

The Consultation on The Future of the Eight Older People's Residential Care Homes Run by Surrey County Council

Issue 3 STAFF

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Frequently Asked Questions

- 1. What is meant by 'complex needs' as stated in the consultation documentation? This is not clear to members of the public and is misleading.** Think Local Act Personal (TLAP^{*(1)}) define complex needs as those that mean a person may require a 'high level of support with many aspects of daily life and may rely on a range of health and social care services. This may be because of illness, disability or loss of sight or hearing - or a combination of these. Complex needs may be present from birth or may develop following illness or injury or as people get older'.

*Source:(1) [TLAP Care and Support Jargon Buster \(thinklocalactpersonal.org.uk\)](http://thinklocalactpersonal.org.uk)
- 2. Is there still a need for residential care homes, as the consultation documents state that fewer people are choosing to move into them. Where is the evidence to support this?** The ONS^{*(1)} states that the care home resident population for those aged 65 and over has remained almost stable since 2001, despite growth of 11.0% in the overall population at this age. Residential care homes will still be needed in the future alongside a range of other services for older people such as home-based care and extra care apartments.

*Source (1): [Changes in the Older Resident Care Home Population between 2001 and 2011 - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandlife/bulletins/2019-07-18/changes-in-the-older-resident-care-home-population-between-2001-and-2011)
- 3. Does everyone moving into a residential care home want an en-suite bathroom? The consultation documentation is heavily weighted to lack of en-suite facilities being an issue, where is the evidence to demonstrate this point?** Whilst not everybody moving to a care home wants an en-suite bathroom, many people viewing the council's care homes have told us this is important to them. Staff work hard to protect residents' privacy and dignity in our current buildings, but this would be easier if residents had their own bathroom.
- 4. Can you explain why shared facilities such as toilets and bathrooms present a greater risk to infection control? Prior to COVID-19 there were no concerns raised about managing infection control by bodies such as the CQC, Safeguarding or Quality Assurance and neither were the homes riddled with infections. Where is the evidence to back up this statement?** Infections like COVID-19 and norovirus can effectively be controlled in homes with shared facilities by following strict guidelines and cleaning regimes, as has been demonstrated in the care homes run by Surrey County Council. The consultation documents do not say there is greater risk of infection spreading with shared bathrooms but acknowledges it is more of a challenge than if residents had their own en-suite facilities.

5. **Where can the homes present their case? Why is there a bias in the information put out by Surrey County Council? We understand that as officers of the council we are to be impartial, but the consultation documentation provided to the general public heavily leans one way that the homes are all falling apart, not fit for purpose, are dangerous and should be shut down. The general public should be given both sides of the information so they can make an informed opinion and present this to the cabinet, so in turn they can make an informed decision.** The information regarding the condition of the care homes has been provided by Savill's who are independent property experts and is therefore factual and unbiased. The consultation documents do not say that the homes should be closed but propose three options for consideration to include modernisation and refurbishment and to maintain as they are. The consultation is a listening exercise and the council wants to hear the views and opinions of all interested parties. It is therefore important that staff, relatives, residents and members of the public complete the survey on the [council's website](#) so that all opinions can be considered. Whilst staff must remain impartial, they may draw attention to the survey and encourage people to complete it. If people prefer, paper copies of the survey can be obtained by e-mailing servicedelivery.info@surreycc.gov.uk or are available from care home managers.
6. **If any of the homes were to close would staff have to accept redeployment to another role if it were offered? If they did not accept the role would they still get a redundancy payment?** If an employee whose role is being made redundant is offered a suitable alternative role, then there is an expectation they will accept it. If they choose not to then they may forgo their right to a redundancy payment. A role is considered suitable based on a number of different factors specific to an individual but in essence it would need to be similar in terms of grade, hours, location, skills and expertise etc. However, some degree of flexibility on both sides would be expected for example, the employee might need to be provided with some additional training or they might need to travel a bit further for the new role. Employees would be able to challenge the offer of any new role they felt was unsuitable and would also have a four week statutory trial period of the new role. During this trial both the employee and the manager could challenge the suitability of the role and if appropriate a process would be followed to determine whether the employee could then leave and take the redundancy payment.
7. **If a home was closed and residents moved elsewhere because there were too few staff to provide care, would staff be made redundant immediately?** No. The homes are all part of the consultation on the future of the eight care homes for older people and a decision would still need to be made by the council's cabinet regarding the future of the home.