

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.

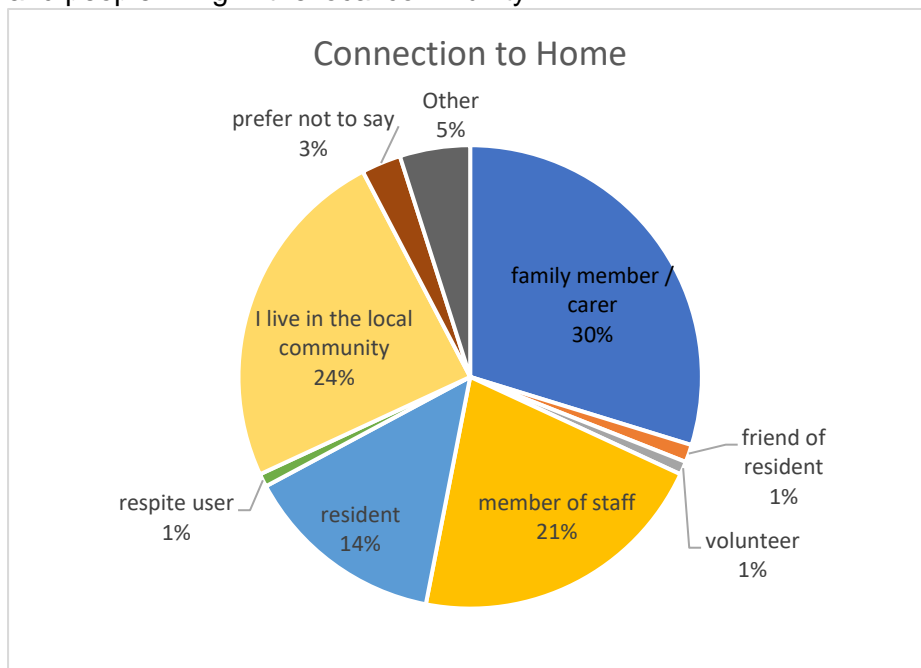
3.1 Surrey Says / Paper questionnaires

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

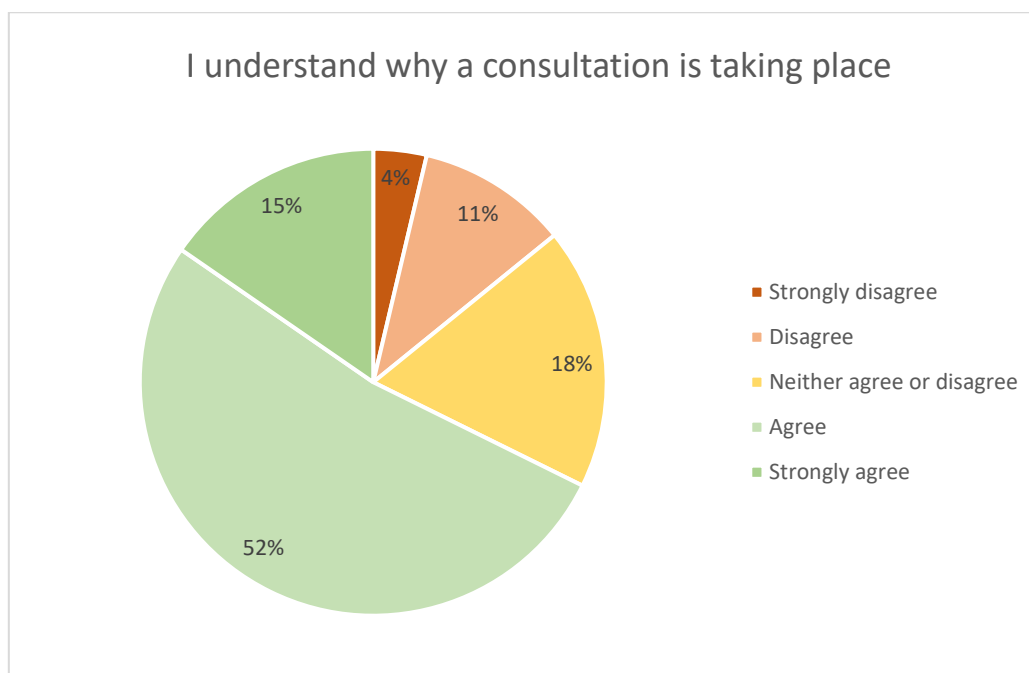
The largest groups of respondents were relatives / carers of those living in the homes, staff and people living in the local community.



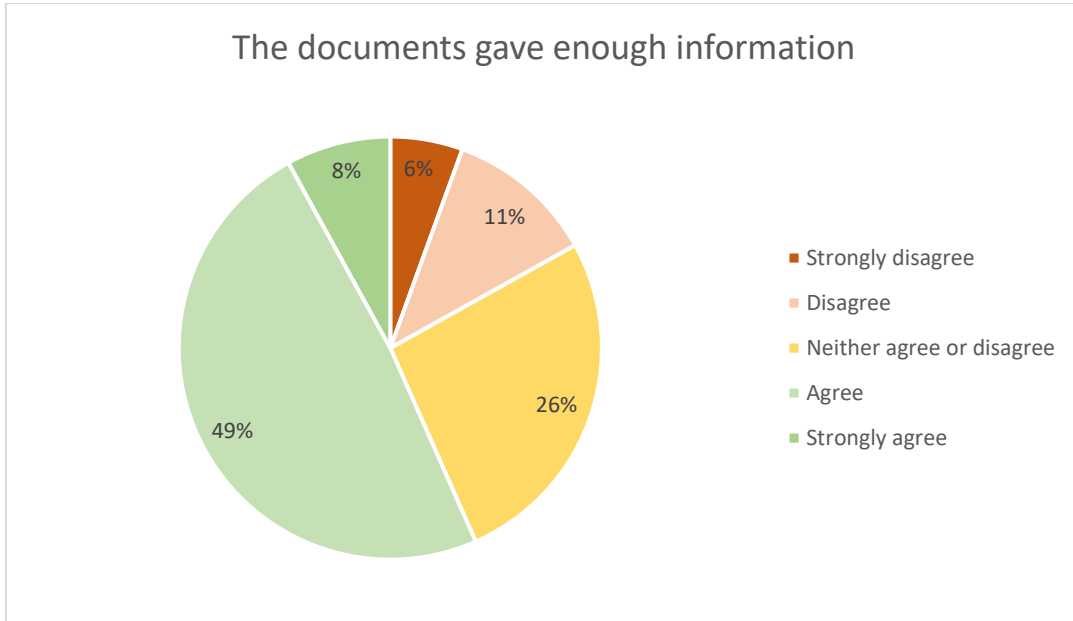
Further information relating to the demographics of the respondents is included at **Annex A**.

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.



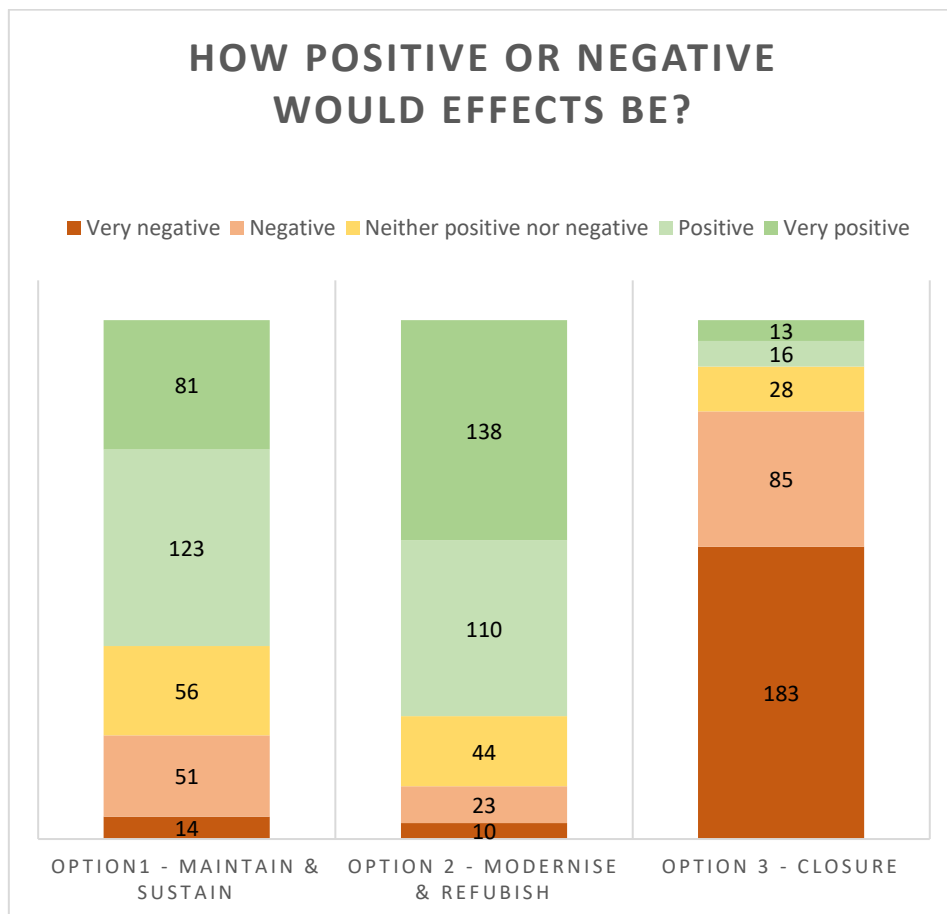
57% of respondents felt there was sufficient information given about the proposals. Comments received indicated a range of views which are presented below.



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3.1.3 Respondents' views of effects of the three options

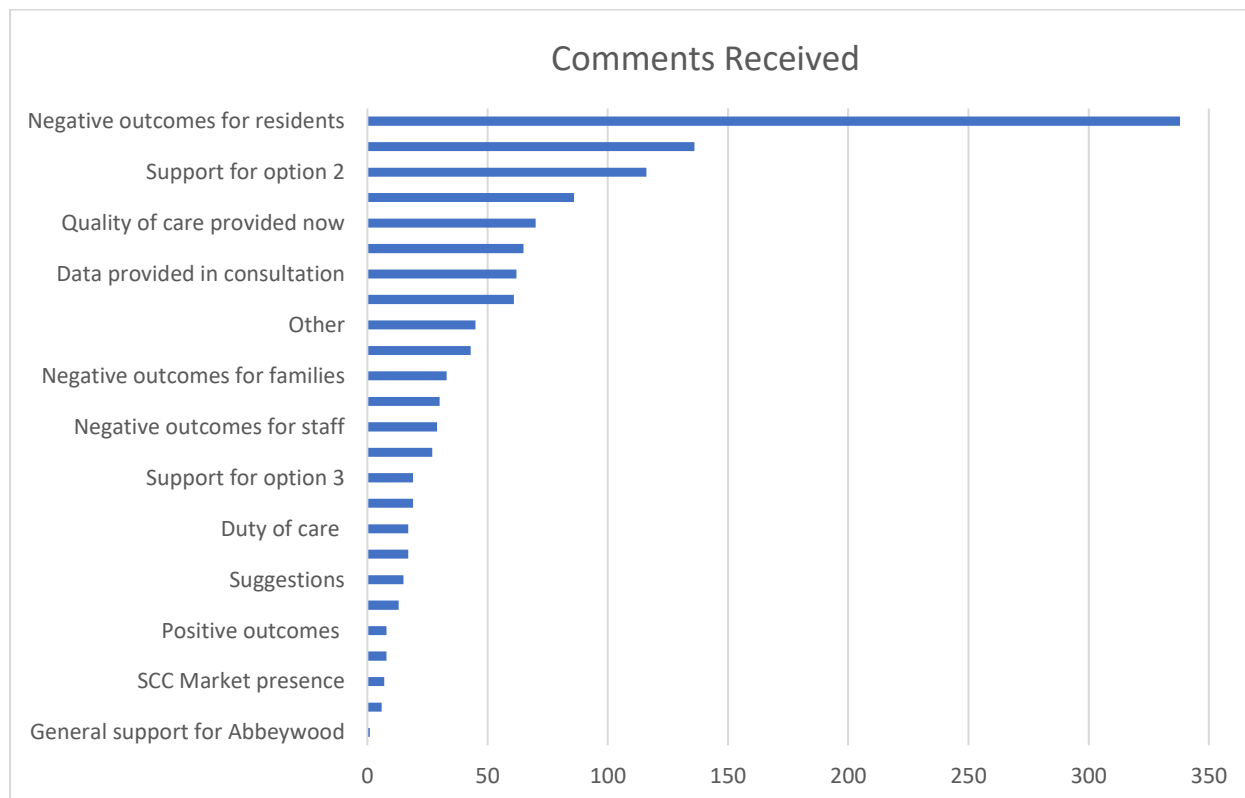
Respondents were asked to indicate how positive or negative the effects of each option would be. They were also given the opportunity to add free comments in response to each option. The graph below shows the responses.



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

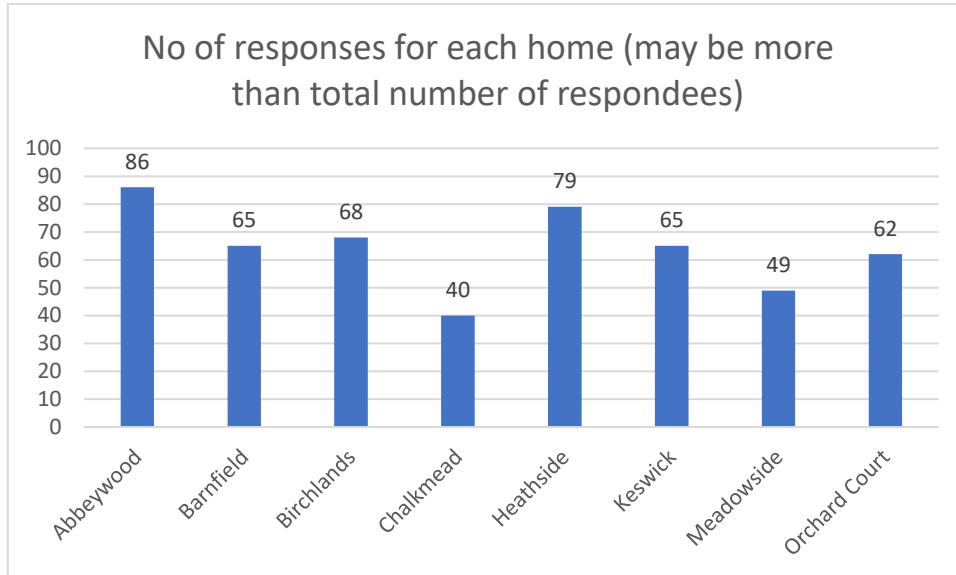
29 contacts were made containing queries regarding the consultation. These have been responded to, either via the Frequently Asked Questions documents or through direct contact with the individual.

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.

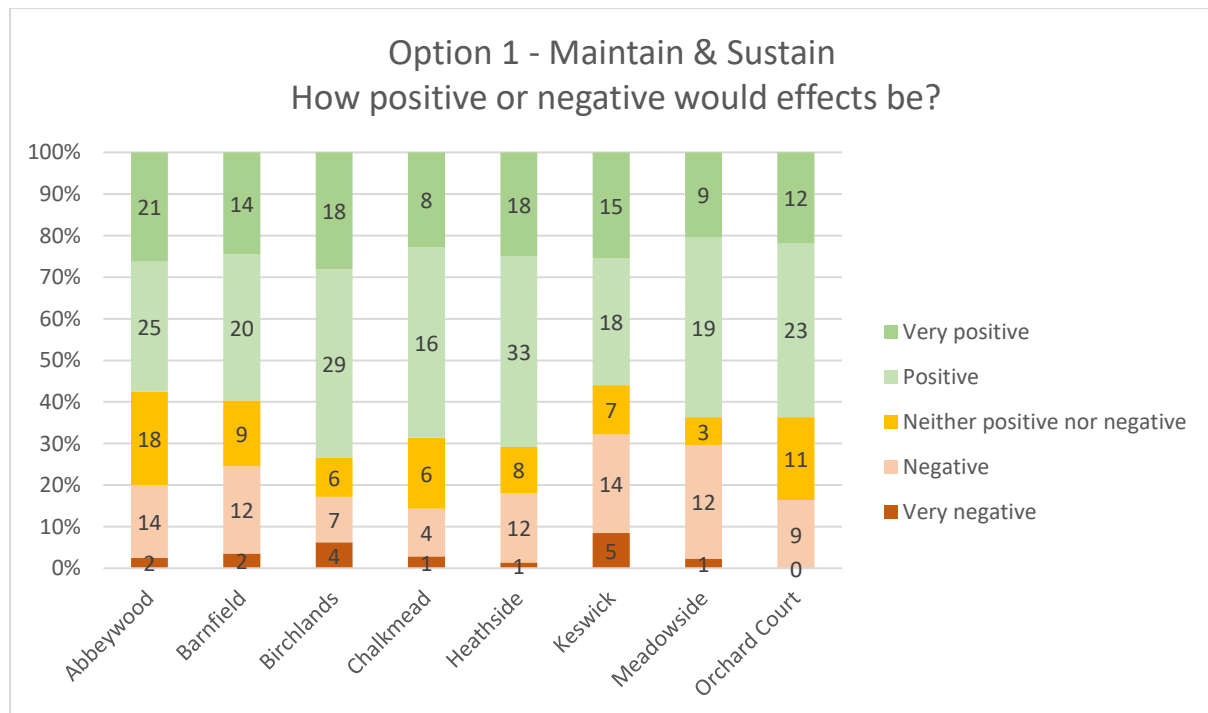
4. Consultation Responses by Home

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.

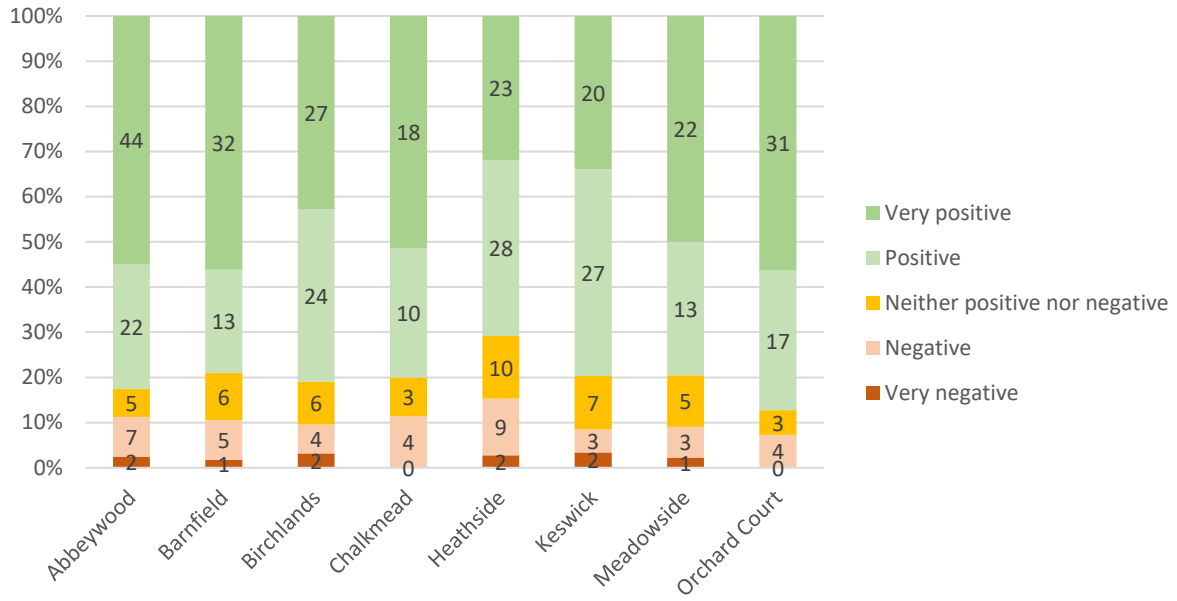


4.1 Comparison by home

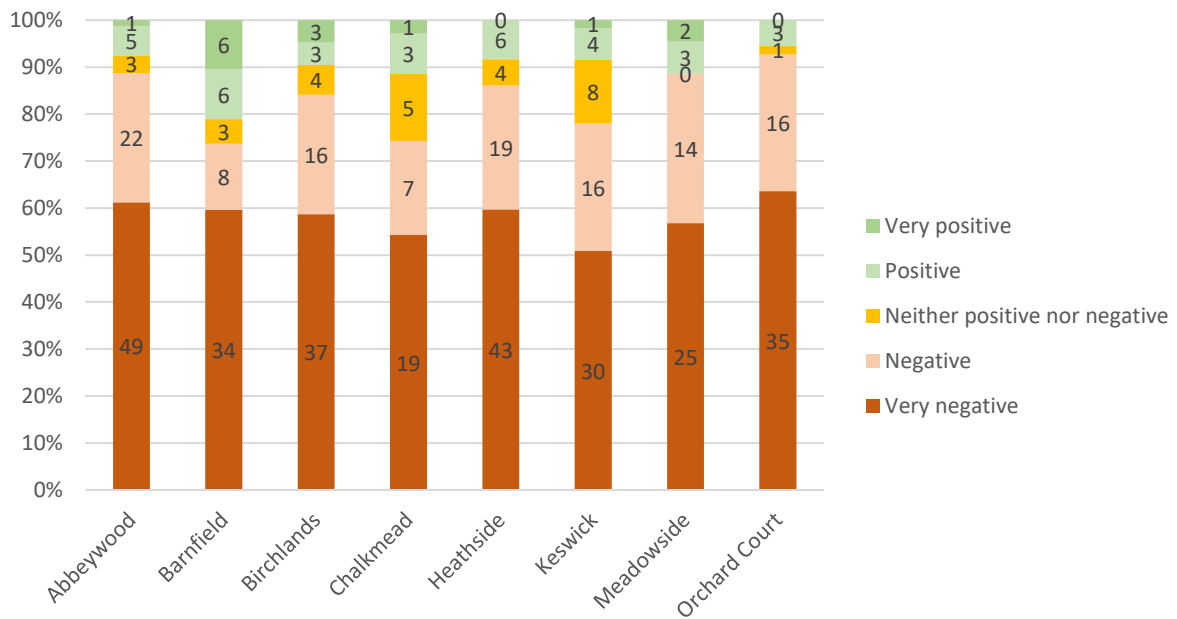
The relative responses for each home in response to how positive or negative the effects of each option would be are shown below:



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



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>

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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%

J

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.

J

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 agree 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 maintaining 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 money wasted 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 the community and retaining as it is would be the status quo option

Continuing to have local care homes are an important part of the community

Abbeywood needs extensive work doing

Nothing changes - no upheaval for residents 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>

J

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 ensure 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 care homes 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 en-suites may pose a higher risk.
Each Care Home will have different facilities that will affect the option to 'Maintain & Sustain' . These will need to be 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 performed 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.

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 en-suite 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

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 feel 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.

Finding 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 the 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 than 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.

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.

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.

Maintain 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

J

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 desperately 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 the 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 money 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>

J

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>

J

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.

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.

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.

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.

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

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.

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.

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.

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.

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.

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.

My comments are noted under Point 5. This would only be positive if Chalkmead was selected as one of the homes.

Heathside is in dire need of modernisation. There is little or no privacy for residents, who have to use communal bathrooms.

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.

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.

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.

I think that all state run care homes should remain open

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 .

If some refurbishment done the number of resident's will increase

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.

Positive to upkeep and maintain the homes and create positive environments for the residents to live in.

This would be the ideal solution

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.

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.

J

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.

<p>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</p>
<p>Apart from the disruption to residents lives, I worry that a two tier system could be a result.</p>
<p>At the online consultation meeting I attended there was an attempt to articulate this possibility and I have since become more concerned about it.</p>
<p>Im quite happy as it is</p>
<p>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,</p>
<p>Building old and needs updating no private facilities especially in times of covid</p>
<p>I dont really have an opinion of this - i feel like refurbishing is always a good thing.</p>
<p>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.</p>
<p>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.</p>
<p>As above</p>
<p>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.</p>
<p>Its alright as it is.</p>
<p>I like the home as it is.</p>
<p>I like the home as it is.</p>
<p>I like it as it is.</p>
<p>Modernisation for longer opening and better environment for residents.</p>
<p>I like it as it is.</p>
<p>Its modernised as it is. And it will cost too much. Im very happy with the layout as it is and very happy.</p>
<p>I want a golf course.</p>
<p>Unable to say.</p>
<p>Unable to say.</p>
<p>This could be done to some of the care homes that are easily accesible i.e. train stations buses and the nearest town.</p>
<p>Upgrading facilities can only ever be positive</p>
<p>The home referred to needs updating for sure, but so do all facilities at some time.</p>
<p>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.</p>
<p>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</p>
<p>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.</p>
<p>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.</p>
<p>Providing Abbeywood is one of them</p>
<p>Keeps people in the local area they know. Updates services</p>
<p>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.</p>



