given to the residents, but more about the fabric of the buildings, could it be that the state of the buildings is due to the council not receiving the necessary government funding for each year you had been promised.

I feel that this is what is the correct way to go as with upgrades would give a better feeling for everyone.

In the long run this could be more beneficial but in the interim cause disruption. It could mean that some residents never return to the familiar care home they originally lived in. Younger residents may benefit more from the modernisation and be able to cope with the disruption/relocation due to the process.

It would only benefit future residents and not those who are currently there. Surrey CC have a duty to current residents.

Because a place like this is needed

cos the stuff's good

I like it as it is - I've had no problems

No-one seems to understand what's going on

I can't see how they can

I like the idea - this will be good for us

It's progress and beneficial to us. I think heating needs modernising

| |
|---|
| Option two seems a good plan particularly as times change and people's needs also change, making it hard to plan for future needs of residents. |
| To make it a bit more modern but it's my home |
| Because I wouldn't have to move |
| Because I don't want to move |
| Our home is quite outdated so would be good to have a more modern home |
| To brighten up that home would be nice and make it a bit more modern. |
| To make some of the facilities better |

| |
|--|
| Option 3 |
| Currently our care homes are operating at unsustainable occupancy levels. With the low occupancy a move to alternative care would, currently, involve disruption to the minimum number of residents. If occupancy were to increase this would be come more difficult as numbers increased Other care providers are crying out for occupants and there would be little or no problem sourcing alternative residential care. The sale of the homes or land would realise significant financial gain for the council which, in the light of central government reductions in council funding, would be beneficial. |
| I think this might distress my mother, but after a settling in period I expect she would adjust. I would hope this was a last resort |
| Old people do not like change staff and home are their family |
| I'd lose a job I love with residents who are like family to me I've been so happy with the level of care given at meadowside and the great team we are |
| We have such an amazing team of staff at this home. I wouldn't choose to work in care if it was elsewhere or with another team. I truly believe in our dedication to do the best for our residents. And that makes us a very unique team |
| Not good for the residents.it's a easy way out for you the council. Put more pressure on the remaining specialist care home. |
| I really don't think it would be wise to close down any of the Surrey homes, meadowside is in a lovely location and has a Fantastic team that work brilliantly together and Every resident that comes through the doors get treated with respect and dignity and equally, it would be devastating to be closed |
| Depend on the home |
| This would be positive if I would be able to move closer to my daughter in Horley, but negative if I would have to move a long way away. |
| My concern would be the distance from her family and the ability for us to visit frequently |
| There really isn't a point to this unless the homes aren't providing good enough care. |
| Good care makes people feel happy not closing down a good care home that provides support. |
| I personally don't think it's a good idea .espically with age if some of our residents heathside is there home they are settled there and happy . |
| Negative |
| I believe these home are not investable long term. Residents deserve modern day standards in a well maintained building. Not a building where we have to wait for home water for a lengthy time, lift breaking down so residents are trapped upstairs . I have worked between these homes for 5yrs. The buildings are both very run down. It's definitely not somewhere I would want my parents to go. |
| Our residents deserve better than to be moved .Why didn't Surrey do checks on the homes to see they were being kept up to scratch If you rent privately you have either 6mnths or a year check Why didn't Surrey check the homes instead of letting Anchor run them into the ground . We all have a duty of care to our residents wether your a house keeper to Home manager to social care directors To the county council cabinet who have probably never been in the homes |
| Eliminates a local facility |
| For the potential for option three to be effective we would need a clear understanding of the current supply of homes in the areas affected. It would be a serious concern if option three is chosen due to potential savings but it meant uprooting residents outside of the existing towns. This may require a mix of option two or three depending on the supply of local homes for these residents. |
| Many if the residents at heathside say that this is our home! Some residents have lived there for more than 5 years moving them to another care facility would be very upsetting a disruptive for them and have adverse s effects in their well-being and mental health . Social activity with each other and friendship and bonds have been firmmed not only with each other but with the staff and activities coordinators |

| |
|---|
| It's virtually empty anyway. Less impact on residents. |
| although the council will make the short term financial gain of selling the land, it will have the long term cost of ongoing increasing fees for residents care. |
| Why would anyone want to move away from the area they are used to living in, in many cases further away from those they love. Moving is hard enough, accepting you need extra care is hard enough. Why on earth would anyone think this was the sensible option to encourage people to move when the time is right? |
| Abbeywood specialises in dementia care, moving these patients is not good for their health. The added confusion of new premises and staff will have a negative impact on their health. |
| This is obviously the option the council prefers due to wording of the impacts, no thought given to where they would go and the effect on those living there |
| This would be very disruptive to the residents and there will still be a need for care homes in the communities they are already in. |
| I feel Abbeywood residents would be much happier moved to more suitable accommodations with hopefully more space and better facilities |
| This option should be a non starter. The buildings are not at the point they need to be condemned so shutting them should not even be considered. Negative impact on staff. Massively negative for residents as moving at the age they are with the health issues they have has huge detrimental consequences, including it being fatal, loss of community for staff, residents and families. No way should this be considered at all. |
| The existing homes I have visited are enjoyed by people who do not want a hotel type home In my experience supporting people to move is not a helpful option |
| Positive if alternative good homes are available....and not sure if these actually exist under council control |
| Keswick has been part of the community for a long time, not many day centres available. Keswick is the go to home in the area. |
| You are talking about people's home and cannot be a positive action |
| This is the worst Option. Please do not pass the buck to the Private Sector. This would be a dereliction of duty by Surrey County Council and a waste of these resources, and will be letting down future generations. It is not in the best interest of our communities. |
| They probably didn't want to move out of their own homes. Now you're trying to evict them from what they thought would be their forever home. |
| Not good to be moving the elderly from where they know. |
| Abbeywood is extremely well known to be of great advantage to people in Ash & Ash Vale, as it suits all to be able to have their elderly relatives in the same area that they are in. It helps with visiting times, being so local and everyone (relatives & residents) all living in the same close community. Many residents of Ash & Ash Vale have a great affinity with Abbeywood, the Cubs and Brownies regularly visit (particularly at Christmas) to put on some entertainment for the residents. Also daffodils have been gifted and planted in the garden areas, as everyone considers residents of Abbeywood to be a full and active part of our community. |
| Local people do need to have care homes available in the local area where they used to reside. This enables previous neighbours/friends to easily visit rather than having a long journey across county. |
| Very negative to residents and as no other facilities are being built down right awful. With an ageing population these facilities are needed |
| A forced move to another home would be detrimental to their life and wellbeing. I would only support this if a new care home was being built on the same site as the closed down care home. |
| It would be very unsettling for the residents, they are happy and settled where they are, family's are happy with their care, and local to where they live, Staff would lose their jobs of Whitchurch some have given many many years of their time and love into their place of work |
| As we know, Abbeywood is not fit for purpose or at a standard that competes with other companies in what can be offered. There are many care homes accepting new residents which offer more with regards to bigger bedrooms, en-suites and competitive prices. This would be a positive. If the home was closed these residents could potentially deteriorate in a new setting as it is an environment they are not used to. This would be a negative. |
| It could potentially move families even further apart, as well as unsettling patients within these care homes who may be suffering from illnesses. |

| |
|---|
| The reason why is because some of the residents have very advanced dementia and if you move any of the residents it will unsettle and confuse them where they are so used to a set routine, familiar faces of staff and used to the layout and things of the home |
| Removing services from the local community |
| I think some of our residents that have dementia and other health problems moving them to a different home would completely unsettle them and be very confusing for them |
| We should keep council carehomes no everyone can pay a private is no faré and give plenty of job to the community. |
| It would be a great loss to the community to lose the Abbeywood care home. |
| Not enough homes for seniors to enjoy there now |
| This would be awful for the residents who consider these places their homes. They would be mentally affected, even traumatized. Presumably this is down to costs.... |
| A lot of the residents suffer from dementia this will add to the illness in new surroundings and new staff |
| The current residents again, would be moved out. I very much doubt a new care home would be built, as the land is worth a lot |
| Some staff are very upset about the prospect of having to find alternative employment. we have all worked through Covid and our mental health has already suffered. |
| Moving older people, some of whom may have dementia, when they are settled in a care home is not acceptable. |
| We lose a place for the elderly people living in this area. |
| By closing care homes residents will be forced to move away from their local area, in many instances they may have lived most of their lives within the same community. This would also mean that family members may find it harder to visit causing unnecessary stress and upset to residents. |
| i fill that the residents to stay in keswick as it near there famiy and some of them lived in bookham there whole life be a shame to move them away from family and they like going for walk in bookham |
| Look at the research regarding moves for older and frail people. Talk to Hampshire county council regarding their nursing homes and closures Cost of providing good care as homes start to close with safe numbers. Impact on people living and working there LOCAL HOMES FOR LOCAL PEOPLE ! Look at where AsCC homes are positioned. Right at the heart of communities and then look where private providers are and have built How would you like to be forced to move. The people living in the care communities not have a choice about moving How will the new homes be found and how will the inevitable cost increase be funded |
| Will t he people, have a say where they are Moved to. They might be too unwell to go and look / choose How would you feel if it was your loved one I could go in as there are so many negatives Will SCC have block deal,with private provider. Will they be the best reviser for that individual or will the moves come under the block contracts. There are some great private providers out there - find the right ones and SCC cover the increased costs How are SCC going to support family and friends to visit if not local and have no transport How support staff with redundancy etc Has the pandemic nit taught SCC anything with regards to keeping families local den supporting the to visit |
| Negative |
| Very careful consideration must be given to the staff, residents and their families to see if any of these options can be carried out successfully and still keep the residents happy and healthy and the staff's welfare considered. |
| It can be very frustrating and confusing for residents and family members to be moved about. |
| As above. This should not be an option. Do not save money at the expense of the elderly. It is unfair and not morally right. |
| Whilst more people are choosing to stay at home rather than enter one of these facilities, with an aging population the need will still inevitably increase. It would be rather foolish to base this decision on the situation now, especially with Covid. Of course many would have been extremely reluctant to enter care homes for fear of having to be isolated from loved ones and it ultimately being a potential death sentence, due to how quickly the virus was spreading in these settings. I believe this option should not be decided on now but instead be revisited in the future, to get a more accurate representation of the need of these services. To proceed now would be using a global pandemic to warp the facts and figures to the advantage of a cash strapped council and not those who will be using or needing these services. |

| |
|---|
| because again moving residents to strange new homes is very upsetting it can also in my past experience lead to residents passing away also from a staff point of view if all homes were to close there would be no jobs in care within surrey to offer alternative employment to existing staff to me it would be a worry what if any alternative employment would be offered what would it be |
| because of negative impact on residents being moved and also the worry of loosing my job |
| would worry about health of our residents having to move to strange new homes and also how it will effect the staff if there will be any alternative employment for them |
| This causes a lot of uncertainty for all and can be a very stressful process. |
| Local care homes for people needing more care than can be provided in their own homes or in sheltered accommodation with care providers are essential for the continued dignity of older people. It can take some residents time to become familiar with their surroundings and to make friends; moving them to alternative homes is upsetting for them. |
| I think this will be a good idea & move residents while the work is being done |
| if the service users are going to be moved out for refurbishment, then they are probably best to stay where they have moved to, and settled down in. this is already a very unsettling and unsure time and moving them around just to refurbish would cause a lot of distress for them and their loved ones. |
| the affect on moving residents who are settled can have a negative response on the residents and affect their wellbeing |
| Meadowside is a big part of the community in the area. Schools and church volunteers often visit the home as well as other members of the public. |
| Moving some residents, in particular ones with dementia doesn't seem right, confusing them and I dont feel my nan would settle in to a new surrounding |
| Leave Abbeywood alone but if you absolutely have to make cuts, choose another site. |
| It may have the bad effect on the residents being moved to different homes. |
| Moving residents may have a detrimental effect on mental well being . |
| It would be tragic if Birchlands was to close,it's a big part of Englefield Green, I hope this consultation looks at the publics concern about closing Birchlands and the effect on staff and residents and it's decision is not based purely on what the potential profit is to be made on selling off a highly priced plot of land in a desirable location. Once Birchlands is allowed to go there will never be an option to replace it in the same area |
| This would be detrimental to our residents - as some of them have lived at Birchlands for many years and have loved staying here. Staff are very much used to the residents and vice versa. For the residents to have to get used to a new building, bedroom, residents and staff would not, at all, be in their best interest and would significantly impact their mental health. We all have a duty of care and this decision would be negative and negatively impact on all involved. The idea of Birchlands closing has created anxiety all round and family members are devastated that this is an option. |
| I have been lucky in that Orchard Court is on my doorstep and she has been resident for 9 years now. Surrey is a large area, to try and get to her in emergencies would impact all of that for her and me. |
| There would need to be a cast iron guarantee that the care home they were sent to would be a was a Surrey CC care home which was under the jurisdiction of the Surrey CC management and standards - NOT a private sector care home. |
| I think the provision is already stretched as it is, if any homes were to be closed this would have a negative impact on the level and amount of care spaces available. |
| Although, in the short term , the move would be an upheaval for a resident, the benefits for them to have their own ensuite facilities would give them far better dignity and privacy. Some would feel more tempted to use their own facilities than have to plan, time and share with others who might not have similar standards ! More room for carers to make beds, mobilise around residents, move equipment in whenever they need to. Four key principles addressed straight away. Safety. Dignity. Independence. Privacy |
| Supporting residents to move to an alternative care home would be the best decision. A lot of care homes have availability due to losing people with Covid, so I would suspect there are enough buildings which lack residents. |
| You will be asking a lot of older people most of whom have dementia. It could be very detrimental to their health and well-being. |
| Why move residents very unsettling for them and caters, whe would they go and what would happen to properties, if sold for development who is best served the developers or the clients ? We need care homes fir for purpose. |

The upheaval and resettling required for this will cause more harm than good. The detrimental effects to residents mental health can have very negative effects on their overall physical health and often it is seen that residents will pass away very soon after the move. I would not support or recommend this option. These homes are a massive part of the local communities and for some residents of the communities have known them to be there for as long as they could remember, visiting, attending day care, the GPs, pharmacies, other external providers such as physiotherapists, chiropodists, hairdressers, pet therapy companies and entertainers would all feel the negative effects of these homes closing, small business doesn't just thrive on money for surviving it's the relationships they build with the individuals, just the same as your care home staff will do

There are not enough facilities for older people as it is. You will be impacting the problem further causing issues for the NHS, and longer journeys for local families to see their loved ones at a time where we are being told to reduce our travel times to save the planet.....doesn't make sense.

Moving the residents to another facility would be fairly traumatic to the residents. I know that my sister reacts negatively to any change at first, though she eventually comes round to accepting it. I don't think this is a good option.

If you are going to refurbish or close then you need to decide the guest option and settle the residents in the best and most suitable home for them. You have not told anyone how this process is going to happen

I think this is an awful idea, to close down a much needed council run carehome would be a complete shame not only for the residents their families & the care workers, but also for the community, council run carehomes are a rare find & I feel it would be in the interest of all the above to keep the home open & not to completely shut Barnfield down

Would not be easy to move mum.

Disruptive for residents but they would get used to this in most cases given time

I can only speak for Mum , to move her away from her surroundings especially the wonderful staff , they are her family and ours . They know Mums moods , triggers . To take that away from her and her family would just be so sad .

This is an excellent service. If you don't want it then sell it as a going concern.

It's their HOME!!

We need this care home in this specific community

Out of area placements negatively affects the care and well being of the residents, carers and families and the workforce

We have a duty of care to the residents. Even now we have residents worried about home closing and where they would go. They call Barnfield their home.

People shouldn't be moved out of the areas they are familiar and comfortable with.

We would prefer our family member to continue residing at Heathside as she is happy, settled and loves the staff and the activities. There is such a good and warm feeling when you visit the home.

Moving residents to a like-for-like care home would be acceptable - possibly a better option - but moving to a home in the private sector, charging a lower fee to local authority residents and a premium price to private residents in the pursuit of profit should never be an option

Surrey County Council has a duty of care to those in its care. Practises such refering residents to hospital when their needs increase as a way of shutting the door on them is inhumane.

Local Authority facilities should exist for the benefit of elderly residents not shareholders

I cannot imagine for old local residents to be moving away

A brand new energy-efficient building would save money long term.

This is more efficient option as it saves a lot of money and make sense to make full use of the other homes in the surrounding area.

Need to get rid of these old fashionedhomes.

It was extremely detrimental and complex to navigate when my grandmother with Alzheimer's moved to a new room at the other side of a building and she became non communicative, to remove them entirely from the home and the bonds they have built with other residents could have major health impacts. We have a growing need for care places not a decline so closure is not a suitable option from that perspective either.

For the same reasons as my answer above.

If if the council is in the position of needing to save money they will have to decide whether it is viable to spend on the refurbishment or not. Negative for the employees unless they are all relocated to jobs in the other homes, same for the resident's.

Positive is money made by selling the property and land.

better facilities, ensuite with better infection control, room sizes more compliant

Detrimental to the residents who will have disruption moving homes and having to permanently relocate;
This is not a good proposal because Surrey needs to increase and improve care home provision, not reduce it.

This cause them upset and family problem

These Residents are already settled and moving them from the enviroment they feel safe in could have adverse health effects.

Re: Heathside

This is very disrupting for the care home residents and their families. It also provides no insight into what the land will be used for and whether it will be in keeping with the residential neighbourhood.

This would completely destabilise those who need full time care and those suffering with dementia. New is NEVER good for a dementia patient and the disruption would be devastating for those residents. Further, all residents tend to live in a home that is close for relatives and visitors, to move them away would severely disturb the process of being able to visit residents.

Further, can the County absolutely without failure assure and confirm that private homes have the level of facilities that the County is considering here.

EG, My mother was in a private care home some years ago and that home certainly didn't have anything like the lever of accommodation that Barnfield already offers. The particluar care home in this case is still in operation.

I know from experience within my own family how frightening change can be for residents - especially when the residents or the family members feel they are being coerced into an unwanted move.

Moving residents is very disruptive and upsetting. These ARE their homes

Residents should only be moved whilst the refurbishment takes place, although I do agree that Surrey may not be able to keep all homes due to budget constraints.

I think it is a mistake for Surrey to move away from all in-house residential community care as the private market dominates Surrey and this makes affordability a problem for service users with lesser self funds like my Mum and thus less places available for care in our ageing population.

Surrey should continue to be the flagship of providing good quality in house residential care.....the CQC inspection for Abbeywood backs this statement up. The Manager Jamila goes above and beyond for her residents, staff and support to relatives. (Other Councils have made the mistake of walking away from providing in house care, please don't).

Another thought is why have you not considered partnership working? With the Council and a Housing Provider where the Council still have the option of monitoring the contract so that care, affordability to clients and modern facilities are kept.

If someone is settled in a home with staff they know and friendship groups

what good would it do to move people out

this is more likely to hastened the end for some residents

it would have been a big discussion moving in to 24 hour care in the first place let alone moving them again

Obviously the location of any alternative would be of paramount importance to us with regard to visiting

This is a dreadful suggestion.

Arguments against are essentially the direct opposite of comments to question 5 above.

There is clearly an appeal for some to main quick, short term money by divesting of one or more of these care homes.

Presumably the 1997/ 8 consultation that resulted in the Anchor contract failed given that one of the purposes of that contract was to deliver significant improvements to the buildings and facilities. One wonders the motivation for bringing these services back 'in house'.

Fundamentally, these are an important community/ public asset that provide an important service for many people. It is laughable to conflate an increased demand for home care to a future decline in demand for residential care and services. Quite obviously a mixed economy is required and the number of service users represented by the homes here is already tiny compared to the increased demand that will continue over the next 20 to 30 years. You will know about the significant reduction in nursing and social care residential provision across the country and within Surrey. To lose more, highly valued services in the hope some other provider will fill the gap is fanciful.

The majority of residents have lived in Keswick for many years and are comfortable in the location .Impervious experience residents who move from a location to another seem to deteriorate due to taken along time to readjust to new surroundings .

The residents would support the changes of environment and staff and would more than likely deteriorate more quickly .

I feel this would be a very negative decision as the upheaval of moving resident that have lived in the home for a long or even short time would be upsetting for them not only that but the chance of them deteriorating would increase . Also leaving family and friends that live in the community might not be able to travel to visit .

Resident have settled here after what they thought was the final move. The familiar surroundings are quite important to them . A move to another home will be quite upsetting for most .

This. Would. Have a. Very. Negative. And. Could. Kill some of the. Residence. Living. At. Heathside. Woking. As there bwould not. Be able. To cope. With. The. Move. To. A. Neq. Care. Home.

Insufficient housing for elderly who need care at an affordable cost and within the area and family

I can only speak from my own experience at Abbeywood where my father, who is 98 next week, has been since June of this year. On coming into Abbeywood he was very wobbly on his legs and could not cope with stairs at all. His muscles had almost given up and he was an accident waiting to happen.

Since he has been cared for at Abbeywood he has been encouraged onto his Zimmer frame and can now walk around the corridors on his own and enjoy the garden, he has lost a stone in weight through the extra exercise and feels like a younger man. This however has upset the equilibrium as he thinks he could leave and get a job to pay his own way, cannot understand why he has to stay and be cared for! The team gave him the 'job' of watering plants with the hosepipe giving him a purpose and lifting his mood.

The incredible support that my mother and I have received in coping with his mood swings, is as important to us as a family as it is that dad gets such loving care, understanding and help. Consequently the team asked the doctor to assess him and has now been prescribed a mild anti- depressant.

If he were to loose this 'new loving, welcoming, supportive family at Abbeywood' I don't know where his mental health would be.

My aunt Alfreda who is also living at Abbeywood with a much poorer state of health with lack of sight and hearing. However her constant demands are met with compassion and a sunny disposition from staff. She delights in her meals and her privacy and dignity are maintained. When she is concerned about anything there is always a compassionate listener even an invaluable Polish member of the team, who has been a translator for me on numerous occasions.

It would be utterly devastating to move my family members away from the excellent team, led by the amazing Jamila who puts her residents above all else.

Please save Abbeywood!

See above answers.

i feel its there home where they feel safe. family's choose the care home for there loved ones because they can still remain close to them and remain has part of the community. we have one lady who comes every Sunday and supports her mum to eat because she lives local. This home provides work for the local people.

Very unsettling for residents.

Residents should only be moved during refurbishment, although it is agreed that Surrey may not be able to keep all homes due to budget constraints.

It would be a mistake for Surrey to move away from all in-house residential community care as the private market dominates Surrey and makes affordability a problem for those with lesser self funds (like my aunt) and thus less places available for care in our ageing population.

Surrey should continue to be the Flagship of providing good quality residential care. The CQC Inspection supports this. The Manager, Jamila Towfiq-Faerber, goes above and beyond for her residents and staff, and supports relatives. Other Councils have walked away from providing in-house care - please do not do this).

Have you considered partnership working with the Council and a housing provider? The Council could ensure they still have the option of monitoring the contract so that care, affordability to clients and modern facilities are maintained.

Mum would find it very difficult to cope with being in a new home with new faces to get used to

We need to have a council run care home in the area.

This suggestion gives limited information! It does not state whether the residents would be moved in private sector homes or in the remaining (if any remaining) SCC homes! Moving residents on an individual basis, away from their established friendship groups and familiar carers can only be detrimental to their mental and physical health. However, If they were moved to an existing home with a small friendship group and familiar carers, this would be so much better .

This open ended question suggests an easy way to close the SCC homes with SCC buying beds in the private sector and handing over the main roll of Elderly care to the private (with profit) sector which favours the rich and will create a two/three tier system.

This sounds like a quick fix short/ medium term solution regarding what is a complex area of care .

In the 1990s SCC out sourced its elderly care to the Anchor Housing group in a similar exercise to save money and and opt out of direct responsibility for its elderly population. Adult Social Care team did have some oversight and had reserved beds in all the homes and they with CQC had to monitor the level of care with limited resources . This situation was better than the now proposed situation BUT it led to the demise of the building infrastructure as Anchor refused to invest in the buildings which has brought us to todays scenario of poorly maintained and inadequate properties.

This scenario does not answer the questions regarding staff, their employment with SCC , and future employment. The uncertainty that this exercise will inevitable lead us to loosing some very good and genuine caring people who will of necessity have to look for more secure employment.

This would cause disruption and stress to the lives of the residents due to moving to a new home. However it might be less disruption than option two which could have two moves for residents involved.

Also this option 3 might cause problems for relatives on access for visiting depending on where the new home would be located.

Which alternative care homes are being considered and presumably they would have more up to date facilities.

I don't think that closing the publicly owned care homes should be an option. Care in the community isn't always possible. If you rely on the private sector entirely for care home places, this could be very costly to the Council and costs would be out of your control. It would be very upsetting for people who need to go into care but haven't got the means to pay for private care, it would take the Council some time to find suitable and affordable accommodation. There is already plenty of red tape and hoops to jump through before people are placed, I think this would only get worse.

If the Government and Council are committed to improving the care sector then we should be showing this by investing in our care homes, their staff and residents.

I believe that Government / Local Authority should take the lead in Care in the community in the future with higher standards for staff and subsequent pay similar to NHS.

A high percentage of privately run Care homes are not really fit for purpose having been converted from large residential properties.

It can be very traumatic for residents and families when residents have to move to a new home, especially during the restrictions at the moment due to COVID

This goes against current Governments ideas, as they are saying that they want to invest in our old people - this would not be investing!!

Reducing the number of facilities over all would improve occupancy and release some sites for sale to help defray the modernising costs of those retained.

Alternatively sites not being kept as carehomes could be used for social housing by Boroughs.

Of couses the residents who are moved will find changing where they live and the other people (residents and carers) they know will be problematic and possibly traumatic..

The impact on frail older people, many of who have dementia could be devastating. Potential impacts of moving frail individuals are well know. This option could also lead to individuals being moved further away from families and support networks, as well as friendship groups established in their current homes. The knock on impact on staffing, not only in the homes, but in the wider service and wider council also needs to be considered. It is not just the livelihoods of the staff working in the homes that could be impacted. Unfortunately these homes have been the victims of chronic underfunding and lack of strong leadership or desire to improve the homes and the residents and staff are the ones who will now bear the consequences of this mismanagement if the decision is taken to close. Unfortunately, despite assurances that this is a listening exercise, indications from interviews in the press suggest that the council has already decided what will happen.

This would work for myself as I live out of the area so if support was offered to move to a care home nearer to my family it would be beneficial.

The care homes provide a community for the residents and splitting up those communities would impact greatly on the well-being of the residents

The private and third sector provides a different offering for a different price bracket. This would abandon many of those presently in Surrey's homes who do not have the ability to pay for the same or improved level of care outside public sector provision. Surrey must not pursue such a policy which would abandon a significant segment of the vulnerable population

Not enough safeguards built into this option. Alternative care home is a euphemism for less expensive care home.

My mother, and her entire family, consider Birchlands to be her home. I have a sister who lives in Canada and another who lives in Norfolk, so I was her main carer and continue to be her only visitor for the majority of the year. She is currently 5.9 miles away from my home and I would not want her to be any further away. Our family is extremely close and it would be heart-breaking if she was moved away.

I would be sad to see Orchard Court Close. I have been a volunteer at the home for the past six to seven years. When it was part of the Anchor Homes it was a very happy home. The staff knew each other and worked well together. The home was part of the community and the church ran various activities and residents were taken to church by the carers. Remembrance Day the residents that were able attended the memorial service at the pond and be taken for mulled wine at the Catholic Church Hall. When the church had its summer bazaar residents were taken along and people from the community became involved with those that lived at Orchard Court. The residents enjoyed the outdoor contacts and were stimulated by not being within the confines of the home all the time. At Christmas the local primary school students came and sang carols to the residents and performed a nativity play which they loved and so enjoyed.

Since the Surrey County Council took over the activities at Orchard Court being part of the community has suffered. Due to lack of staff there were no carers available to take the residents into the community. Rules and regulations prevented me from taking individuals out without a carer in attendance. All to the detriment of the home and the residents.

It is a smaller home and I know many of the larger facilities end up being run like institutions out of necessity. Lingfield is a small enough village that it would be possible again if staff levels were kept up for the home to be run as being part of the community again as well as being a safe environment for elderly residents.

I don't know about the other residential homes but Orchard Court could again be run in this way. They have a lovely garden which looks out onto a children's play ground. The residents love to sit outside in the summer and watch the children play. A lot of waving takes place and sometimes the children and their parents come over and talk to the residents.

The home is not too large or too small and even though money is need on the upkeep of the building and to modernise the interior there is too much going for this home for it to be closed. I do hope you will take my comments into consideration.

Please do not close Barnfield it is a truly outstanding care home and alot of residents, family and staff would be devastated, if it was to close. It has so much potential it truly is a fantastic care home, I cannot praise Sue and her wonderful team enough for their care and kindness.

The focus is to keep XX in Merstham.

If Chalkmead is closed, but she is able to relocate to another home in Merstham I would see this as neither positive/negative. However, if no other homes were available in Merstham, this would be very negative.

The solution is dependent on how many people need residential care and whether there sufficient space if homes are closed.

You also need to be mindful of the distance family have to travel to visit, if people are relocated.

If residents were amenable to the move and it is handled in a caring and sympathetic way it could have a very positive outcome for both staff and residents.

I can't see what the point of closing the home only to sell off the land to make a private care home that few can afford. With the crisis in care at the moment we need to keep all the council owned care homes not close them.

Building new homes instead is a poor option and is very environmentally unfriendly and would increase the local carbon footprint significantly and needlessly. It could also lead to the destruction of natural habitats for wildlife and encroach on protected areas.

This would cost the council more money in the long term

If residents that have resided at these homes for a long time moving them to a strange home can have really negative effects.

Definardlt mot

There isn't a comparable alternative, it would be a great loss to the area. Before SCC took over Orchard Court was fully occupied with waiting lists. I don't know what happened but the culture changed rapidly for the worse when SCC took over management and it's reputation has suffered locally and the occupancy rate is significantly lower, this may be partly due to the pandemic.

| |
|---|
| It would cause a lot of distress to the residents which would be detrimental to their physical and mental health. It can affect many other aspects of their lives, such as not seeing family as much, financial costs, and isolation. |
| You can't simply close this care home as it will leave the local community with a suitable alternative |
| My Mum considers Birchlands to be her home...I live in Canada and only get to visit once a year, but my younger sister lives less than 6 miles away which was why we chose Englefield Green..it is so important to us that Mum continues to have the frequent visits from her that the close proximity allows. |
| This moves people potentially away from their community. Impact on residents well being of family/friends are unable to visit if too far away. |
| This will have a very bad effect on my mothers health and wellbeing as she has been at Barn field for over 5 years and is very settled at this excellent home, she is 95 years old. |
| Moving residents would cut them off from their community and local links. This is the route of the service you provide. This would have a huge impact on the family's that rely on the care home for work. |
| I am worried where my family member would go and how they would cope with the move. Would it be close by so to easy to visit. |
| Moving would upset my Mum and other residents. She would feel lost but wouldn't remember why. |
| Residents would face the possibility of moving away from the community, friends & family. Very stressful for people in the later stages of life |
| Some residents of Orchard Court have lived in Lingfield and the surrounding area all their lives, to then have to be moved when the don't want to be is awful. They have a real connection with the village. Orchard Court is open to everyone no matter their financial situation. |
| Orchard court is essential with families living near their relatives |
| Upheaval for residents; no future provision |
| I would imagine that would cause stress to the residents |
| There are not enough care homes at a reasonable cost. I would strongly object to any being closed. |
| To close any of the homes diminishes the provision of these beds which are a necessary resource for the community. I agree it's about allocating funds in the most appropriate way but to reduce the number of facilities is not the answer. |
| It's not easy for an elderly person to just move to a new home. It can be upsetting and the stress can adversely affect health . Closing orchard court would mean there are no other council run homes locally. This means those who have lived locally (maybe all their lives) would have to leave their familiar surroundings, friends and families to go elsewhere. Not good for health or happiness |
| It cause great upheaval and distress to elderly people who may also have underlying health conditions or dementia any changes to their routines can really set them back. Closing the homes is also not a good idea with an increasing aging population we need more affordable care homes not less |
| Sadly I know of no other council operated homes in the area. Lingfield is a very large village and should have at least one council operated home. Moving residents will have such a detrimental effect on their health and well being. |
| Unless they are within walking distance of the one you close and are also council owned |
| Detrimental to health of residents and partners of residents, continuity is essential for dementia patients. Where are these other homes? |
| Detrimental to the health of the residents who need continuity of care. How do you explain to someone with dementia that they have to move? Think about it, it's the equivalent to you getting up one morning and having your home taken away from you without any forewarning. Is this fair? Also, Care UK do not have any homes close enough to Barnfield for relatives and friends to visit. |
| This would be very negative for our community and not demonstrate any commitment to the needs of our elderly vulnerable residents |
| Lots of upheaval |
| Community links broken |
| Only 8 Homes in the county is not enough, some should not be closed due to the number of elder people who cannot afford private residential homes. |
| First and foremost, I think it would be incredibly upsetting for the residents to move out of a place where they call home. They have established relationships with fellow residents and care workers, which would no longer continue as they could be separated depending on other care home availability. As a community, it would be great if we could help with fundraising activities to keep Abbeywood open and I would be more than happy to help with this. |

a lot of the residents are over the age of 90 and would not be physically capable to move to one place to another they are at an age where they are settled and happy and it wouldn't be fair to see them move to another home. i wouldn't want that for my parents

No this is what happened before (but on a much larger scale), residents died because of the stress etc when they were moved to another facility. They were settled and this caused huge disruption to them. Keeping homes within the Surrey CC fold is so much better for the residents and the community. Home care too was involved in this huge upheaval but that's another story. I understand that this could have a huge cost implication to Surrey but keeping at least some homes for the Elderly (Abbeywood) is an incredibly important step for the future.

This would be so traumatic for any of the residents there including my Mum, she loves it there and after being diagnosed with mixed dementia and was no longer safe living alone at home we moved her to Keswick, because of its reputation and also the locality and ease to get to for a family member who does not drive, My Mum settled straight in as she felt safe and so well cared for and in two and a half years of being there has never asked to go home, to move her out of Keswick would be so traumatic for her and for us a family.

The buildings would be a waste to close when there is opportunity for them to be utilised and made better. The buildings would just be left to stand closed when there is a lot of potential for them. Instead of paying for residents in private care sector which have higher costs long term. It would be detrimental to some of the residents to have to move. Building back up the services and promoting them would be great for long term as things go in circles and within the next 10 years there will be a higher demand for residential care services again and not enough options available.

Ridiculous not having one in the area. Every town or village needs a decent council run care home that is close enough for relatives and friends to visit the elderly in them. This is imperative for the well being and happiness of the patients in them but also will help the staff.

Beyond negative. A move of any kind is stressful enough for any of us moving home let alone people in their nineties.

This is a good care home and removing people will remove the connection the community has with the elderly. It would also mean standards would drop.

My mother has been a resident at Meadowside for several years and because retention of staff there is so good we have got to know and trust the staff and the way the home is run, and depend on them for my mother's care. Any move away from Meadowside would cause my mother distress and anxiety and she would find it difficult to settle in new surroundings. Most important would be the break in personal relationships with her carers and from familiar and welcoming surroundings.

Speaking in relation to Birchlands. It would be a step backwards to lose such a wonderful and long standing Care Home. There is very limited land locally to create a similar facility and the costs to the tax payers and environment to move and build would be excessive and unnecessary let alone the proposed development of existing plot into more housing. In moving the Home we would also lose the skilled teams of staff to other industries. Due to current skill shortages in care this is also a big issue and staff retention should be treated with more importance. More investment is required in care homes as we all know we are heading for a catastrophic crisis with an increasing ageing population and a decreasing amount of care homes and staff to look after them. More investment is required by local authorities to enhance, grow and protect the resources we currently have and manage the financial side better. The money is there, available and forever growing due to all the revenue generated from care home residents ever increasing property sales.

I do not want to move to another Care Home. Barnfield has been my home for ten and half years and I have paid fully for this privilege.

This is my mum's home and has been for over 5 years. ideally it would be good for her to stay in the place that she has grown comfortable with, and with staff that know her and she knows. I suppose, if the alternative care home was at least as comfortable and well staffed as Chalkmead, and would also be financed by SCC, then this may be a more positive outcome than option 2, where the residents may need to be moved twice over a period of months, disrupting their routines and moving them away from staff and fellow residents that they know - and then repeating all this when the refurb is completed.

It is difficult to comment on the 'alternative accommodation' when we don't know how the facilities will compare with the existing homes - why should we believe that these will be any better than these 8 homes? Where are these private sector homes located?

The residents need to live in a safe environment

Any person of any age moving home is listed to be one of the most stressful events in one's life, and I appreciate that the staff will make sure this is as smooth as it could possibly be, but I feel that it will be too traumatic for many of the elderly residents, and it the most unnecessary option to choose. Newer properties do not have the same environment that the old homes have, the look extremely modern but for a lot of older people the care homes in existence now, relate to a more relaxed homely feel than the new modern homes.

Closing facilities in Horley. Why is it always Horley facilities that suffer in Surrey - never Reigate or the more affluent areas. All large areas of new housing are also dumped in Horley - never Reigate or affluent parts of Surrey.

When a relative has been in care for a while, it will be traumatic for them to leave their familiar surroundings and the staff they have become used to. I know this may be the only option in some cases but the council will have to provide plenty of support both in a physical capacity and financially.

For the reasons I have explained above my view is that Barnfield should not close. It would be very negative for the residents, their families and for the local Horley community. The Council should continue to provide a residential care home in Horley, ie. Barnfield.

Just not good enough.

Our residents see this as their home, many have lived here a long time and our comfortable in their surroundings, to move them would cause considerable upset and confusion. They say that one of the most stressful things to do in life is to move home!

Our residents are at a time in their lives where they are settled and comfortable and moving them now would cause undue distress to them and to their families and that would be so wrong
They deserve to live out the rest of their lives in a place where they have grown to love

This would mean larger homes feeling more like an institution.

Also less options for residents to be near family.

My mother is 100 years old, she needs stability more than anything, she has been in Chalkmead 6 months and gradually has come to see it as home, she is settled and happy. If she was now moved it would set her back and the panic attacks, which she suffered when she was unsure of where she would be placed, would surely resume.

Im happy here

This I feel is not an option, as this is their home, the stress and uncertainty of another move will be unbeneficial to the residents, The stress they have already under gone by leaving their family homes and moving into care was traumatic enough and the trauma still lives with some that are living with dementia, all their life time memories and little belongings collected through their lives put into bags and either stored or minimal amount brought with them, A lot of our residents moved to Barnfield to be cared for in the last stages of their lives, with no worries or concerns, We are their family that is with them 24 hours a day 7 days a week, we wipe their tears and laugh with them, they are our family, and assisting them in their home is a feeling like no other

Better facilities suited to their needs

Better hoisting facilities

Buildings warmer and better adapted

More comfortable in room with en-suite facilities

Negative effects would be moving residents who are happy in their current home and not seeing familiar faces when moved

This will have such a negative impact on all residents and staff. Residents that live here have come here to live their last bit of their lives in a safe and comfortable place. Why would you want to disturb that? there are residents who live with cognitive impairments and have adjusted to living here and now you will unsettle them for your own personal opinions on how the home looks?

surreys homes would be full this would give surrey the opportunity to use there money wisely. and where it is needed.

If the residents move out for the refurbishment it is unlikely they would return to Heathside. The move itself would have a detrimental effect on my Mum. The upheaval I believe would be too much for her, I prefer if my Mum resides in a care home which is run by Woking Council rather than by a private company, I feel that there this provides her with extra security as the Council will not be running it for a profit.

Upset for residents and families as well as staff

The home has been chosen for a reason by family members, some staff have worked here for a long time and will find it difficult getting a job elsewhere, due to age or location.

This would have a serious effect on the mental health of the majority of the residents and certainly in the case of my father.

The home is alright.

I like it where I am now.

I dont want to move.

I like being here.

Save on all costs i.e. electricity, water, rates, maintenance etc., Reduce use of agency staff. Residents like to know staff around them.

Because I can fit through the doors all the other places I've been to I couldn't fit through.

| |
|---|
| I dont want this home to close. If this home close, where can I go? I dont want to go to another home. But I want this home to modernist, room are small. No space. |
| For me personally I see a lovely garden from my window and can see my favourite people and neighbours go to and through. This is my home I dont want to move. My bedroom size is good for me and there is a lounge where people can meet each other. And the meals are very good. I like English food. |
| Because I've already moved once I don't want to move again. |
| Where is the money coming from? |
| I like this home. |
| I don't want to go anywhere. |
| Fay doesn't want to move another care home. |
| Because this is my home. |
| This is my home. |
| Because this is my home. |
| I think its nice here and a good area, just needs to make it modern. |
| As long as the resident and family agreed. |
| The residents would not like to move away and the locals don't want to see it go |
| Of course it might need to be done temporarily. |
| These building are people's homes. You can't just move them all out. Where would they go? Care homes are closing all over the country as the cost of care become prohibitive. Relatives have already placed their love ones into homes that are convenient for visiting. |
| Moving some elderly residents will be so upsetting it will almost certainly contribute to early death |
| This would be an awful outcome to those elderly residents who are effectively losing there homes for a second time. |
| I can't think of any positive outcomes as a result of closing Abbeywood. My mother and other residents are very settled and happy, Abbeywood has a great atmosphere and a very homely feeling about it. I think it would be a great shame to destroy that. |
| On a personal note, Abbeywood's location is particularly convenient for me as I live directly opposite and am lucky enough to be able to drop in to see mum whenever I want to (Covid regulations being observed!). I worry that mum will be shipped off to another care home somewhere else in Surrey that could be many miles away which would limit my ability to see her. I know she would be very distressed to be moved to a different environment, she is suffering from advanced Alzheimer's disease and would probably not survive a move. I'm sure the same applies to many other existing residents in the same situation. |
| Very upsetting and may be fatal for residents |
| Means people moving away from the area they know. Disruption for residents |
| This may lead to premature deaths of residents as some have seen these accomodations as their home fro over 10 years Elderly suffering with dementia are known to deteriorate when they have a sudden change of environment causing additional confusion. The available accomodation available may not be of adequate standard and more expensive? |
| Continuity of care within the community is far more important than moving elderly people when they are happy where they are house already |
| There are very few care homes in the local area and this one is in a central village location, next to the doctors and near to green spaces. Closure would be disorientating and upsetting for residents who have to be moved. |
| Residents should not be moved away from community. Elderly relatives and friends would not be able to visit. Moving a resident may be too much and kill them |
| Demementia complications and no local location! |
| My brother is very settled, he has learning difficulties and the staff at Heathside understand his needs very well. We are very concerned that he would have to move again after a previous move from Hillside 2-3 years ago which greatly upset him at the time |
| This would be the worst outcome for my sister in law, as she is very settled in birchlands and to move her would not help her mental state, as most of the residents do not like change of routine etc |

| |
|--|
| <p>Bearing in mind how traumatic the last move was for my Uncle, this would cause the family, in particular my Mother and Auntie a lot of distress.</p> <p>My Uncle has learning difficulties, the last move was very difficult for him.</p> <p>He relies heavily on visits from his sisters but they are now elderly themselves so it is important that he remains local</p> <p>We are all worried and anxious that he may have to move again so soon</p> |
| <p>This option would not be the best decision for mum or myself. I believe moving mum would be a big upheaval for her and would be worried about her anxiety.</p> |
| <p>My brother was moved to Birchlands (under Anchor) when his previous Care Home was closed.</p> <p>He has made friends with the other residents and the staff.</p> <p>He has been at Birchlands for over SEVEN years, all the staff know him and greet him by name.</p> <p>He is getting old and does NOT want the upset and turmoil of being moved yet again.</p> |
| <p>As stated before, my brother has only been at Heathside for two and a half years. It would be very unsettling for him to move yet again to a new home which would not be as easy for his family to visit.</p> |
| <p>This would result in much upheaval for my relative and, I imagine, most of the other Residents. As they have suffered more than most people during the pandemic, and they are just about getting back to being able to go out occasionally and have visitors again (hopefully) I feel this consultation is unnecessary at this time.</p> |
| <p>keep residents where they are as moving them will make them ill or they die of shock</p> |
| <p>Residents are used to their current homes and will find it hard to cope and settle in the new homes. This will have a negative impact on them. This will affect them mentally, physically and emotionally.</p> |
| <p>Moving residents to other homes will have a negative impact on them mentally, emotionally and physically, as it will be difficult for them to cope and settle in a new environment.</p> |
| <p>It will not be a good idea to move residents to other people's homes and it can have a negative impact on them. As it will be difficult for them to settle in a new environment.</p> |
| <p>This would lead to considerable disruption for residents and they may find the change too much, they would lose their familiar staff. Also finding places could be a challenge, the placements team cannot find places for residents who need to move on now how will they find places for a considerable number of residents? It would also cause considerable anxiety and stress for residents' families. Staff would lose their jobs which would not only cause them considerable anxiety and distress but would also lead to all the skills Surrey has paid for through training would be lost to Surrey.</p> <p>Also it would be a waste of the considerable amount of taxpayers' money that has already been invested in this home. We have had new water heaters, kitchen refurbishment and a substantial amount spent on the interior with new furniture, curtains throughout and redecoration of many areas.</p> |
| <p>Having a number of different care homes provides a more personal relationship with the residents which is important and this can be lost in a larger establishment.</p> |
| <p>consider good location and easy for getting resident and care staff. it is not a good ideal to close the home</p> |
| <p>I feel that this would have a detrimental effect on the residents. Some of them have formed close friendships with other residents so they would lose their homes and their 'loved ones' as well as familiar staff faces</p> |
| <p>Upheaval of care home residents should be avoided wherever possible. The disruption to vulnerable people's lives causes major issues for both the residents and their visiting families. After the ravages of Covid, residents and their relatives require both stability and to remain in familiar surroundings and be with those that they know.</p> |
| <p>This is not the best option as residents want relatives to be able to visit regularly, not having to travel a long distance</p> |
| <p>The reason, as stated for Option 2, is that a single move would be required. However, an appropriate home with a comparable social environment & atmosphere to that created by the staff at Barnfield, would be essential. Facilities are not everything!</p> |
| <p>Moving older people is very disrupting.</p> |
| <p>A lot of our residents are over the age of 90 and we have some residents that are now on End Of Life Care. Moving them now I feel is wrong as this is their home and they deserve to live the rest of their lives in a place they have called home and they are familiar with and around staff that know them and they know them</p> |
| <p>I can't even imagine my 105 year old grandmother having to leave Abbeywood after the years she's lived there. The confusion and anxiety she'd experience is extremely upsetting for my family let alone how she would feel. We're all incredibly anxious about this consultation and the outcome.</p> |
| <p>I don't know?</p> |
| <p>with support could be a better option to move into a more modern home with bigger and ensuite rooms</p> |

| |
|--|
| <p>Why is this needed with an aging population? Surely the demand goes up not down? Unless of course you can enlarge and enhance one and find it by telling another.</p> |
| <p>Not needed. Very traumatic for residents, many of whom were already traumatised moving out of their own home. The staff at Heathside are excellent and I wouldn't want my Nan living anywhere else.</p> |
| <p>This would have a major impacted on the residents , there families and the staff , some of them have worked there for over 20 years and giving a lot of there spare time and love , especially with raising funds for the residents, including funds to purchase another mini bus when the first mini bus was to old to repair , (the first one was also brought by staff raising funds for it)</p> <p>Orchard court has a lot of support from Lingfield village and many of the local people have and still do work there ,</p> <p>There is a staffing problem , across many of the Surrey homes ,</p> <p>Surrey need to look into there hourly rate of pay for carers , comparing it to other job roles in the care home it is very under paid, as are most job roles within the care homes</p> <p>I think it should be kept</p> |
| <p>No financial cost projections given to close and re provision option.</p> <p>Middle still of pandemic and time of still uncertainty. Not a sensible time to embark on major closure process. Stress for people who live in the homes, family ,and staff.</p> |
| <p>All the residents at this home are vulnerable and any change, especially moving to new surroundings with unfamiliar staff will have severely detrimental effects on them all. A move like this could be enough to kill at least half of them.</p> |
| <p>Prefer option 2⁸</p> |
| <p>Need care homes rather than to close them</p> |
| <p>This is frankly unacceptable and needs to be fought. There is no way this will not cause considerable anxiety to the residents. Just imagine if someone came to you and said you need to move out of your home and someone else will select where you are going. It is also an anxious time for staff. Meadowside's team do a great job, very friendly and upbeat, organized, caring and experienced and disbanding this team I believe reflects badly on the council.</p> |
| <p>With experience in working in care homes, this will have a detrimental effect on the service users, moving service users who have grown to call the homes their home, adds unnecessary stress, moving the service users to another home can cause them depression, isolation, and a feeling of defeat, as they will need to get accustomed to new surroundings, new people, staff and other service users and staff in the new home will need to learn the service users likes and dislikes. Service users also create friendships with other service users that they live with, moving them will stop this friendship. Service users who have moved from location generally deteriorate rapidly after a move.</p> |
| <p>Many older folk, especially bordering on dementia, do not like change. These care homes are their "home" which should not be taken away from them just because it's inconvenient to keep them.</p> |
| <p>My uncle has already experienced one move, a positive move as he was very unhappy at the previous home which as stated, affected his physical and mental health. He is now very happy and settled into Barnfield, sees his family on a regular basis and has trips out with his niece and her family, which would be impossible if he were to move as his niece cannot drive and it isn't always possible for her to get anyone to drive her to visit. I feel this would have a very detrimental affect on my uncle.</p> |
| <p>This would be disruptive to long-term residents of existing care homes and staff at other homes would not know what a person used to be like.</p> <p>If residents have to be moved due to financial constraints, it is requested that they be placed in well-run care homes with CQC ratings of excellent or outstanding as this would give peace of mind to relatives as it would indicate great management and a stable staff pool.</p> |
| <p>I realise that the Council is in a hard place and that tough decisions may well need to be made. But I think that to do this would have a negative impact not only on residents, staff and carers but on the reputation of Surrey itself in terms of its perceived willingness to provide safe and compassionate accommodation for those among us who are most vulnerable and who have themselves contributed to the life of the locality over many years. Any move for these residents would be disruptive and painful and risks demonstrating a lack of support and appreciation of the vital work of care offered each day by staff.</p> |
| <p>Re-locating residents and staff is likely to have a negative impact. Closing care homes should only be done as a last resort.</p> |

Again comments in 5 & 6 above also apply.

Again my comments are based on experience of the Chalk Mead facility in particular.

I was heartened when my Mother was given the opportunity of being a resident at Chalk Mead primarily from the point of view that the facility presented itself as being as ideal a care home as could be found.

My experience of the service delivery to date has not detracted from my original assessment and as such I would view a relocation elsewhere as being an extremely negative step.

There is also additional & potentially awkward traveling arrangements for family to undertake - Chalk Mead is an extremely convenient location for family to visit in this respect.

Disruption will occur and the possibility to diminish quality of life during residents last weeks or month could be high.

SCC should and need to provide care homes for Surrey residents.
This should not be an exercise of closing the eight care homes and selling off the lucrative development sites that that occupy.

I believe this would severely impact on the health of residents and staff alike, the residents are probably accustomed to where they are living and the staff that assist them, splitting these up would not help the welfare of the residents and then there is the mental health aspect of the employee being redistributed to somewhere new.

This is people you are talking about NOT pieces of furniture.

Most residents and their families choose a care home partly based on location so they can be near loved ones.

Uprooting residents, especially with dementia, will have a devastating impact on their wellbeing.

I don't see why you would change from Options 1 or 2. Residents seem very happy, healthy and safe. The approach during Covid seems very sensible, manageable and well-run.

Minimising upheaval and hassle for residents and staff is for me the determining factor here followed by cost.

Why moving elderly residents who are currently settled for no reason and unable to look after themselves to another care home? This seems like a pointless and costly exercise. What's the benefit to them?

Equally, what about the staff on site? What happens to them during this process?

Given the potential failure of infrastructure and equipment risk I believe that although it could cause some distress to individuals to move; done sensitively it should result in a safer environment for those living in these homes.

I believe that considering moving elderly people from what has become their home is a dreadful proposition.

However carefully orchestrated, inflicting forced move outs onto elderly residents who may have lived there for a number of years, could only have a negative impact on those residents affected and their families.

The impact of such change at this stage in the lives of frail and vulnerable elderly people may prove to be something they never recover from, however well intentioned potential motives for this change may be. The additional impact to long serving and loyal staff members, who have slogged their way relentlessly through the recent and on going pandemic, having only been working for SCC for a short period previous to this, is somewhat of a slap in the face for all of their considerable efforts before and during this time. Being "helped" to find other employment is no compensation for having to give up on a home and service that you have dedicated (in some cases) many many years of hard work and great service, at times during great adversity. The worry, anxiety and emotional stress this may cause to them through no fault of their own, is not something to be taken lightly in any way. Working in the care sector takes a special type of person, and as a workforce they should be cherished and valued, to enable those in our society who need it the most, to continue to receive the high quality care they so sorely need and will continue to do so for many years to come as the nation as a whole ages. A swanky bathroom and access to a therapy pool will never replace that.

I feel this is the most negative option. The local areas concerned would lose a valuable resource.

This is disruptive to both the staff but especially the residents to whom are being moved from their home.

Very disappointing that this is being given consideration after the team has worked so hard through Covid and now feel are jobs are under threat amidst a period of cost of living rises etc, A lot of us go above and beyond our caring roles and are passionate about our jobs despite amongst the lowest paid staff within the Council. This has proposal has had an impact on the mental health of the team. This proposal shows a disregard for prioritising and valuing care and care workers and how social care is prioritised as a council priority. This has been underlined by the fact our local Council representatives has not visited the home or interacted with staff despite being invited to (and agreeing to) do so.

No care provision for Lingfield. Families would have to travel further to maintain relationships with loved ones.

Upheaval for residents being asked to move from their home.

My client has previously been moved when his care home closed. For the reasons previously explained another move would have a detrimental effect on his mental health. He has been at his current care home, Birchlands for over seven years and has made friends and has good relationships with the other residents, carers and staff. He is elderly and a further move at this stage would not be good for him and should be avoided.

All places and buildings need to be retained. If this can take place around the residents in phased work, this prevent the need to disrupt and disturb the many residents who struggle with any sort of change.
If it is required to move some, as this is not possible, then it should be only where no other option is available.

I want to live here

Because I'm happy here

Prefer not to say

May move you about for poor reasons

Very unhappy. I know people and carers and love more comfortable

I feel I have a home. The bible says I have a home. Should be more sensitive to older people. More loving care, less dramatic, more sympathetic.

It would be traumatic especially at my age. Too much shock. I feel ashamed of my age - I do not want drama. I would not be able to look after myself, I will suffer. I am 91, will put pressure on my heart.

Wrong to close down care homes - too traumatic. Hurting people, upsetting them at my age.

I can explain but I'm not happy to

As she is 101 years old it would be very difficult for her to deal with a move

only if this provided the same kind of improvement as option 2 and the staff moved with the residents. I want their jobs to be guaranteed.

Keep them open but improve

My mum is well taken care of at her resident home and as she has dementia my belief is that it would do more harm than good to move her away from the staff that she trusts.

I believe this is not the right option. Upsets people and relatives and family members may not be able to visit their loved ones.

This would have to be considered and organised on a phased and individual basis assessing the needs and health of each resident. It would have a negative impact on older more vulnerable residents particularly those with dementia or Alzheimer's disease, as well as those suffering mental health issues where continuity and stability are key to maintaining a quality of life. It would be essential that the selected care home is convenient for family members and friends to visit and if a resident involved in community activities (eg: member of a choir) this could continue without disruption.

It would kill Keswick residents if they had to move out.

Because this place is nice in this area and has been here for years.

Cos won't know anyone

I don't want to move

I don't know really

I like it here

This is my home. I like here. I move here not that long ago.

Yes I would need to talk to people and would have to have local shops etc.

People seem to be at a later stage in their lives before entering care homes, making their needs greater than previously known.

If moving people around is thought to be a good options it may be more difficult to settle people comfortably in new surroundings.

This is my home. Why should I have to move I'd miss my friends

| |
|---|
| I'd miss my friends I call ***** I live home |
| This has been my home for a number of years and I don't want to move. |
| I do not want to leave my home. I do not have any family so the staff and family are my family. |
| I love where I live and don't want to move. I'm settled here. |
| I love where I live and don't want to move |

| |
|--|
| Any other comments |
| Has consideration been given to selling the homes to private owners and leasing them back, thus handing the the responsibility for maintenance and improvement to the landlord? |
| Please keep us all up to date on what will be happening |
| The staff and home gave my mum a reason to live when she had given up It was her second family |
| I think by not allowing us to accept new permanent residents. Considering we are basically empty as it is. That is signing our P45s for us already. It's obvious. There's not enough shifts for all the staff to continue as we are. And it's truly unfair to expect that of us. After starting the meeting by thanking us for the last 18 months. This is like thanks but no thanks. Here now worry about having no job in a pandemic. Kick to the teeth. Our home has been run down for so many years. When a lot of work could have taken place. Updates. Upgrades. Modernising. But instead we spend money on air conditioning for just the manager. Thousands on a new shed. Doing the garden up. What about inside ? |
| What about the funding coming from central government! Would that help? |
| Please don't close these lovely homes especially meadowside |
| It depends on each home surely |
| The fact that option 3 is even there is our right ridiculous. Some of these people are in end of life care and closing good care homes isn't and shouldn't be practical. Anyone who thinks it is the right thing to do obviously isn't thinking straight. |
| I can understand a lot of work would need to be done in some of these homes .think of how we would feel someone telling we need to move .our residents are already vunerable what happened about our residents having choice . |
| Our residents deserve better than to be moved THEIR family as are the families as well . I understand the need to renovate the building but not to close it .No matter what people say there's always going to be a need for residential homes .We have good links with the local community .Why not renovate and invite private residents as well |
| Consideration for the residents the recent turmoil of covid and the security they residents have felt they have with their home must be if the utmost of importance . Although there is a need for specialist dementia care as SCC have said there is also still a very strong need for residential care closing a well known and long standing home would be a great loss to the community |
| I accept there are savings which need to be made however, this is a false economy and will only make life more challenging and difficult for the elderly who have a right to have options close to their places of current residence. This population has paid their whole lives to be able to relax in their old age, not be forced to live away from their families and friends. |
| More affordable quality care homes are needed not less. |
| In the points made in the document it has mentioned bathing facilities there are nowhere near the necessary working facilities in the home for the number of residents currently let alone when it is full, the on unit kitchens have been damaged purposely by management in the hopes of getting new ones fitted, the downstairs unit kitchens have sinks and their under cupboards (where crockery are kept) that stink and have done for years, all but 2 of the bedrooms are absolutely tiny and if a resident needs a wheelchair and a commode or chair you have to rearrange furniture just to provide adequate care. I think all our lovely residents would benefit from being moved into more suitable accommodations which better suit their needs as the construction needed would affect they lives more badly than being moved on altogether. |

9

The thought process behind this consultation is, unsurprisingly, how to save money. The thought process should be how to maintain the health and wellbeing of the residents using/living in the services being provided. Extra care schemes can never replace a care home environment - all of the people living within a care home are there because they were not safe enough to remain at home and having extra care schemes would not prevent this from being the case. If someone is unsafe to remain in their own home, extra care schemes would not be able to minimise the risks any more than an external care agencies. Care homes are vital and the consequences of closing any down because the buildings need work is hugely detrimental to those living in them. Surrey County Council should never have taken these homes back over if they could not afford to do so - making our most vulnerable, elderly residents pay for SCC's mistakes is unconscionable.

More homes being run on not for profit basis should be maintained rather than homes which are making lots of money for the owners
Care staff should be well paid and trained for the important work they carry out

Quality care has to be consistent and can only be achieved if clients and staff are well looked after and listened too. Make that your number one priority and everything else will cascade from there.

There will always be a need for high quality affordable care home places, Not all residents can self fund their care needs. With an quickly ageing population demand will increase in the coming years. Councils are the best placed to provide these services. The private sector is struggling to remain profitable now, we cannot and should not rely on them as the main or only option for our residents. There will never be a situation where the number of private places can be 100% guaranteed. Surrey county council needs to take a long term view on these matters

Much as I understand consultations do need to be conducted when dealing with the Finance of Surrey, I do not believe it would be in anyone's interest to close Abbeywood, and I would urge SCC to reconsider especially with regard to this property. In Ash & Ash Vale we are considered to be the furthest point in GBC and SCC's areas, and as such our community is extremely important to all. This can be seen with particularity with regard to the Consultation taking place about the Shawfield Day Centre, another central part of our whole community.

Government needs to continue to invest not close . Ash and ash vale feel like we are losing everything that's good . Not all elderly can be cared for in their own home.

I wish there was a 4th option:

To close care home down with an assurance a new care home would be rebuilt on the same site. Therefore the community would only be without a care home for a temporary period until new one is built.

Orchard court is in the heart of the village , everyone in the village knows the home , and lots of people from the village have worked here and still do, we have support from local shops when we have events , we are in walking distance of the village shops, pubs and pond , the residents enjoy feeding the ducks ,
Orchard court is one of the bigger homes out of the eight and would still be even if you modernised to make en suit rooms ,
There is enough garden to even explained , unlike some of the other homes

Abbeywood has played a big part in the community for many years. The children of the community have befriended the residents and have participated in events happening there. Gradually over time, this has become less apparent and there is a big divide in the community at how the home integrates with the local area. This became even more apparent when Covid-19 hit and it was observed from the ground floor lounges that PPE was not being worn and relatives were being told they could not have contact with their loved ones even unprotected staff were able to hug them. The home suffered numerous outbreaks and a decision was made to close all curtains so that relatives could not see their loved ones which as part of a tight knit community was very hard to cope with. Standards of this home are falling behind of other homes in the area and this shows from the latest CQC inspection where they lost their outstanding rating and moved back down to good. I believe these residents deserve better and Abbeywood unfortunately cannot provide this anymore in the current climate.

Please don't remove essential services from the local community, the care home residents are part of our community.

Care homes will always be needed, Abbeywood is a part of the community and will be sadly missed if it does get shut down.

I working on the sector of care homes abbeywood have amazing reputation probably is one of my options to work one day and help a lot of elder people in the community. Having council care homes can guarantee a safe and good option for our future when we will be elder

the site of Abbeywood care home is quite a substantial. It is located next door to the doctor's surgery, which is an exceptional benefit. The location of the plot could be substantially developed to produce a much larger and more modern facility.

Hopefully someone is speaking to the care home residents and getting their views.
They are not hotels.

They should not be closed only modernised. There is not enough council residential places around

The residents have to be first and foremost. They have already had to give up everything to move into a care home. Over the past 18 months, they have hardly seen their families, some have no visitors at all. The residents and staff are so closely bonded, residents often say "we are like one big family".

By moving the residents on, separating them from their new families, is going to be detrimental to the mental and physical well-being.

Surrey has a duty of care to the people in these care homes. Most of whom, we're living there prior to Surrey taking them back over.

I appreciate that the buildings may not be fit for purpose, but I truly believe, you could modernise, a section at a time.

We are not going to be referred any new residents, whilst the consultation is carried out.

I fear this will have an impact on the final decision. I understand that it is so we don't have to move on new people, if the care home is closed, but I really want to reiterate that Surrey still has a duty of care for the other residents already residing in the home THEY chose to move into, most of whom, believe they will pass away, when their time comes, In their home, in their beds, surrounded by staff who have cared for them for years. Not in a new home surrounded by new people.

The pay for care staff is far too low. It doesn't equate to the responsibilities of the job. It does not encourage people to apply for positions.

The recruitment process takes far too long. One staff member waited 5 months for the paperwork to be completed.

The proposals say one or more care homes. I am extremely worried about how many are actually being considered.

I do not agree with any care homes being closed.

Care at home is not appropriate for all older people. The social contact of living in a care home must be considered.

It is not always possible for the elderly to be cared for in their own homes, it can be isolating and upsetting, particularly when they have different carers visiting each day. My late mother was cared for in her council flat during the Covid period she became isolated and confused by different cares visiting 4 times a day. Not everyone owns their own homes and can afford to pay for their own care. Council care homes are a very valuable resource and should not be closed.

i live in leatherhead dorking ashtead im now in fetcham witch i love because it near work i had mental health depression and keswick has helped me with that i would love for keswick to stay open for the future i love working for keswick love working with older people staff are ralley friend it like home from home for me keswick has been a part of me for so long been good to me and i good for keswick at my age i dont have to find another job as i too old now i only know keswick great team work they .

I have included in the above

What research has been carried out by SCC to support care community residents Have SCC looked at best way to assist people to have their say in this

Especially people living in the care communities toy who are living with dementia - use a specialist company / individual to support people to have their say Like Innovations in dementia

Has SCC looked at the potential increase in mortality of people who are older having to move and the timeframes this happens in

It can be a positive having refurb but lots of intensive support for all and expectation management

How much is all this costing and will the costs ensure people living in the care communities are receiving the best possible care and choices

I've been involved with closures, refurb and moves of care communities. There is so much I would like to ask and see being published by SCC to provide reassurance etc

I can only comment on Chalkmead as I know it very well. It is a lovely care home with great staff and the residents well cared for. As a visiting relative I cannot speak too highly of the well organised system they have in place.

The housing situation for the elderly is in crisis. Do not make it worse.

A decision to potentially cut services like this cannot, and morally should not, be made off of the back of the figures during a global pandemic. It is far easier to lose and cut services than it is to regain them if that initial decision was in fact the wrong one.

I strongly feel we shouldn't be constantly losing services, especially those for the elderly, instead services should be much more fluid and able to adapt to changing needs and demand. However for this to happen substantial investment need to be made.

Obviously, care costs and care homes are expensive to run and these are issues we have to deal with as a society, both at the local and national levels. Yet they provide both community and continuity for older residents who are losing their mental and physical strength.

It would be very useful to know in more detail about the work needed to the homes, and Abbeywood in particular, to be in a position to make appropriate judgements. As such, all I can comment on is what I see and what I know: Abbeywood's building clearly needs updating; Abbeywood's staff do amazing work to provide a home-from-home environment despite the structural limitations.

Meadowside could really use a lot of work to it.

Always remember that each person who is in a care home most likely has family near them and they need their family at that time in their life. Please keep Abbeywood open for the Ash area for this reason.

I worked in meadowside for long time. I have been here during covid period and I have seen many residents passed away in this home it would be really sad to see the home close.

Meadowside has played a huge part of the local community . It would be a shame to see the home close. We have been through the worst 18 months losing residents and have spent months on transforming the gardens so as residents can benefit from there surroundings

This will be the third time I have been through closures of homes what does that say for surrey county counsel

Although my wife has been in Birchlands for a comparatively short time,I have been overwhelmed by the caring and concerned staff that I have encountered there,the place itself is always welcoming bright and very well presented, As you can imagine the decision was huge for myself and our children to place my wife in Birchlands and it now seems everything is to change again, I hope that the decision that is made reflects the residents,families and carers of Birchlands actual needs and not just Surrey County Councils finances

Birchlands has been a pillar of the community for many years. During the COVID-19 pandemic members of the community rallied round to ensure we had enough PPE and support. Charities in the surrounding areas have offered Birchlands support for many years and have considered Birchlands a home close to their hearts. Birchlands last 3 visits from CQC have shown dramatic improvement to the service and all systems are currently working to ensure our residents are best supported. Residents anxieties have worsened since the beginning of the consultation and I believe having to move out and for Birchlands to close would cause irreversible mental decline.

As mentioned above, why has all that money been spent on a home to vastly improve it, to then decide to close it. Monies should have been put to good use in bringing the home up to date, and decor to follow.

Please keep my mum in her current home
she has had a dreadful 18 months - as have they all
we havent been able to see her for most of that time - unless through a glass window
we still arent allowed into her room - HER HOME
she is sad and lonely and depressed and although the staff have been amazing - really amazing - the bottom line is that she has been locked up in one house for 18 months.
"I have been sent to prison for a crime i didnt commit" she says

PLEASE PLEASE dont just think you can move her again to the private sector without further turmoil and upset.

Make sure that ANY decision you make is not primarily budget driven, but is made as if it was YOUR MUM in the home you are considering

Thank you for trying to do the right thing by consulting us, but do listen carefully and think three times before you make any decision.

YOU SHOULD HAVE A FEW RESIDENT REPRESENTATIVES ON YOUR COUNCIL. PLEASE DO THAT, THEN WE WILL FEEL REASSURED

The seven care homes mentioned in Surrey are not fit for modern age. Most of them are very archaic and the rooms are too small and do not have an ensuite bathrooms. The corridors are too narrow and unsuitable for wheelchairs and most of the homes lack space and are very claustrophobic. They should all be demolished!

I would like to know why Surrey County Council as landlords to Anchor actually allowed the care homes they retained ownership of to fall into such disrepair. Surely they had a duty of care to the residents throughout this time to maintain the buildings rather than now turn around and say this is what we found when they came to our care! The care homes never left the ownership of Surrey County Council. They were being paid rent, so, in effect Anchor as a private care home was subletting to be the residents, who they failed also because they were paying for something that wasn't being upheld... Good buildings, drainage, etc.

Urgently needed

I think you should very carefully consider your next move but in the best interest of all involved and connected to these care homes, please modernise them and keep them as homes for the vulnerable and second homes with extended families for your staff. The family members of the residents will also rely so heavily on the home not just for the care provided to their loved ones but the rapport they have with the staff. Often it'll be one of the only times they leave their home and the laughs and social interaction from staff, their loved ones, other residents and family members will be what they have to look forward to in their week or likely month. Please do not cause such damage to the local communities in Surrey but moving residents on.

How is this going to work ... will we be consulted and given options of where our mum may have to move to

Please do your best to keep this carehome open, the care for our elderly relatives to be able to stay in a surrey council run carehome & continue to live in their home & as much disruption as possible to what they have left of their lives & for them to be happy & to be able to see my dear uncle is a must, I'm just hoping a resolution will be made

Orchard Court I can only mention. Staff are wonderful, warm and welcoming and have become such strength for us . They maybe areas of the building that are tired but as a family the heart is within the building ??

I can understand why this is being consulted on but Abbeywood is a fantastic service and should not be considered for closure.

As said in past it is dependent on the home.

Have you already made up your mind to choose the short-term cheapest option?

I would like to see the impact statement forecast for 5 years 10 years and 20 years if you shut these homes

Impact to include :

Quality of Life

Wellbeing of residents, carers and families and staff

Economic and social impact of removing the employment and services from the local area

Barnfield is situated in a lovely location, close to amenities. It has lovely grounds which residents enjoy. It's a lovely home to work in. Lead by a good manager who supports everyone. It would be nice to be modernised and brought up to date and kept open.

The facility's should be reviewed but people requiring residential care deserve to live in an area they/their visitors are familiar with.

Only to repeat the foregoing

In my opinion, it is very important to maintain as many of these houses as possible

Information is needed on where the residents will live if they have to move on. Would they be expected to move some distance away, even out of the county, seeing as all the local homes are potentially being closed?

all residents should have ensuite facilities. buildings should be for for purpose and safe

Work a ppm into the yearly budgets and have a team that staff and resident get to know

It was mentioned in the consultation that sharing bathrooms could lead to covid infections. We would like to point out that during the pandemic there were no recordings of Covid 19 cased in Residents or staff at Keswick Care home.

There was one case of two members of care staff who tested positive but were not present at the home.

The staff at Keswick do a tremendous job, work very well as a team and give 100% care to the Residents for which we are very grateful.

The proposals are too vague on Option 3 and this is concerning for us as neighbours.

We would like to offer much more and we will by seperate email.

We don't think the financial model and result in the consultation documents and those supplied by Saville's is complete and goes far enough to enable a more robust analysis and conclusion.

The cost of private care homes and the numbers currently involved is woefully missing and there is no indication of what the future numbers are expected to be in need of care. This is material and data that County must have access to or otherwise this whole exercise is nothing more than a wistful gamble.

At this point in the pandemic, many care homes across the country have a reduced number of residents so this is not an problem specific to Surrey. I believe the numbers requiring a place in a care home will increase but the needs may be more complex.

My mother in law lives in Scotland & is in need of some support. She receives support to keep her in her own home rather than take a place in a care home. I appreciate this would not work for everyone but putting in structures to support people in their own homes as long as possible would be better all round.

We are being told we are in an ageing society and we are the next generations that maybe in need of being care for later in life. I feel that the council would be short sighted to close any of them. And if they did would they invest the monies into building new ones?

As for Orchard Court, reading the first few lines of the overview, it says it is built in sections so can it not be that each section be cordoned off for work to take place for up dating without too much impacted on the few residents already there, therefore keeping a very good home running with a services very much needed.

I would like to keep being involved in this consultation as a relative . Thankyou

Whilst understanding the need to modernise some of the facilities at Barnfield it will possibly be disturbing for residents and families to have relocation of any kind.

We know that the bottom line will have a great deal of influence in the final decision but we are hoping that the excellent care that Barnfield provides will not be compromised by the County Councillors when they are considering this issue.

I have lived in Bookham all my life and Keswick is a big part of our community .I have worked in Keswick for 11 years and in that time i have seen many residents that have lived in Bookham come in to live at Keswick . I feel that this is comforting for residents families that were born and bred in bookham that their parents are still in the community that they have lived in all their lives in a well respected care home as i mentioned before that is a big part of bookhams community. In previous years Keswick has always had a waiting list also the day centre played a big part in this as when individuals could no longer stay at home they felt comfortable to come and live at keswick .

I have worked at keswick for 7 years and i find the home to be very friendly and welcoming .Speaking with families i have come to realise what a big part of Bookham that keswick is .

I have lived in bookham all my life and keswick has always been a part of the community .My nan lived in keswick until she was taken to hospital were unfortunately she was unable to return . My nan loved being at keswick .We all lived in bookham so could visit on a regular basis . In Bookham there is large community of elderly people that feel if they requires a home they would be near to their loved ones and be in familiar surroundings.

To keep affordable elderly care in Horley

Abbeywood is situated opposite the doctor's surgery which is a huge peace of mind factor for us as a family. It is not on a housing estate but at the end of the bustling little row of shops where locals always wave their support as they walk past the home.

It is a fundamental part of the Ash Vale community - open for all to see, light and airy, with our happy family members delighting in seeing what's happening outside.

Everyone who has a relation that is faced with not being able to stay at home independently anymore is faced with a massive dilemma.

I can honestly say we are able to sleep easily knowing that the Abbeywood team are doing their utmost in looking after ours.

i feel that loneliness can be fatal. some would need some one there all of the time, there not used to looking after there self's, that's why they live here in the first place. flats have there place but not for these residents.

Please keep us advised

We need to have a council run care home in the area.

* Regarding the sweeping comments of Savills I would make the following points.

*'Fewer people are choosing not to move into care home'

NOT SO - the intake into care homes is down at the moment due to Covid deaths and media generated fear! This is short term and this time rightly should be taken to evaluate and improve the service. Statistics show that there will be an increase in the number of elderly who will eventually need care.

A large number of retired people would love to move into a care home to receive company and support and minimal care (before, and often warding off) the need for nursing care! The barrier to this is cost. The up and coming elderly villages have shown there is a need for this but is restricted to the wealthy! SCC must offer a comprehensive service to the less financially able.

**

'Most elderly people prefer care in the community'

Not so! many elderly do not wish to stay in their own homes where they feel lonely, isolated and forgotten. Carers coming in (however good) for 3x half hour visits a day, who have no time to talk or often care in a meaningful way are not the 'whole' answer. Care in the community so often leads to self neglect, depression and hospitalisation. This leads to bed blocking and so often more expensive nursing care.

**New people prefer On-Suit facilities.

Not so, shared facilities are not a problem for the majority of residents or for staff to manage. They are easier to monitor for cleanliness, are larger in size and should have shower and hoist facility.

It has long been my experience that a large room with TV, arm chair and personal facilities is more detrimental to the health and well being of the resident. They become insular and reluctant to move out of their space and isolated. It is harder for staff to monitor them and to keep them motivated.

Shared facilities encourage movement out of the individual rooms and more social interaction. There however should be some on suit rooms for those who specifically require it or have special need.

The design of Birchlands and all 8 homes is based on family units, each unit having its own lounge and dining area and kitchenette. This is a great concept and promotes normal living and results in a healthy and longevity of life.

We should be looking at the sector as a whole, improving the career prospects of those that work in the sector, with proper training and qualifications and a career path. This would help to make people proud to work in care and enable there to be a correct salary structure and pay care staff a decent salary that is worthy of their hard work. The care staff have a difficult job and are not recognised for this in their pay structure in any way, shape or form which I find disgusting. The Council have a great opportunity here to put some things right and improve the whole sector and set a good example for our national Government to follow, as I believe that there is money available to invest. Please don't waste it by closing the homes and lining the pockets of the private sector with tax payers money.

My mother has been at Keswick for three years.

She had care in the community from the age of 99 for eighteen months and ended in Epsom Hospital in July 2018 with Malnutrition due to lack of care by private care, with thirty / forty five minute visits.

For two years previously I battled with Social Services to get her into a care home.

Since entering Keswick she has been looked after in a caring way which for people with dementia will be essential in the future.

Unfortunately not every person can afford to pay for private care, and there is no guarantee that you would receive improved treatment in private homes.

Orchard Court has a lovely family feel with many of the staff having worked here for 20 years plus, so would be devastating to close the home, not only for the residents but the whole community.

Care homes are needed as some people are not able to have care at home, and some people enjoy being in a care home for the company.

As the % of the population gets older and Surrey will have more people with dementia it is important to continue to provide sufficient care homes - private and SCC owned.

The six older peoples homes that were previously closed are still sitting empty and boarded up, years after they were closed. This is a huge waste of valuable land and assets (public funds) at a time when the council's financial position is precarious and likely to get worse over the coming years. It would be negligent if these 8 homes are closed and added to the other 6 sites with no decisions being taken about how these sites should be used in the future.

This should be seen as a consultation not simple to cut costs but as an opportunity to expand the State owned facilities Surrey presently offers, improves the market offering for more affordable care and genuinely seek to invest in facilities resident across Surrey deserve.

The survey doesn't mention quality of care. It feels like a survey developed by estates and management. I'd like to see a survey that started from how can we best provide a service for older persons and the worked back to the homes themselves. A detailed analysis of need may find you need more care homes as the population gets older or it may find more care at home services are needed.

This seems like the wrong starting point for a ASC survey.

My parents were hard-working, kind, thoughtful people who prepared for older age by moving into sheltered housing when my mother was in her late sixties and my father his mid-seventies. They were completely independent and helped the older residents with their shopping, volunteered at the Shooting Starts Hospice shop in Shepperton and my father drove a minibus weekly for a local old people's day centre.

After many happy years in their flat my mother developed Alzheimer's and, following a number of TIAs, my father developed vascular dementia. I supported them to remain as independent as possible, for as long as possible; I did their washing, cleaning and weekly shopping and labelled each item in their fridge so that they could understand how to cook it properly. As things worsened, I needed to talk them through the steps involved in taking an item from the fridge, placing it in the microwave, selecting the time and listening for the alarm, but very quickly this became too difficult for them to understand and I visited them each evening to prepare their meals. My father became incontinent and washing, cleaning and basic hygiene became an issue.

Social services assessed that my parents each needed 45 minutes of care every morning to help them get dressed and eat their breakfast, and 30 minutes of care each at teatime, five nights a week, to ensure that they ate their tea and received their medication, with me going in each Saturday and Sunday evening. Surrey County Council began to contribute £313.94 as a joint weekly contribution, (minus my parents' assessed charges,) with us topping this up to buy in care from Home Instead. I researched day centres for my parents to join and they started going to Orchard Day Centre in Chertsey, which specialises in looking after people with dementia. This was wonderful as I knew that they were safe all day, however the cost of this was £60.68 per day, so one day a week for the pair of them was costing an additional £485.44 a month.

We limped along for a while like this, but there were instances of them wandering at different times of the day and night, and a number of times when the police found them and brought them back to their flat. It was at this point that I realised how difficult it was to find a care home that was local and also reasonably priced, as my parents' flat had depreciated in price since they bought it. My parents married in 1956 and they were inseparable. I was made to feel that I was being obstructive wanting them to stay together and local. We were fortunate that two places became available at Birchlands; the home is designed with corridors of eight rooms and a kitchen/lounge on each wing which creates small, intimate groups which is perfect for those suffering from dementia.

I attended a meeting on 27 October, run by Chris Hasting, regarding the fate of Birchlands care home and he inferred that it is a choice for older people to go into care homes. I can assure you that my parents had No choice. They were a danger to themselves and 24-hour care was the only option available to them. He also said that Surrey County Council intends to provide 725 'extra care' apartments by 2030 to help older people live independently and stop the need for them to go into hospital or move to a care home. I would ask how this is any different to the sheltered housing my parents were unable to stay in when their dementia became too severe?

One of the reasons that Surrey County Council took back Birchlands from Anchor was to alleviate the problem of bed blocking in hospitals. We have an aging population that will require more and more care as the years progress, and for those suffering from dementia, residential care homes are the only option. If the number of care homes in Surrey is reduced the impact on hospitals will be immense.

Since its return to Surrey, there have been a number of improvements at Birchlands. The residents are able to enjoy a sensory garden, which was created in conjunction with Royal Holloway University of London, and improvements have been made to the heating and windows. While the omission of en-suite facilities has been cited as an issue, the size of the current shared bathrooms are large and are able to accommodate baths with powered lifting seats. It has been said that these shared facilities have spread infections, however Birchlands was able to successfully manage the current pandemic. The layout of the six wings enables each to operate independently if the need arises and this allowed any residents who become sick at the start of the pandemic, or new residents who arrived from hospital before testing was commonplace to remain isolated, thus protecting the other residents.

Numbers are generally low in care homes across the country at present as a direct result of Covid 19. To use the current figures to make an informed decision about the fate of the 8 care homes in Surrey would be a huge mistake; Without enough care homes, a greater strain would fall on Surrey's NHS.

The Savills survey's largest finding was that Birchlands was in need of sprinklers, which may cost around £220k. I would suggest that the council look to sell off the dilapidated detached house in the grounds of Birchlands to a developer, and use the funds to recondition the care home. The home is within easy reach of the M25, to enable family and friends to visit easily, and is located in a tranquil setting surrounded by trees and gardens and is a perfect environment for those living with dementia. With only 20 residents currently living at Birchlands, the redevelopment could be carried out without the need for them to move into alternative accommodation, and I would strongly use the council to take this course of action.

Please see above

Care in the community is sadly becoming a thing of the past please do not let Barnfield become another statistic of another closed care home - it is far too precious to go!

The home and staff are valued and need to stay in our community.

I was so worried about my mum going into a care home, but they made not only my mum but myself feel at ease and they are so caring and always tell me what is happening and how my mum is doing.

I understand the reasons for the consultation and support whatever the outcome maybe, as long as XX can remain in Merstham and continue with her current lifestyle/ routine.

It may also be beneficial to consider the standard of care provided in the homes as part of the decision.

Please also note, if Chalkmead was to be closed and there be no other home in Merstham/ very local, I would ask for support to potentially relocate Betty to South Oxfordshire, where she could be with her family. However, this is by no means something that would be considered lightly, as Betty's life is with Age Concern in Merstham.

Petition the government to provide an adequate level of funding. The elderly have made their contribution to the country's economy and should be treated with the respect and support that they need.

I hope that you find my comments helpful. I have tried not to be negative and understand that change is required.

However, funding this is by far the biggest issue and those needing care and their families should not be made to suffer as a consequence of any changes.

We all accept that change has to happen and that nothing can last forever but these are "Care" Homes and any action that is taken must have "Care" at the heart of it.

Update to modern standards but don't close any of them.

I feel that people need to stay in the community near to places they lived so that relatives , friends and neighbours still feel connected .They say it takes a village to raise a child I think it also takes a village to care for our elderly. What I don't want to see is the land sold off for private companies to build none affordable houses ,if the land is sold I want to see it used to build a very much needed medical centre.

Many residents have a family member in orchard Court
. The home has an excellent reputation please leave it be

I hope these care homes do not close

My parents moved into sheltered housing from our family home, thinking it would be their last move.... with the onset of Alzheimer's and vascular dementia, daily support from my sister and her family and increased daily home care was not enough to keep them safe 24 hours a day, hence the decision to enter a care home. Even if SCC fund home-based care, there will always be a need for care homes as my parents case illustrates. I just hope that your main consideration in reviewing the future of the care homes is for the wellbeing of the residents and their families, and that this consultation process is truly going to make a difference in keeping them open as opposed to being an excuse to close them...I hope the decision has not already been made, that SCC is just going through the motions to placate the residents and their families!

This is taking away a service for those with no money and disconnecting them from the community. Not everyone in this community is wealthy and this action is creating a bigger divide between rich and poor. Giving a message to those on lower income that they are not supported.

I hope this is a consultation that counts and is not just a "tick box" exercise and a done deal.

Orchard Court in Lingfield has been there a long time servicing local people. I'm sure you could ask almost anyone in Lingfield village and they could tell you the name of a resident current or former, or the name of someone that works there.

Orchard court is at the heart of our community. As a local teacher, regular visits (before COVID) and at Christmas by our nursery children were definitely beneficial to our children and the residents to gain skills in communication, relationships and confidence.

Surrey have a duty of care for its more vulnerable residents.

There needs to be day and full time care for dementia sufferers, where they will be happy and be and feel secure, Dementia is hitting more 50+ and at all ages this "health issue" is expanding. There also needs to be comfortable care for those leaving hospital to keep freeing up beds. many people are forced into becoming Carers and putting their own lives on hold to deal with situations the care industry should deal with. Those pushed into being Carers need help to regain their mental balance. It's obvious that with the increases of over 85s there needs to be an increase both in existing places in residential homes and domestic care at a cost that sustains providers and which is at a price (subsidised or not) that residents can afford.

What is very important is that home residents should not be subjected to multiple moves to save the Council funds - that can be fatal in certain circumstances!

There are times when this type of care home is necessary for individuals who are unable to live by themselves. Providing care in people's homes is not always the answer for many reasons:

Safety- for those inclined to wander or fall. Being in your own home with different Carers coming in can feel frightening for a vulnerable individual, different faces all the time.

Sociability- being cared for in your own home could be very isolating. In a care home the staff and fellow residents get to know one another and there is a sense of belonging and community. This is important for staff as well.

Resources- for example having to put a hoist in each individual home as opposed the the sharing of resources in a care home.

Community- Orchard court used to be very much included as part of the community with close links with the primary school for example. These links have been affected by covid but one would hope that as soon as is possible this should be encouraged again.

The ideal solution is to build a new purpose built facility in its place but funding and space apparently don't allow this. So a refurb seems like the most appropriate option.

Don't close them down in favour of private homes that's completely unacceptable and money grabbing

Please keep them all

Partners visiting will be difficult if homes are not nearby but they will be the only continuity that residents will have if they are moved. The stress of this at the moment for relatives is greater than the residents, but the residents will to them (if they have dementia) just be taken from the home, staff and all that is familiar without understanding as they cannot always take on this information if told. I would not like to be there when my relative is moved as I predict she would not react well. I feel very let down by SCC after the consultation two years ago, and you do not have my trust that you will do the best for residents.

In my opinion now is not the right time to be considering such a review as Zoom meetings are not necessarily the best form of communication for older relatives and sending out reams of paper with information on is not the answer either. I think you need one on one meetings with families so that they can give honest answers to your questions and also ask their own questions. So many people feel intimidated when there are others listening and come away unhappy because they have not been able to voice their own opinion.

I also believe that the residents needs are not being considered rather that this is a cost cutting exercise for Surrey County Council. May I remind you please that residents of the Borough do contribute to your costs and if you close the homes then your need for money from the Borough residents must go down.

Ultimately if my relative is moved out of Barnfield and passes away soon after and it can be proven that the move contributed to their death then I will hold you responsible.

Councillor Mooney is only looking to the future and NOT the current needs of those already in a home. Her idea of self contained assisted flats whilst being a good idea is not necessarily appropriate for everyone. She seems to think that all elderly people can be treated the same. Sorry, but this is not the case and everyone has to be treated as an individual. In my opinion she has already made up her mind that these homes are to close and will not therefore give an unbiased report. I would prefer someone else to represent all those involved - residents, staff and relatives.

Whilst care at home is important, there are those who are unable for a variety of reasons to be able to stay in their own homes. Abbeywood is needed and very importantly a welcome and important part of our community. There is nobody that passes by and doesn't at least wave to residents looking out of the windows. To lose this facility would be devastating and entirely the wrong message for our community. Outside of Guildford we have the largest population in the Borough and it is important that we retain facilities such as this to ensure that should people find they need residential care then it is available locally.

local people and the church community love to be friends with residents at Abbeywood. Moving people further away will have a detrimental effect.

within the care industry there is a big turn over of staff but with Birchlands they have many staff that have been there for over a decade
it is more like a family than a work place to the staff that work there

Surrey CC used to own 30plus Homes for the Elderly across the county although selling off the majority to private and "not for profit organisations" was a down to finances this was a retrograde step. Some have thankfully come back in to the fold - please dont lose them again! Save Abbeywood!

Keswick house is an Excellent care home , it has a lovely garden area which the new manager and staff have worked so hard on to make it a relaxing place for the residents, the interior of the home is always kept clean and furniture in great condition so the residents are comfortable, each and every staff member there work so hard and their level of care and support to not only the residents but to their families is five star, if they should ever consider closing Keswick I think it would be huge loss to the community and a disaster for the families of their residents; but also to the staff who always go that extra mile in their jobs and love being part of such a great home

As quoted in no. 7.

We need MORE decent care homes not less!

I would ask that the cabinet think very long and hard about this massive decision and the impact this will have even on the community as Keswick has served it for decades. Please do not generalise that every elderly person will be safe at home. Most of our residents are here for a very good reason. They are most definitely unable to be safe at home even with the aid of cameras and a call button. I could give you far too many examples of the type of client that has passed through these doors i.e be it their background or mental state. Keswick has always picked up the 'slack' when MV have been unable to find any placement for their client. I would ask the cabinet to please do not destroy what is a happy and lovely home that has consistently provided a good service and one that cares.

When Surrey took over the running of Meadowside from Anchor we were assured that the service provided would be protected and we had nothing to fear for the future.

We realise that the building and facilities need to be updated and modernised and would be prepared to put up with temporary inconvenience while work was carried out.

To close Meadowside and move my mother to a different residential home would seem to be a betrayal of the promises made a couple of years ago by the representative from Surrey Council.

More radical investment is required within the existing care homes to save and enhance the facilities we have. In turn creating security for the skilled staff who give so much to the care system.

Please do not close Barnfield, it is my home.

It will be so much better for the residents to live in a better environment.

I think that at one time or another everyone in every town will look for a care home for a relative, spouse, close friend or even for the self, and everyone has a responsibility to make sure that the care homes in our areas exist and that they replicate a homely feel.

The sooner a decision is reached the more settling it will be for the staff, residents and families of anyone this consultation affects.

It is very important that Horley receives a fair level of investment in services to the community. The elderly population has unique needs and, therefore, I hope that the Council will reach the conclusion that keeping Barnfield open with the appropriate investment is the right thing to do.

More cleaning staff.
Bathroom and bedroom especially.
Need to use more disinfectant.

There has been no thought for the residents and how they would feel moving. Birchlands is a good home, staff care about their residents, it's not about us losing our jobs, it is about the unknown future of our home and residents.

Working in health and social care I have seen plenty of staff come and go in the 11 years I have worked at Birchlands but I have also had the pleasure of working alongside colleague that have been there as long as I have and even longer. We are not just home we are a family it's like a home from home and the staff and residents are our family

Was this on the agenda when Surrey took the care homes back from Anchor ??,

I feel very disappointed in SCC for putting these 8 homes at risk of closure. We are adults that live here and work here, we all know that at the end of the day we will close because SCC don't agree on how the home looks or the fact that it is an old building for potential health and safety concerns. I feel like its pointless getting people's hopes up thinking we have a chance it will stay open when we all know it wont be because if there was just any concern, it would have been picked up when SCC took the homes back in 2019. I personally think it doesn't come down to the building structure, it is about the service users feeling comfortable, safe and happy. There have been residents living in these buildings more many years. They CHOSE this home regardless of the structure to live the end of their lives safely and comfortably. We have residents who are living with dementia and have adjusted their lives to live in this home and your going to take them out of their comfort place because SCC feel the homes aren't good enough. Well as a employee, I feel that SCC aren't thinking of the residents well-being at all. After reading an article from Sinead, statements in that article were quite hurtful. 'Having to walk down a gloomy corridor to be greeted with a communal bathroom' - sounds to be like there's a big lack of confidence with keeping these homes open and seems like she wants all residents to be in their own homes - the homes they had to SELL to live here? I feel like you are putting staff and residents under pressure as they feel they have to do better in order for the home to remain open, they feel anxious because they have dedicated so much of their time, money, compassion, energy into this job and what do we get in return? possible closure. Residents who have served our country who wish to live their last bit of life here, and all SCC can do in return is put their homes in a situation of uncertainty. As for the staff, the morale is down. Staff no longer feel excited to come to work and also feel like they have no excitement or joy. They feel like SCC have stabbed them in the back, us staff give our absolute everything to this home and residents and its all been taken away because SCC are looking at this in a way to gain profits. There has been a lack of thoughts for these residents and staff members and it is quite disappointing.

i think there is a need in the market for elderly people to be able to be looked after in 24 hour care. Yes some residents may be more suited in assisted living however there is still a large proportion of people who need more support. Families are not able to take this responsibility on to be able to continue a relationship with those living with dementia. i think that Surrey need to put more funds into giving the existing homes9 Barnfield) specialist training to enable them to continue to provide the services they do and enhance there knowledge around this subject. Some residents living with dementia do not always need to be in a nursing home. With the support and specialist training they could easily be catered for in a residential home if they were to keep us running.

We have been very fortunate in being taken back from Surrey. they have ploughed a lot of finances into the running of the home and ensuring that residents have what they need. it would be a such a waste of money if the home was to close. i am sure tax payers would rather pay to keep the residential homes open than to close them.

I believe the Council's preferred option is to demolish Heathside and replace it with Extra Care apartments. This option will go towards enabling the Council to reach its target by 2030.

I understand that the majority of the residents in Woking are self funded and there appears to be a surplus of empty places in care homes in Surrey. However this contradicts the rest of the country where there are waiting lists and elderly people cannot be discharged from hospital as there are not sufficient places in care homes for them. Half of local authorities in England had to respond to a care home closure or bankruptcy in the last 6 months.

Ideally it would be great if the elderly could stay in their home for as long as they were happy to do so. However with people living longer it is not always feasible for them to remain in their home due to lack of carers or they may require more care or it is not safe. Surely it is cheaper in a care home rather than have carers looking after you 24 hours a day in your own home. Everyone in Heathside are there because presumably because it was not feasible for them to live at home. Closing care homes should be avoided. The care system is in crisis.

Elderly are always going to need care, maybe us included. This home is set in a village away from large noisy towns..
 Staf here are passionate about what they do.

1. The premise of this consultation is that it would be more cost effective to close the homes managed by the council and pay the private sector to provide residential social care, This approach has a number of significant flaws. The private sector can only absorb a limited number of council paid beds, the consequence of a major increase in numbers would be an inevitable increase in the cost to the council. In the case of Barnfield this increase could be higher than the council's cost of operating the home.
2. At the present time the council have available around 60 beds in the private sector homes, but if all the 8 homes were to close the council would have to find places for around 400 residents. This would immediately put pressure on the private sector accelerating the cost increases identified above.
3. The owning and managing of care homes gives the council flexibility. Bed blocking in hospitals is a major problem, the ability to quickly move people into residential care without protracted negotiations with the private sector is a significant benefit to the whole community.
4. In the long term it must be more cost effective for the council to own and manage care homes.

I like it as it is, Meadowside has a lovely homely touch. It is not clinical.

Please see previous question

Where is the money coming from?

I like this home.

This is my home!

I like this home and also would like it to remain as it is [... illegible]. This is my home I also have many memories and I would and memories are part of my life.

One again I ask the owners spend time thinking about us. Thank you.

Fay said she didn't know!

I don't want to close this home because I love this home and would like to stay.

Heathside has been my home for 8 years. There have been many changes in the management but the caring staff have always been kind and helpful and shown me respect. I love to get out into the garden and in any care home a garden is essential. Also good activity personnel are needed.

Abbey wood has a good reputation locally and I often pass it. The residents wave from the windows and look happy and well cared for. With the number of new houses being built in this area and coupled with lengthening life spans, a good, local care home is going to be needed. Closing a home is extremely short sighted. Improving it now, whilst expensive and disruptive in the short term, is probably going to be more cost effective in the long run.

Provides jobs for local community that people can walk to. Community support residents. Residents can still see local elderly friends who could not travel to another home.

I understand that care and living conditions need to be maintained to an acceptable standard and if Abbeywood was falling down I would be more supportive of any decision to close it. My mother has been a resident for 6 years and during that time I have seen kitchens be replaced, redecoration and refurbishing of all the units to a very high standard.

On a separate note; the location of Abbeywood, being in the village, is greatly loved by the local community. Different local organizations and businesses support Abbeywood and the local people are always seen walking past and waving in the windows to the residents who love to wave back. It would be a great shame for Abbeywood to close.

Have u asked them?

This appears to be very short sighted and knee jerk reaction to covid.

Residential needs to have a long term plan to enable success and reducing bed availability should not be one of them.

At present we have approx 1.2 million residents in Surrey with 450 council owned and managed beds. The loss of them would be a huge expensive mistake for the future.

My Sister and I are also very old and if he were to be moved further away it would not be possible to visit as frequently as we do at the moment.

He depends on our regular visits for his mental well being and support.

After being moved out of Hillside where he had been for 30 years it took him a long time to settle into new surroundings and we are anxious that he would have to do so again

We are in favour of refurbishing if this can be done with minimum disruption i.e. closing one corridor at a time so the residents would not have to move out whilst this was completed

We appreciate the opportunity to be involved in this consultation and really hope Heathside is not closed, it is a wonderful home where my Uncle and Grandmother before him were very well looked after

While I appreciate the reasoning behind this consultation, I think option two would be the best solution to keep the residents together and not cause upset.

I am very worried that SCC has a track record of closing it's Care Homes once they become around 40 - 50 years old.

In 2014/2015 SCC carried out what appears to have been a very similar consultation for 6 other care homes, which it subsequently closed. It's not clear what happened to these 6 sites.... have they been left derelict for the last 6 years? If they are still owned by SCC, could any of these 6 sites be used to build replacement care homes to replace any of these 8 homes and/or to further increase SCCs care home stock?

I think that SCC SHOULD have a published strategy for elderly care and this should include having at least some internally owned and managed care homes.

I appreciate that many/most elderly people (myself included) would prefer to stay in their own homes for as long as possible. But, there comes a point where this is no longer a practical option. My bother has very limited short term memory and virtually no balance. He cannot look after his own finances, cook his own meals, etc... So really does need an assisted living environment.

I and my family are very concerned that any movement in living arrangements would be upsetting for my brother. As we too are getting older, visiting him at a new home would not be as easy or frequent as it is at the moment and we all wish to keep in touch with each other often.

keswick has a great daycentre with lovely people that run it and we get great entertainment and get residents to join in . and the school come over and sing to then and do plays and it good that the doctors are next door .

Because of convience interms of distance , transport and connection to get to work on time and having worked for a long time in meadowside. So as you Modernise and referbrish this home, keep our service ongoing as we have family to look after and take care off.

We are dependent on this Job only.

Because of our conviences in terms of distance, transport links and connection to get to work on time and also having worked for a long time in Meadowside we feel very comfortable and secure. Our opinion is to Modernise and refurbish this home and keep our service on going as we have small children and family to look after and also we are dependent on this job only.

Because of convenience interms of distance, transport and connection to get to work on time. And having worked for long time in Meadowside.

As you modernise and refurbish this home, keep our services ongoing as we leave around the homes. Also we dependant on this job only, we have family and little children to look after.

Care at home and in sheltered type accommodation is suitable for some older people until their needs increase as conditions such as dementia progress and these types of care packages put significant burdens on families who have to pick up the slack when there are many tasks that cannot be done by homecarers such as ordering medication, arranging food shopping, supporting to health appointments, etc Older People who do not have family close by will not receive the support they need, residential homes will always be needed by some residents of Surrey and with an ageing population the demand for these places is likely to increase. Some residents cannot afford private homes and so the burden of their care will fall on taxpayers and these residents are likely to receive a lower standard of care as Surrey pays less for places in private homes. The provision of inhouse services helps prevent this 3 tier system developing. The council seems to have the view that paying more for a place in a private home ensures good care, this is not the case, Surrey in house services all give a very good standard of care and Surrey staff are well trained. Surrey CC has a much better level of control over the standards of these homes and is able to set a standard for the whole industry to work to, by closing their in house homes they lose this control and their monitoring and control over private homes is limited especially if private home owners know there is a shortage of places needed, which could happen if we lose these in house beds.

Heathside has been in Woking quite long period of time and always got food feedback. never have problem with recruiting the staff.

due to the good location, the home can choose suitable staff to look after our residents, who can provide quality care to our residents and meet their needs.

less usage of agency, good quality care can be provided , as result of minimal safeguarding issues and staff issues.

this is main reason the home can always run smoothly.

retaining the staff is vital for the business, can save money.

I agree that the homes need modernising and en-suite facilities would be great for any new residents but to be honest, in 7 years, i have never heard a resident complaining about having to share bathroom facilities. Losing a care home like Chalkmead would be devastating to residents and the community as it has been a feature for so long. Chalkmead also has a fantastic garden around most of the home that I have drawn up plans to create a Dementia Village in. I would love to be given the chance to make this a reality. In my opinion, a dementia village would be far more beneficial than an en-suite.

We would want a minimum of 2 care homes to be proposed for consideration, in order to make an informed decision.

In an ideal world these homes are not fit for purpose and should be knocked down and re-built. Where would the Council get the funding to do this? However I am not sure that to make them into independent units is the right thing to do. I think that when people reluctantly move out of their homes, independent units, are usually a stepping stone to full residential care. The government says that in future there will be a shortage of residential care so I am unsure why the Council has gone down this path. I do believe that the decision has already been made and their preferred option is to have independent units because it is less maintenance and less staff. Is the long-term plan to sell some of the residential homes? Perhaps that will have to be done in order to fund the independent units.

I have been here for many years and i cant think of another home that provides the care and support that Birchlands provide to their residents and to their staff.

We have all worked incredibly hard throughout the pandemic and we have come out the other side as a family. You wont find that in most places. We have lost staff to the new Vaccine protocols but ultimately we are all still here and would like to be able to provide a service to Birchlands as it has done for us

Modernise and refurbish some or all of the eight residential care homes for older people owned and operated by the council.

would be a much better option to build a new modern home on the land as plenty of land and could be a 45 bed modern home with large ensuite rooms and no dangerous staircase and proper roof and wider corridors

Please, please, please don't just look at the financials. These are our family members, our loved ones, and their happiness is paramount. They've looked after us throughout our lives and deserve a happy and comfortable end of their lives.

Also, please take firmly into account the quality of the care home staff. Again, this doesn't show in the financials. They do a very difficult job (one I couldn't do day in day out) for a low salary. Any staff that do a fantastic job under these conditions, like they do at Heathside, should be very highly valued.

As above

Technology would not enable any of the care home residents that reside at Keswick, to stay in their own homes. There needs to be provision for dementia care as well as other care in a care home environment. When elderly people are left at home they do not receive interaction like they do in a care home. A care home environment provides, stimulation, fun, activities and so on, that is just not available at home. So there is more to the decision than just a financial one. I urge you to consider the 'soft' and intangible benefits of Keswick Care home.

Increase pay for the workers and healthcare assistants.

Why were the eight residential care homes built ? I can only assume it was the projected capacity needs for this type of care. Its true that people want to stay in their homes or assisted care as long as possible but since they were built the life expectancy and dementia rates have soared and all statistics point to that rise massively increasing as the baby boomers hit old age. Just because the occupancy rates have dropped due to you closing off new residents during the pandemic is going to create a vacuum of capacity when this returns to normal (just like we have seen in every other market place causing all the shortages). The care apartments available in 8 years will not address residential requirements. You have done a good job building the care teams at these residences - particularly Meadowside, the facilities are quite acceptable and safe, keeping them maintained and sustained will retain the capacity, remove the anxiety to residents, families and staff, remove the expense of the transitions. This is by far the best option maintain and sustain Meadowside and the other 7 homes - at the same time it will maintain and sustain the councils reputation.

I personally feel modernising is the best option to go, i also feel the consultation should have been delayed due to covid, staff have been working hard in all locations, service users have had restrictions on visitors, entertainment and trips, i feel the consultation has put staff at unease and unappreciated and service users worried they will lose everything.

The 1947 "bulge year" is still alive and kicking. These homes will be essential for at least the next 20 years, after that, the "bulge year" will be gone - and that's when they can be reduced in number.

I know care in the home is a "thing" but many living alone with this facility are lonely. Care homes provide company and personal security. Please don't take that option away.

I would like the council to prioritise, consider and be motivated very strongly by the effect it would have on moving residents from their environment and relationships that they have built up with other residents and staff.

Care homes are so much more than bricks and mortar. Their functionality and heartbeat depend on great managers and wonderful staff that work within its walls and who come up with innovative ways of keeping the residents active and engaged and who, at times, go above and beyond the job description. Chris Hastings(in the zoom meeting) discussed some of the problems of the current care homes such as open stairwells; the lack of en-suites (which means potential new residents with monetary resources may not choose to live in a Surrey CC run home leading to under-capacity and thus add extra strain on the budget); the small size of the rooms etc. I have the following comments:

Lack of en-suites

- Needs of residents do change with time in a care home. It is to be expected that anyone that has full mental and physical capacity would prefer a room en-suite. However, if a resident has dementia, there is the potential for various non-flushable objects to be thrown into the toilet and it is far easier for staff to have oversight of a fewer large communal toilets than a large number of smaller en-suite toilets. As people become increasingly frail, larger toilet and bathing facilities are needed with chair lifts and hold supports which require a large amount of space which would not be provided for in rooms with en-suite facilities.
- The absence of en-suites was cited as an infection control hazard. However, Keswick (no en-suites) did not have a single case of covid. I am aware of a "new built" care home with en-suites that, prior to covid, was closed to visitors on more than one occasion due to outbreaks of sarcoptic mange and diarrhoea.
- Residents without means, who are supported by social services to be in non-Surrey CC operated care homes which have both en-suites and non-en-suite rooms are generally given rooms without an en-suite. More wealthy residents are given en-suite rooms. It is of note that this does not pose a problem. Its not clear to me why there there seems to be such a high focus in this review on the need for en-suites.

Open stairwells

Concern are expressed in relation to potential falls. However, one of the loveliest things about Keswick is its open stairwell that allows residents to make their own way down if they want to. The stairwell is monitored as it opens right in front of the reception desk. Some people may have dementia but they are mobile. Lots of people with dementia walk endlessly. Being able to go freely down the stairs and have free access to the lovely garden without the need to be formally taken is very special if the resident is capable to do this and removes another burden from staff. Newer facility care homes keep people with dementia confined to the top floor with the doors to stairwells operated by a key code. The only way residents can access the garden is if a carer or visitor takes them. As there is a lot to do in a care home, this is not often. Residents with dementia are then left to stay in their room or lounge or pace the corridors. This type of environment has more of a "hospital" or institution feel to it.

If the stairs are to go, the resident must be enabled to visit the garden of their own accord without assistance or supervision (if they can). Could patients needing assistance down stairs be moved to the ground floor for instance.

Layout

The central daycare lounge at Keswick is a wonderful meeting point for residents and the easy access to the garden is a great feature. Each unit has a central kitchen and lounge combined. This creates a wonderful atmosphere and allows staff to keep an eye on all the residents. It does feel more like a home rather than an institution.

I recognise that adult social care in Surrey is facing a crisis. I am also conscious that I am largely pleading for the future of Birchlands, because it is the care home that I know. But I would far rather see these homes remain open even if it is only possible to continue essential maintenance at this time.

Your staff invest so much in the care that they give to their residents. They are patient, creative, compassionate, committed and have remained loyal throughout all the challenges they have faced, not least in the last 2 years since the start of the pandemic. The result has been to sustain a residential home of which I feel they, and you, can justifiably be proud. On my visits there I always sense it to be a happy and integrated community. The staff ensure that the appearance of the home is always welcoming. I sense that families too feel part of the community and equally that residents who are isolated with no family support have still found there a happy and settled home - a family in its own right.

It is clearly necessary to carry out this review and the outcome is unlikely to please everyone. Ideally changes should be kept to a minimum whilst allowing premises to continue to function in a way that complies with current regulations. We would like to offer our support to residents and staff whatever the outcome

Whilst acknowledging and understanding the need for an overall survey such as this, I hope that I have managed to cover the many if not all of the positives associated with retaining Chalk Mead facility as part of the longer term Surrey CC care home portfolio.

Pay staff more to reduce turnover and raise the level of care.

The issue of not having en-suite facilities at some locations has been a concern for some residents and family members. It would be nice to have an en-suite for all bedrooms, this is not essential. For staff dealing with a resident that needs say two carers to assist them getting into a bath, a large communal bath room would be better. Likewise an en-suite with someone with dementia would just be used a cupboard or commode store.

I think it is an absolute disgrace that closure is even being considered.

But I feel the writing is in the wall, and has been since being taken over by Surrey.

Surrey County Council seem to have no regard for these peoples welfare and seem to be using the age of the buildings as an excuse to close.

Dormers in Caterham was a more modern building, but still closed by SCC, which was devastating to local community.

Surrey seems to be no place for an ageing population, I will be relocating to a county that supports its elderly residents more before I reach this age.

I am going to tick NO for the question below regarding being contacted, as I fear I already know the outcome. I sincerely hope I'm wrong.

I think the current facilities are great - apart from perhaps a little decorating or refurbishment I don't see a viable reason to overhaul anything as it seems to be working as is.

Maintaining and sustain the current set up seems the most cost-effective (Option 1) followed by Option 2.

Minimising upheaval and hassle for residents and staff is for me the determining factor here followed by cost.

The residents well-being should be the determining factor and I would assume most are settled and healthy, so undertaking a large amount of work or moving them could cause unnecessary upheaval.

Would have liked to see another option to consider a knock down and rebuild of smaller specialist provisions that would be in-line with commissioning future plans e.g specialist dementia and nursing.

Should the homes close - i would like to see an increase in commissioning quality insurance to ensure a proactive approach to quality; not a reactive

My family member, and myself, consider him to be fortunate and blessed to have become a resident at Barnfield. The staff are extremely caring and considerate, nothing is ever too much trouble for them. Communication with the staff is excellent. I am constantly amazed by how much effort the staff put in to ensure their residents are stimulated and happy. The activities available are bountiful, well thought out and entertaining. I firmly believe that the social aspect of this larger home, with a day-care facility attached, is positive and beneficial to helping keep their residents alert and healthy.

Although I can sympathise with the Council's position, it fills me with horror at the thought of elderly residents being made to move home at a time in their life when familiarity, stability and relationships are essential. It wouldn't be only their home they would lose but also their friends and carers.

Only that if the homes are to close, what will the alternative be ?

Although being cared for at home may be considered the best option for many, there is still always going to be a large proportion that this will not be suitable for, or for those that over time may come to a crisis point where 24 hour care is the only option, and what will happen to those people if all the services are closed ? Yes, the private sectors are available , but the concern with that will always be that profit and loss is the driving force for them, as opposed to publicly funded care where this is not an issue.

I came across this survey accidentally, so I am not sure how much feedback you will be receiving.

To reiterate the below:

Very disappointing that this is being given consideration after the team has worked so hard through Covid and now feel are jobs are under threat amidst a period of cost of living rises etc, A lot of us go above and beyond our caring roles and are passionate about our jobs despite amongst the lowest paid staff within the Council. This proposal has had an impact on the mental health of the team. This proposal shows a disregard for prioritising and valuing care and care workers and how social care is prioritised as a council priority. This has been underlined by the fact our local Council representatives has not visited the home or interacted with staff despite being invited to (and agreeing to) do so.

I am unclear what resulted from the previous review some six or seven years ago. Consideration needs to be given to any sites that were previously closed which could be refurbished, updated or buildings demolished and new facilities built, as an alternative to closing any one or more of the homes being considered within the current consultation.

A detailed published strategy for elderly care in the County is required. Care homes are obviously required for those people who through their age, or medical conditions cannot live on their own.

The care and support given to my mother at Abbeywood has been/is exemplary. She is always treated with the greatest respect and shown true care by the manager and staff. When my mother was able to participate in all the activities, she enjoyed everything that was offered and kept as active as her diagnosis would allow. Every effort was made by the staff to make each individual feel valued at all times.

A diagnosis for Dementia is devastating for the person, it is also devastating for the family. I tried to support my mother to live in the community until she became a danger to herself and the other residents by her unintentional behaviour. Without the provision of Abbeywood I could not cope with my mother & heartbreaking as it was, residential care was the only option. A place at Abbeywood was the best thing that happened for both my mother and myself. I knew that she would be cared for and kept safe, whilst also trying to keep her engaged for as long as was possible.

As her dementia has deteriorated her behaviour has become erratic and at times she can become very difficult, yet at all times the staff show her such compassion and care and are so patient with her. I have also seen this first hand to other residents.

I cannot complement the care home or staff enough. Their kindness to me goes over and beyond anything I could wish for & I am only a visitor! The home may not be up to present standards but that pales into insignificance compared to the professional way the care home is run and all that is offered. The care home is often decorated depending on the celebrations Christmas etc and activities are based around this. This just enhances the positive atmosphere within the care home.

As a member of the local community also I have grave concerns as to what will happen to the Senior Citizens who live locally but also around Surrey. Many of our relations become unmanageable and are unable to live by themselves in the community, especially those with Special Needs. I understand some of the care homes have spaces but this has happened during a pandemic! I realise care homes were unable to accept new residents during the pandemic but why does Surrey think this need has disappeared. More and more are being diagnosed with dementia, what will happen to them in the future? I could not have cared for my mother, at home, on my own, without considerable danger to myself and my mother. What would have happened to her without this provision? There are many adults that require a place of care, which will ease the bed blocking in hospitals and this will continue as the population continues to age. We cannot afford to lose these places at any cost.

I agree that Abbeywood requires some updating and I ask the question why Surrey CC has not kept this updated?

All the properties need to be updated and all the places made available. There should be no reduction of places. If any of the care homes are not managed in the same way as Abbeywood then I suggest an extensive training programme to rectify this. As a Surrey CC resident I need to have confidence that these decisions are made with the care of our Senior Adults at the forefront of the council members minds. I do not believe that they can make these decisions without personally visiting each of these care homes and holding individual discussions with relatives, like myself! I am offering to meet with members of the council to discuss this.

I also want to be assured that should I, as a Surrey resident, require care in the future that this will be available.

Surrey cannot afford to reduce the number of care homes or places available.

Feel review is good as it could allow all aspects of care to be reviewed, improved and made more individual

It needs to make sure that in needs to make sure they deliver the best option. I just wonder how much this will be affected with the lack of care staff?

Keswick provides top class care which is the important thing.

I find it good - it suits me

I like here.

I like people (staff)

I like where I am

I am happy

I think a home with fewer residents would be better

There will always be a need for care homes for elderly infirm people who can no longer manage in their own home despite the level of care and support available from other sources.
Some form of communal living will always be needed for the more vulnerable members of society.
How to solve this problem is a huge task which will always be with the people trying to provide suitable care and may benefit from occasional reviews as time and needs tend to change over time to ensure finances are spent in the best possible way.

I would like all 8 care homes to stay open so everyone can stay in their homes

I call this my home and enjoy living here with my friends

I love where I live and the people I live with and don't want to move