



# Castle Grange and Claremont House Care Homes Consultation

Health and Adult Social Care Scrutiny  
Panel – November 2023



# Introductions and Topics

## **Purpose:**

A summary of the aims, principles, methodology and emerging themes of the public consultation.

## **What we are going to discuss:**

- Overview of Castle Grange and Claremont House
- Care Homes proposals presented to Cabinet
- Consultation Aims and Approach
  - How to get involved
  - Timeline
  - Emerging Themes from Survey
  - Themes from Families Sessions
  - Themes from Other Stakeholders
- Impact Analysis/Assessment
- Options Considered
- Timeline
- Next Steps

# Castle Grange and Claremont House

Castle Grange is situated at the junction of Ing lane and Dawson Road in Newsome.

Claremont House is situated at the junction of Brighton Street and Claremont in Heckmondwike.

## Both Care Homes:

- Are owned and run by the Council, providing twenty-hour residential care and support for people over the age of fifty-five who have a Dementia diagnosis. Service users below these ages may be accommodated if the establishment clearly meets their needs, or in exceptional cases, on a temporary basis in emergency situations.
- Have provision for thirty long stay and short stay beds.
- Provide bedrooms which are single occupancy with en-suite shower facilities.
- Are two-storey building with use of either a lift or stairs to access the first floor. Each floor is divided into two self-contained suites that consist of ten personalised en-suite bedrooms, one open planned lounge and dining area, one kitchen with facilities to promote independence and one assisted bathroom.

Castle Grange is temporarily accommodating a Dementia Day care service, this has reduced the homes provision to thirty beds in total, twenty-six beds are currently occupied by long stay service users and four beds are used for short stay/emergency placements.

Claremont House is undertaking a series of decoration, this has reduced the homes provision to thirty beds in total, twenty beds are currently occupied by long stay service users and ten beds are used for short stay placements.

# Context – Cabinet Proposals

A report went to Cabinet on 26 September for approval to enter into formal consultation to close Castle Grange and Claremont House residential care homes and instead to provide care through other care homes instead.

The report asked for approval in principle (subject to stakeholder consultation) for:

- The Council to withdraw from the long stay residential care market
- The Council to focus direct care delivery in parts of the care market where there are fewer providers and options for people.

Current users of both care homes would continue to receive a residential care service but through independent sector care homes instead.

The proposal would involve consulting with the residents and families, and with the wider body of care providers about reassessing resident needs to provide suitable alternative accommodation in independent sector care homes. It would also involve consulting with staff and unions around the service reprovision.

# Consultation Aims

The aim of the consultation process is to:

- Communicate clearly to residents and stakeholders the proposals for the future of the dementia residential care homes run by the council.
- Ensure all stakeholders who wish to comment on the proposals have the opportunity to do so, enabling them to raise any impacts the proposals may have.
- Allow participants to propose alternative suggestions for consideration which they feel could achieve the objective in a different way.
- Provide feedback on the results of the consultation to elected Members to enable them to make informed decisions about how to best progress.
- Ensure that the results/findings are analysed in a meaningful, timely fashion, so that feedback is taken into account when decisions are made.

The consultation is not a vote nor is it a platform through which Cabinet decision to consult could be formally challenged, rather it enables participants to read about the preferred option, answer questions and make comments that will enable the final decision to be made.

# Consultation Approach

## **What are we consulting about?**

We are consulting on proposals presented to the Cabinet on 26 Sept to review and explore the potential closure of the Council's Long Stay Residential Care Homes – Castle Grange and Claremont House.

## **Rationale for proposals**

The strategic aim for social care is to support people to live independently in their own homes for as long as possible. This is reflected in the significant expansion in reablement and home care capacity across Kirklees and investment in the new build dementia day service at Knowl Park House.

The Council is a significant service provider in some areas where there are fewer alternatives e.g dementia day services and day services and respite for people with a learning disability. The Council has made significant investments in these areas.

In other areas of social care where there is a wider range of providers, the council provides a small part of the total provision. Examples include residential and nursing home care where the vast majority of provision is provided by the independent sector

# Consultation – How to get involved

## How to get involved in the consultation

Method	Detail
Web page	Consultation page on the council website: <a href="http://www.kirklees.gov.uk/care-home-consultation">www.kirklees.gov.uk/care-home-consultation</a> This will be used in digital and non-digital communications
Online survey	<a href="https://online1.snapsurveys.com/carehome">https://online1.snapsurveys.com/carehome</a> consultation direct link to survey
Paper copies of survey	Copies available in care homes and in other community settings /partners as required.  Contact <a href="mailto:carehome.consultation@kirklees.gov.uk">carehome.consultation@kirklees.gov.uk</a> should you need a paper copy
Advocacy sessions	To support people to take part in the consultation.
Face to Face Meetings	Aimed at families of residents and with structured themes for each session. These are not *public* meetings.
Dedicated email address	An email address has been set up for people to contact the council if they need to. All enquiries are being logged and dealt with in a timely manner. The address is <a href="mailto:carehome.consultation@kirklees.gov.uk">carehome.consultation@kirklees.gov.uk</a>

# Consultation Timeline

## Consultation Timeline

Week	Activity
w/c 09 Oct (week 1)	Consultation launched 11 October 2023 – information shared with key stakeholders
w/c 23 Oct (week 3) through to w/c 04 Dec (week 9)	Activity during this period involves a range of ways in which feedback is gathered from key stakeholders. This includes: <ul style="list-style-type: none"><li>• Dedicated sessions with families of care home residents - format of each session is co-designed with family members</li><li>• Consultation with staff to gather their feedback on the proposals</li><li>• Attendance at key meetings and fora, including the Dementia Practitioner Forum and the Newsome Community Forum</li><li>• Engagement with care home providers, through engagement with the Kirklees Care Association</li><li>• Ongoing feedback and engagement with families of care home residents to ensure full, open and meaningful dialogue through the consultation process</li></ul>
w/c 02 Jan (week 13)	Consultation ends 03 January 2024.
w/c 05 Feb (week 18)	Results presented at cabinet – 06 Feb



# Consultation Survey – Emerging Themes

- The main method for gathering feedback through the consultation is an online survey (paper copies of the survey are also available)
- The survey provides appropriate amount of information to be included in a structured questionnaire, ensuring respondents are aware of the background and detail of the proposals.
- We have received 100+ responses to date – high level themes from the survey include:
  - Identifying Council savings and/or efficiencies through other initiatives to help protect social care services
  - Impact of the proposals on resident (and family) health and wellbeing, both short term and long term
  - Recognising the good quality care provided through Castle Grange and Claremont House, and identifying equivalent high quality choices in the wider care home provider market
  - Impact of the Council no longer being a provider of residential care for older people with dementia
  - Balancing the need for financial savings with the human impact of the proposals
- Detailed feedback will be shared with the committee after the consultation closes

# Sessions with Families – Initial Feedback

- Multiple face to face meetings have been held with family members of residents of Castle Grange and Claremont House before and during the consultation
- At the pre-consultation briefing families were made aware about the proposals and how they could get involved with the consultation as early as possible.
- Subsequent meetings have focussed on: understanding the Council's preferred model, understanding the cost and benefit of options explored, impact of proposals on resident wellbeing and family wellbeing, identifying and appraising alternative options etc.
- High level themes emerging from these sessions include:
  - Concern about the proposed review of these settings with a view to closure of the in-house dementia care homes and alternative options to be explored in the private sector.
  - Families are seeking assurance that the private sector can deliver the same high level of quality care and specialism in dementia care.
  - Identifying Council savings and/or efficiencies through other initiatives to help protect social care services, questions about the Council's investment in other services
  - An open dialogue about options explored and financial models used to arrive at the proposed Council model
  - Impact of the proposals on resident (and family) health and wellbeing, both short term and long term

# Stakeholders – Emerging Themes

- Throughout the consultation efforts have been made to ensure that as many key stakeholders as possible are aware of the proposals presented to Cabinet and that stakeholders had every opportunity to have their say.
- Key stakeholders include: staff working across the care homes, wider teams across the service/council, partners – including NHS, The Dementia Hub and wider community sector organisations, the care provider market (represented through Kirklees Care Association) and the general public
- High level themes to date emerging from stakeholders include:
  - Concerns about the overall availability/sufficiency of dementia residential and nursing care beds in Kirklees
  - Need for additional investment in the workforce to support with specialist dementia care
  - Impact of demographic change and the importance of early intervention and prevention services
  - Recognition of the high-quality environment and high-quality care and support provided by the staff across both Castle Grange and Claremont House
  - Role of the independent sector in the provision of care and support and the impact of the Council stepping out of this segment of the care market
  - ongoing engagement with care home providers to explore ways of working/models of care

# Impact Assessment - Themes

## Summary of most significant negative impacts

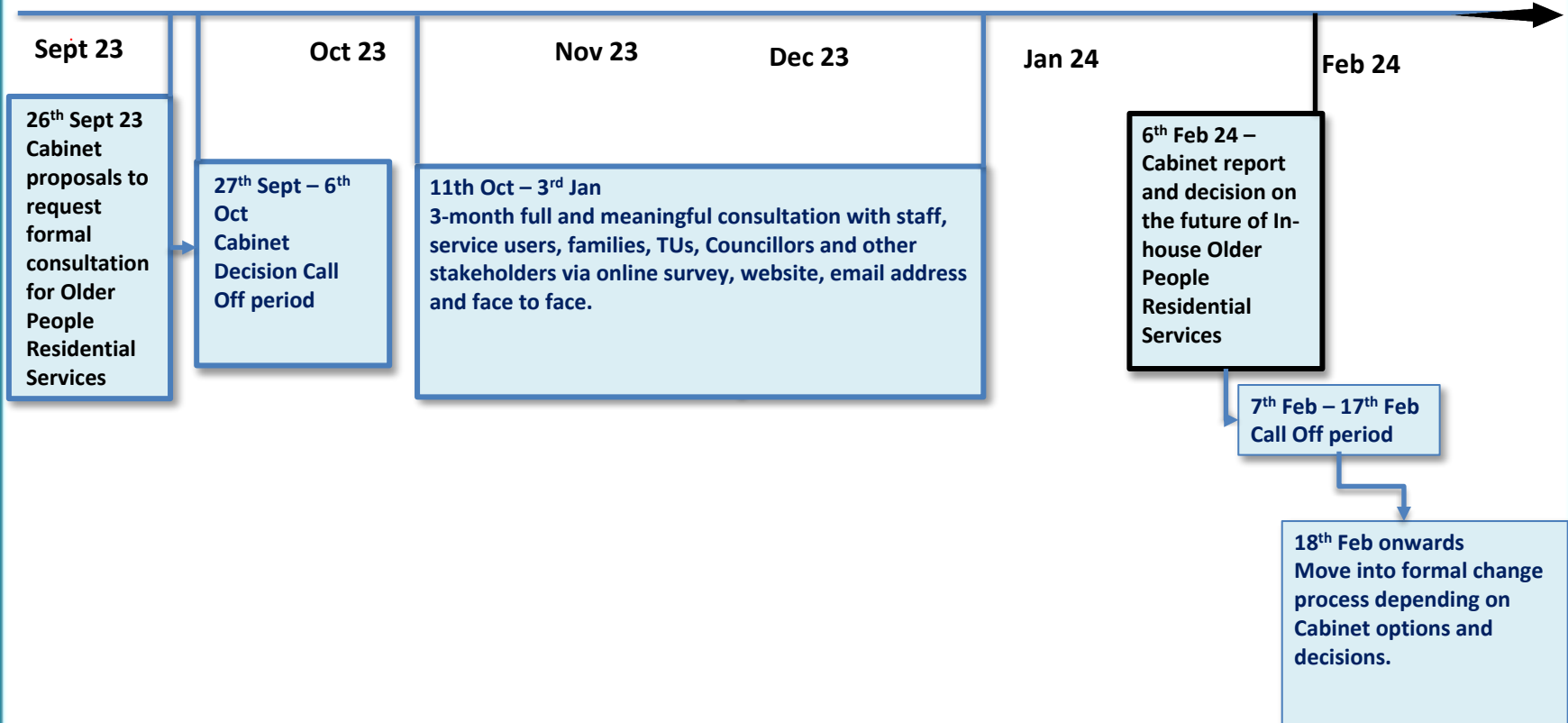
### Equality, diversity and inclusion - Protected characteristics

- **Age:** All residents are elderly and moving accommodation/relocation could be considered detrimental to resident wellbeing both in the short and long term. This risk/potential impact will be managed sensitively with residents, families/carers, staff at the care homes and with social work assessors to ensure any plans around relocation are safe and effective
- **Disabled Individuals:** All service users have dementia and transferring them to alternative accommodation will require detailed assessments. Also research shows that moving accommodation is a traumatic experience for care home residents and their families. This risk will be managed by ensuring each resident has an allocated social worker who will be the point of contact for the resident and their family
- **Gender:** The vast majority of employees are female and at risk, although, if required, we will work to support staff affected into alternative roles via deployment.
- **People in poverty or on low incomes:** The majority of staff affected are low paid workers who may be the only source of income in their household. Should Cabinet decide to close both care homes, the service will ensure all efforts are made to protect staff employment. We will ensure staff have access to flexible support, based on their individual needs, to access alternative posts across Adult Social Care and / or the wider council

### Access to services

- **Choice of Channels:** All service users have dementia and the majority, if not all will not have the capacity to understand this process. Many will have legal representatives through Power of Attorney (POA) to act on their behalf and/or family and we will ensure we engage with the POA at the earliest stages of any proposed service change

## Timeline: Care Homes Consultation Plan 2023/24



# Next Steps

- Consultation closes on the 3<sup>rd</sup> of January 2024
- Continue engagement with family members through ongoing communications and dialogue for the duration of consultation
- Ongoing focussed meetings with family members (and other stakeholders) – these meetings will be driven by the consultation needs of the families
- Ongoing consultation with staff to gather their feedback on the proposals
- Attendance at key meetings and fora, including the Dementia Practitioner Forum and the Newsome Community Forum
- Engagement with Care Home providers, through engagement with the Kirklees Care Association
- Consultation results to inform final Cabinet report on the future of the homes with a view to Cabinet meeting on 6 February 2024