

**TO: THE EXECUTIVE  
9 FEBRUARY 2016**

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**OUTCOME OF THE CONSULTATION ON THE FUTURE PROVISION OF SERVICES AT  
HEATHLANDS RESIDENTIAL CARE HOME AND DAY CENTRE FOR PEOPLE WITH  
DEMENTIA**

**Director of Adult Social Care, Health and Housing**

**1 PURPOSE OF REPORT**

- 1.1 The Executive on the 20<sup>th</sup> October 2015 approved a recommendation to consult on the future of services currently provided at Heathlands Residential Care Home and Day Centre for People with Dementia with a view to re commissioning all services currently provided in the independent sector.
- 1.2 The report informs the Executive of the outcome of the consultation process on the future of Heathlands Residential Care Home and Day Centre for People with Dementia. The report will set out the main findings of the consultation programme and recommendations regarding the future.

**2 RECOMMENDATIONS**

**The Executive is asked to agree:**

- 2.1 **To re-provide in the independent sector the residential and day care service currently provided at Heathlands.**
- 2.2 **That further detailed work with the residents and their families commence with a view to securing alternative residential, nursing or day care provision.**

**3 REASON FOR THE RECOMMENDATIONS**

- 3.1 As people with dementia continue to be supported to live in the community for longer, increasingly, therefore when people with dementia move into a care home setting their needs are more complex and often can only be met through nursing care. There has, therefore, been an increase in the number and proportion of nursing care placements being commissioned as opposed to residential care placement.
- 3.2 Bracknell Forest Council, in partnership with the Clinical Commissioning Groups, will continue to commission services that support a shift away from residential care to personalised social care in community settings, supporting people to live independently, and safely to deliver the principles within Bracknell Forest Joint Commissioning Strategy for Dementia 2014-2019.
- 3.3 The necessary investment required to undertake a major refurbishment/ redevelopment and bring Heathlands up to standard would not be economically viable, and would also mean people would need to be moved for a period of time which would create unacceptable disruption to their lives.
- 3.4 Heathlands has been operating with a number of vacant beds since mid 2014 and as 1<sup>st</sup> June 2015 the home was operating with less than 50% occupancy. Currently there

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are 10 people permanently placed in Heathlands. These people, over time, would be likely to be moving out of Heathlands if and when their needs cannot be met. There has also been a drop in attendance at the Day Centre by 40% over the last 12 months.

- 3.5 The Council is having to meet the challenge of an ageing population and increased demand for support within a climate of budgetary and funding constraints. It is, therefore, essential that services are sustainable, cost effective and deliver best value for money.
- 3.6 The Executive are reminded that even if the recommendations are accepted people will still continue to receive a service to meet their needs. This proposal is not about cutting the level of support to older people, but about providing it in a different way to ensure a better environment for people and ensure efficient and effective working.
- 3.7 If the recommendations are accepted, then the department will work with individuals and their families to secure alternative accommodation and support.
- 3.8 The consultation has demonstrated that people would like to keep Heathlands open as they feel it is an established part of the community and would leave a physical gap. There is recognition that change is a very emotional issue and it would be detrimental to the individuals affected. The Council recognised that the proposal to consult might cause concern for the people in Heathlands, their families and the staff. Extra support has been provided throughout the consultation and will continue to be provided through this time and after the decisions is made.

## **4 ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 No change in service will mean that this service would continue to be costly and unsustainable and would commit the Council to additional capital expenditure.
- 4.2 To refurbish/redevelop Heathlands and invest in a major re development programme would require considerable investment. It is clear that the upgrade cost would be very significant.
- 4.3 Consideration had been given to sell or lease Heathlands to another provider. This would be difficult due to the limitations and constraints of the building and the investment required to address these issues and secure a market position.

## **5 SUPPORTING INFORMATION**

### **5.1 Background**

- 5.1.1 Bracknell Forest Offers a mixed economy of care and a range of supported options for people requiring care and support. People are being supported to remain in their own home longer and this is their preferred choice. There is a range of community domiciliary services to meet the needs of older people. There is also support for carers. There has been a 31% increase from 2013/14 in the number of people receiving home care. At the same time the number of people requiring nursing care placement has remained static, with a fall in the number of residential care placements.

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- 5.1.2 Only a small proportion of these services for older people are directly provided by the Council. Heathlands Residential Care Home and Day Centre together with a joint funded community and bed based reablement service. There are currently 10 people permanently placed in Heathlands who would need to be placed in another home. Current new developments in the market are that there is a 60 bedded residential care home being built in Crowthorne completion Spring 2016 and a 64 bedded care home is being built in Bracknell Town. There is also availability in day care provision.
- 5.1.3 Bracknell Forest Council has to identify how to deliver significant savings following changes in funding for local government. Consideration must, therefore, be given to how resources are used, both in terms of revenue spend and capital spend, and focus on those services that deliver the best outcomes for people and the best value for money. At the same time the needs and welfare of people living in Heathlands is a priority, as are the future needs of older people with dementia in Bracknell Forest which is linked into the availability, quality and market capacity, now and in the future.
- 5.1.4 Heathlands is a 1970 building and was built at a time when the spacial standards were different to today. It, therefore, presents restrictions as to the ability to ensure it can provide a suitable environment going forward. Newly registered care homes have larger rooms and en-suite facilities. Heathlands with its layout, small rooms and corridors is not the best environment to support people with dementia. People with dementia benefit from buildings which are simply laid out.
- 5.1.5 Heathlands will not meet the current standards for residential care homes contained in the CQC Guidance for providers on meeting the Regulations – (Section 15) March 2015. The building does not meet the standards of accommodation that supports dignity in care. The importance of the physical environment is well documented by the Joseph Rowntree Foundation in their 2009 report on Older People's vision for Long Term Care. With regard to the physical environment Heathlands will not meet the future needs and expectations of older people that can be found in newly built or modernised care homes without extensive investment or modernisation.

## 5.2 Financial Implications

- 5.2.1 The cost of closure is likely to be significant. Although redeployment opportunities will be explored, there is a potential redundancy and pay in lieu of notice (PILON) cost of approximately £400K. If suitable redeployment opportunities are found, the redundancy and PILON costs fall. It is normal practice for the Council's Structural Changes Fund to meet the redundancy costs, but for the PILON costs to be met from the Department's revenue savings in the first year. In view of the serious financial challenge faced by the Council and the need to make significant additional revenue savings quickly in 2016/17 it is recommended that the PILON costs associated with Heathlands be treated as an exception and, as such, also be met from the Council's Structural Changes Fund. With savings estimated to be at least £500K per year the pay back period is approximately 10 months.
- 5.2.2 The unit cost of a bed at Heathlands is an estimated £1,116 per week, due to the high vacancy rate. This compares with the Bracknell Usual rate for residential care for a person with dementia of £517.99. In the event that a decision was made to close Heathlands it is unlikely that this rate could be achieved when moving the 10 people at once. However it is considered prudent that a £375K saving would still be achieved.

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- 5.2.3 The unit cost of a place in the day centre is an estimated £74 per day. As with the residential home, the high unit cost is due to capacity not being fully utilised. Comparable day centre places can be purchased for significantly less than £74 per day, and it is considered prudent that a saving of £125K would be achieved on commissioning the service externally.
- 5.2.4 There would be some one-off costs in re-providing the service at Heathlands. Some of these, for example, the dual running cost while alternative support arrangements are put in place, and the project management costs, will be met from within existing budgets.

### **5.3 Human Resources**

- 5.3.1 A total of 35 permanent staff would be affected if the decision is taken to re provide Heathlands.
- 5.3.2 Human Resources have been advising Departmental Managers in ensuring the Organisational Change Protocol is followed
- 5.3.3 A formal timetable was established to incorporate formal staff consultation with the staff based at Heathlands.
- 5.3.4 The Heathlands team are seen as a highly skilled staff group and every effort will be made to redeploy those placed at risk in line with the Council's policy. Members should be clear that the recommendations are in no way a reflection of the quality of support provided by the staff at Heathlands.
- 5.3.5 The Departmental Management Team has implemented a vacancy freeze on posts, following an impact assessment on each vacant post, to ensure every opportunity for re-deployment is maximised whilst not jeopardizing certain key operational posts remaining unfilled.
- 5.3.6 There is a 13 week staff consultation process running concurrently with the public consultation. The reporting requirements for Local Joint and Employment Committees have also been taken into consideration in the planning process. The Council will comply with all appropriate employment legislation that relates to the rights of employees affected by organisational change in particular the Employment Rights Act 1996. Individual staff consultation meetings were offered but there has been no interest.

## **6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Borough Solicitor

- 6.1 The relevant legal issues are identified within the supporting information of the report. A full consultation process was undertaken over a three month period and an Equality Impact Assessment completed in line with legal requirements. Due consideration has been given to the responses received in the formulation of the recommendations.

### Borough Treasurer

- 6.2 The relevant financial provisions are contained within the report.

Equalities Impact Assessment

- 6.3 A comprehensive EIA on the impact of these proposals on the people who live in Heathlands and use the day centre has been carried out.

Strategic Risk Management Issues

- 6.4 It has been identified that major work would need to be undertaken to bring Heathlands upto modern standards. Also, without an improvement and investment programme, there is a risk of deterioration and failure of critical services. This could lead to non-compliance with CQC.

The cost of no change to the Council would be very significant and would require mitigating action elsewhere.

Head of HR

- 6.5 This was taken by the Special Employment Committee on 16 December 2015 and they were informed of the Consultation and the possible outcome of redundancies and redeployments. A meeting was held with staff on 8 January 2016 to inform them of the way ahead and possible outcomes from the Executive once Consultation is complete. "At Risk" letters was given to staff on the week beginning 11 January to allow sufficient time for redeployment and or notice periods to be undertaken prior to the current possible closure date of 30 April 2016. Trades Unions have been informed and invited to attend the meeting on 8 January. This will affect 35 Permanent staff and 27 Relief staff. The Council's Organisational Change Protocol is being followed for process and Chief Officer HR is aware of the situation and provided advice as necessary.

**7 CONSULTATION**

Principal Groups Consulted

- 7.1 People living in Heathlands where appropriate, their Relatives and Friends  
Staff at Heathlands and the Unions  
Community Groups  
Health Partners  
Voluntary Sector Groups/Independent Sector Providers  
Wider Community

Method of Consultation

- 7.2 The consultation process took place over a period of 3 months through 13<sup>th</sup> November 2015 to the 21st January 2016.  
A Consultation Survey/Questionnaire was produced with printed and online versions made available (Appendix 1). This was developed to find out people's views about the proposal on the future of Heathlands. The Survey was also available on line. In total there were 82 responses.  
Reminders were issued to stakeholder groups about the consultation in Early December.  
Details of the consultation proposal and process were reported in the media. There was also an opportunity for e mail or other written correspondence to be sent to the Council.

7.2.1 People living in Heathlands/attending the day centre

Individuals, their carers/relatives and friends have been presented with information about the proposals and the consultation process and then given the opportunity to discuss and comment on the various aspects and potential impact on them and to put forward their views. Copies of the Consultation Survey were made available. An experienced project manager/social worker has been tasked to liaise with the individuals and their families. Every effort has been made to avoid unnecessary distress to individuals and their relatives.

7.2.2 Staff and Trade Unions

The Council has consulted with the staff at Heathlands.

A group meeting was held on Monday 12<sup>th</sup> October 2015 during which the Chief Officer outlined the proposals and the consultation process should the Executive agree to consult on the future of Heathlands. Trade Union representation was not present at this meeting.

A letter to staff from the Chief Officer on the 23<sup>rd</sup> October 2015 confirmed the Executive decision had been taken to undertake consultation. Paper copies of the consultation survey were left at Heathlands

Staff were given the opportunity to respond to the Consultation Survey and were also offered one to one individual meetings. Ongoing support has been given by the Registered Manager of Heathlands.

7.2.3 Community Groups/Health Partners and Service Providers

Stakeholder partners were informed of the proposals and were sent copies of the Consultation Survey.

7.2.4 Wider Community

There was reporting in the media following a press briefing on the proposal and subsequently there was the opportunity to make views known through the online Survey.

We have also had a petition with 478 signatures from people in the wider community.

Representations Received

7.3 In providing a mechanism through which key questions could be asked and answered on this proposal the views and issues of stakeholder groups have been drawn together from respondents to the survey/consultation process.

7.3.1 Individuals and Families

It is clear that there is concern over the proposal to close Heathlands. However, the appointment of a project manager/social worker specifically to work with individuals and families has proved greatly beneficial. A safe and secure environment, being able to maintain links with family and friends were important to individuals and families in going forward. Also, maintaining high standards of quality of care and locally based services were also high priorities.

### 7.3.2 Staff Views

In the group meeting staff expressed concern about the impact on jobs and the potential impact of any closure on the people living in Heathlands/attending the day centre. They also expressed a view that closure was inevitable.

### 7.3.3 Community Groups/Health Partners/Service Providers

Overall there is agreement with the proposal and as there is adequate capacity within the market for this type of care to be provided, it is accepted that people's needs can be met appropriately.

### 7.3.4 Wider Community

From the analysis of the survey there was support to keep Heathlands open as a local resource and it is seen as an established part of the community and leave a physical gap. It was also noted that Bracknell Forest staff are valued and that there are opportunities in the care sector.

### 7.3.5 Heathlands Consultation Analysis

There have been 82 responses to the consultation, of which 73 were received online and 9 were postal responses. All the responses were from individuals. Verbal feedback has been received from organisations/ community groups.

#### Who responded to the consultation?

Only a small number of responses (2%) have been received directly from the people living in Heathlands. However, the dedicated project manager/social worker attached to Heathlands has ensured that people were enabled, if appropriate, to contribute.

In addition to the responses received from people living in Heathlands, 70% of responses were received from either family members or friends of residents, 6% of responses were from employees, 10% of responses were from residents of Bracknell Forest and 10% were from others. 1% of responses were from carers of residents.

Therefore, although responses of family, friends and carers made up a significant percentage (71%), it is not known to what extent they represent the views of residents or are expressing their own views.

#### **Detailed Analysis**

**Proposition 1 – Use of Council tax: ‘Bracknell Forest Council should develop services that support people who want to live at home for as long as possible and which prevent or delay people moving into residential care.’**

Helping people to be as independent as possible is one of the main priorities of Adult Social Care and is one of the key themes of the Adult Social Care Outcomes Framework.

A significant percentage of respondents (76%) agreed that Bracknell Forest Council should support people who want to live at home for as long as possible, with 11% neither agreeing nor disagreeing, and 13% disagreeing. It is clear then that people are in favour of people being supported to be independent and not to move into residential care, or to delay the move for as long as possible.

**Proposition 2 – Care Quality: ‘The Council should develop a ‘mixed economy’ of care so that people requiring care and support have a range of support options to choose from.’**

Providing choice and control to people is one of the central principles of the personalisation agenda and is another of the key themes of the Adult Social Care Outcomes Framework. This enables people to live their lives in the way they want to. A very high percentage of respondents (92%) agreed that people requiring care and support should have a range of support options to choose from. Only 4% disagreed and 4% neither agreed nor disagreed. It can be concluded therefore that having choice and control is very important to respondents.

However, it is clear that the choices that people are offered must be appropriate ones. As people with dementia continue to be supported to live in the community for longer, when they move into a care home setting, often due to the complexity of their needs, their needs can only be met through nursing care.

**Proposition 3 – Acceptable Change: ‘As a person’s needs become more complex, it is appropriate for the Council to be able to offer alternative living arrangements which are appropriate to their assessed needs.’**

People are supported to remain in their own homes for longer and this is their preferred choice. There is a range of community domiciliary services to meet the needs of older people. In addition to this, the use of live in carers is increasing, and the newly developed Clement House provides extra care housing and the voluntary sector supports carers through grants and commissioned carers support.

96% of respondents agreed that where peoples’ needs become more complex, that the Council should be able to offer alternative living arrangements which are appropriate to needs. 4% of respondents disagreed.

People were therefore strongly in support of the right alternative accommodation being available for people where appropriate.

**Proposition 4 – Dignity in Care: ‘Dignity in care is important and people should not have to share facilities such as toilets, bathrooms and kitchens.’**

Dignity in Care is a major national initiative that began in 2006. The core values of the initiative are about having dignity in hearts, minds and actions, changing the culture of care services and placing a greater emphasis on improving the quality of care and the experience of people receiving support. In a care home setting, an important part of people’s dignity in care is not having to share facilities such as toilets bathrooms and kitchens.

From this perspective, it is felt that the layout of Heathlands is currently unsuitable with none of the 38 rooms having en-suite facilities or sufficient space within any rooms for en-suite facilities to be installed. The current facilities would not meet modern registration standards if Heathlands was a new facility. Upgrading these would involve major restructural work to be carried out, and whilst the work has not been estimated (it would be expensive to obtain an estimate), it is clear that the upgrade cost would be very significant.

A significant percentage of respondents (76%) agreed that dignity in care is important. 16% of respondents neither agreed nor disagreed and 8% of respondents disagreed. So it can be concluded that dignity in care is important to the majority of people.



**Proposition 5 – Day Centre Services: ‘There are opportunities to develop day centre services as part of the ‘mixed economy’ of care and support.’**

The Day Centre which is on the same site as Heathlands provides on average 12 places a day. Attendance has dropped by 40% over the last 12 months. Comparable day services at Sandhurst Day Centre and Age Concern also accept people with dementia. Sandhurst has capacity for an additional 12 day centre places and Age Concern has 22 places.

There was strong support of this proposition (73% of respondents agreed) with 25% neither agreeing nor disagreeing. 1% of respondents disagreed. It can be concluded therefore that a significant majority of people feel the development of day care services is important.

**Comments from Respondents**

Respondents provided their own comments to describe what they wanted to say here. Responses have been grouped into themes where this was appropriate. 29 out of 82 respondents provided comments (35%).

***Moving people to a new care home setting is stressful/upsetting/unsettling for residents***

Respondents said that their relatives would find a move very stressful and unsettling. There is no doubt that some residents would find a move difficult although it is to be hoped that this impact would be relatively short-term. All moves take into account the complex needs of people with dementia and therefore it is anticipated that this would have a very positive effect on outcomes in the longer term.

***Importance of day care support/price of day care support***

People made comments on the importance of day care services. These ranged from the importance of day care services generally to the need to offer cost effective day care services.

It has been pointed out elsewhere in this report that there has been a 40% reduction in the number of people using the day care services at Heathlands. The cost of day care services at Heathlands is £52.70 per day compared to £12 per day at Sandhurst and £28 per day at Age Concern.

It is therefore difficult to reconcile people’s comments with the current availability and cost of day care at Heathlands. It should also be noted that the day care services at Heathlands are specifically aimed at people with a degree of dementia.

***Changing Heathlands from a residential home to a nursing home, and closing the day centre***

This change was suggested as well proposing the closing of the day centre and the training of specialist dementia nurses. It has been highlighted elsewhere in this report that the current residential facilities at Heathlands are unsuitable and upgrading them to the point required where they were suitable would involve significant cost.

***Heathlands care standards are above the others in the care sector***

Other respondent said that CQC reports on Heathlands were favourable and that private care homes in the vicinity of Bracknell did not reflect Heathlands high standards. However, the point has been made elsewhere in this report that the current facilities at Heathlands would not meet modern registration standards if

Heathlands was a new facility, and that restructuring of Heathlands would attract significant costs.

***Heathlands is in a good location and my relative enjoys visits***

The exact location of any facility on the borough is often going to be beneficial for some residents and their visitors and not beneficial to others. It is usually not possible to have a location that is ideal for all.

**To summarise respondents' thoughts at this stage, the main points made are the importance of day care services to people, and the difficulties and distress that will be experienced by the residents who might need to move.**

**Range of options for Heathlands**

A number of separate options were identified for Heathlands which respondents were asked to comment on. These are options listed below:

- Option 1 – The Council should close Heathlands and give residents support to move permanently to other residential care homes
- Option 2 – The Council should remodel, upgrade and re-open Heathlands but as a smaller facility
- Option 3 – Another organisation should remodel, upgrade and re-open Heathlands as a smaller facility
- Option 4 – Changes at Heathlands represent a number of challenges – are there other options to consider

**Option 1 – ‘The Council should close Heathlands and give residents support to move permanently to other residential care homes’.**

This report has already highlighted that making Heathlands suitable by upgrading its residential facilities would involve significant costs.

75% of respondents disagreed with this option, whilst 14% neither agreed nor disagreed and 11% agreed. Therefore, a significant proportion of respondents did not support this option.

Respondents were asked to provide their thoughts, ideas, comments or concerns about option 1. 35 out of 82 respondents (43%) provided comments.

***Heathlands is a home to people living there and should be adapted to meet their needs***

This comment highlights the importance people attach to people's homes.

***Difficulties and distress caused to people in moving***

A re-occurring view throughout the consultation is about how moving people causes them difficulties and distress.

***What other arrangement will be available to residents***

Respondents expressed concerns over what alternative arrangements might be available for residents should Heathlands close.

***Importance of Day Care Services***

Respondents commented on the importance of the Heathlands Day Care Services.

***Other comments***

Other comments were that Heathlands should remain open until any new care homes in the area are completed and that Heathlands should be closed. 1 respondent said that it would depend on whether the other care homes that people would move to could meet future demand.

**To summarise comments on this option, the main objections to Heathlands closing are that it is people's home, that moving will be stressful and difficult for residents and not knowing where people will move to.**

**Option 2 – ‘The Council should re-model, upgrade and re-open Heathlands but as a smaller facility’**

A significant majority of respondents agreed with option 2 (58%). However, 24% neither agreed nor disagreed, and 18% disagreed. It has been established that upgrading Heathlands would involve considerable costs.

Again, respondents were invited to provide their own thoughts, ideas, comments or concerns about option 2. 28 out of 82 respondents provided comments (34%).

***The importance of Heathlands as a provider of alternative accommodation***

Respondents commented on the importance of Heathlands in providing alternative accommodation for people, including that it is home to people.

***Importance of the Day Centre***

Respondents said that Day Care Services are important.

***Other comments***

Respondents felt that there would be stress caused to residents in having to move both out of and back into Heathlands during any refurbishment. There were also comments on the good location of Heathlands and that the cost of upgrading Heathlands should be compared to the new relatively low number of residents and therefore is not justified.

**In conclusion to comments on option 2, the importance of people having access to alternative accommodation was the most common response. The importance of day care services has also been highlighted.**

**Option 3 – ‘Another organisation should remodel, upgrade and re-open Heathlands as a smaller facility.’**

There was not a great deal of support for option 3. Only 14% of respondents agreed that another organisation should upgrade Heathlands. 37% of respondents neither agreed nor disagreed and 49% disagreed.

As with options 1 and 2, respondents were invited to provide their own thoughts, ideas, comments or concerns about option 2. 25 out of 82 respondents provided comments (30%).

A significant proportion of respondents were not in support of the option, the main reason being given that private providers need to run at a profit which would therefore involve higher costs to residents. Others felt that the quality of care would be better if Heathlands remained as a Council-owned facility. 1 respondent didn't think option 2 referred to the day centre and another commented on the previously expressed view that moving out for refurbishment would be very unsettling for residents.

**Option 4 – ‘Changes at Heathlands present a number of different challenges but are there different options to consider?’**

28 respondents of the 82 (34%) provided comments to option 4.

There were a wide range of different comments provided by respondents here and the main themes are listed below:

- Outside spaces and opportunity to exercise are important for older people
- There is a need for more care homes in Bracknell Forest Council
- A smaller scale upgrade for Heathlands should be carried out over a longer period
- Could Heathlands be remodelled as a specialist provider in dementia care (2 comments)
- The Bracknell population is increasing and needs the services that Heathlands provides
- Alternative accommodation is important for people with dementia
- It is better for certain people to be in a care home than taking up beds in hospital
- There should be private investment into Heathlands
- Heathlands should be retained as long as possible
- Moving (my) elderly relative would be distressing to her
- Respondent wasn't able to comment as they didn't know how and what the Council was spending its money on.

**The comments made to option 4 are too diverse to show any clear trends.**

**Support to people at Heathlands**

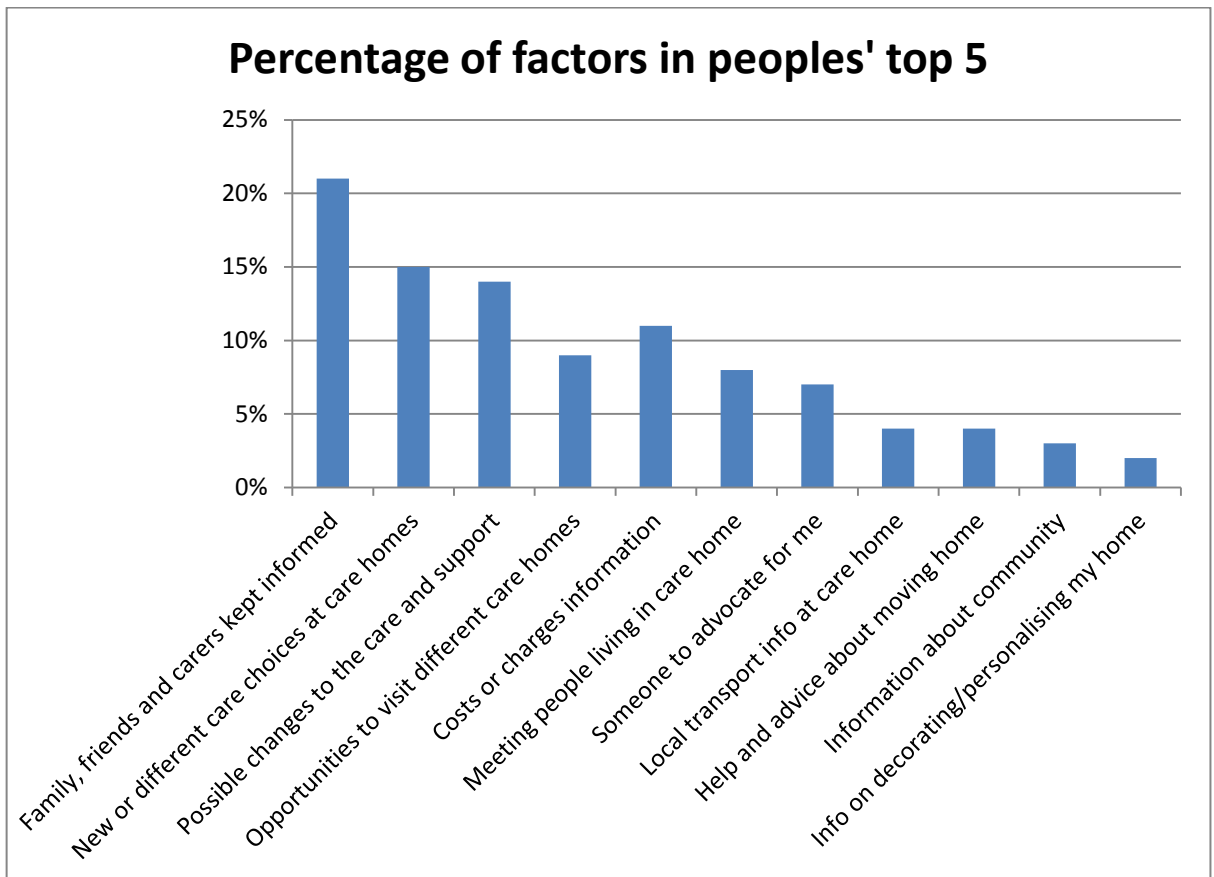
Respondents were asked to identify from a list what the 5 most important factors were which would help them with the changes at Heathlands. The 11 most important things that people chose are shown in the table below, along with their overall score:

<b>Factors in order of importance</b>	<b>%age of respondents</b>	<b>Score</b>
For my family, friends and carers to be kept well informed	21%	591
Information about new or different care choices at different care homes	15%	438
Information about any possible changes to the care and support I get	14%	385
Information about any costs or charges	11%	318
Opportunities to visit different care homes	9%	266
Opportunities to meet people that live in the care home I am considering	8%	242
Someone to advocate for me	7%	208
Information about local transport at the care home I am considering so I can get out and about	4%	121

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Help and advice about moving home	4%	104
Information about the community I am thinking of moving to	3%	97
Information about how I can decorate and personalise my home	2%	60

The percentages of each factor are shown in the chart below



The 4 most important factors shown in the chart above are for family, friends and carers to be kept well informed (21%), new or different choices at different care homes ((15%), possible changes to the care and support received (14%) and information about costs and charges (11%).

## 8 CONCLUSIONS

- 8.1 The decision to consult on the future of Heathlands with the possibility of re provision was not taken lightly. However, it is a key element within the strategic direction for services for older people in Bracknell Forest. This is based on the future trends for adult social care and how best the Council can meet those requirements and the needs of people who require services now and in the future.
- 8.2 The feedback from the consultation was that a common theme throughout the consultation was the potential distress, difficulties and upset that would be caused to the people living in Heathlands by having to move out of the accommodation due to

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the closure of Heathlands. It is recognised by respondents that to those people Heathlands represents their home and therefore it would be difficult for them to leave.

- 8.3 Respondents agreed that the Council should support people to live at home for as long as possible and that people requiring care and support should have a range of options to choose from. Respondents also strongly agreed that day centre services should be developed as part of the range of options that people can choose from. There was also strong agreement that when people's needs become more complex, the Council should be able to offer alternative living arrangements which are appropriate to their needs. There was also a strong expression that dignity in care is important and that people should not have to share facilities such as toilets, bathrooms and kitchens.
- 8.4 In examining the range of options for Heathlands. Three quarters of the respondents disagreed that Heathlands should close with people receiving support to move elsewhere. 58% of respondents agreed that the Council should remodel, upgrade or re-open Heathlands as a smaller facility. 49% of respondents did not agree that another organisation should upgrade and re-open Heathlands as a smaller facility.
- 8.5 When looking at which factors people said they would find most helpful in considering the changes at Heathlands, the four most important ones were
- Family, friends and carers to be kept informed
  - Information about new or different care choices at different care homes
  - Information about any possible changes to the care and support people get
  - Opportunities to visit different care homes

### Background Papers

Executive Report 20<sup>th</sup> October 2015

### Contact for further information

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