

# Hampshire County Council Care service proposals

Public Consultation 4 Sept – 12 Nov 2023

## *Insight Report*

*January 2024*

# Background

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This report summarises the responses to Hampshire County Council's (HCC's) Care service consultation, encompassing a number of key changes to existing Older Adults care provision, currently provided by HCC Care (the County Council's in-house service provider).

Proposals relating to ten services were included within the consultation, namely

- The proposed permanent closure of two homes which have been temporarily closed since November 2021 for operational reasons - Copper Beeches in Andover and Cranleigh Paddock in Lyndhurst.
- The proposed closures of Bishops Waltham House in Bishops Waltham, Green Meadows in Denmead and Solent Mead in Lymington – and in the latter case, the proposed closure of the Solent Mead Day Service which is delivered from the Solent Mead site that is proposed for closure.
- Proposed site modernisations and expansions of Emsworth House in Emsworth, Oakridge House in Basingstoke and Ticehurst in Aldershot.
- The proposed closure and relocation (to proposed new build sites in close proximity) of Malmesbury Lawn in Leigh Park, Havant, and Westholme in Winchester

**Each proposal is unique in terms of the challenges and opportunities presented.** This analysis provides insight into the support and the disagreement for the proposals, the impacts and the strength of feelings to inform on-going engagement and decisions.

# Methodology

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- In July 2023, the County Council's Cabinet considered an investment strategy and agreed a public consultation on a range of proposals for Hampshire County Council Care services. The public consultation took place between 4 September 2023 and 12 November 2023.
- The consultation was widely promoted via a range of online and offline channels. Letters were sent to care home residents, their relatives and representatives, along with stakeholders such as partner organisations in the NHS and local councils. Several engagement events were held in all the homes affected (except Copper Beeches and Cranleigh Paddock which are temporarily closed).
- This enabled those who may be directly impacted, and their families, to learn more about the proposals and to discuss the proposed changes in more detail with HCC Care staff, Social Workers and Registered Managers of the homes and the Day Service. Advocacy support was provided to all residents and Day Service users to help them participate in the consultation. Microsoft Teams and telephone appointments were also offered to people who preferred that form of engagement.
- An Information Pack containing details of the proposals, and a consultation Response Form were developed in standard and Easy Read formats. These were published on-line and made available in paper format, with other languages and formats available on request.
- 724 responses were received via the consultation Response Form.
- A further 44 responses were also received directly as 'unstructured responses' through letters and email correspondence.
- A summary of redacted notes from the supported conversations with 50 residents and Day Service users was also provided by the Adults Health and Care Service. These conversations were from a combination of phone appointments or individual or group discussions held at the service locations in Bishops Waltham, Green Meadows, Solent Mead, Emsworth House, Oakridge House, Ticehust and Malmesbury Lawn.

# About the response

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## Who completed the consultation response form?

- 724 people responded using the Response Form. 675 of these were from individuals, 13 responded in an official capacity on behalf of an organisation, group or business, and 16 responded as Democratically Elected Representative of a constituency. 20 didn't indicate their status
- 32% of respondents were current or former residents or service users or their family/ friends. 24% of respondents were people whose stated primary interest was that they lived close to a service potentially affected by the proposals. 13% were current or former staff/ volunteers with the services.
- 28% were from organisations, democratically elected representatives (DERs) or other interested individuals (including those describing themselves as: older residents, residents with disabilities, carers, residents with an interest/ involvement in their local communities and the needs of older residents, family of older people with likely future care requirements, taxpayers/ residents, other current or former staff or professionals in the health or social care sector, some of whom may have had an involvement with the facilities potentially affected by the proposals, former elected representatives and people who work or have worked for Hampshire County Council).

## Main areas of interest

- 88% of the respondents who expressed a view on one or more of the proposals did so in relation to the proposed permanent closures of services. The most popular responses related to Bishops Waltham House (47%), Solent Mead Home (32%), Solent Mead Day Service (29%) and Green Meadows (23%). 17% expressed a view on one or more of the proposals for modification and expansion of services and 18% expressed a view on proposals for the closure and relocations of services.
- Current or former staff/ volunteers were slightly less likely than the other groups to answer the question on closures. These respondents and other interested individuals, organisations, or democratically elected representatives were more likely than other respondents to answer on proposals incorporating relocations.

# Headline responses to the proposals

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## Responses to proposals in the consultation response form

- For 7 out of the 10 proposals presented, the number of people agreeing with the proposals, or accepting them but with some concerns, was greater than the number that disagreed. Where there was disagreement, this ranged from 6%-39% across the 7 different proposals..
- For the proposals for permanent closure of currently operational homes, Bishops Waltham House, Green Meadows and Solent Mead (including the Day Service at Solent Mead) a significant number of responses disagreed - 78% for Bishops Waltham, 58% for Green Meadows, 67% for Solent Mead (and 73% for the associated Solent Mead Day Service). Between 13% and 23% agreed with these proposals.
- For those homes which are temporarily closed (Copper Beaches and Cranleigh Paddock), the response was lower compared with the other proposed closures. 56% of respondents for Copper Beeches agreed with the proposal or accepted it with some concerns, and 37% disagreed. 57% of respondents for Copper Beeches agreed with the proposal or accepted it with some concerns, and 39% disagreed.
- For homes with proposed modification and extension (Emsworth House, Oakridge House and Ticehurst), between 63% and 69% of respondents agreed with the proposals, with between 83% and 88% of respondents either agreeing or accepting the proposal but with some concerns.
- For homes with proposals for closure and relocation (Malmesbury Lawn and Westholme) 50% agreed with the proposals. 24% and 26% respectively disagreed.
- Current or former residents/ service users or their family/ friends were highly likely to voice disagreements to the closures, while current and former staff/ volunteers were more likely to agree to them - and were very supportive of the extension/ modification proposals. Those living close to services were particularly opposed to the proposed closures of Bishops Waltham House and Solent Mead. Other individuals, organisations and Democratically Elected Representatives, were more divided in opinion.

# Range of comments received

Across the public consultation responses, engagement sessions and other correspondence received, a range of views, questions, impacts and concerns were expressed.

On the public consultation response form specifically:

- **90% of respondents chose to include comments on the response form**  
For each proposal, respondents were invited to provide comments on their reasons for their response and to identify impacts - they were also invited to provide any additional comments or suggested alternative approaches.
- **There were 778 comments where respondents explained their response to proposals and highlighted impacts** – Most were specific to individual proposals but 6% were general comments (where people chose to comment once to cover several proposals they had responded on).
- **There were 342 further comments in the question on “other comments and suggested alternative approaches”.**

Of all the written comments received, most of them related to the proposals on home closures (Bishops Waltham House 67%, Solent Mead Home 59%, Day Service 59% and Green Meadows 45%).

Set out on the right-hand side is the spectrum of themes which arose from the comments overall.

## Comments supportive of the proposals:

- Opportunities for better facilities and better care for the future
- Provides improved accommodation in modern buildings
- A clear strategy to position HCC care more strongly within the market
- A clear aim to better meet the increasing complex needs of older persons
- Existing HCC care services are highly regarded and valued
- An improved environment that will better attract and provide opportunities for staff

## Concerns and impacts:

- Uncertainty
  - What is going to happen to me, when, what are my care choices?
  - Where will my home be? What will it be like? What will change?
  - How will the process be managed and what support will I receive?
  - How might this affect me financially?
- Loss of treasured home, routine, lifestyle and relationships with residents/ staff
- Less regular contact with visitors, losing contact with my community
- Access for visitors especially in rural areas and for low incomes/ non car users
- Process of change can be unsettling/ traumatic
- Loss of local employment
- Development and land use resulting from sales

# Key considerations emerging from the Response Form comments

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A range of issues for consideration for HCC Care were drawn from the comments and suggestions received:

- Can new provision be available prior to homes being closed?
- Why can't some existing sites based in communities be redeveloped to achieve the same goal?
- Have we explored all options to refurbish existing facilities?
- If they cannot be refurbished or the land used for new facilities, can they be retained for other health and social care purposes?
- Are 80+ bed homes too big? Can quality of care and the creation of a "homely" atmosphere be achieved to match what many existing HCC already have?
- Can we overcome recruitment challenges to run large homes?
- Are we including provision for day services in new facilities, and could we do more to promote this service?
- Transitions between homes needs to be managed in a way that ensures a full understanding of residents' needs are transferred.
- Is this value for money for an extra 100 beds?
- Is there a risk of becoming overdependent on the private care market?
- Should we be more ambitious on the numbers we will aim to support directly given future demographics?
- Is this being done for financial savings or, conversely, is it too expensive?

# Contributions via direct correspondence, and engagement sessions

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The unstructured responses received via email and letter provided a range of comments relating to the proposals.

50% of these representations related to specific proposals for closure of Bishops Waltham House, Solent Mead Services or Green Meadows.

The majority of direct correspondence disagreed with the proposals but there were also comments and questions on specific schemes, challenges to the basis of the consultation, some letters of support for the proposals subject to reassurances on the approach along with suggestions and offers for working alongside other service providers.

The engagement sessions and conversations held with residents and their representatives and families revealed considerable uncertainty around the impact of service closures and alternative options for the future both for residential and day service provision.

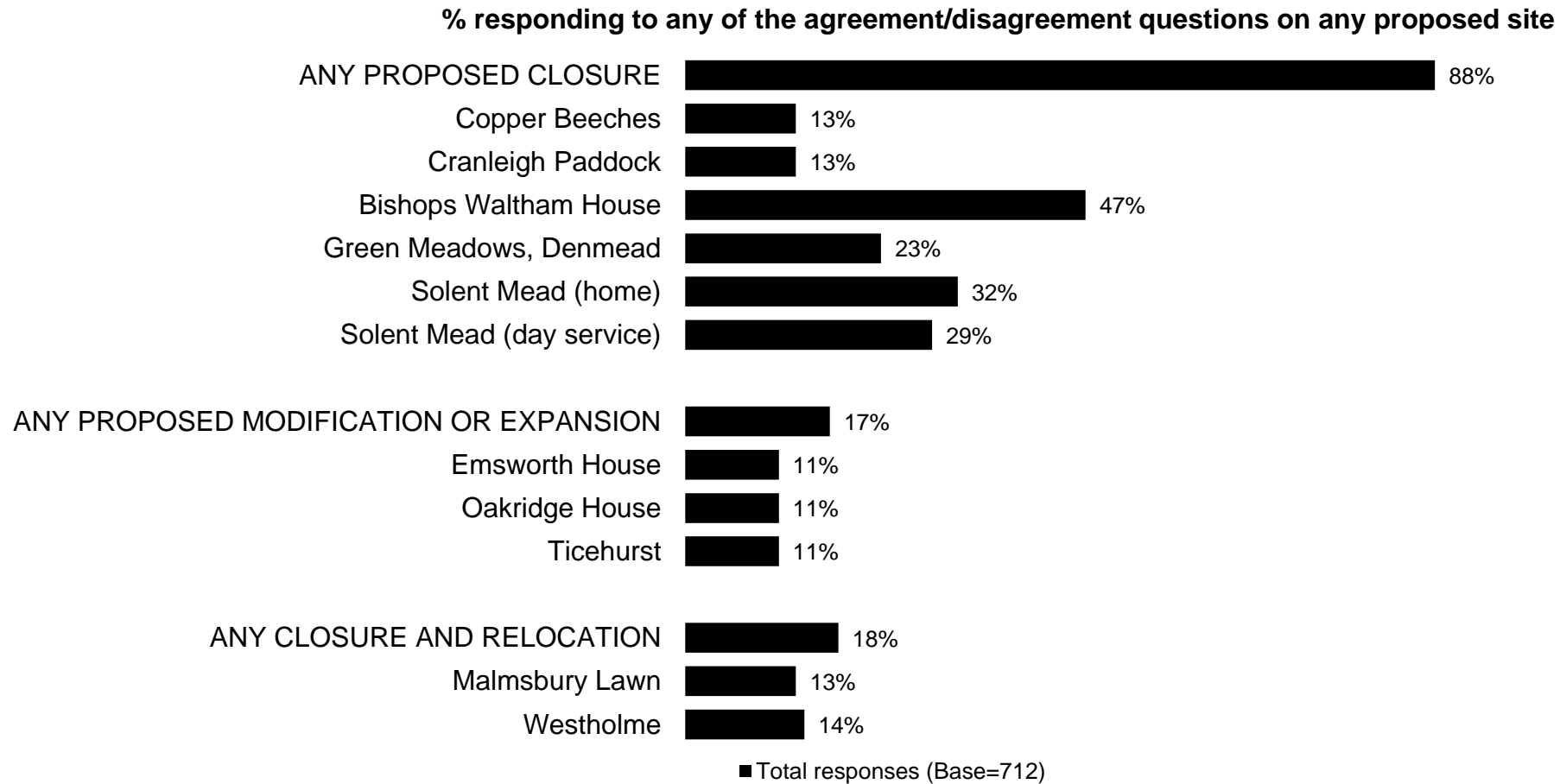
Existing services were highly valued. For those services with proposed expansion and modifications, there was support for the programme of improvement but with some concern around the disruption of the work.

*\*See next slide for base number of responses per proposal*



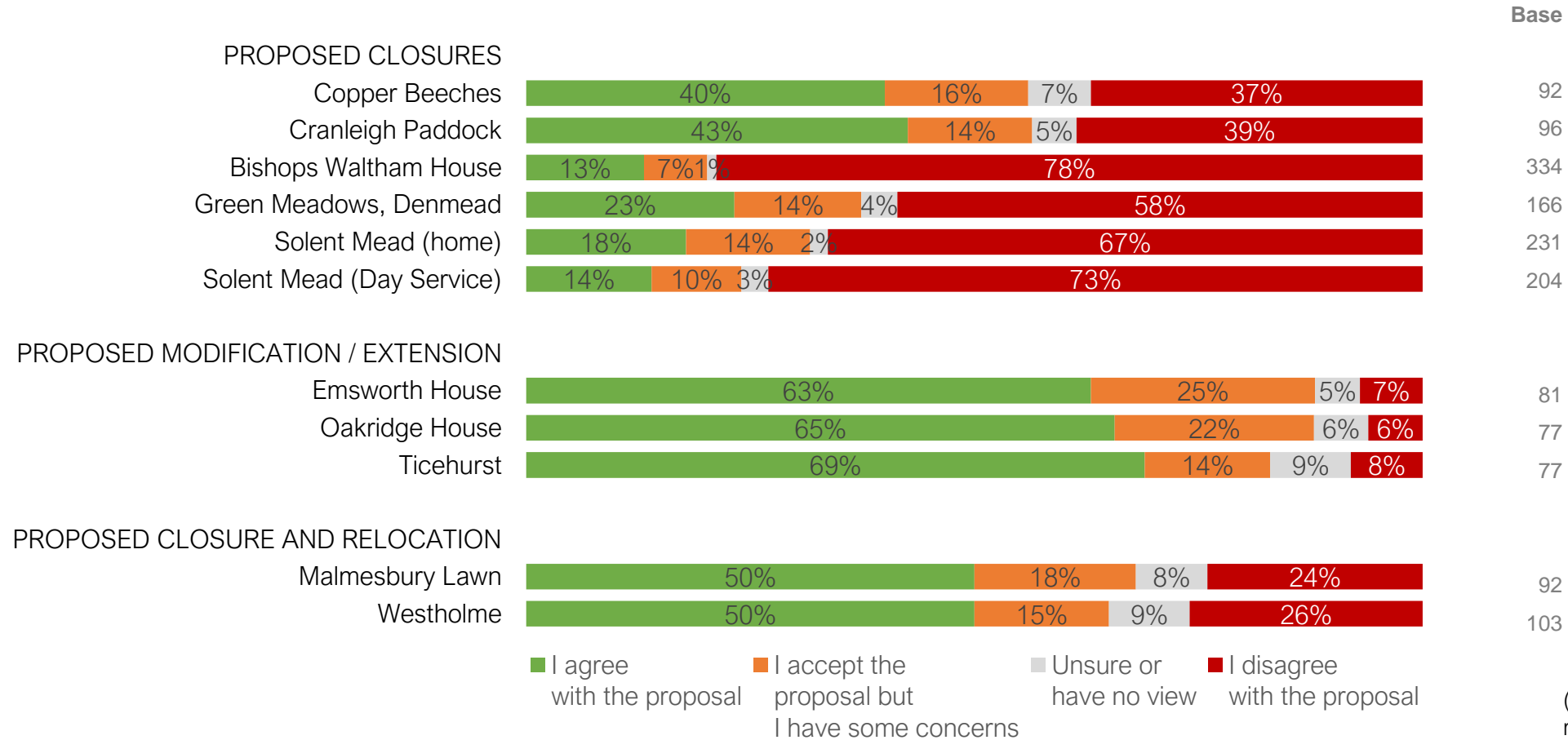
# Responses submitted via the Response Form

Of all the people who responded to the consultation, most chose to respond regarding the closures, in particular Bishops Waltham House.



*Graph based on those who gave any response to any of the questions on overall agreement / disagreement with the proposals*

# Level of agreement with proposals (summary all proposals)



(NB: Many of the 724 respondents shared their views on more than one proposal.)

# Individual proposals findings – key groupings for analysis

When analysing the responses on the reasons and impacts of the proposals, responses are grouped into four key areas based on the respondents' stated main interests in the proposals. NB: 18 out of 724 respondents did not indicate their interest in the proposals; these are included within the overall analysis.

	GROUP 1:	GROUP 2:	GROUP 3:	GROUP 4:
	Current or former service users and their family/ friends	Current or former staff/ volunteer at a Care facility	People who live close to the sites	Any other individuals, organisations and democratically elected representatives
Somebody who lives close to one of the homes			174	
Somebody else with an interest *				174
Relative of a resident (or former resident)	113			
Friend or someone otherwise connected to a resident (or former resident)	80			
Somebody who has worked or volunteered in one of the homes		57		
Somebody who works in another HCC home that is not affected		33		
Resident	30			
User of Solent Mead Day Service	6			
Relative of a user (or former user) of Solent Mead Day Service	5			
Somebody who has worked or volunteered at Solent Mead Day Service		3		
Friend or someone otherwise connected to a user (or former user) of Solent Mead Day Service	1			
Somebody who works in another HCC Day Service that is not affected by these proposals		1		
Responses on behalf of an organisation				13
Responses from democratically elected representatives				16
Not specified (18)				
<b>TOTAL (724)</b>	<b>235</b>	<b>94</b>	<b>174</b>	<b>203</b>

\* "Somebody else with an interest" includes those describing themselves as: older residents, residents with disabilities, carers, residents with an interest/ involvement in their local communities and the needs of older residents, family of older people with likely future care requirements, taxpayers/ residents, other current or former staff or professionals in the health or social care sector, some of whom may have had an involvement with the facilities potentially affected by the proposals, former elected representatives and people who work or have worked for Hampshire County Council.

Group 1 was highly likely to voice disagreements to the closures, while Group 2 was more likely to agree to them and were very supportive of non-closure proposals. Group 3 were particularly opposed to certain closures (Bishops Waltham House, Solent Mead), and Group 4 were more divided in opinion.

### Overall agreement / disagreement question (by interest group)



\* Caution - low base (under 30): care needed when interpreting results

## Individual proposals

# Copper Beeches and Cranleigh Paddock (proposed permanent closure of temporarily closed home)

## Headline findings – Copper Beeches

92 people who submitted a Response Form responded to the proposal for Copper Beaches. 40% agreed with the proposal and 37% disagreed. 16% accepted the proposal but with some concern.

65% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 37% of these agreed and 38% of them disagreed with the proposal.

8% of respondents were residents/ former residents or family/ friends. 57% of this group disagreed with the proposal.

16% of respondents were in the “staff/ former staff” group. 67% of this group agreed with the proposal.

9% of respondents were people whose stated interest was as someone living close to the home, 63% of whom disagreed with the proposal.

The main concerns were:

- future use of the site
- proposed size of new homes is too large
- inadequate capacity of appropriate services for future needs

## Headline findings – Cranleigh Paddock

96 people who submitted a Response Form responded to the proposal for Cranleigh Paddock. 43% agreed with the proposal and 39% disagreed. 14% accepted the proposal but with some concern.

66% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 37% of these agreed and 44% disagreed with the proposal.

8% of respondents were residents/ former residents or family/ friends. 75% of this group disagreed with the proposal.

21% of respondents were in the “staff/ former staff” group. 70% of this group agreed with the proposal.

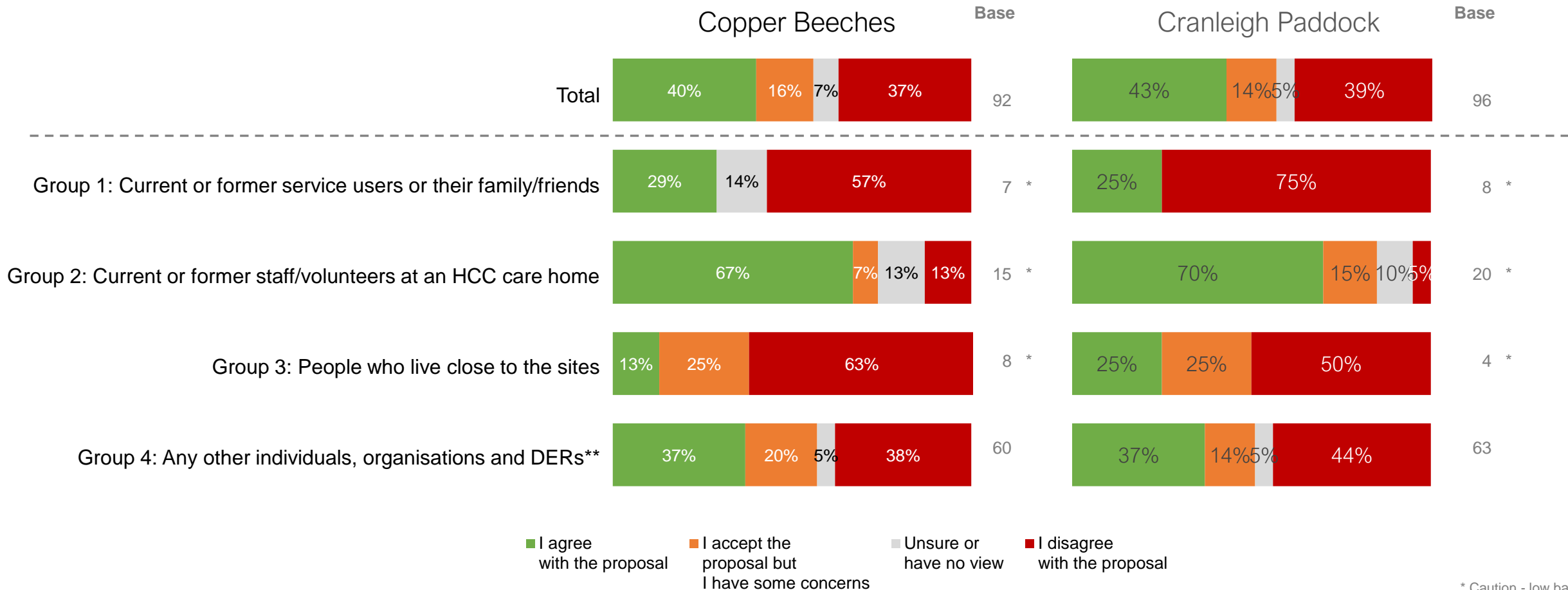
4% of respondents were people whose stated interest was as someone living close to the home, 50% of whom disagreed with the proposal and 25% agreed.

The main concerns were:

- inadequate capacity of appropriate services to meet local needs
- less care choice and dependency on private sector alternatives

# Copper Beeches and Cranleigh Paddock

## Level of agreement with proposals overall and by interest group



\*\*DER = democratically elected Member

\* Caution - low base: care needed when interpreting results



# Copper Beeches - reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments	Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs					0	<b>Group 1:</b> 2 * Current or former service users or their family/friends
	Current accommodation needs updating to be fit for purpose				2	3	
<b>About existing services</b>	Quality of service is high		2			2	<b>Group 2:</b> 3 * Current or former HCC care home staff/volunteers
	Quality of staff is high		1			1	
	Existing facilities already meet needs of some residents		1			1	<b>Group 3:</b> 5 * People who live close to the sites
	Existing facilities are well located				2	2	
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	1		1		2	<b>Group 4:</b> 10 * Any other individuals, organisations and DERs
	Adverse impact on relatives including need to travel further	2	1		1	4	
	Proposed size of new homes is too large		2			2	
	Less local care choice and dependency on local private sector alternatives				2	2	
	Loss in continuity / consistency of care for individuals during transition					0	Unspecified 1 <b>Total respondents = 21*</b>
	Leads to inadequate capacity of appropriate services for local needs	1	2		3	6	
	Loss of established highly valued service within local community**					0	
Potential loss of high calibre staff					0	** (includes basic pleas not to close the facility)	
<b>Impacts on staff</b>	Staff will have further / too far to travel					0	
	Local employment / employment opportunities may be lost	1	1			2	
	Other impacts on staff					0	
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services					0	
	Strategy primarily driven by financial considerations	1				1	
	Invest in existing estate and facilities					0	
	Adequate new services should be open before old ones closed					0	
	Other challenges to strategy		1	2	6	9	
<b>Other</b>	Key considerations for new accommodation					0	
	Land / buildings should be used to meet care needs of local community			3	1	4	
	Other land / buildings / development comments			1		1	

\* Caution - low base: care needed when interpreting results

# Copper Beeches - illustrative comments

## Adverse impact on relatives including need to travel further

*"The closest placement would be Westholme. for someone who does not drive and finds it hard to access public transport - how is this person centred for the client not being in close proximity to their family?"*

## Impacts on staff

*"The whole consultation experience for staff has been quite traumatic leaving some staff with low moods and wellbeing throughout, feeling uncared for by senior staff throughout HCC. We now have to worry about our job security and our future."*

## Land / buildings should be used to meet care needs of local community

*"I would be happy if the land was utilised for caring of elderly people or homes strictly for elderly people. If flats are built then this area will just go downhill, we already have flats nearby and they are a nuisance".*

## Loss of established highly valued service within local community

*"I have no doubt this is for monetary gain as seen with the closure of Cherry Orchard. So again, where do the people of Andover go? Disgraceful, it is all about money and nothing to do with local services for local people."*

## Leads to inadequate capacity of appropriate services for local needs

*"With the current cost of living crisis they [carers] cannot afford to pay for private care either in the home or in a private care home or to visit relatives who are placed in a home many miles from Andover."*

## Proposed size of new homes is too large

*"Are we returning to the 'old days' of large (80 plus residents) institutions to be cost effective?"*

*"You propose to make a bigger home, clients with dementia get lost in these buildings"*

## Other challenges to strategy

*"It was closed temporarily because of staffing recruitment problems - a problem for both the public and private sector in this area. Care Homes are considering closure." **"Perhaps it would be more beneficial to look at staffing rather than buildings"***

*"My concern relates to the provision of short-term care for those discharged from hospital but in need of convalescent support."*

# Copper Beeches - illustrative comments

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## Current accommodation needs updating to be fit for purpose

*"The building is too small to offer a modern up to date service. The bedrooms & corridors are too small. There is little scope to improve the space within the building or within the grounds."*

## About existing services

*"m, they all had such a good rapport and care for the residents. Having visited other homes - this type of care has not been seen anywhere else".*

*"Copper Beeches was a dementia only home which worked really well".*

## Challenges to strategy

*"Who owns Copper Beeches and if sold will the money be invested in Andover services for the elderly?"*


















*"Will a replacement capital facility and additional staffing be provided to cope with increasing needs for elderly physical high dependency and dementia care in the area?"*

*"Do you propose to build another care home or sell the land?"*

*"Just think it's a shame as location and having a Day Service next to the home and walking distance into town would be ideal for learning disability unit for young adults"*

*"It could be modernised and used as temporary accommodation for families and/or children that are homeless.... The lack of facilities for homing families could make this facility a viable alternative for HCC. It could also be used as children's home, negating the need for the county to contract at extortionate rates for temporary accommodation for children awaiting fostering".*

# Cranleigh Paddock - reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments		Base	
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs				1	 1	<b>Group 1:</b> Current or former service users or their family/friends	0	
	Current accommodation needs updating to be fit for purpose		2		1	 3			
<b>About existing services</b>	Quality of service is high				2	 2	<b>Group 2:</b> Current or former HCC care home staff/volunteers	6 *	
	Quality of staff is high				2	 2	<b>Group 3:</b> People who live close to the sites	1 *	
	Existing facilities already meet needs of some residents				2	 2			
	Existing facilities are well located				2	 2	<b>Group 4:</b> Any other individuals, organisations and DERs	6 *	
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community		1			 1	<b>Total respondents</b> = 13*		
	Adverse impact on relatives including need to travel further				1	 1			
	Proposed size of new homes is too large		1			 1			
	Less local care choice and dependency on local private sector alternatives				1	1		 2	
	Loss in continuity / consistency of care for individuals during transition				1	1		 2	
	Leads to inadequate capacity of appropriate services for local needs				1	1		 2	
	Loss of established highly valued service within local community**				1	1		 1	** (includes basic pleas not to close the facility)
Potential loss of high calibre staff				1	1	 1			
<b>Impacts on staff</b>	Staff will have further / too far to travel								
	Local employment / employment opportunities may be lost								
	Other impacts on staff								
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services								
	Strategy primarily driven by financial considerations								
	Invest in existing estate and facilities		1			 1			
	Adequate new services should be open before old ones closed								
	Other challenges to strategy		1			 1			
<b>Other</b>	Key considerations for new accommodation								
	Land / buildings should be used to meet care needs of local community								
	Other land / buildings / development comments				1	 1			

\* Caution - low base: care needed when interpreting results

# Cranleigh Paddock - illustrative comments

Unsettling or traumatic to leave current home and community

*"the loss in services users that pass away due to being moved with dementia".*

Leads to inadequate capacity of appropriate services for local needs

*"My mother has just been discharged from hospital after 79 days .....Lyndhurst would have been an ideal choice The council has a responsibility to the older generation who have all worked and paid their taxes"*

Less local care choice and dependency on local private sector alternatives

*"There is a lack of council provided care homes in this area it is too far to travel for friends and relatives."*

Proposed size of new homes is too large

*"Smaller homes are more friendly"*

Current accommodation needs updating to be fit for purpose

*"I appreciate the building is old and does not meet size requirement and that need has also changed"*

*"Neither homes are fit for purpose anymore- they pose huge restrictions to being able to deliver care in the most dignified way. The current structure of both buildings means that if a resident's needs do increase, they have to move on sooner than they potentially would need to for their care needs to be met".*

About existing services

*"Cranleigh Paddock is a specialist home supporting people living with dementia and complex needs."*

*"Cranleigh Paddock was an amazing facility, when you walked in you instantly immersed into the service, with residents all doing activities in the main lounge by the entrance. The home was practical as it was single story, with lots of access to the lovely gardens."*

Other land / buildings / development comments

*"NFDC would welcome discussions directly with Hampshire County Council regarding any proposal to sell the building and associated land, before it does so with any other party, reflecting a public sector partnership approach to the best use of public sector owned land. NFDC is committed to providing affordable housing across the district and would be keen to assess the viability of additional affordable housing on this site."*

# Bishops Waltham House (proposed permanent closure of currently operational home)

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## Headline findings

334 people who submitted a Response Form responded to the proposal for Bishops Waltham House. 78% disagreed with the proposal and 13% agreed. 7% accepted the proposal but with some concern.

28% of respondents were residents/ former residents or family/ friends. 96% of this group disagreed with the proposal.

10% of respondents were in the “staff/ former staff” group. 39% of this group agreed with the proposal and 33% disagreed.

34% of respondents were people whose stated interest was as someone living close to the home, 94% of whom disagreed with the proposal.

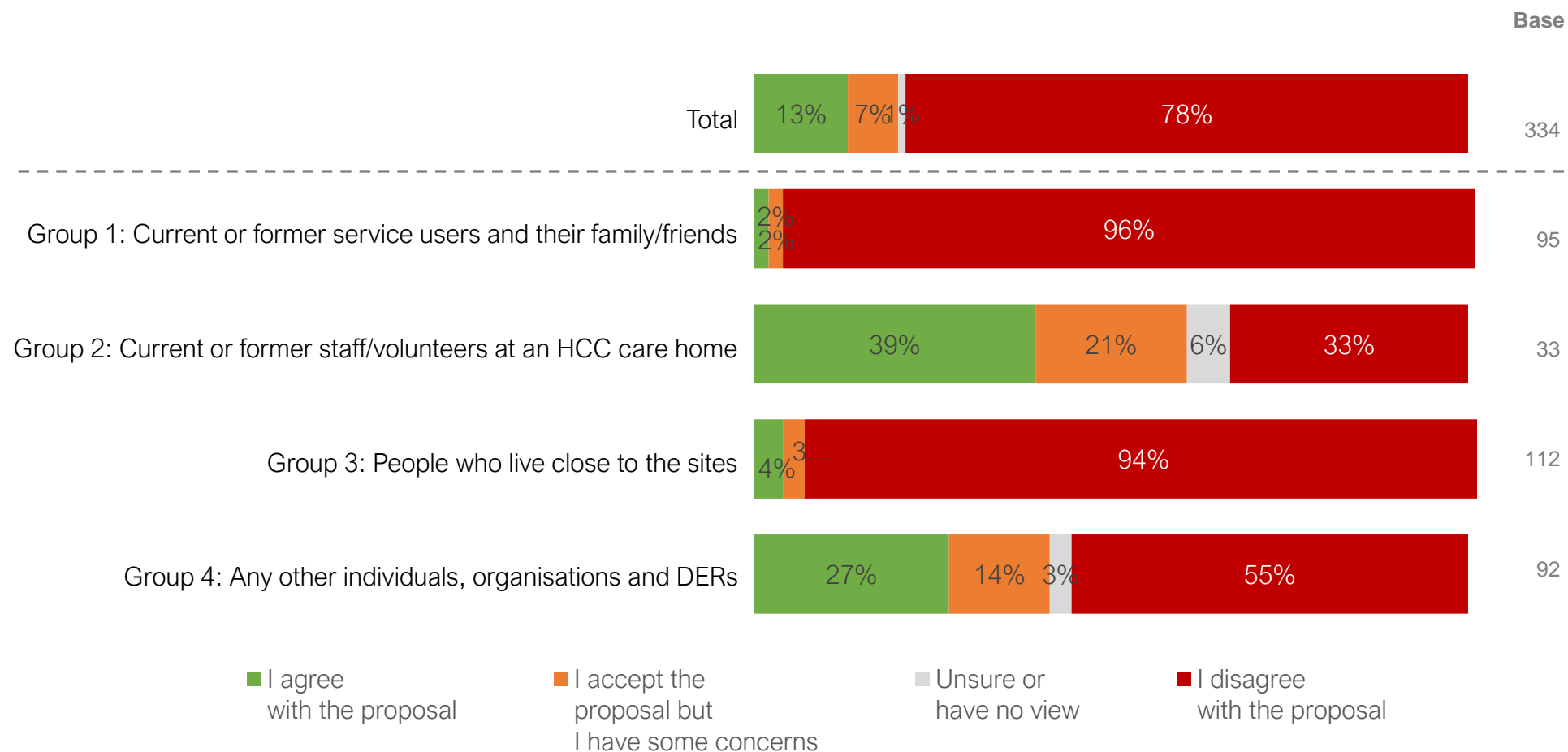
28% of respondents were people in the Group “other interested individuals, organisations or elected representatives.” 27% of these agreed and 57% of them disagreed with the proposal.

The most frequently mentioned concerns were:

- loss of established highly valued service within local community
- unsettling or traumatic to leave current home and community
- adverse impact on relatives including need to travel further
- inadequate capacity of appropriate services for local needs

# Bishops Waltham House

## Level of agreement with proposal overall and by interest group



# Bishops Waltham House – reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments		Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs							78
	Current accommodation needs updating to be fit for purpose		6	1	1	8		
<b>About existing services</b>	Quality of service is high	35	3	14	5	57		17 *
	Quality of staff is high	23	2	4	1	30		
	Existing facilities already meet needs of some residents	22	4	8		34		96
	Existing facilities are well located	7				7		
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	40	7	29	10	87		31
	Adverse impact on relatives including need to travel further	32	3	44	8	87		
	Proposed size of new homes is too large	8		4	4	16		
	Less local care choice and dependency on local private sector alternatives	5	1	11	3	20		
	Loss in continuity / consistency of care for individuals during transition	2				2		
	Leads to inadequate capacity of appropriate services for local needs	7	3	15	9	34		
	Loss of established highly valued service within local community**	45	3	57	11	117		
	Potential loss of high calibre staff						** (includes basic pleas not to close the facility)	
<b>Impacts on staff</b>	Staff will have further / too far to travel	5	4	9		18		
	Local employment / employment opportunities may be lost	10	5	9	2	26		
	Other impacts on staff		1	1		2		
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services							
	Strategy primarily driven by financial considerations	2	1	3	1	7		
	Invest in existing estate and facilities	3	2	4	2	11		
	Adequate new services should be open before old ones closed	3	1			4		
	Other challenges to strategy	4	1	2	1	8		
<b>Other</b>	Key considerations for new accommodation							
	Land / buildings should be used to meet care needs of local community	1	1	4	2	8		
	Other land / buildings / development comments	2	1	9	1	14		
							<b>Total respondents</b>	223

\* Caution - low base: care needed when interpreting results



# Bishops Waltham House - illustrative comments

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## Unsettling or traumatic to leave current home and community

*“As a retired medical practitioner, I have seen the very negative effects of having to move out of a care home through no choice of your own and when in a very vulnerable state - whatever “mitigations” are made a number of residents are likely to die shortly after any such “forced” move”.*

*“I work in a care home myself. It isn’t just a care home! it’s a family, it’s a community, if my care home got shut down, the bonds of the residents would be lost! It’s all well and good saying “we can find new care homes for the residents” they don’t want new ones - they want this one!*

*“For the elderly residents living there will be too much of a change. They absolutely love it at Bishop’s Waltham House, as it’s small, with incredible staff and it would be too much of an upheaval to move them”.*

## Less local care choice and dependency on local private sector alternatives

*“Where else in the area are people who just need care not nursing supposed to go? The private care homes are beyond most people’s means”.*

## Adverse impact on relatives including need to travel further

*“Bishops Waltham does not have a train Station it now has a limited bus service, if this home is closed and residents are moved away also future residents then family and friends who don’t have their own vehicles are going to really struggle to visit them, especially if their mobility isn’t good or have bad health, at the moment most people can walk to see their relatives or friends, they can bring them out into the village if well enough amongst the commuters they remember, please don’t take this home away from us, it will rip apart the hearts of many”.*

*“Lack of public transport in rural areas mean that travelling further afield to visit residents is not viable. People don’t want to relocate away from their family/friends/ community.”*

*“It’s difficult for people to travel to the other areas proposed which would mean severe loneliness and depression for the patient and affect their general wellbeing.”*

# Bishops Waltham House - illustrative comments

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## Loss of established highly valued service within local community

*"It would rip the heart out of our town if this were taken away."*

*"It would be a shame to lose this home especially as it has been such an integral part of the community for years, I myself volunteered there as a young teenager and can see the quality of care that is given there, there is no such thing as residents and staff, as cliched as it is you are truly family there whether staff, resident, friend or loved one."*

*"I want to be in Bishops Waltham, the place I call home".*

*"The facility provides care within the same community in which residents have lived and in which they still have friends and relatives. The huge population expansion of Bishop Waltham makes this even more likely. It is a comfort to people to know that they can stay in their locality and be near their friends and family".*

*"It's an integral part of the community, nothing else like it in Bishops Waltham - will be a big blow to many families."*

*"My grandmother spent her final years in Bishops Waltham house after living in the village her whole life, the matter of moving into a care home was made all the more comforting for her knowing she remained local to her roots, Bishops Waltham has many residents who have lived locally for their entire lives!"*

*"This is a much needed provision to our town. Bishops Waltham house provides a living home for many people in the surrounding areas. Our young children in the village also actively take part in activities with people in the home"*

*"These people have lived and brought up their children in this beautiful village they deserve more".*

# Bishops Waltham House - illustrative comments

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Leads to inadequate capacity of appropriate services for local needs

*"HCC are very naive to think that there is suitable availability for the residents should they need to be moved. As a relative I can assure you that we've looked, and nothing compares to BW house. Please do not close this wonderful home it is crucial to us and the local people."*

Less local care choice and dependency on local private sector alternatives

*"This is the only public owned care home. Residents and their families are pleased with the care there. Public money should be spent in public owned care not private owned, for-profit organisations."*

*"I do not agree that residential care should be reliant purely on independent charitable sector and with the aging population and demographics it is important that anyone requiring residential care has affordable choices and not two-tier system based on ability to pay. Government proposal on changes to thresholds of savings will also mean that more people will need LA financial support so better to be able to provide direct provision rather than reliant on other sectors where objectives not necessarily about the quality of care."*

Proposed size of new homes is too large

*"Being a smaller unit, the staff get to know the residents this wouldn't in a larger home. "Moving to a 80+ resident care home is far too big, My father would be very confused with that number of residents."*

*"The CQC do not like large care homes as they become institutions."*

*"Due to it being a smaller setting staff know their residents, they know very quickly if something is out of character and spot early signs of illnesses such as urine infections. I worry in a larger 100 bed place this level of care could not be achieved"*

*"I disagree that a large home of 80+ beds would provide better care for Dementia sufferers; this is not evidenced in the Cabinet report dated 18th July 2023."*

# Bishops Waltham House - illustrative comments

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## Impacts on staff

*"Many of the staff in the home have been there for a long time, so the closure will affect these staff hugely. Transferring them to new homes in the New Forest or Havant is just not feasible due to the distance."*

*"The staff working at Bishops Waltham House are local people, who fit their shifts in around childcare and so on in the village. They were told that they would not lose their jobs. How is this possible?"*

*"Many staff live in the town this supplying much needed employment. The fact that staff are local helps with work rotas as they are nearby. Local staff means less cars on the road."*

## Land / buildings should be used to meet care needs of local community

*"I would be most concerned should property development on the site become a reality."*

*"Bishops Waltham does not require yet more housing, but it does need this home."*

*"I have no idea what the proposed planning for the site will be, but more housing is a total no. We are overwhelmed with development and traffic has become intolerable."*

*"This town has had building on every available plot of land and does not need yet another open corner to be covered in houses or apartments. We have taken our share of new houses for Hampshire. Any more needs to go elsewhere ...our schools and doctors surgery are at peak capacity and yet still you cut the bus services here."*

## Current accommodation needs updating to be fit for purpose

*"The site is very dated and doesn't for fill regulations or basic standard of living requirements. Whilst I understand the upset it may cause residents and their families, in the long term the standard of care and facilities, quality of life holistically will be improved."*

*"The building is old and requires updating to provide each resident with their own personal bathroom. These changes would provide residents with independence and dignity".*

*"The service is fantastic but does need bigger rooms to continue to support people's needs in the future."*

# Bishops Waltham House - illustrative comments

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## About existing services

*"This care home helped my late grandmother tremendously. The care provided was unmatched."*

*"In all those [15] years I have never had any reason to complain and never had a cross word with anyone. It is a well-run home where all the staff really care about the people they look after."*

***"The care she has received has been exceptional and is loving life there."***

*"As soon as grandma moved in... it was life changing and gave her some independence again. At first we were worried that she didn't have an ensuite but soon realised grandma did not worry and it actually provides much needed exercise each day to walk the short distance across the hall. She had only been able to wash down previously but now enjoys a bath each week and "can't believe her luck" with the amazing facilities that allow this for her. "*

*"It is a very happy place. I have a large bedroom and there is a range of equipment and hoists to help the staff. I do not need an ensuite bathroom and there are specialist bathrooms here."*

*"I feel that this home has done very well for me. It is modern, it's comfortable, the room sizes are adequate, and the staff are excellent."*

*"Bishops Waltham House provides excellent care for my Mother who has advanced dementia. Her needs are being met fully by wonderful HCC care staff. She has a large bedroom and has access to the latest equipment, including hoists, adapted wheelchair, specialist baths etc but most importantly, it is the care that she receives that sets Bishops Waltham House apart from other local residential homes."*

*"My mother-in-law has been extremely happy and very well cared for. The staff are mainly local and quite often know the residents and their family. The home is well maintained and very clean, the food is excellent."*

*"I've heard a big part of the reason to close it is due to the building not being fit for purpose, as a builder myself I'm Struggling to see much that can't be easily fixed."*

*"The home is currently rated as "Good" with the CQC including Dementia care, not just standard residential care as incorrectly stated in the Cabinet Decision Report."*

# Bishops Waltham House - illustrative comments

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## Invest in existing estate and facilities

*“If you do nothing else allow us the 5 years the others have in the proposal don’t shut ours immediately, even if we consider how we could fundraise to help fund costs of improving the building in 5 years we could make a lot and I would be happy to do this.”*

*“It is a large site and grounds with plenty of scope for expansion of the care facilities and modernisation, should Hampshire County Council prioritise this. Finding a new greenfield site for adult social care services within the Bishops Waltham parish, and building a brand-new facility would be much more expensive.”*

*“There is lots of land around Bishops Waltham House. Building an extension would seem to be a better solution.”*

*“I would recommend the Council to renovate the entire building and let it function as an elderly home since the funding is available. What would be the benefit of closing this home and building another one? Renovating the current one and providing it with new facilities and upgrades would be much appreciated. Closing it would affect the entire area and would also affect the face of this lovely area.”*

*“Why can’t the money be put towards updating the care home? The claim is the building is unfit for purpose as we do not have en-suites but EVERY resident is happy and when people move into the home, they are aware of the building and facilities and are happy to move in so it all feels like an excuse.”*

*“There is significant land around BW House with potential for extra care development through not-for-profit investment and a more detailed analysis of the potential interior improvement to meet standards of provision is required. The range of options for the building and the site requires further assessment and should form part of any closure report to members.”*

*“You currently offer 900 beds across Hampshire in your care homes. The proposal is to increase the number of beds to 1,000 at a cost of £173m – that is £1.7m per bed! This is utterly ridiculous. If you were to modernise Bishop’s Waltham House, convert some rooms into rooms with en-suites (there are several rooms that this could be accommodated) for the few residents who need this, fit hoists into other rooms for residents who need them, this would cost a fraction of the proposed figure.”*

# Bishops Waltham House - illustrative comments

## Challenges to strategy

*“You want to close perfectly suitable homes and build huge 100 bed homes, which the costs of running will be astronomical. Has a thorough modelling exercise of the running costs of these proposed homes been undertaken? The new 100 bed homes will have 100 ensembles – that’s 100 bathrooms that need cleaning every day, 100 bathrooms that will need to be refurbished, etc. Have the Council considered these additional costs in their future budgets, both the daily cleaning costs in the revenue budget and the refurbishment costs in the capital budget?”*

*“Why is BW not fit for purpose?’ It has been in existence for 40+ years – many properties in the village are 100s of years old and are still standing. I have heard that the rooms are not suitable for hoists because the joists in the building cannot support them – why? Can they not be strengthened? Can a frame not be built and the hoist operate from that? The proposal also states the rooms do not meet the required standards of 14m<sup>2</sup> – this may be the case for some of the rooms, but many of them are large, or double rooms, giving residents almost their own space like a lounge, as well as a bedroom”.*

*“If you need 100 more beds, why have you not considered building one or two new homes in the County? This again, would be a fraction of the cost of your proposal.”*

*“Many of the other homes in the vicinity that the proposal mentions will also not meet the required standards, as they are very old buildings that have been adapted into care homes. Has the Council looked at any of these homes in the vicinity and checked the size of their bedrooms? Your proposal states your engineers have completed a desktop review – what does this mean? Why have they not completed a full review? Have they visited site?”*

*“Can you explain why this home is not being given the 5 years that the other homes are given? As a member of Bishops Waltham/ Swanmore all my life and being on a low wage where will people like myself go in the future. 173 million for 100 extra beds?? Good value for money?”*

## Adequate new services should be open before old ones closed

*“The proposal wants to close the homes starting from 2024 – the new homes will not be built until at least 2027, probably more like 2028. Where do you propose the residents will live in the meantime? There are NO spaces at other care homes locally. It is absolutely ridiculous to close the homes BEFORE the new ones are built”.*

# Green Meadows (proposed permanent closure of currently operational home)

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## Headline findings

166 people who submitted a Response Form responded to the proposal for Green Meadows. 58% disagreed with the proposal and 23% agreed. 14% accepted the proposal but with some concern.

44% of respondents were residents/ former residents or family/ friends. 85% of this group disagreed with the proposal.

12% of respondents were in the “staff/ former staff” group. 60% of this group agreed with the proposal.

3% of respondents were people whose stated interest was as someone living close to the home, 40% of whom disagreed with the proposal and 40% agreed.

40% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 32% of these agreed and 45% of them disagreed with the proposal.

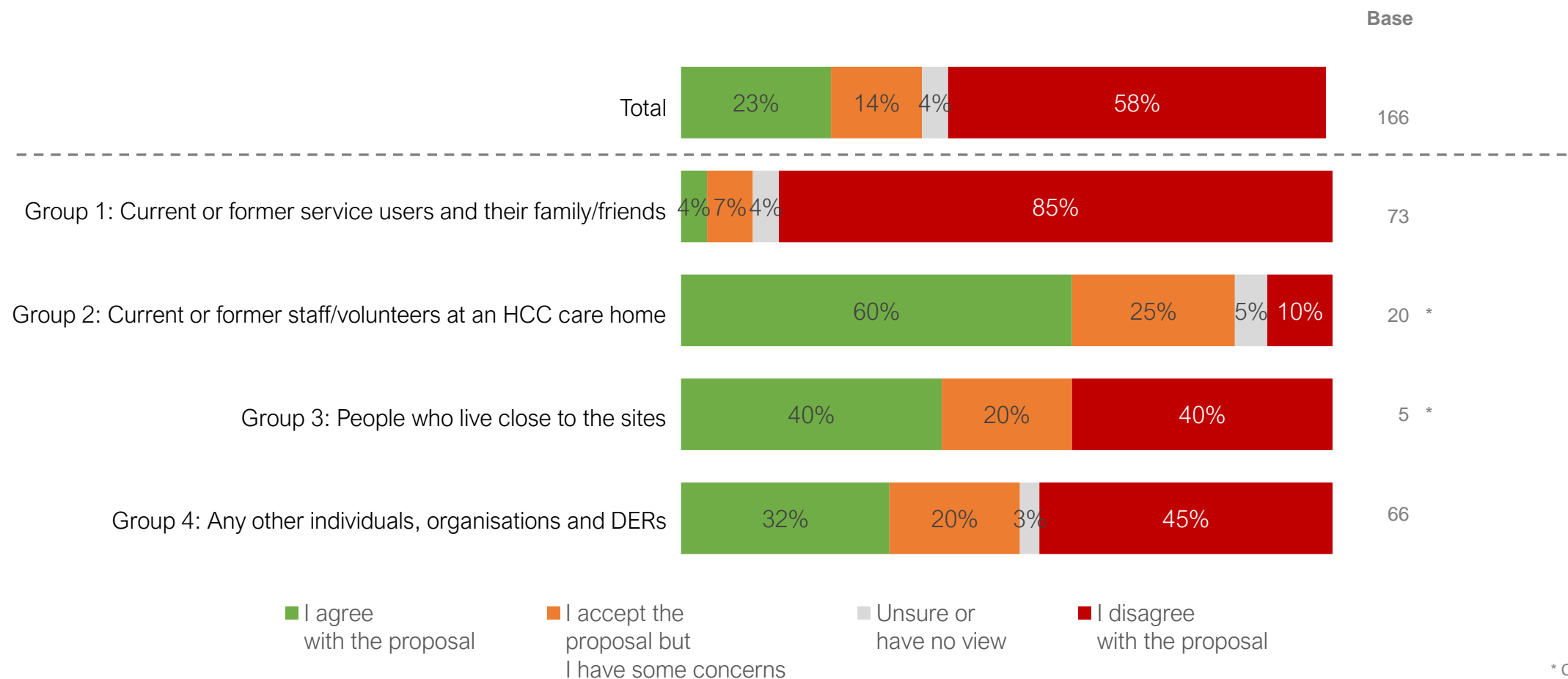
The main concerns were:

- loss of established highly valued service within local community
- unsettling or traumatic to leave current home and community
- adverse impact on relatives including need to travel further



# Green Meadows

## Level of agreement with proposal overall and by interest group



\* Caution - low base: care needed when interpreting results

# Green Meadows – reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments		Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs	1		1		2	<b>Group 1:</b> Current or former service users or their family/friends	58
	Current accommodation needs updating to be fit for purpose		2	1		3		
<b>About existing services</b>	Quality of service is high	14				14	<b>Group 2:</b> Current or former HCC care home staff/volunteers	5 *
	Quality of staff is high	16	1			17		
	Existing facilities already meet needs of some residents	5				5	<b>Group 3:</b> People who live close to the sites	2 *
	Existing facilities are well located	1			1	2		
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	23		1	3	27	<b>Group 4:</b> Any other individuals, organisations and DERs	9 *
	Adverse impact on relatives including need to travel further	22				22		
	Proposed size of new homes is too large	3			1	4		
	Less local care choice and dependency on local private sector alternatives	2				2		
	Loss in continuity / consistency of care for individuals during transition	2				2		
	Leads to inadequate capacity of appropriate services for local needs							
	Loss of established highly valued service within local community**	32	2		5	39	<b>Total respondents</b>	= 74
	Potential loss of high calibre staff						** (includes basic pleas not to close the facility)	
<b>Impacts on staff</b>	Staff will have further / too far to travel			1		1		
	Local employment / employment opportunities may be lost							
	Other impacts on staff	2	1	1		4		
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services							
	Strategy primarily driven by financial considerations	1				1		
	Invest in existing estate and facilities	3		1	3	7		
	Adequate new services should be open before old ones closed	3			1	4		
	Other challenges to strategy	2			1	3		
<b>Other</b>	Key considerations for new accommodation							
	Land / buildings should be used to meet care needs of local community							
	Other land / buildings / development comments	1				1		

\* Caution - low base: care needed when interpreting results

## Green Meadows- illustrative comments

### Unsettling or traumatic to leave current home and community

*“By closing Green Meadows and Bishops Waltham House, you are stripping out any council run care homes in the vicinity and as this is a rural area the travel times to alternatives will add pressure on the relatives who may even struggle to get to visit given the lack of public transport.”*

*“My mother loves it there. She will be very distressed to be moved to a new place. She does not want to be put in an ostensibly medical environment with a hoist that she simply does not need, in a large anonymous institution.”*

*“My elderly friend has built up a rapport with the staff and carers and to have to do all this again somewhere else at the age she is would be incredibly difficult. Alternative homes are a long way away from all she knows and would make visiting her much harder.”*

*“It will be more difficult for friends and family to visit if residents are placed elsewhere and this will be unsettling to the residents and can increase health issues.”*

*“The upheaval at [xx] years old would be absolutely devastating for her. The move to another care home is completely unfair and not safe for her at this point in her life and will put her health and happiness at risk.”*

*“People with dementia do not cope with change it is very confusing for them. The people that live in Green Meadows are well cared for and think of Green Meadows as their permanent home.”*

*“Her emotional wellbeing is already suffering as a result of the proposed changes, and we are very concerned that she has been advised to identify where she wants to live before the consultation process has ended and decisions taken.”*

*“I would end up in tears. This is my home. I moved here to be close to my family. I was in a care home previously, but this home is better. Staff are very nice”.*

# Green Meadows - illustrative comments

## Loss of valued service in the local community

*“This home is and has been part of the community for many years. It is well respected in the village. The staff make it for them . We moved our mum from Plymouth so she can be near to us as we have lived in the village for 32 years.”*

*“Green Meadows is an integral part of the local community and has always been a natural progression point of care for people born and bred in the local villages. It has good bus routes locally and allows for continuation of friendships which are vital to the well-being of residents.”*

*“Its location is ideal for us living locally and there are no other council run premises close by.”*

*“The home is ideally situated in the centre of an existing community, many of our family members live within a 4 mile radius and therefore visiting, whilst juggling childcare/school runs and other family commitments is easy.”*

*“A great loss to the community with no obvious solution for those who use it.”*

*“Green Meadows is a well established care home which has caring and dedicated staff serving the needs of a vulnerable population. It is conveniently located for local residents in Denmead which has a expanded population with recent multiple housing developments and a growing elderly cohort with it.”*

*“Green Meadows is a huge part of the local community and since covid the connections and interactions have become stronger. The local school and nursery are regular visitors and the residents and children benefit immensely from this. Green meadows has a positive impact on the village and church community and would be a great loss.”*

*“It is important to maintain care facilities close to the communities served. Upgrading and redevelopment would be better a solution and maintain a cohesive community.”*

# Green Meadows - illustrative comments

## Main Impacts and concerns

### Impacts on staff

*"It will affect my commute as I live in Denmead therefore spending time and money extra to get to work. When I applied for the role, I wasn't told anything about this (last November) I feel like it's a new job if I transfer to another home which potentially could be exciting, but I am not very good with changes and have been very happy in green meadows and like my colleagues and residents very much so to split us all up is very sad."*

### Proposed size of new homes is too large

*"I disagree 80 beds is beneficial to a patient. It will likely stand to be less personal, may negatively impact the already outstanding caring status held by Green Meadows."*

*"80 resident homes seem to be huge and not conducive to the family feel achieved at Green Meadows."*

*"A 'super care home' will lose that personal and community touch which is so important for the wellbeing of the residents."*

## Less local care choice and dependency on local private sector alternatives

*"Of particular concern regarding the proposal, is the number of HCC care homes remaining open versus those that are closing, and the transition period of those being refurbished or relocated. In particular response to Green Meadows, the next closest HCC care homes would be Havant (as a new build, and not ready until 2027 at the earliest), and Gosport (which is short-term care only). With the alternative being privately-run CQC homes, cost associated with this option would be expected to rise significantly."*

*"My view is that there continues to be a need for council residential care for older people who need care due to infirmity but do not require dementia care. There are many older people who do not have family support and advocacy to manage the financial details and demands of private and commercial care. I feel that the needs and wishes of these Hampshire residents should have a safe place within non-profit seeking residential services."*

*"Bishops Waltham and Denmead are both small communities, that need a HCC care home to provide affordable care for local residents."*

## Reasons in support of proposals

*"Investment is required and modernising this location is not a good use of limited resources."*

*"It is an old building and no longer practical to operate services from there."*

# Green Meadows - illustrative comments

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## About existing services

*"I think this home is outstanding, my father is very happy here, up until now the home has been fit for purpose."*

*"This is my mother's home. She is settled, has flourished at this wonderfully run personal home where she trusts everyone who attends to her day in day out, throughout the night and she feels SAFE and CONTENT. The staff here are exceptional! They care, they love, they attend, they communicate in such a way that they make every resident feel safe and happy. My mum and her friends that she has made at Green Meadows deserve their voices to be heard and to keep their home maintained, supported and functioning as the wonderful support that it does. Do NOT even consider closing it!"*

*"Green Meadows not only offers us close personal links, but it also has excellent staff, services and is in lovely grounds which helps the residents wellbeing no end. In fact before choosing Green Meadows, we looked at several affordable options in the area for my father and Green Meadows was easily the best."*

*"Green Meadows is a fantastic home from home where residents are treated with the upmost care & compassion."*

*"My mother has blossomed and is so happy with the care. They are like one big family. Please do not shorten her life by closing it down."*

*"In Green Meadows there's a "family feel" and the staff there are wonderful. The facilities are perfectly adequate."*

*"The gardens and spaces available to the residents at Green Meadows provides a healthy independence that other homes doesn't seem to offer."*

*"This is home to my grandmother who thrives here. She feels safe and secure and is amongst friends she grew up with which is a special thing. The care staff are absolutely wonderful- they all care!! They know the residents which is important in understanding their needs and make them feel settled and loved! Additionally, they learn the family of the residents and make efforts to welcome everyone at all times. I have seen first-hand the lengths they go to to support not only my grandmother but her peers and the staff there are outstanding in what they do. They operate as a team, and you can sense and witness the depth of trust there. THIS IS REALLY IMPORTANT."*

# Green Meadows - illustrative comments

## Challenges to strategy

*“The arguments are spurious and flawed. Just because a few residents may need hoists does not mean ALL residents need hoists! The same goes for ensuite bathrooms.”*

*“It would be good for residents of affected care homes and their relatives to be given a clearer picture of the level of help in finding alternative accommodation, as well as the timing of these moves.”*

*“The vast majority of residents have to be taken to the bathroom by carers, and others are just as able to visit the communal bathrooms – there has never been an issue to our knowledge for this to be a retro-fitted requirement but appears as more of a specious justification for closure. The same is true for hoists and spacing for carers in the bedrooms. It would be good practice to consult the staff on their opinion before making the proposals, and for their response to be reported in the proposals for the purpose of transparency. Otherwise, again this appears to be a questionable justification for closure.”*

## Invest in existing estate and facilities

*“The grounds of Green Meadows extend well beyond the footprint of the existing buildings, and there is substantial room for extending or even replacing.”*

*“Green Meadows would only need improvement to the facilities and two more permanent staff per shift. The grounds are very engaging, well-kept and secure. Parking is excellent. This proposed closure, is against the wishes of the vast majority of the staff, residents, family and friends of Green Meadows. With family needing to travel approximately an extra 8 miles or more per visit, the environment impact is also unacceptable. With the long leasehold, and the council's poor appetite to sell property - this site would likely stand empty becoming an eyesore for residents of Denmead. There are very few positives in this proposal in our view.”*

# Green Meadows - illustrative comments

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## Adequate new services should be open before old ones closed

*“It wouldn't be so bad if the care home stayed open until the new one was built, and then the residents and staff could move straight across to the new home . I understand that the home isn't fit for purpose, but it would make the closer a bit easier for staff and residents to know that they would be only moving once and with their friends and the staff they know.”*

*“It has been made clear that Malmesbury Lawn and Westholme care homes will not be closed until the new care homes Oak Park and Kingsworthy are available for occupancy. This has been flagged at until at least the beginning of 2027. I understand that this is to minimise the disruption of the existing residents of Malmesbury Lawn and Kingsworthy and would concur that this is an excellent idea and demonstrates genuine concern for residents under HCC's care. I would like to know if the same provisional timescale is being extended to Green Meadows and other care homes slated for closure? And if not, why not? What would make the urgency of the closure of the other homes necessary. I do not know about the other care homes, but I do know that Green Meadows has a very good CQC rating and there are no reported shortcomings that would endanger residents or require early closure.”*

## Other land / buildings / development comments

*“It would be helpful to know for Green Meadows, and potentially other sites proposed for closure, what HCC intends to do with the vacant sites. Denmead village and the surrounding area has seen significant residential building in the last few decades, and building land has significant value. I believe that transparency helps to avoid accusations of profiteering and the misunderstanding that financial concerns trump care needs.”*



# Solent Mead (Home) (proposed permanent closure of currently operational home)

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## Headline findings

231 people who submitted a Response Form responded to the proposal for Solent Mead Home. Many of these also commented on the attached Day Service proposal. 67% disagreed with the proposal and 18% agreed. 14% accepted the proposal but with some concern.

23% of respondents were residents/ former residents or family/ friends. 79% of this group disagreed with the proposal.

12% of respondents were in the “staff/ former staff” group. 50% of this group agreed with the proposal and 25% disagreed.

16% of respondents were people whose stated interest was as someone living close to the home, 95% of whom disagreed with the proposal.

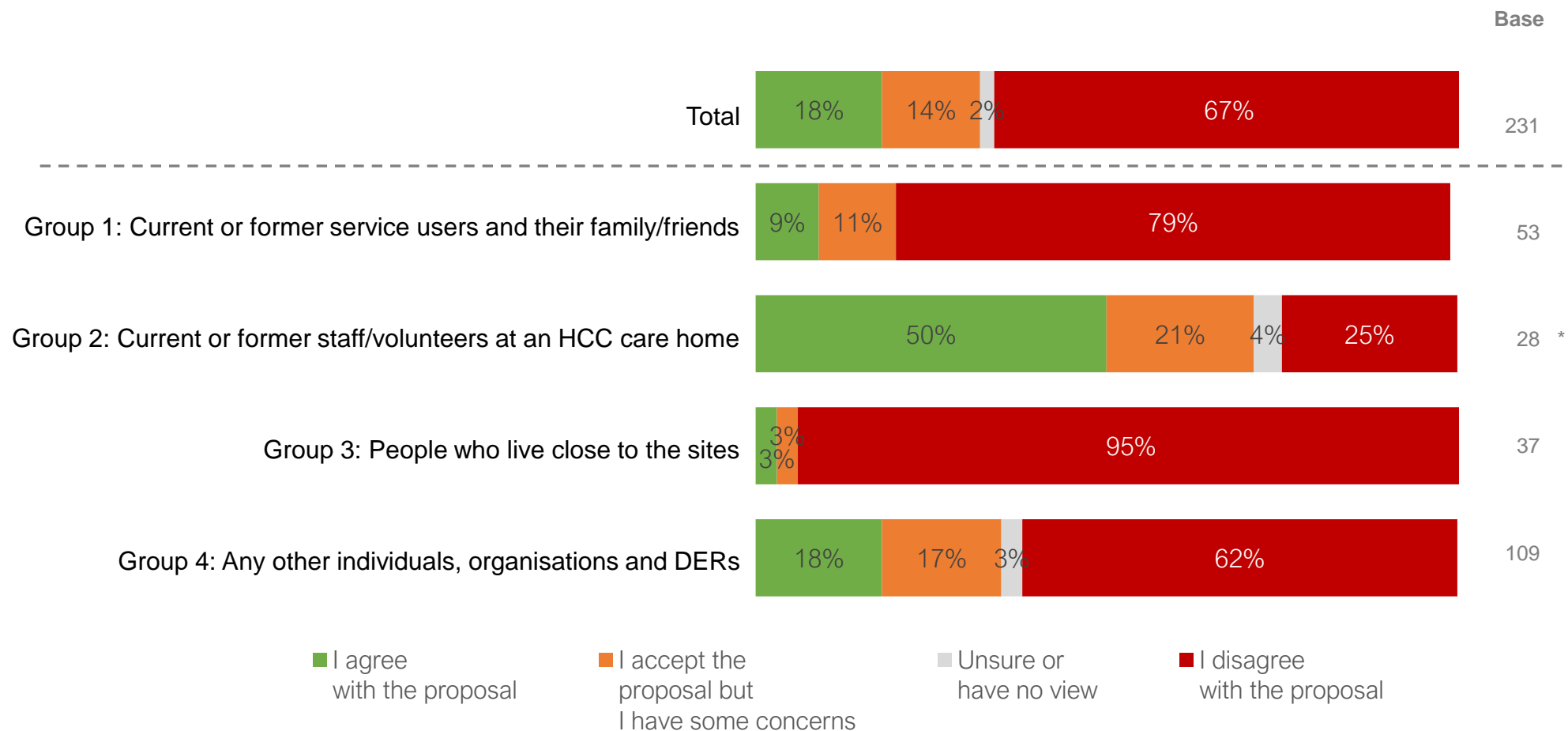
47% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 62% of these disagreed with the proposal.

The main concerns were:

- loss of established highly valued service within local community
- less local care choice and dependency on local private sector alternatives
- Unsettling or traumatic to leave current home and community
- Adverse impact on relatives including need to travel further

# Solent Mead (Home)

## Level of agreement with proposal overall and by interest group



\* Caution - low base: care needed when interpreting results

# Solent Mead (Home) – reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments	Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs		3			3	<b>Group 1:</b> 40 Current or former service users or their family/friends
	Current accommodation needs updating to be fit for purpose	1	2			3	
<b>About existing services</b>	Quality of service is high	11	3	2	4	21	<b>Group 2:</b> 16 * Current or former HCC care home staff/volunteers
	Quality of staff is high	8	1	1		10	
	Existing facilities already meet needs of some residents	2		2	2	6	<b>Group 3:</b> 33 People who live close to the sites
	Existing facilities are well located	1		1		2	
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	10	1	4	11	27	<b>Group 4:</b> 45 Any other individuals, organisations and DERs
	Adverse impact on relatives including need to travel further	10	3	4	10	29	
	Proposed size of new homes is too large	2	1	1		4	Unspecified 2
	Less local care choice and dependency on local private sector alternatives	11	3	8	16	38	
	Loss in continuity / consistency of care for individuals during transition			1		1	<b>Total respondents</b> = 136
	Leads to inadequate capacity of appropriate services for local needs						
	Loss of established highly valued service within local community**	27	2	24	31	85	
	Potential loss of high calibre staff		1		1	2	** (includes basic pleas not to close the facility)
<b>Impacts on staff</b>	Staff will have further / too far to travel		1		1	2	
	Local employment / employment opportunities may be lost	2	1	1	6	10	
	Other impacts on staff	2	3		3	8	
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services	1		2	2	5	
	Strategy primarily driven by financial considerations	6		5	5	16	
	Invest in existing estate and facilities	3	2	2	1	8	
	Adequate new services should be open before old ones closed		1	2	7	10	
	Other challenges to strategy	4	3	3	7	17	
<b>Other</b>	Key considerations for new accommodation		1			1	
	Land / buildings should be used to meet care needs of local community				1	1	
	Other land / buildings / development comments	1	1			2	

\* Caution - low base: care needed when interpreting results

## Solent Mead (Home) - illustrative comments

### Unsettling or traumatic to leave current home and community

*“What is happening at the moment is to put fear and uncertainty to all the residents.”*

*“It is widely accepted by the medical profession that change, particularly major change such as this, can have a catastrophic impact on the elderly, particularly those with any form of dementia. Their emotional and physical well-being is closely linked to the security that comes from familiar routines, environment and care staff. My own mother has been in the incredible care of the staff at Solent Mead for 4 years. She is non-verbal and is therefore unable to express emotions such as pain or discomfort. The continuity of the care staff has been vital to ensure her continued well-being. Her own unique gestures are recognised and acted upon and she is visibly comforted by the familiar faces of the carers around her. I can say without any doubt whatsoever that she would find a major change such as that suggested in these proposals, highly distressing. I am sure that these exact concerns are shared by the families and loved ones of so many of the residents of Solent Mead.*

*“From my point of view people need care, patience, and time, they don't care about having en-suite facilities. They just want to be treated well and with dignity, turfing them out of their home is appalling”.*

### Adverse impact on relatives including need to travel further

*This proposal will reduce the ability of friends and families to maintain links with people in care. It was incredibly difficult. For my sons to visit their dying father when he was placed in a Ringwood care home. There is little viable transport to get from New Milton to Ringwood and the same problem applies all over the forest if more of these services are centralised. You are cutting people off from support at the end of their lives. We have all seen that centralising services =reduction in services, promised home support has never met the needs and this is probably another service reduction.”*

### Proposed size of new homes is too large

*“If this home closes I believe the proposals for much larger facilities will be detrimental to the care of the elderly and cannot provide what is required for a good quality of life.”*

*“I think it is nicer for older people to be in homes that contain up to 40 residents rather than much larger homes.”*

*“Building big (80-100 bed) homes will be impersonal, the residents won't build up relationships with staff and it won't have that homely feel.”*

## Solent Mead (Home) - illustrative comments

### Loss of valued service in the local community

*“Solent Mead provides a valuable local service for the vulnerable and elderly residents of Lymington and Pennington, as well as being an important local employer.”*

*“Solent Mead Care Home and the Solent Mead Day Service are valuable resources in Lymington for elderly people.”*

*“The Solent Mead “community” of residents, attendees and care workers can never be replicated. Their wealth of knowledge, care and especially goodwill will be lost forever.”*

*“Solent Mead provides an invaluable service for elderly residents of Lymington who otherwise might be isolated and lonely. It's location in the town means it's accessible especially as there is a dearth of public transport and taxis are costly.”*

*“The concept of a care home with a linked day service care and the closeness of both to the centre of Lymington for Lymington residents is a great service. To do away with both with no plan to add services of this sort near Lymington centre is a backwards step.”*

### Impacts on staff

*“There is currently no alternative land designated for the replacement home in the New Forest. The nearest existing home is Ringwood. Many staff members live in Lymington or Pennington and walk into work. They would not be able to transfer to a new home so would be made redundant. In a cost of living crisis when people are struggling to pay the bills, that would be a disgraceful thing for the County Council to do to people who have served for such a long time”.*

*“Neither homes are fit for purpose anymore- they pose huge restrictions to being able to deliver care in the most dignified way (rooms allowing space for equipment and communal areas not providing adequate space either as an example). Dependency levels in residential care has progressed and neither home lends itself to be able to 100% adequately support these anymore. The current structure of both buildings also means that if a residents needs do increase, they have to move on sooner than what they potentially need to, so that their care needs can be met”.*

## Solent Mead (Home) - illustrative comments

### Less local care choice and dependency on local private sector alternatives

*"We need this facility in Lymington. Over the years we have gradually sold off all our council care home facilities to the private sector. This one has to be retained for the ever-increasing older sector who cannot afford private care, also for the ease of relatives visiting."*

*"Disgusting decision by the council to consider closing a long standing and much sought after care home and day service. With an aging population in Lymington, how can closing care facilities in the local community be the answer."*

*"I do appreciate the need to adapt and respond to the changing needs of Adult Social care but the fact that no site has yet been even identified for the New Forest, let alone commissioned, would mean that the area would have no residential or day care facilities for many years to come, to service what is already an aging population. If we consider the number of retirement/ later living homes currently under construction alone, this demographic is only likely to increase. Whilst I accept that there is an active private sector serving the area, the average cost of £1500 per week is beyond the financial means of many local residents."*

*"We have a lot of private residential care facilities in Lymington but little or no other facilities for those who cannot afford to pay for these type of facilities and would like to stay in their own home town or local"*

*"We need this facility in Lymington. Over the years we have gradually sold off all our council care home facilities to the private sector. This one has to be retained for the ever-increasing older sector who cannot afford private care, also for the ease of relatives visiting"*

*"Can you not see that reducing the local capacity for elderly people in council care homes will increase the need for these elderly people to be relocated to private homes and these private homes will then increase their costs to the council negating any possible savings and causing distress to the elderly residents. This is much needed by local residents in Lymington. You have already closed The Infirmary and Linden house in New Street."*

*"Older people in Lymington have no choice if they cannot afford the extremely expensive care homes in the private sector. We desperately need affordable homes in this area. We cannot be cut off from our families and friends, this will seriously affect our mental and physical health."*

*"There is a huge need in Lymington for care for the elderly, this is borne out by the large number of planning applications for elderly residents, ie Churchill Homes. However, not everyone in Lymington can afford to buy sheltered accommodation or can afford care at home. Their needs are met by family and spouses, usually an elderly spouse, who can also need support by way of respite for the patient."*

# Solent Mead (Home) - illustrative comments

## Investment in the existing site and facilities

*“Plenty of space on site to expand and modernise. It is an ideal facility with local workforce. Use our money wisely by staying local and maintaining, modernising and expanding on site. The land was gifted to the town of Lymington for community use in the 70’s\*\* . It is not County Council land to sell!”*

*“Given the size of the site, it should be possible to build the new 'Super Home' on site in 2 stages which would enable the residents and staff to all remain in situ.”*

*“If upgrade of the existing buildings cannot meet HCC’s notional requirement of bedrooms (ref Care Home Viability model), then the large area available in the Solent Mead grounds could be used to extend existing capacity. The site could be developed to host an increased number of bedrooms, and 80 need not be a limiting number. This would be a both a logical & humane approach. HCC’s current proposal is based on a “desktop review by structural engineers”, implying that no site visit was used in judging the suitability of existing Solent Mead buildings for future development. This itself gives cause for concern.”*

*“The consultation states that there will be investment in a new New Forest Care Home at a site to be decided. I believe serious consideration should be given to using the Solent Mead Site for this purpose for the following reasons: i) it is a large and extremely under-used site which, after the demolition of existing SM buildings (excluding the NFDC flats adjacent to the care home) would provide ample room for a new New Forest Care Home; ii) there is room for car parking; iii) it is close to High Street and other amenities + transport facilities; iv) it is close to the extremely well equipped Lymington New Forest Hospital and v) offers the potential to provide room for nursing and other staff accommodation.”*

*“Solent Mead's location just off of Lymington High Street is of huge benefit to families of the residents, many of whom rely on public transport to visit their loved ones. Solent Mead provides service for many service users that require the council to fund their provision of social care, in Lymington and the surrounding area many of the homes have high costs and as a result funds deplete quickly and can no longer remain where they are. Solent Mead has great working relationships with the health professionals near by and benefits from the GP surgery in the same grounds. Solent Mead has the potential to support the local hospital with further discharge to assess beds with Lymington Hospital close by.”*

## Solent Mead (Home) - illustrative comments

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### Adequate new services should be open before old ones closed

*“No proposed site has yet to be agreed for HCC 80 bedrooms in the New Forest. HCC Solent Mead currently provides care to vulnerable and low-income individuals... Solent Mead should remain open until HCC role has refocused finding, and then building its proposed new New Forest premises.”*

*“Proposals for closure should not be given until the 'NEW' accommodation has been built and ready to receive residents. It will take years for planning, building etc. to be done, most of the existing residents will have passed away by then.”*

*“A new site in the New Forest area should be purchased before closure is considered.” “While we appreciate that the Solent Mead building has issues, we consider that it is completely unacceptable that the Care Home and Day Centre should be closed before any plan is in place for the re-housing of residents or relocation of the Day Centre in Lymington. We strongly suggest that Hampshire County Council work with New Forest District Council to develop a plan which provides alternative residential **and day care facilities** in Lymington, which can be inspected and assessed before considering the closure of the facilities at Solent Mead.”*

*“The demand for this is growing exponentially as the population ages, compounded by the large number of retirement flats being constructed in Lymington. The site is obviously very valuable given its location, and if Solent Mead is to close then this must be SUBSEQUENT to a suitable replacement being available IN LYMINGTON or PENNINGTON using the money which would be made available from the sale of the site. We have lost the Infirmary and are to lose Milford Hospital. Why is there no proper planning for the looming age-related crisis?”*



# Solent Mead (Home) - illustrative comments

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## Challenges to strategy

*“HCC record in delivering new facilities is very poor. I can only imagine how many years it will take for you to find a site close to Lymington, build it (on budget!) that would be big enough for 80 beds. By closing so many centres and just building 3 new ones you are forcing people to live further away from their home and be further away from family and friends. People in these homes should be able to stay within their local communities and not gathered en-mass to stay in places far from home.”*

*“We believe that closing Solent Mead will make it harder for elderly people in Lymington and Pennington who can't afford the kind of luxury 24-hour care provided by private care homes in the town to access such care. We do not believe any new site, should it come forward in the next decade, will be close enough to our town to make up for the loss of Solent Mead. With an ageing population in Lymington and Pennington, it doesn't make sense. Furthermore, we are concerned that if the County Council does sell the land to a developer, it will lead to yet another luxury retirement development being built. Lymington and Pennington already has enough luxury retirement developments being built. We don't need anymore. We strongly object to these proposals and oppose any plans to sell off the land to a developer.”*

*“The financial case for closure cannot be made until it is possible to include replacement costs in the assessment. As no location has been given for the proposed replacement, there is a considerable risk that any replacement eventually chosen will not be placed optimally to suit the Lymington catchment area. As no cost-benefit case has yet been presented, it must be supposed that private sector provision has not been ruled out, in spite of the acknowledged deficiencies in the care and treatment of dementia cases in that sector.”*

# Solent Mead (Home) - illustrative comments

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## About existing services

*“Solent Mead is and always has been a centre of excellence for the elderly. Solent Mead is also the last council care home in Lymington and must not close.”*

*“I have worked at Solent Mead for nearly 20 years and such lovely friendly home the residents are well looked after with excellent standard care.”*

*“Solent Mead care home is conveniently appointed for the town centre and the surgery. Facilities are exceptional for dementia patients as well as those who are mobile. Activities kept residents occupied and motivated whilst staff were considerate of needs. We were able to visit anytime and consult with staff on matters of concern to my partially sighted father-in-law. The security offered and the cheerfulness of residents enabled us to feel at ease.”*

*“I cared for patients in Solent Mead for many years as a GP. The standard of care is exceptional.”*

*“Since my grandmother has been a resident at Solent Mead, we have taken great comfort in the knowledge that she is receiving the best care from an incredible community who genuinely love and care for her..... We as a family are eternally grateful for what Solent Mead have managed to do for my grandmother, please don't take all she deserves away from her.”*

# Solent Mead (Day Service) (proposed closure)

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## Headline findings

204 who submitted a Response Form responded to the proposal for Solent Mead Day Service. 73% disagreed with the proposal and 14% agreed. 10% accepted the proposal but with some concern.

18% of respondents were residents/ former residents or family/ friends. 81% of this group disagreed with the proposal.

10% of respondents were in the “staff/ former staff” group. 43% of this group agreed with the proposal and 24% disagreed.

28% of respondents were people whose stated interest was as someone living close to the home, 90% of whom disagreed with the proposal.

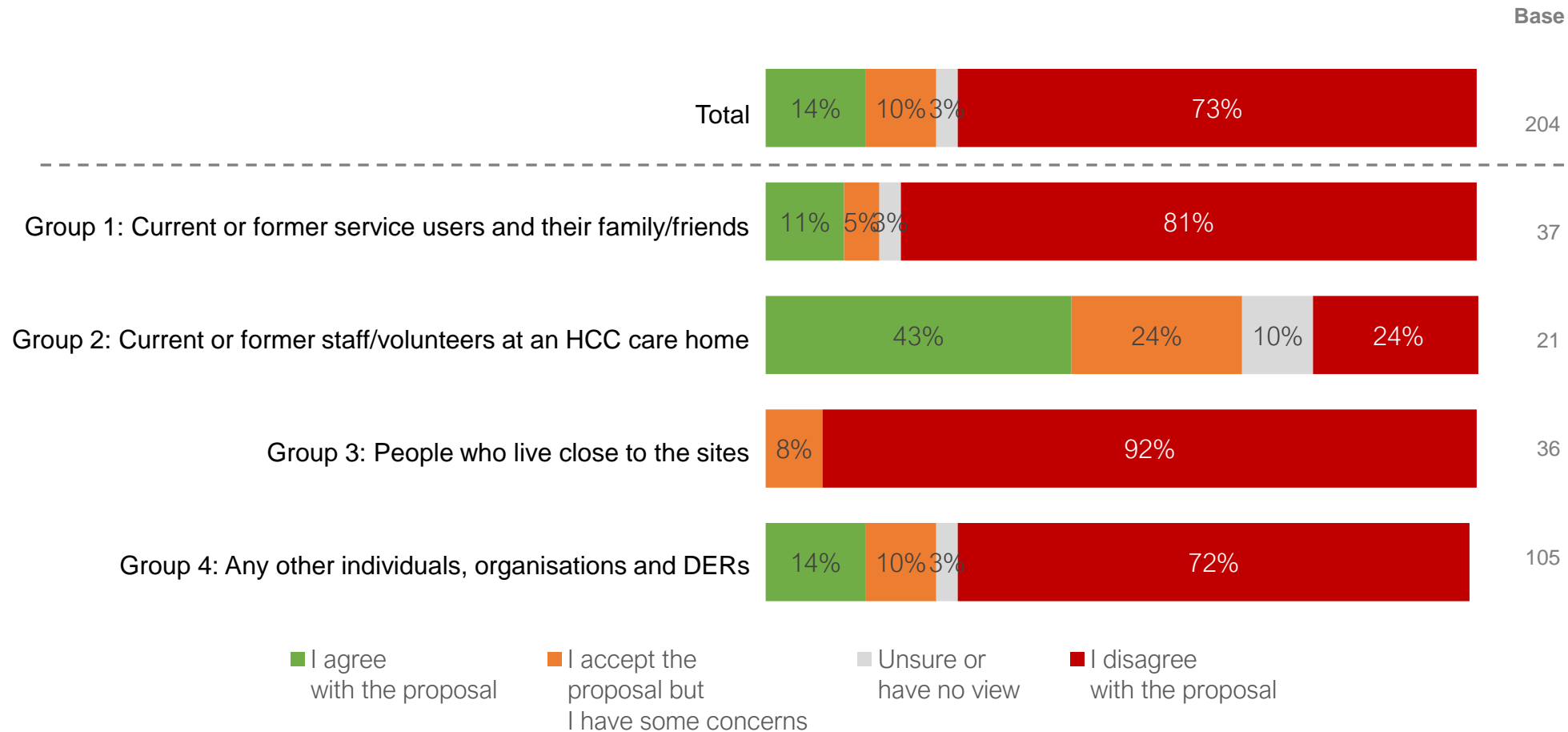
51% of respondents were people in the Group “other interested individuals, organisations or elected representatives” of whom 72% disagreed with the proposal.

The main concerns were:

- Loss of established highly valued service within local community
- Adverse impact on relatives including need to travel further
- unsettling or traumatic to leave current home and community
- The strategy being driven primarily by financial considerations

# Solent Mead (Day Service)

## Level of agreement with proposal overall and by interest group



\* Caution - low base: care needed when interpreting results

# Solent Mead (Day Service) – reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments	Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs				1	1	Group 1: 27 * Current or former service users or their family/friends
	Current accommodation needs updating to be fit for purpose		1		2	3	
<b>About existing services</b>	Quality of service is high	7	1	2	3	14	Group 2: 9 * Current or former HCC care home staff/volunteers Group 3: 32 People who live close to the sites Group 4: 50 Any other individuals, organisations and DERs Unspecified 2 <b>Total respondents = 120</b>
	Quality of staff is high	4		1	1	7	
	Existing facilities already meet needs of some residents	8	2	1	5	16	
	Existing facilities are well located	1		1	3	5	
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	4		4	10	19	
	Adverse impact on relatives including need to travel further	4	1	3	8	17	
	Proposed size of new homes is too large		1	1		2	
	Less local care choice and dependency on local private sector alternatives	5	2	3	10	20	
	Loss in continuity / consistency of care for individuals during transition						
	Leads to inadequate capacity of appropriate services for local needs	2	1	2	1	6	
	Loss of established highly valued service within local community**	22	3	26	32	84	
Potential loss of high calibre staff				2	2	** (includes basic pleas not to close the facility)	
<b>Impacts on staff</b>	Staff will have further / too far to travel		1		2	3	
	Local employment / employment opportunities may be lost	1			4	5	
	Other impacts on staff	2			2	4	
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services	1		1	3	5	
	Strategy primarily driven by financial considerations	6	1	9	5	21	
	Invest in existing estate and facilities	1		2	1	4	
	Adequate new services should be open before old ones closed	1	2	2	8	13	
	Other challenges to strategy	1	1		5	7	
<b>Other</b>	Key considerations for new accommodation	1	1			2	
	Land / buildings should be used to meet care needs of local community		1	1	2	4	
	Other land / buildings / development comments	1			2	3	

\* Caution - low base: care needed when interpreting results

## Solent Mead (Day Service) - illustrative comments

Loss of established highly valued service within local community

*“There are no plans to replace either of these facilities for obvious budgetary considerations and it is very sad that a valuable community asset such as this will be lost for ever. Only the rapacious property developers will benefit, as it’s unlikely ever to be used for affordable housing, or for anything that could benefit the community as a whole.”*

*“The Day centre is also a well-loved facility used by dementia groups. It is a strange strategy to claim you are focusing on specialist dementia care and then close a facility which provides it. If you close Solent Mead, then you must build a replacement in Lymington - not elsewhere in the Forest.”*

*“The Day Centre is a town centre haven for older folk.”*

*“When it comes to the Day Centre, there is a wealth of evidence about the importance of socialising and physical activity as we get older, and these activities are essential for mental, emotional and physical health. Lymington has a higher than average number of older people, so to take away the only Day Centre in the town is absolutely unacceptable and very short-sighted.”*

Unsettling or traumatic to leave current home and community

*“The impact on the mental health of the users will be severe in losing their significant social infrastructure. This is not appreciated or taken into account when assessing the proposition.”*

*“My Brother goes to the day centre, and it has been a lifeline for him and myself. He is from Lymington and is very happy to go twice a week. The staff are amazing, and we would be devastated if it closes.”*

*“The main reason he attends is companionship and the warm welcome he receives. Solent Mead residential care home and Day Centre have been a great service to Lymington. I hope finance will not come before customer care.”*

*“I’m a bit worried about going to a different place with different staff. Coming to a day centre gets me out of the home. I spend a lot of time alone - I’ve got a couple of sisters who help me usually, but I like to see different people. I’d like to keep everything as it as for as the people are concerned. I don’t want to travel too far.”*

## Solent Mead (Day Service) - illustrative comments

### Adverse impact on relatives including need to travel further

*“The closure of the day centre which have a huge effect on the families and service users that make use of this for respite purposes whereby the service user does not require 24 hour care. What other services that are not extortionately priced are they meant to use! With an aging population we should be building more not closing these places!”*

*“The Day Centre ... must be given some priority in retaining such a facility within the boundaries of Lymington and Pennington. Travel to an outside facility would debar many of those for which it is now provided and reduce any respite time for carers considerably. I speak from experience where my wife attended on a regular basis and talking to other users of the facility. Please do NOT take this decision lightly; the effect on many people both users and carers will be significant.”*

*Solent Mead day care my wife was offered a space prior to residency. It was an invaluable service which likely saved my life when no other day centre would accept her. She loved going there.”*

### Strategy is primarily driven by financial considerations

*“Removing the day care facility from Lymington is short-sighted and unnecessary and appears to be driven predominantly by short-term financial considerations.”*

*“Numbers of people attending have declined but I wonder if more people were aware of the facility they would increase. We must try to keep a Day Centre in Lymington with all the elderly people in the area if it was recommended by social services, I am sure numbers will increase.”*

*“What work has been done to promote the services at the Day Centre e,g, for day respite care for people currently living in the community?”*

# Emsworth House (proposed site modernisation and expansion)

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## Headline findings

81 people who submitted a Response Form responded to the proposal for Emsworth House. 63% agreed with the proposal and 7% disagreed. 25% accepted the proposal but with some concern.

7% of respondents were residents/ former residents or family/ friends. 50% of this group agreed with the proposal and 17% disagreed.

21% of respondents were in the “staff/ former staff” group. 71% of this group agreed with the proposal.

7 of respondents were people whose stated interest was as someone living close to the home, 67% of whom agreed with the proposal.

62% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 62% of these agreed and 10% of them disagreed with the proposal.

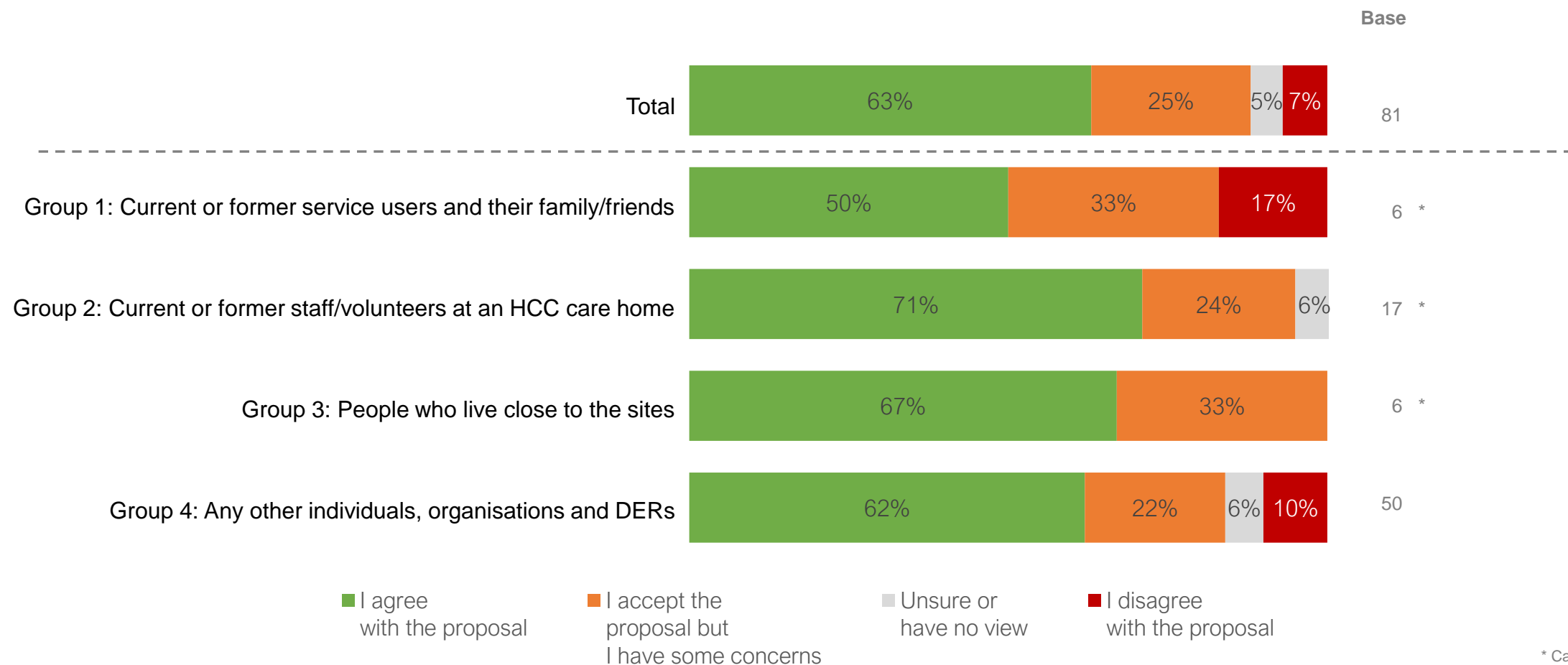
The majority of comments received related to

- Reasons to support the proposal
- Challenges/ suggestions for the strategy
- Considerations for new accommodation
- Unsettling or traumatic to leave current home and community
- Leads to inadequate capacity of appropriate services for local needs



# Emsworth House

## Level of agreement with proposal overall and by interest group



\* Caution - low base: care needed when interpreting results

# Emsworth House – reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments	Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs		2	1	1	4	<b>Group 1:</b> 2 *
	Current accommodation needs updating to be fit for purpose	1	2	1	1	5	Current or former service users or their family/friends
<b>About existing services</b>	Quality of service is high			1		1	<b>Group 2:</b> 3 *
	Quality of staff is high	1				1	Current or former HCC care home staff/volunteers
	Existing facilities already meet needs of some residents				1	1	<b>Group 3:</b> 4 *
	Existing facilities are well located					0	People who live close to the sites
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	1				2	<b>Group 4:</b> 7 *
	Adverse impact on relatives including need to travel further					0	Any other individuals, organisations and DERs
	Proposed size of new homes is too large	1				1	Unspecified 1
	Less local care choice and dependency on local private sector alternatives				1	1	
	Loss in continuity / consistency of care for individuals during transition					0	
	Leads to inadequate capacity of appropriate services for local needs	1			1	2	
	Loss of established highly valued service within local community					0	
	Potential loss of high calibre staff					0	
<b>Impacts on staff</b>	Staff will have further / too far to travel					0	
	Local employment / employment opportunities may be lost					0	
	Other impacts on staff	1				1	
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services					0	
	Strategy primarily driven by financial considerations					0	
	Invest in existing estate and facilities					0	
	Adequate new services should be open before old ones closed					0	
	Other challenges to strategy			1	3	4	
<b>Other</b>	Key considerations for new accommodation			1		2	
	Land / buildings should be used to meet care needs of local community					0	
	Other land / buildings / development comments					0	
<b>Total respondents = 17*</b>							

\* Caution - low base: care needed when interpreting results

# Emsworth House - illustrative comments

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## Reasons in support of proposals

*“Any work HCC can do to ease the journey into old age and meet the requirements of the ageing population for the residents of East Hants is to be applauded.”*

*“Residential rooms do need upgrading though and connexion to both side of the buildings too.”*

*“I do understand that you now want to provide places for people with very complex dementia needs, because when my relative was at this stage in her illness there were very few places available or suitable to meet her needs.”*

*“I think it's a very ambitious proposal which demonstrate that Hampshire are serious about providing a high standard of care for their clients.”*

*“The residential side of Emsworth is too small with long corridors leading to too small lounges. It is difficult to improve the space within the existing footprint.”*

*“I think it can make a great difference in the quality of care with modern facilities .“*

*“I recognise that the accommodation is not appropriate for the needs of residents, particularly the lack of en-suite facilities.”*

# Emsworth House - illustrative comments

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## Service design suggestions

*“Suggestions for the new build based on my experience as a carer & following previous rebuild - . Ensure corridors small communal sittings areas with a window, where clients can sit & be stimulated whilst looking out the windows. These areas will also help maintain their mobility by offering an area to rest whilst walking long distances. Ensuring there is a large communal area for activities and social events with large windows looking out on community activity.”*

## Unsettling or traumatic to leave current home and community

*“Concerns for the management of transferring the clients from the residential to the nursing side whilst the new build takes place - concern for the clients to be able to maintain the familiarity of staff & the knowledge as them as individuals.”*

*“My relative had six weeks recuperation at Emsworth House and we had nothing but praise for the staff and accommodation and if this has not changed then the residents, and their relatives, who will have to leave will find the move very upsetting.”*

## Challenges/ suggestions to strategy

*“You say that care residents will have to move out during construction. Could you time this so that it occurs after Oak Park is complete, so that residents can move to another HCC care home that is local?”*

*“Very large site already, more beds may make running of the site more complicated.”*

*“Currently this home requires improvement in 3 areas if the latest CQC Inspection Report is to be believed. Previous reports over the last 4-5 years have been similar. This is concerning that the proposal is to significantly increase bed numbers. It is fairly obvious that there are already staffing issues and management issues therefore without addressing these problems will mean that more vulnerable people will be put at risk with the increased beds”.*

# Emsworth House - illustrative comments

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## Inadequate capacity of appropriate services for local needs

*"I'm concerned that Hampshire is proposing to cease their residential care offer. I'm worried about where my relative will be placed so their care needs will be met."*

*"Whilst as a local GP Practice we welcome the development of well-run specialist homes to cater to the needs of Elderly Mentally Infirm (EMI) service users, we are very concerned about this proposal. The reason for our concerns centre around the proposed GP cover for such a large EMI home. Currently EMP provides cover to the current Residential and Nursing Homes on the site. This is on a normal patient registration basis on a General Medical Service Contract (GMS) meaning that the service users are provided with the same level of access to GP services as the other 15,000 registered patients. That said, EMP aims to provide both homes with a ward round once a week to deal with any problems and has done so for many years. The costs of providing this extra medical cover is borne by the Practice as Hampshire County Council have never offered any specific contract to the Practice despite assurances at the outset that this would be the case when the nursing home was developed. Over this time the complexity of the patients has increased as the nursing home side has evolved into a step-down facility for the acute services provided at Queen Alexandra Hospital. As a result, demands on the Practice have grown and this has had a significant negative impact on our access for our other patients. I would argue the current situation is unsustainable. A care home the size of Emsworth House needs its own contracted daily medical cover. This need cannot be provided via GMS contract indefinitely. So please be aware, that when planning the new EMI home, Emsworth Medical Practice will not be able to provide medical cover on a GMS basis. We would ask that the Practice is involved in any future discussions regarding medical cover."*

# Oakridge House (proposed site modernisation and expansion)

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## Headline findings

77 people who submitted a Response Form responded to the proposal for Oakridge House. 65% agreed with the proposal and 6% disagreed. 22% accepted the proposal but with some concern.

13 % of respondents were residents/ former residents or family/ friends. % of this group disagreed with the proposal.

17% of respondents were in the “staff/ former staff” group. 85% of this group agreed with the proposal and 10% disagreed.

4% of respondents were people whose stated interest was as someone living close to the home, 67% of whom agreed with the proposal.

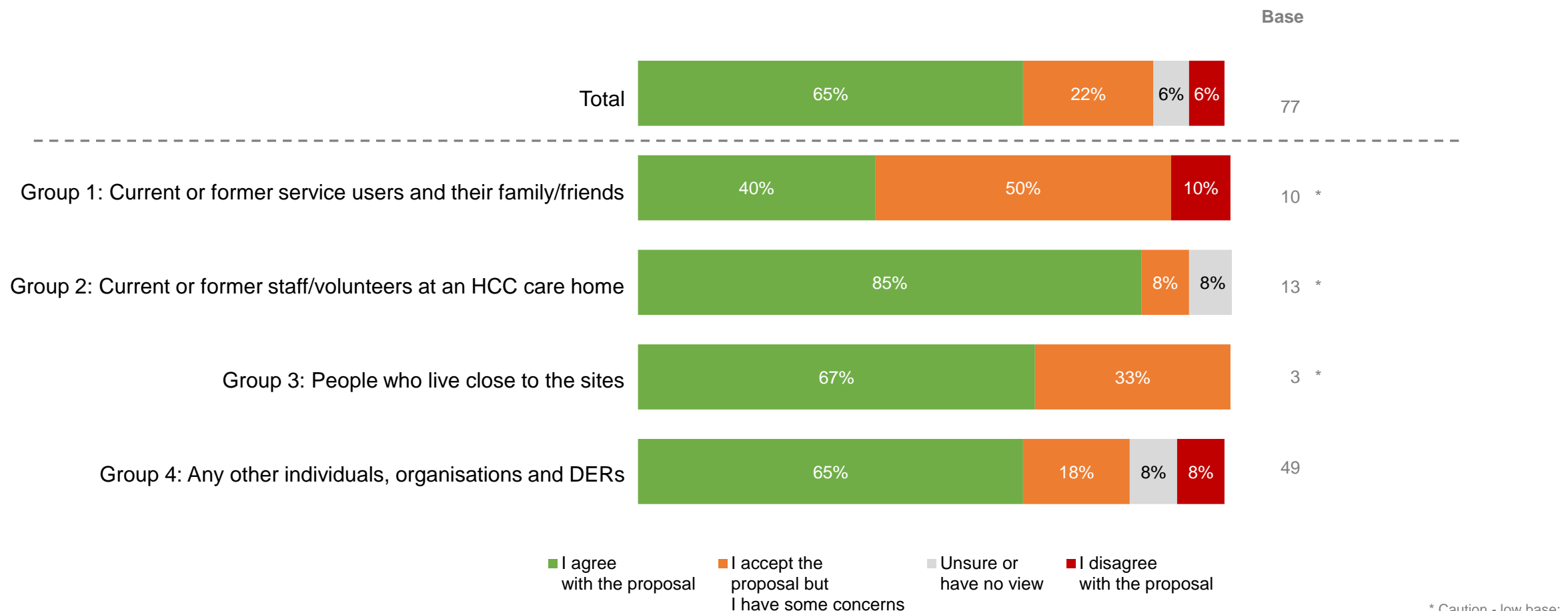
64% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 65% of these agreed and 8% of them disagreed with the proposal.

The majority of comments received related to

- Reasons to support the proposal
- Considerations / suggestions for new accommodation
- Unsettling or traumatic to leave current home and community
- Leads to inadequate capacity of appropriate services for local needs

# Oakridge House

## Level of agreement with proposal overall and by interest group



\* Caution - low base: care needed when interpreting results

# Oakridge House – reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments	Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs	2	1	1	6	10	<b>Group 1:</b> 7 *
	Current accommodation needs updating to be fit for purpose	2	1			3	Current or former service users or their family/friends
<b>About existing services</b>	Quality of service is high					0	<b>Group 2:</b> 2 *
	Quality of staff is high	2				2	Current or former HCC care home staff/volunteers
	Existing facilities already meet needs of some residents					0	<b>Group 3:</b> 2 *
	Existing facilities are well located				1	1	People who live close to the sites
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	1			1	3	<b>Group 4:</b> 11 *
	Adverse impact on relatives including need to travel further	1				1	Any other individuals, organisations and DERs
	Proposed size of new homes is too large					0	Unspecified 1
	Less local care choice and dependency on local private sector alternatives				1	1	
	Loss in continuity / consistency of care for individuals during transition					0	
	Leads to inadequate capacity of appropriate services for local needs	1		1		2	
	Loss of established highly valued service within local community				1	1	
Potential loss of high calibre staff					0		
<b>Impacts on staff</b>	Staff will have further / too far to travel					0	
	Local employment / employment opportunities may be lost	1				1	
	Other impacts on staff					0	
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services					0	
	Strategy primarily driven by financial considerations					0	
	Invest in existing estate and facilities					0	
	Adequate new services should be open before old ones closed					0	
	Other challenges to strategy	1				1	
<b>Other</b>	Key considerations for new accommodation	1		1		2	
	Land / buildings should be used to meet care needs of local community					0	
	Other land / buildings / development comments					0	
<b>Total respondents = 23*</b>							

\* Caution - low base: care needed when interpreting results



# Oakridge House - illustrative comments

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## Reasons in support of proposals

*"I think the proposed expansion would provide a much needed increase in capacity for the area."*

*"Oakridge House has been providing care for many years. It is located in and around a community that is ageing and provides a much needed service. The modification and expansion should help to provide that service efficiently going forward."*

*"I do think that modernisation is required at Oakridge house and ensuite facilities in each room will make day to day living and management easier for residents and staff."*

*I agree with the overall proposals which will update existing provision to present day standards and provide more specialist nursing care."*

*"There is a local need for more places for people with complex medical conditions and/or dementia."*

*"This will improve services."*

*"The residential side of Oakridge is too small, bedrooms too small to*

*accommodate all of the equipment required to care for the residents fully. Being set within a residential area, staffing shouldn't be a concern, also offers an opportunity to become more immersed into the community."*

*"The residential side is in dire need of renovations."*

*"I welcome the planned investment in Oakridge House as the residential care environment is clearly in need of modernisation to enhance the experience of residents, and to allow the excellent care team to continue to provide support to people with increasing levels of frailty."*

*"The corridors of the upstairs of the home are very narrow and there isn't many spaces for my wife to move around in - she is very active and always on the move. There is a sense of being 'trapped' in the home so expansion and improvements are welcomed."*

# Oakridge House - illustrative comments

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## Inadequate capacity of appropriate services for local needs

*"With an aging population, an expansion of 100 extra beds in Hampshire is ridiculous. Maybe 1000 in this consultation and 10,000 over 10 years would better reflect the need and end hospital bed blocking."*

*"I note that the proposal appears to reduce the number of beds available at the home, as a relative of a full-time resident this is concerning."*

## Unsettling or traumatic to leave current home and community

*"I am concerned on the impact of moving my relative and other relatives to alternative accommodation. My relative has built up good friendship and support structures with the current residents and staff and will be unsettled by a change in where they are living."*

*"If older people move out this would definitely be detrimental to their mental & physical health."*

*"Relocation of some residents could be unsettling and lead to deterioration of their health and wellbeing."*

## Suggestions for new accommodation

*"I hope that with extension and improvements to Oakridge House that the lift will also be replaced and possibly another one included, so that it is easier for me to access upstairs."*

*"Oakridge house is next to Oakridge tower which is a success high rise retirement home. Therefore, any expansion could be a matching high-rise block and fit on site and be in keeping with the area and provide hundreds of much needed beds."*

# Oakridge House - illustrative comments

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## Other comments

*“Oakridge house is next to Oakridge tower which is a success high rise retirement home. Therefore any expansion could be a matching high rise block and fit on site and be in keeping with the area and provide hundreds of much needed beds.”*

*“I note that the proposal appears to reduce the number of beds available at the home, as a relative of a full time resident this is concerning.”*

*“The parish of East Woodhay is sited in North Hampshire close to the Newbury border. It is mainly a rural community, dependant on private transport as the provision of public transport in the area is poor. Although most of the shopping services are provided by Newbury due to its proximity. However, most public services are provided by Basingstoke and Deane Borough Council. Therefore, the community has a focus on Basingstoke rather than other nearby Hampshire towns. The parish has poor provision for care homes and is reliant on two private homes. Therefore, the community would support the expansion of care in Basingstoke if it is proposed to support the North Hampshire community as well as Basingstoke.”*

# Ticehurst (proposed site modernisation and expansion)

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## Headline findings

77 people who submitted a Response Form responded to the proposal for Ticehurst. 69% agreed with the proposal. 14% accepted the proposal but with some concerns and 8% disagreed.

8% of respondents were residents/ former residents or family/ friends. 67% of this group agreed with the proposal. And 33% disagreed.

22% of respondents were in the “staff/ former staff” group. 82% of this group agreed with the proposal.

4% of respondents were people whose stated interest was as someone living close to the home, All of them agreed with the proposal.

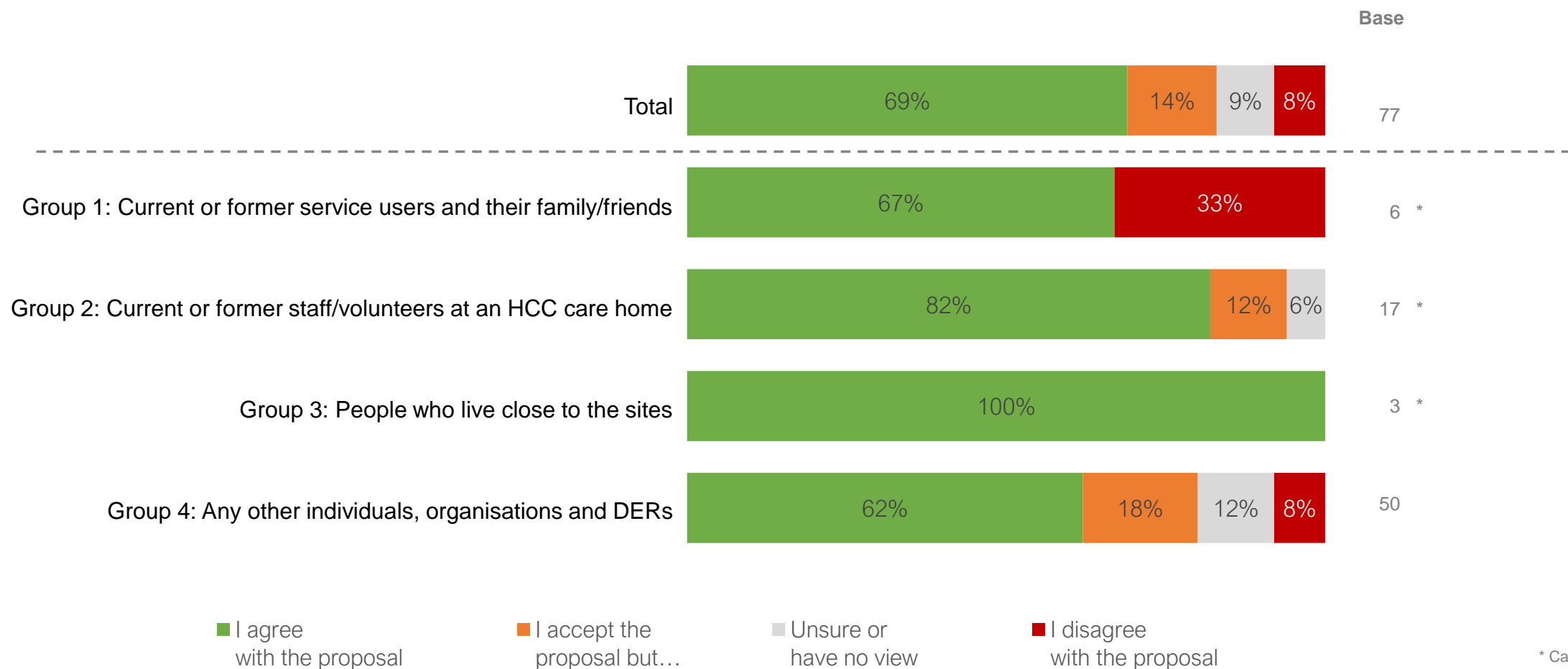
65% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 62% of these agreed with the proposal.

Most of the comments related to:

- Support for the proposal
- Other suggestions/ challenges to the strategy
- Impacts on staff

# Ticehurst

## Level of agreement with proposal overall and by interest group



\* Caution - low base: care needed when interpreting results

# Ticehurst– reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments		Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs		2	2	5	9	<b>Group 1:</b>	1 *
	Current accommodation needs updating to be fit for purpose		1		2	3	Current or former service users or their family/friends	
<b>About existing services</b>	Quality of service is high					0	<b>Group 2:</b>	5 *
	Quality of staff is high					0	Current or former HCC care home staff/volunteers	
	Existing facilities already meet needs of some residents				1	1	<b>Group 3:</b>	2 *
	Existing facilities are well located					0	People who live close to the sites	
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community					0	<b>Group 4:</b>	11 *
	Adverse impact on relatives including need to travel further					0	Any other individuals, organisations and DERs	
	Proposed size of new homes is too large					0		
	Less local care choice and dependency on local private sector alternatives					0		
	Loss in continuity / consistency of care for individuals during transition				1	1		
	Leads to inadequate capacity of appropriate services for local needs				1	1		
	Loss of established highly valued service within local community**					0		
Potential loss of high calibre staff					0			
<b>Impacts on staff</b>	Staff will have further / too far to travel					0		
	Local employment / employment opportunities may be lost		1			1		
	Other impacts on staff				2	2		
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services					0		
	Strategy primarily driven by financial considerations					0		
	Invest in existing estate and facilities					0		
	Adequate new services should be open before old ones closed		1			1		
	Other challenges to strategy		1		3	4		
<b>Other</b>	Key considerations for new accommodation				1	1		
	Land / buildings should be used to meet care needs of local community					0		
	Other land / buildings / development comments					0		

**Total respondents =19\***

\* Caution - low base: care needed when interpreting results

# Ticehurst - illustrative comments

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## Reasons in support of the proposal

*“Very large site already, Kitchen needs completely refurbishing and relocation. Residential side needs upgrading?”*

*“As an employee of Ticehurst, I can see that Ticehurst is desperately in need of modernisation. This will only benefit the residents living in the home and those coming in the future as they will have facilities that are fit for purpose. It will also make it easier for staff to carry out their work.”*

*“I think the proposed expansion would provide a much needed increase in capacity for the area.”*

*“Great to have an older provision/building in the area upgraded to suit current need.”*

*“The modification and expansions at Ticehurst will allow residents to have quality of life as well as the staff will have good working environment.”*

*“The residential side is too small, although the design of a square is ideal for dementia, rather than long rambling corridors.”*

*“More places are needed in the local area so that families are not separated from elderly relatives living in homes far away that they can't afford / are unable to travel to.”*

# Ticehurst - illustrative comments

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## Impacts on staff

*“Staffing is a big concern due to its location on the Surrey boarder - and insufficient pay rates in line with Surrey for ancillary services including catering?”*

*“I believe the home struggles to recruit in this area, so staffing may be costly?”*

*“Ticehurst is on the Surrey boarder and staffing is very difficult, both in terms of numbers of people looking for work but also the pay rates being lower in HCC. Several key positions are difficult to recruit too, even with pay enhancements. If the home was even larger how would this be addressed if staff could not be sought.”*

## Suggestions/ challenges to strategy

*“In order to minimize transport impact to families and the environment the council (Rushmoor BC) would like to be assured that additional places being created should be prioritized to demand arising from the local Rushmoor. We would also expect to see that the building works will be tendered to locally based companies.”*



# Ticehurst - illustrative comments

## Suggestions/ challenges to strategy ctd

*“The NHS partners of the Frimley Integrated Care System collectively recognise the significant investment in services to ensure they are fit for the future and appropriate for the patients within our population and we welcome the integrated approach taken with this consultation. On discussion with our system partners there have been some points that we feel should be considered in this process and they are documented below.*

1. *Effect on existing health systems It is proven that residents of care homes require more regular contact from health services due to their frailty, multimorbidity and complexity. This would include their registered GP practice and community services. It could also impact on local mental health services. The current resilience and status of these services should therefore be taken into consideration when developing a strategy for long-term and short-term standard residential and/or nursing services for Older Adults. All agencies will need to work closely together to provide the high-quality care that our patients need and deserve. We at Frimley ICB would welcome the opportunity to develop a collaborative approach between the three main commissioners of services when planning future bed provision e.g. HIOW and Frimley ICBs and HCC.*
2. *‘Standard’ residential care We recognise that this consultation indicates a shift from providing a combination of standard residential, dementia and nursing care, particularly at Ticehurst to full Nursing and Dementia care only and we appreciate the dialogue during this consultation around the reasoning behind this. It has been made clear that there is sufficient private residential beds and that this would be a more cost effective use of council resource. We do, however, think it is important to understand whether there will be a net reduction in residential home beds locally in North-East Hampshire and would welcome data to support this.*
3. *Ticehurst redevelopment It is clear that the development of Ticehurst would be a positive impact for our population and we have been given assurances that this will not affect the short-term services (STS) beds that we currently collaboratively commission at Ticehurst. We would welcome the opportunity to be closely involved in this redevelopment with particular reference to how the STS beds may be configured in the future.*
4. *Staffing We recognise that the developments proposed in this consultation will require additional staffing due to the complexity of patients. With a national shortage of healthcare staff we feel that it is important that the staffing models are worked on in partnership and we would welcome the opportunity to develop any such plans together. Our position at Frimley ICB is that we support the proposals in the consultation as it is however it is important that the models of care for patients are factored into future plans. We are committed to being a proactive partner with Hampshire County Council to ensure the best possible outcome for our residents and welcome being fully involved in the next steps of this process.”*

# Westholme (proposed closure and relocation to nearby new build sites)

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## Headline findings

103 people who submitted a Response Form responded to the proposal for Westholme. 50% agreed with the proposal. 15% accepted the proposal but with some concerns and 26% disagreed.

10% of respondents were residents/ former residents or family/ friends. 70% of this group disagreed with this proposal and 30% agreed.

20% of respondents were in the “staff/ former staff” group. 81% of this group agreed with the proposal.

10% of respondents were people whose stated interest was as someone living close to the home, 50% of whom agreed with the proposal and 10% disagreed.

60% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 43% of these agreed and 31% of them disagreed with the proposal.

The most comments related to:

- Support for the proposal
- Other suggestions and challenges to strategy
- **Less local care choice and dependency on local private sector alternatives**
- Land/ building/ development

# Malmesbury Lawn (proposed closure and relocation to nearby new build sites)

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## Headline findings

92 people who submitted a Response Form responded to the proposal for Westholme. 50% agreed with the proposal. 18% accepted the proposal but with some concerns and 24% disagreed.

7% of respondents were residents/ former residents or family/ friends. 70% of this group disagreed with this proposal and 30% agreed. 15% accepted the proposal with some concerns.

20% of respondents were in the “staff/ former staff” group. 81% of this group agreed with the proposal.

4% of respondents were people whose stated interest was as someone living close to the home, 50% of whom agreed with the proposal and 10% disagreed.

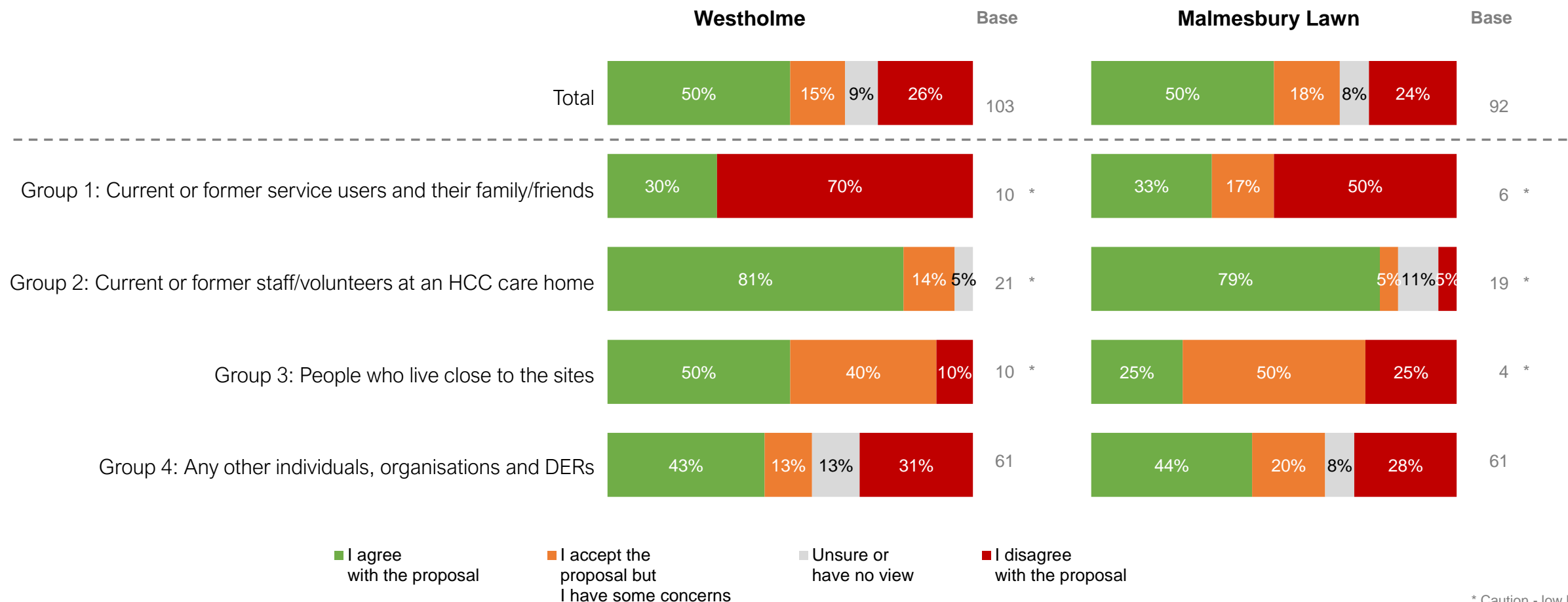
66% of respondents were people in the Group “other interested individuals, organisations or elected representatives” 43% of these agreed and 31% of them disagreed with the proposal.

The most comments related to:

- Support for the proposal
- Other suggestions and challenges to strategy
- Considerations for new accommodation
- Loss of established highly valued service within local community










# Westholme and Malmesbury Lawn

## Level of agreement with proposals overall and by interest group



\* Caution - low base: care needed when interpreting results

# Westholme – reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments		Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs	1			1	 2	<b>Group 1:</b>	3 *
	Current accommodation needs updating to be fit for purpose		3	2	1	 6	Current or former service users or their family/friends	
<b>About existing services</b>	Quality of service is high						<b>Group 2:</b>	5 *
	Quality of staff is high						Current or former HCC care home staff/volunteers	
	Existing facilities already meet needs of some residents						<b>Group 3:</b>	6 *
	Existing facilities are well located	2		1		 3	People who live close to the sites	
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community						<b>Group 4:</b>	* 6
	Adverse impact on relatives including need to travel further						Any other individuals, organisations and DERs	
	Proposed size of new homes is too large							
	Less local care choice and dependency on local private sector alternatives	1		1	1	 3		
	Loss in continuity / consistency of care for individuals during transition				1	 1		
	Leads to inadequate capacity of appropriate services for local needs							
	Loss of established highly valued service within local community**							
	Potential loss of high calibre staff							
<b>Impacts on staff</b>	Staff will have further / too far to travel							
	Local employment / employment opportunities may be lost							
	Other impacts on staff							
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services							
	Strategy primarily driven by financial considerations							
	Invest in existing estate and facilities							
	Adequate new services should be open before old ones closed			1	1	 2		
	Other challenges to strategy		2	1	1	 4		
<b>Other</b>	Key considerations for new accommodation			1		 1		
	Land / buildings should be used to meet care needs of local community							
	Other land / buildings / development comments			2	1	 3		

\* Caution - low base: care needed when interpreting results

**Total respondents = 20\***

# Westholme - illustrative comments

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## Reasons in support of the proposal

*“Age of the building , facilities , space for person's needs , legal requirements , building regulations , specialist support.”*

*“I have, in the past, visited friends at Westholme - and could see that it does not easily look as though it could be brought up to the standard now required.”*

*“I think the redevelopment of the Cornerways site in Kings Worthy is an excellent idea, especially if it provides more up to date accommodation. It is currently a wasted asset. Also given its proximity to the current site, I consider that both residents' relatives & home staff would not suffer significant disruption.”*

*“Pleased that the residents won't move until new facility opens.”*

*“I think the proposals are great and take into account the increasing prevalence of dementia in the UK. A new, purpose-built facility with proper equipment in every room for residents will promote independence and quality of life.”*

*“The relocation to Kingsworthy should ensure that the home can be reached easily by public transport. This is important to visitors and staff.”*

*“The residential side of Westholme is too small with small corridors and small bedrooms. The relocation to a larger site will improve the service as more space within the building can be provided, to accommodate larger specialist equipment and larger community space for residents to enjoy.”*

# Westholme - illustrative comments

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## Less local care choice and dependency on private sector alternatives

*"It all depends if the new home will be in Winchester. When my mother was in Westholme it was fairly easy for me to visit but if it was located outside Winchester it would have been difficult without any transport. There already seems to be a shortage of care homes for the elderly in Winchester and to move residents away from their loved ones is very cruel."*

*"This will reduce local provision for care. Whilst newer facilities are necessary and temporary arrangements might be necessary during any upgrades, unless new care is provided closer to the city centre where bus services have not yet been axed, it remains unclear what benefit this closure has."*

*"Winchester does not have enough care facilities and this home is one of the best one to support local residents"*

## Land/ buildings/ developments

*"It would be helpful to know what the Council then intends to do with the land. Presumably it will be sold off to developers who will be allowed to build a high number of houses on it adding to the danger that is the Harestock Road and the increased congestion in Winchester?"*

*There are two homes on the Cornerways site. Are they both being rebuilt.*

## Suggestions/ challenges to strategy

*"It is a shame you spent money on an extension to it more recently in 2014 not just in 2005 and mention of this is rather disingenuously not made in your consultation pack."*

*"I am concerned as so much funding went into building nursing side and d2a side and into renovation after flooding. It's a pity!"*

*"Does closing it lead to a reduction in capacity?"*

# Malmesbury Lawn – reasons and impacts provided by interest group

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments		Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs		4		1	5		1 *
	Current accommodation needs updating to be fit for purpose					0	<b>Group 1:</b> Current or former service users or their family/friends	
<b>About existing services</b>	Quality of service is high				1	1	<b>Group 2:</b> Current or former HCC care home staff/volunteers	8 *
	Quality of staff is high		1		1	2	<b>Group 3:</b> People who live close to the sites	3 *
	Existing facilities already meet needs of some residents			1		1	<b>Group 4:</b> Any other individuals, organisations and DERs	4 *
	Existing facilities are well located						Unspecified	1
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community		1			1		
	Adverse impact on relatives including need to travel further					0		
	Proposed size of new homes is too large					0		
	Less local care choice and dependency on local private sector alternatives					0		
	Loss in continuity / consistency of care for individuals during transition					0		
	Leads to inadequate capacity of appropriate services for local needs					0		
	Loss of established highly valued service within local community**		1			1	2	<b>Total respondents</b> = 17*
Potential loss of high calibre staff		1				1	** (includes basic pleas not to close the facility)	
<b>Impacts on staff</b>	Staff will have further / too far to travel					0		
	Local employment / employment opportunities may be lost					1		
	Other impacts on staff					0		
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services					0		
	Strategy primarily driven by financial considerations					0		
	Invest in existing estate and facilities					0		
	Adequate new services should be open before old ones closed					0		
	Other challenges to strategy		1	1		2		
<b>Other</b>	Key considerations for new accommodation	1			1	2		
	Land / buildings should be used to meet care needs of local community					0		
	Other land / buildings / development comments			1		1		

\* Caution - low base: care needed when interpreting results



# Malmesbury Lawn - illustrative comments

## Reasons in support of the proposal

*“A new home would allow us to see the resident through all stages, at Malmesbury Lawn once their needs become too high for our staff to effectively manage, we refer onto nursing, meaning we lose that relationship and the person is forced to trust new people, in the new building we would be able to see them through onto nursing and not lose those relationships and continuity which is so important for successful dementia care.”*

*M”almesbury Lawn care home has an amazing staffing group and ethos around Dementia Care. We are restricted by the environment on how much further we can progress with in this environment. the level of need within Malmesbury lawn is the highest it has ever been, the living at home longer has impacted care homes and forced a change to happen.”*

*“I believe this is something that is long overdue and HCC are finally looking to the future for the care of the elderly, Malmesbury Lawn is a lovely home but as with most of the homes it does need more up to date facilities so to build a larger and more modern home to meet the current and future needs of the older community is a massive commitment by HCC and I am proud to be able to be here to see this happen. I look forward to being able to see and maybe even work in the new home.”*

## Loss of established highly valued service within local community

*“Very much part of the community which you would lose if moved. Local people work there, and a lot of the residents are local.”*

## Considerations for future accommodation

*“Will you build in facilities for day care as well at Oak Park? The traditional model is to take people during the day that gives carers respite and/or allows them to work. The newer model is to also accommodate groups of people with dementia, with a leader, who create community for themselves. In addition there are a number of dementia oriented activities that you could offer to the community, eg memory cafe, carers groups, NHS older peoples mental health training for carers and people with dementia. This would establish you as the local centre of excellence and provide an informal pipeline/referral service into your residential and nursing care. For many people, the best option is to keep people with dementia at home for as long as possible. Building support for this into your residential homes makes sense as you already have a centre of expertise there.”*

*“I would like to see that a replacement home is low key, appears to be on a domestic scale and style. My mother had dementia and is now deceased. She had short stay care at Malmesbury Lawn which took place alongside residential care. This home is based in the community and staffed by local people. It felt owned by the staff team who showed understanding of the needs of my mother, and no doubt many others, for domestic routines, such as tidying and washing up (on a very small scale). There was direct access to a safe garden area, and the building was low key with relatively normal room sizes. These features are important to help older people to feel comfortable and not intimidated by large rooms and confusing designs.”*

# Reasons and impact responses made across multiple proposals

# Reasons and impact responses made across multiple proposals

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Respondents who expressed their views on more than one proposal were offered the option to provide reasons and describe impacts in relation to each individual proposal separately or to make general comments across their responses. Where comments were made against a specific proposal, these were coded to the relevant proposals and feature in those sections. Where the comments were more general in nature, these have been analysed separately. 95 respondents chose to submit a general comment and their responses are presented on the next slide.

Many of the same key themes appear from this analysis as per individual proposals but it is worth noting that over 70% of these responses are from the responder Group 4: “Any other interested individuals, organisations or democratically Elected Representatives”, who tended to be more positive in their comments. (Groups 1 and 3 by their nature were more focused on local and specific proposals.)

People answering reasons and impacts across multiple proposals most commonly gave reasons relating to

- Support for the proposals
- unsettling or traumatic to leave current home and community
- adverse impacts on relatives including the need to travel further
- inadequacy of overall provision to meet local needs
- less local care choice and dependency on private sector alternatives

## Reasons and impact responses made across multiple proposals (by interest group)

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments		Base	
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs		5		14		20	<b>Group 1:</b> Current or former service users or their family/friends	
	Current accommodation needs updating to be fit for purpose	1	7		18		26		8 *
<b>About existing services</b>	Quality of service is high				2		0	<b>Group 2:</b> Current or former HCC care home staff/volunteers	
	Quality of staff is high	2			0		2		12 *
	Existing facilities already meet needs of some residents	3	1	2	16		0	<b>Group 3:</b> People who live close to the sites	
	Existing facilities are well located	4		2	9		2		5 *
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	2	1	1	1		22	<b>Group 4:</b> Any other individuals, organisations and DERs	
	Adverse impact on relatives including need to travel further	1			10		15		69
	Proposed size of new homes is too large				2		5		unspecified
	Less local care choice and dependency on local private sector alternatives	1		2	17		11		1
	Loss in continuity / consistency of care for individuals during transition	1		1	2		2	<b>Total respondents</b> = 95	
	Leads to inadequate capacity of appropriate services for local needs	2			3		20		
	Loss of established highly valued service within local community**	1		1	2		4		
	Potential loss of high calibre staff	1			1		5		
<b>Impacts on staff</b>	Staff will have further / too far to travel	1		1	2		4	** (includes basic pleas not to close the facility)	
	Local employment / employment opportunities may be lost				2		2		
	Other impacts on staff	2			3		4		
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services			1	3		2		
	Strategy primarily driven by financial considerations		1		6		5		
	Invest in existing estate and facilities				7		4		
	Adequate new services should be open before old ones closed	1			2		7		
	Other challenges to strategy				4		7		
<b>Other</b>	Key considerations for new accommodation		1		1		3		
	Land / buildings should be used to meet care needs of local community						4		
	Other land / buildings / development comments						0		

\* Caution - low base: care needed when interpreting results

# Reasons and impact relating to multiple proposals - illustrative comments

Current accommodation needs updating to be fit for purpose

*“These services are wonderful homes, but occupancy has been low over the past few years, with people choosing to move to private provisions at a greater cost to HCC. The buildings are no longer fit for purpose to care for the individuals that require our care and services. The residential sites are unable to accommodate people who do not qualify for a nursing bed leaving many people without a HCC care bed and requiring the private sector. If we are clear and transparent with the possible closures people can begin to make plans or we are able to stop admissions reducing the impact to people in our care and their families. Providing new buildings with our existing nursing homes creates one standard and a much nicer and safer environment to live and work in.”*

**Adverse impacts on relatives including the need to travel further**

*“Closure and relocation means that the services can not be accessed by people who can not or should not drive. It reduces the ability for residents to access amenities close to friends and relatives, often residing in communities for many years. Closing these facilities also means that often they are forced to move a long way from home and or family. Studies show that engaged residents are healthier, both physically and emotionally. This reduces the overall care costs and strain on the NHS and families.”*

Unsettling or traumatic to leave current home and community

*“Elderly residents currently residing across each of these care homes deserve their right to stay in the place they know as "home" in peace during the final years of their lives, where they always feel welcome and looked after by trained, qualified, experienced care home staff members who know these elderly people like family. To be clear, closing down these care homes will not only disrupt these elderly residents' lives but also deprive future generations of access to these vital services within their own community, where such facilities need to remain accessible in light of this country's ageing population so that their needs are catered for - without them, these same people are left abandoned despite requiring specialised care close to their loved ones; here's where proximity to family has been proven by numerous studies to improve the mental health and overall well-being of elderly individuals in long-term care settings.”*

Efficient resource use for future population needs / focus on higher needs

*“The proposals are borne out of a commitment to provide modern, effective care concentrating on those areas which are most needed, and not necessarily served as well by the wider care market. The impact will ultimately be positive for Hampshire residents and those working in the sector.”*

# Reasons and impact relating to multiple proposals - illustrative comments

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## **Inadequacy of overall provision to meet local needs**

*“The closure of all of these dramatically impacts on the availability of local care facilities. The extension, improvement or replacement of facilities in Aldershot, Leigh Park and Winchester do not provide new or replace local care facilities. There may well be an argument for replacing or extending local care services within the private sector, but this MUST be done alongside and preferably ahead of any reduction in existing facilities.”*

## **less local care choice and dependency on private sector alternatives**

*“The closure of Bishops Waltham House is unnecessary and will cause severe disruption to vulnerable residents, and will remove a much-needed facility in the area (which has evidently had its number of residents run-down over recent years, artificially portraying a lower level of demand/need). The suggestion that there are 75 homes and 15 nursing homes within ten miles of Bishops Waltham House is entirely misleading, particularly regarding those homes' willingness to take publicly-funded residents, and indeed the availability of spaces. The financial case has not been proven or evidenced, included in the July 2023 Cabinet Decision Report. Current staff are excellent and their contribution towards the HCC care sector will be decimated if the home is closed. Its adaptation to meet current higher standards is not necessary as the care needs of residents are being met, as evidenced by the October 2023 CQC "Good" Rating.”*

# Other comments and suggested alternative approaches

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The Response Form provided a final question to provide the opportunity for any further comments, impacts or alternative suggested approaches

342 respondents provided further comments or suggested alternative approaches. Many of the responses reinforce comments on the reasons for answers regarding agreement or disagreement with the proposals.

The most common themes for the comments in the “other comments and suggested alternative approaches” question related to:

- Loss of established highly valued service within local community
- Unsettling or traumatic to leave current home and community
- Invest in existing estate and facilities
- Other challenges to strategy

The responses have been coded and the frequency of comments in each theme broken down by category of interest can be seen on the following table.

# Any other comments or suggested alternative approaches

		Gp 1	Gp 2	Gp 3	Gp 4	Number of comments	Base
<b>In support of proposal</b>	Efficient resource use for future population needs / focus on higher needs	1	5	1	8	15	<b>Group 1:</b> 115 Current or former service users or their family/friends
	Current accommodation needs updating to be fit for purpose	1	4		7	13	
<b>About existing services</b>	Quality of service is high	14	3			18	<b>Group 2:</b> 38 Current or former HCC care home staff/volunteers
	Quality of staff is high	7			1	8	
	Existing facilities already meet needs of some residents	18	3	4	4	30	<b>Group 3:</b> 73 People who live close to the sites
	Existing facilities are well located	6		1		7	
<b>Concerns / reasons to disagree</b>	Unsettling or traumatic to leave current home and community	31	5	10	15	61	<b>Group 4:</b> 111 Any other individuals, organisations and DERs
	Adverse impact on relatives including need to travel further	14	2	10	7	34	
	Proposed size of new homes is too large	8	1	4	2	15	Unspecified 5 <b>Total respondents = 342</b>
	Less local care choice and dependency on local private sector alternatives	8	1	7	4	20	
	Loss in continuity / consistency of care for individuals during transition	3			2	5	
	Leads to inadequate capacity of appropriate services for local needs	11	1	5	11	28	
	Loss of established highly valued service within local community**	28	3	19	10	62	
	Potential loss of high calibre staff	4				4	
<b>Impacts on staff</b>	Staff will have further / too far to travel	6		1		7	** (includes basic pleas not to close the facility)
	Local employment / employment opportunities may be lost	4	2	2	1	9	
	Other impacts on staff	3	1	1	1	6	
<b>Challenges to strategy</b>	Closing day care short sighted - creates demand for more expensive services	1			1	2	
	Strategy primarily driven by financial considerations	3		1	3	7	
	Invest in existing estate and facilities	24	4	16	14	59	
	Adequate new services should be open before old ones closed	9	5	1	4	19	
	Other challenges to strategy	13	4	9	26	52	
<b>Other</b>	Key considerations for new accommodation	4	1	3	2	10	
	Land / buildings should be used to meet care needs of local community	5	2	8	5	20	
	Other land / buildings / development comments	6	2	5	7	20	



# Other comments and suggested alternative approaches – illustrative examples

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## Loss of established highly valued service within local community

*“Bishops Waltham as a village/town provides a loving stable community life to many, Why not build/provide a bigger much needed development within the local area!”*

*“Don't let this remarkable facility be lost to the large community of ageing retirees.”*

## Unsettling or traumatic to leave current home and community

*“There is clear evidence that moving people with extreme frailty is likely to significantly shorten their life expectations. HCC have in the past been criticised by coroners for moving people where these capital has depleted, so this is a foreseeable risk. My father would not tolerate a move to a new home, particularly if this was cut of Basingstoke reducing family access to visit. He was placed in Oakridge House with very careful multiagency support as he has previously become very agitated and distressed during a respite period. The staff in both residential and nursing services at Oakridge know my father, have his trust and confidence and have ensured that the transition to long term care has been as good an experience as possible. To move him away from the people he knows and responds so positively with, would effectively be responsible for ending his life.”*

- Invest in existing estate and facilities

*“As a retired builder i do not see why the appropriate improvements can not be made to the Solent Mead building. There is ample land surroundings the building which I understand to have been donated to NFDC for the purposes of care. Surely this means that the building and land can only be used for social care purposes.”*

## Other challenges to strategy

*“Why is there no joined up thinking? The NHS is at breaking point due to bed blocking. G ward in NHCH Basingstoke hospital is like a retirement home with elderly people living there for months waiting for a nursing home. Thousands of affordable retirement home and nursing home beds are needed urgently. 100 would not even clear the backlog of bed blocking.”*

# Identified equalities impacts

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When respondents expressed their level of agreement/ disagreement with each proposal, if they provided a reason or impact, they were asked a further question:

Please indicate below if you wish to highlight any characteristics which are particularly relevant to the impacts you have described (NB: These include specific characteristics that the County Council is responsible for considering under the Equality Act 2010). *(Please select all that apply)*

*The chart on the following slide indicates the % of respondents to each proposal who identified impacts on protected characteristics. This illustrates that for every proposal, the highest impacts were identified for older people and disabilities.*

The highest percentage of respondents commenting on their response to proposals who highlighted these two impacts were those responding and commenting on proposals for Green Meadows, Solent Mead (Home and Day Service) and Bishops Waltham.

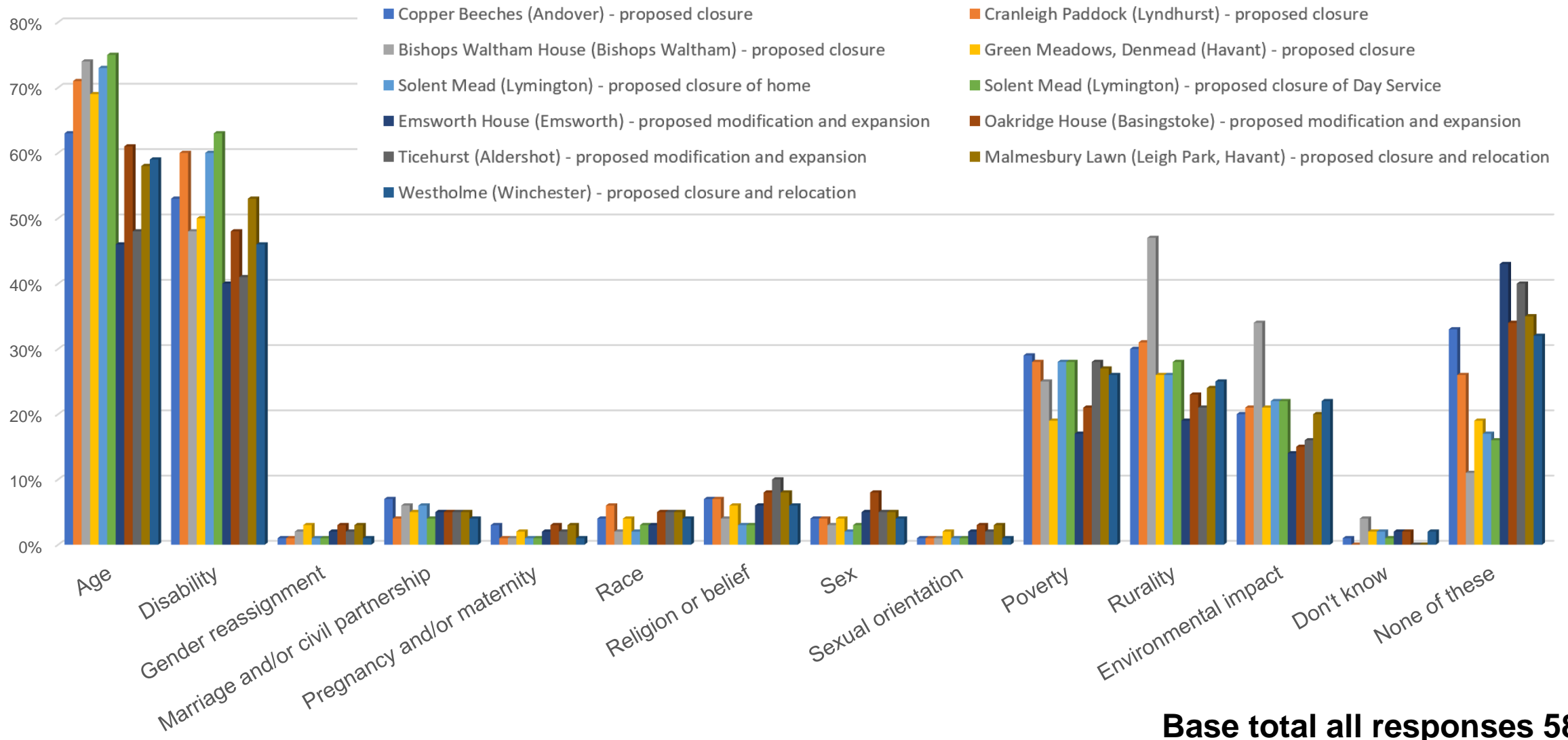
Other significant impacts identified were on those relating to rurality and environmental impacts, featuring particularly strongly in a higher percentage of respondents on the proposal for Bishops Waltham House. These issues featured in the responses in terms of concerns around public transport in rural areas for access to services and visiting, with a potential increased dependency on car travel.

The other significant higher impact area is on poverty, which tends to feature in comments relating to uncertainties around the availability and cost of alternative local provision in the private sector, and to the potential added costs of transport for visiting alternative homes or accessing day services.

The data on this response will help support the service to undertake the equalities impact assessment of proposals required as part of decision recommendations.

# Identified equalities impacts

**% of respondents to each proposal who identified impacts on protected characteristics**



**Base total all responses 586**

# Engagement sessions and conversations

## Summary of notes from engagement sessions and conversations with residents, service users and their relatives/ representatives (individual and group conversations)

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50 conversations with individual residents, service users or groups or relatives/ representatives were held during the consultation period. These sessions were through pre-booked appointments conducted by HCC Care senior managers and social workers to provide information, answer questions and assess peoples understanding of the proposals and their implications. This provided an opportunity to provide specific feedback within the consultation period which is summarised below on the following three slides. It may also have led to the completion of survey response forms in some cases. Everyday conversations and queries with residents or their representatives which take place have not been captured as a matter of course for the purpose of the consultation.

### Bishops Waltham House – 8 individual conversations with residents

- This had provided an opportunity to understand options, preferences and requirements for the future and to talk through the process. For some this was accepted but there was some apprehension about the potential loss of companionship.
- The staff were highly valued and of real importance was proximity to family in the local community.
- There was apprehension following previous experience of being relocated.
- Resident didn't want to leave a wonderful home close to family.

### Green Meadows – 7 conversations with representatives of residents

- The quality of care was highly regarded, and residents really get along so well with staff.
- Relatives were very concerned about the proposed closure. It was important that they were close by and in the local community.
- There is an awareness that some facilities are dated but they are adequate, and the processes work well.
- Everyone appears happy at the home, there is a happy community and residents don't want to leave.

## Summary of notes from engagement sessions and conversations with residents, service users and their relatives/ representatives (individual and group conversations)

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### Solent Mead Care Home – 16 conversations with representatives of residents

- Preferences for re-locations were discussed, some in Lymington, others in Winchester. The Day Service and its staff were highly valued as was friendship/ companionship with other residents. Coping with change is a key challenge and it would be helpful to avoid this for as long as possible.
- Some anxiety about closure and the prospect of not having choice to remain close to the town and having to move into a private facility and the costs/affordability .
- Questions raised about closing one place to open another and if it was possible to build on the existing site. What would happen if Solent Mead closed before a new home was opened? It was seen as important that a new facility was operational and staffed.
- There was experience of moving having unsettled residents in the past and there was anxiety that this would happen again.
- Questions were raised about whether current resident would be eligible for the care provided by HCC Care and some anxiety over financial planning for diminishing resources and how they might be supported/ assisted by the County Council.
- There was high praise for the staff but also some concerns regarding the experience of Forest Court which had many agency staff. This was a problem for dementia residents who benefited from familiar carers. There was some fear over the loss of a friendly vibe and high-quality care at Solent Mead which a bigger establishment may not replicate.
- Relatives living in Lymington had concerns regarding travel to anywhere further afield and wanted loved ones to be close to them and their community.
- There was apprehension at the prospect of multiple moves and the detrimental impact and disappointment that a new HCC Care facility wasn't being established before considering closing existing ones. It felt as though there was no real plan in place and residents and their families felt vulnerable without affordable alternatives locally.
- Modifications on an existing site were considered appropriate and cheaper than new facilities.

## Summary of notes from engagement sessions and conversations with residents, service users and their relatives/ representatives (individual and group conversations)

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Solent Mead Day Service - 5 individual conversations with representatives of residents and a group conversation led by the County Council's commissioned advocacy provider with 4 service users.

- There was general disappointment over the proposed closure of the day centre.
- The group enjoyed being together as a regular team and supporting each other, they wanted to continue to do this along with the current support staff. They were more concerned about staying together and less concerned about a venue. There was anxiety, sadness and apprehensions regarding the proposed closure and finding somewhere in Lymington to continue to meet as a group. They were hopeful to have a couple of new members of the group and hoped that if this was the case, the County Council would continue to support a day service facility at another venue in Lymington if Solent Mead closed. They recognised that some in the room could benefit from a modern approach to residential care.
- The individual conversations revealed concerns about the impact of loss of valued companionship established in the centre and the difficulty in dealing with change. Establishing a routine of attendance had proved highly valuable but change may be difficult to handle. This was the only day centre in Lymington. Service users' goals included maintaining independence and social interaction. Service users weren't fully independent and would need transport to any other facility, but an alternative would really need to be in the town. There was a sense that the decision had already been taken.
- The closure of the site was questioned, it seemed cruel starting this process before a new facility was offered. The arrangements and responsibility for a replacement day service were questioned whilst the closure and opening of new facility was taking place. Would the County Council be funding and offering a replacement day service, or would there be one attached to the new facility.

## Summary of notes from engagement sessions and conversations with residents, service users and their relatives/ representatives (individual and group conversations)

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### Emsworth House– group conversation with residents and their relatives

- Relatives wanted disruption of relocation minimised and one preferred this to be sooner rather than later.

### Oakridge House – 5 individual conversations with representatives of residents

- Relatives and residents happy with standard of care
- Programme of improvements is understood
- Concerned about disruption and potential move and cost of private provision

### Ticehurst – 3 conversations with representatives of residents

- Relatives and residents very happy with quality of care received and supportive of programme of improvements.

### Malmesbury Lawn – conversation with a representative of one resident

- Resident had a traumatic experience of a private sector home. Hoping there will be a plan B if proposals are declined.



# Unstructured Responses

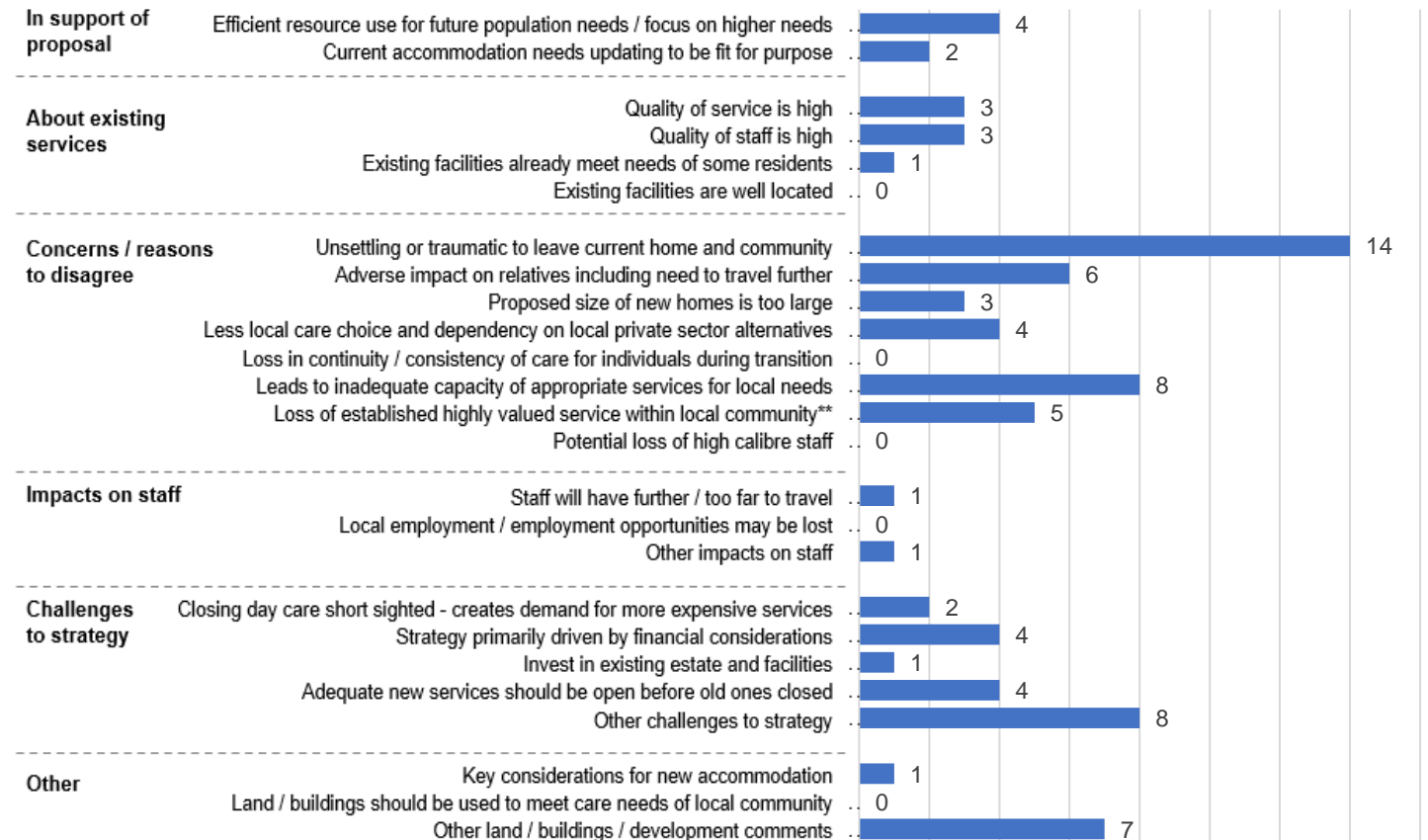
# Summary of themes from unstructured responses

44 contributions to the consultation were received as emails or letters. The points expressed in these contributions have been coded to the same themes as those received through the consultation response form. The following table illustrates the number of comments coded to each theme.

The most common themes are:

- Unsettling/ traumatic to leave current home and community
- Leads to inadequate capacity of services for local needs
- Other land/ building/ development comments
- Impact on relatives inc. need to travel furth
- Other suggestions and challenges to the strategy

These contributions were received by the service Department and have been available for review by the service.



# Unstructured comments - most commonly mentioned themes

## Unsettling/ traumatic to leave current home and community

*“The residents and users of Solent Mead have reached the stage in their lives when they expect and need more certainty about their future, including where they will live, their accommodation and who will look after them. Your proposals provide none of these, and indeed the uncertainty of their future which your proposals invoke is at best insensitive and at worst cruel!”*

## Impact on relatives including the need to travel further

*“Solent Mead has provided many people with security, living in the town they love and being near enough for visitors traveling by public transport. A friend recently had the experience of his wife having to go to a care home over 10 miles away with no public transport anywhere near. They were both well into their 80s. It was devastating for them”*

## Leads to inadequate capacity of services for local needs

*“In the statement published on your web site, you propose “to withdraw, over a period of me, from the direct provision of standard residential care”. It is understood that there are growing numbers of elderly with dementia and other illnesses: but there is also a growing number of elderly who do not need specialist nursing care, so the withdrawal of these services is going to leave a gap in provision for such people.”*

## Other land/ building/ development comments

*“.....There is no information on how the land at Marmsbury Lawn will be used if the care home is provided on another site. Will that site stand empty for years too? The Oak Park scheme was approved at a cost of £25 million. What has happened to that funding? Will procurement on the Oak Park site be any better than previous attempts? Because of previous delays will the care home development on Oak Park be given priority?”*

## Other suggestions and challenges to the strategy

*“Appalled that you are considering any closures before you have the full range of Home Assistance available. Saying that you are going to do so – future tense- does not help those desperate for assistance now – present tense.”*

*Happily, not personally involved at the moment but have close friends where the patient aged 90 has been in and out of hospital numerous times in the last 2 months but has to be nursed by his wife – aged 94 – when he is sent home with no help or cover provided. Before you close any homes put the assistance needed now in place.”*

# Methodology and demographics

# About this report

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This report summarises the main findings from Hampshire County Council's 2023 HCC Care Consultation.

As this was an open consultation, the respondents do not provide a representative sample of the Hampshire population. All consultation questions were optional, and the analyses only take into account actual responses – where 'no response' was provided to a question, this was not included in the analysis. As such, the totals for each question may add up to less than the total number of respondents who replied via the consultation Response Form.

All of the comments and unstructured responses received through the consultation have been shared directly with services for full review, to inform the ongoing development of the proposals, and associated Equality Impact Assessments.

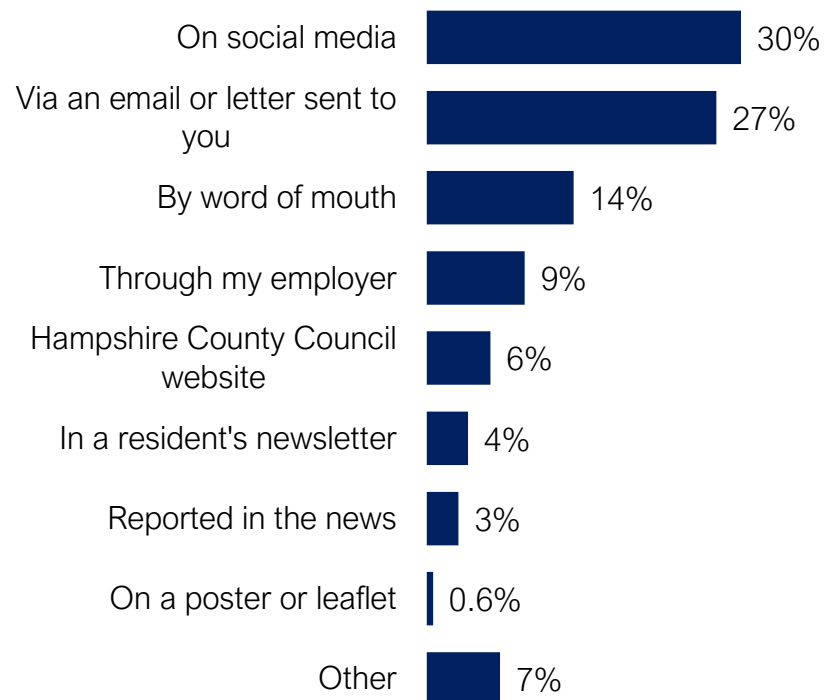
Additionally, consultation codeframes were created using an inductive approach\* from a random sample of replies from each open-ended question received across the course of the consultation, in order to understand key themes arising.

The number of people working on each codeframe was kept to a minimum to ensure a consistency of approach for each, and all coding was cross checked.

*\*This means that the themes were developed from the responses themselves, not pre-determined based on expectations, to avoid any bias in the analysis of these responses.*

# Communications and Promotion

Source (where respondents heard about the consultation)



The consultation was widely promoted via a range of online and offline channels. Letters were sent to care home residents, their relatives and representatives, along with stakeholders such as partner organisations in the NHS and local councils. Several engagement events were held in all the homes affected (except Copper Beeches and Cranleigh Paddock which are temporarily closed). This was to enable those who may be directly impacted, and their families, to learn more about the proposals and to discuss the proposed changes in more detail with HCC Care staff, social workers and Registered Managers of the homes and Day Service. Advocacy support was offered to residents and Day Service users to help them participate in the consultation. MSTeams and telephone appointments were also offered to people who preferred that form of engagement.

## List of responding organisations, groups and businesses

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St.Michael's Church of England

University Hospital Southampton NHS FT

Chawton House Surgery

Rushmoor Borough Council

Emsworth Medical Practice

Lymington and Pennington Town Council

Hampshire and Isle of Wight Integrated Care Board on behalf of all NHS partners within the HLOW Integrated Care System

Patient Participation Group (PPG) of Chawton House Surgery

New Forest District Council

Bishop's Waltham Parish Council

Hampshire UNISON

Andover & District Older People's Forum

Frimley ICB

Bluezone Care Ltd

Silverlinks

## List of responding democratically Elected Representatives' constituencies

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Bishops Waltham Parish Council

Mayor of Lymington and Pennington

Titchfield Common Ward and Fareham, Titchfield and Fareham County Division

Upham Parish Council

Durley Parish Council

North East Havant

Lymington & Boldre

Boldre Parish Council

East Woodhay Parish Council

Odiham, Hook and the Western Parishes

New Forest West

Hayling Island

Worthys Ward, WCC

Candovers Oakley and Overton Division

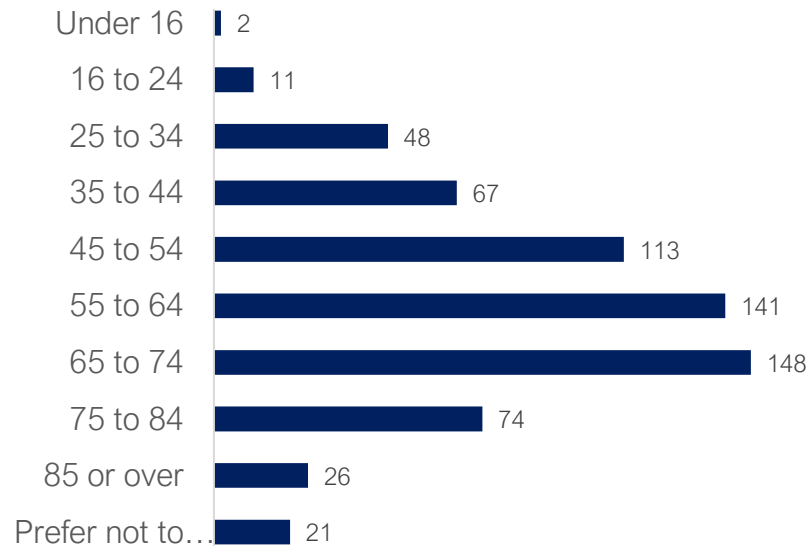
Lymington and Pennington Town Council

Aldershot South Division

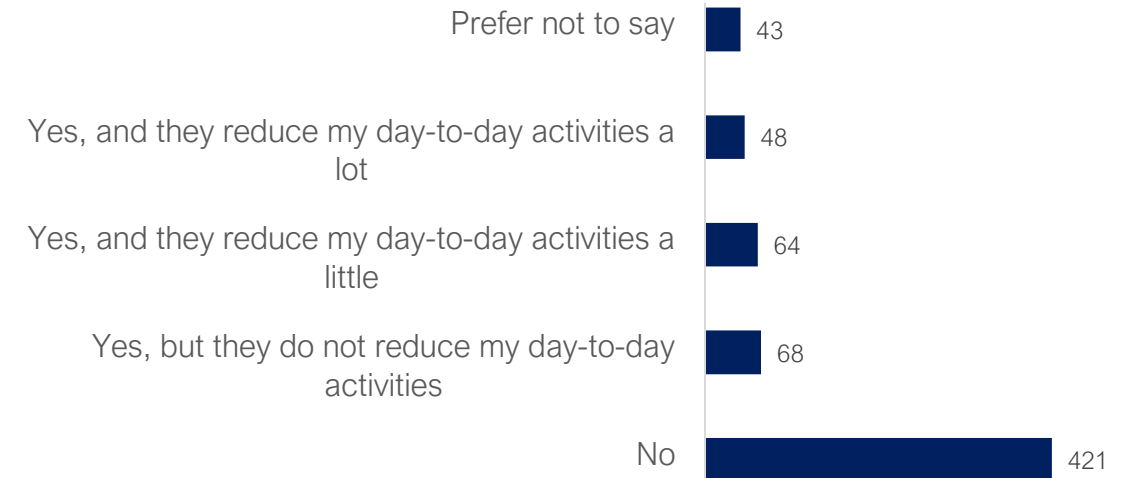


# Respondent age and disability profiles

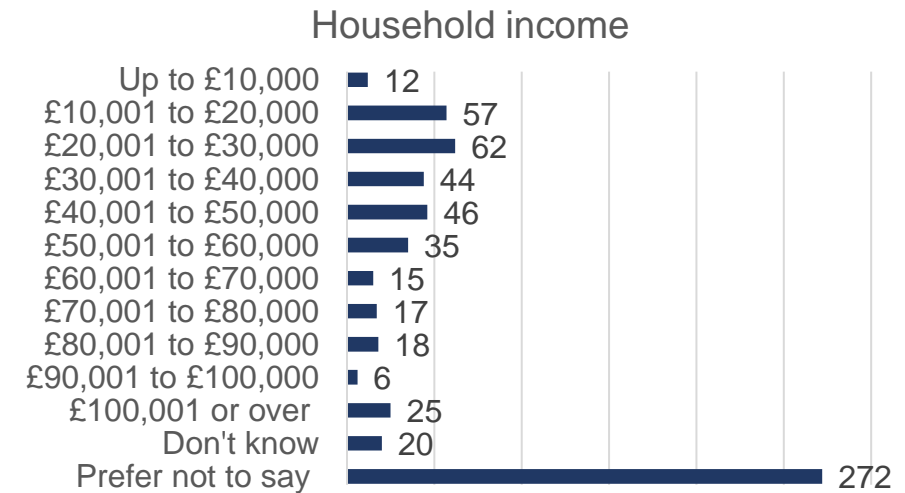
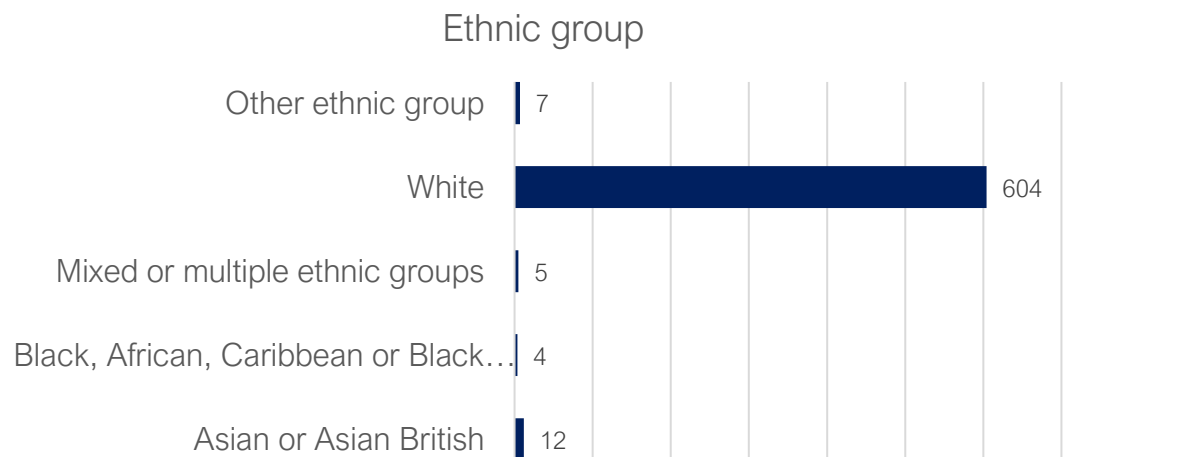
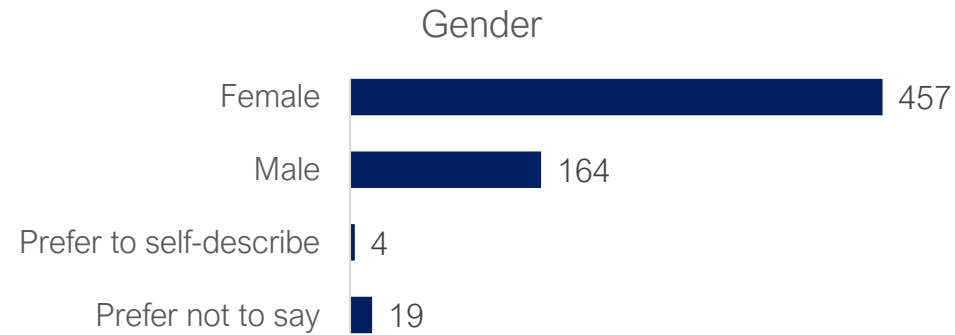
Age profile



Physical or mental health conditions or illnesses lasting or expected to last 12 months or more



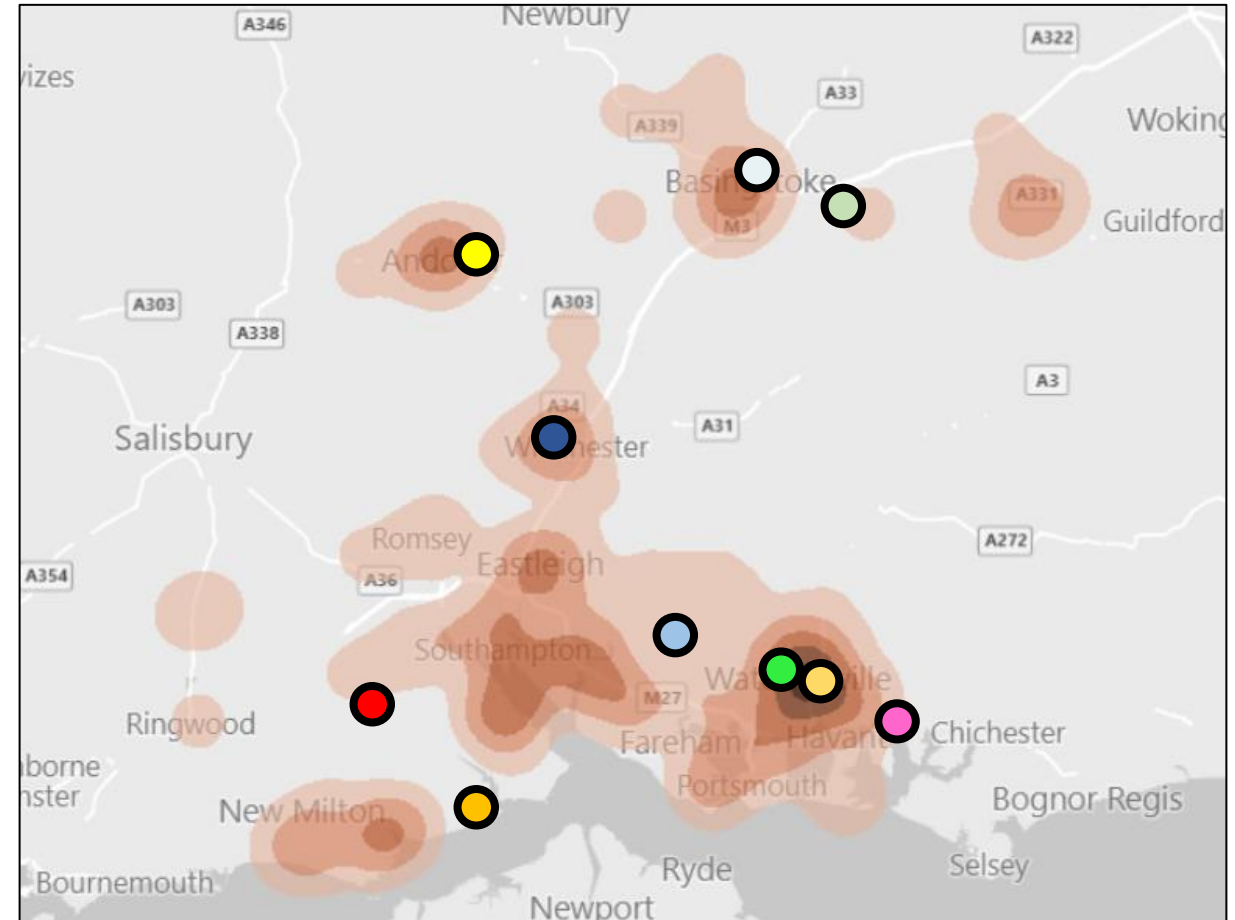
# Respondent gender, ethnicity and income profiles



# Respondent location profile in relation to care home locations

Hampshire postcodes of survey respondents (428 supplied)  
(an additional 84 postcodes x-Hampshire were supplied)

	Copper Beaches	SP10 2QU
	Cranleigh Paddock	SO43 7AT
	Bishops Waltham House	SO32 1NP
	Green Meadows	PO7 6LW
	Solent Mead	SO41 3RB
	Emsworth House	PO10 7RJ
	Oakridge House	RG21 5QS
	Ticehurst	GU11 3RX
	Westholme	SO22 6NT
	Malmesbury Lawn	PO9 4JY



# Appendix

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1. detailed breakdown of main interests provided by respondents

Number of people by stated main interest in the proposals (individual category)

2. areas of interest by interest group

(% of people responding at all to the overall agreement/disagreement question on any proposed site)

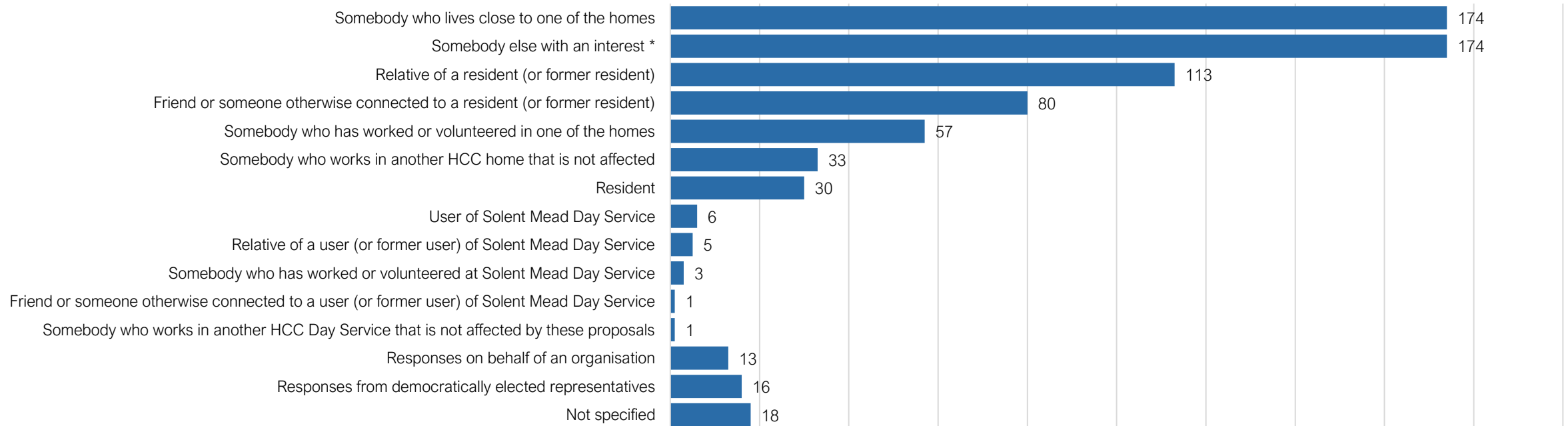
3. interest composition of respondents to each proposal

(% of people responding at all to the overall agreement/disagreement question on any proposed site)

# Consultation Response Form

A total of 724 responses were received to the online, easy read and paper response forms

Number of respondents by stated main interest in the proposals (single category selection)

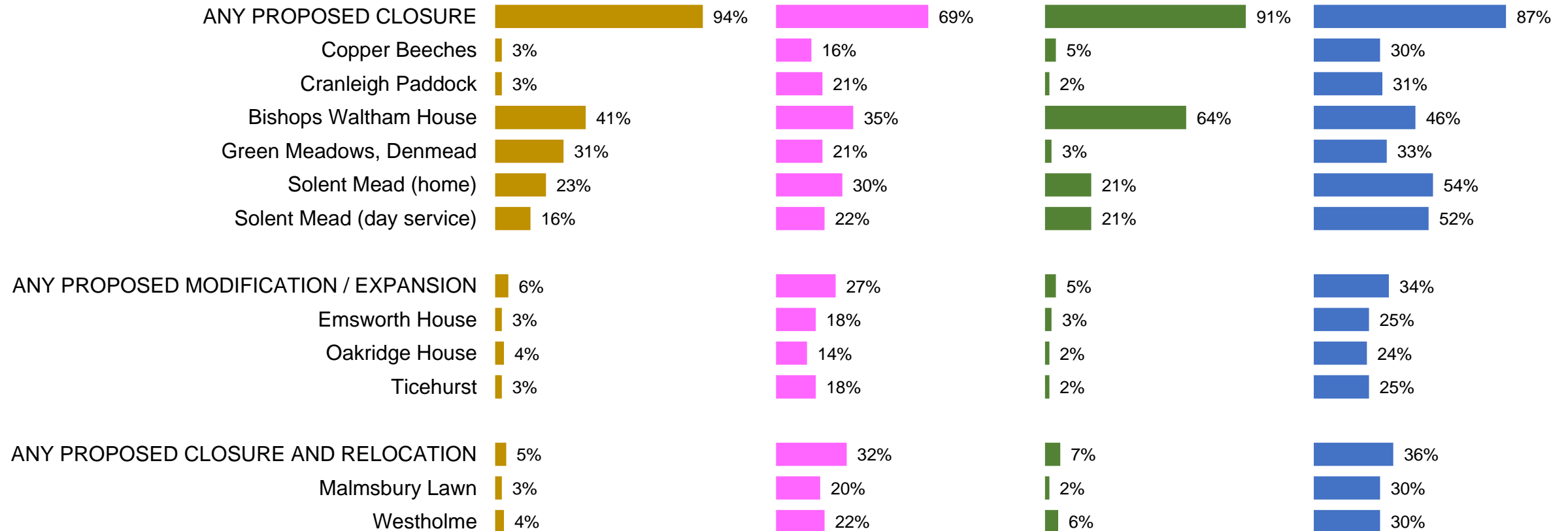


\* "Somebody else with an interest" includes those describing themselves as: older residents, residents with disabilities, carers, residents with an interest/ involvement in their local communities and the needs of older residents, family of older people with likely future care requirements, taxpayers/ residents, other current or former staff or professionals in the health or social care sector, some of whom may have had an involvement with the facilities potentially affected by the proposals, former elected representatives and people who work or have worked for Hampshire County Council.

74% of responses were submitted via the standard online form, 20% via the online Easy Read form and 7% via a paper form

Group 2 were slightly less likely than the other groups to answer the question on closures.  
Groups 2 and 4 were more likely than other respondents to answer on proposals incorporating relocations.

% of people responding at all to the overall agreement/disagreement question on any proposed site



Graph based on those who gave any response to any of the questions on overall agreement / disagreement with the proposals

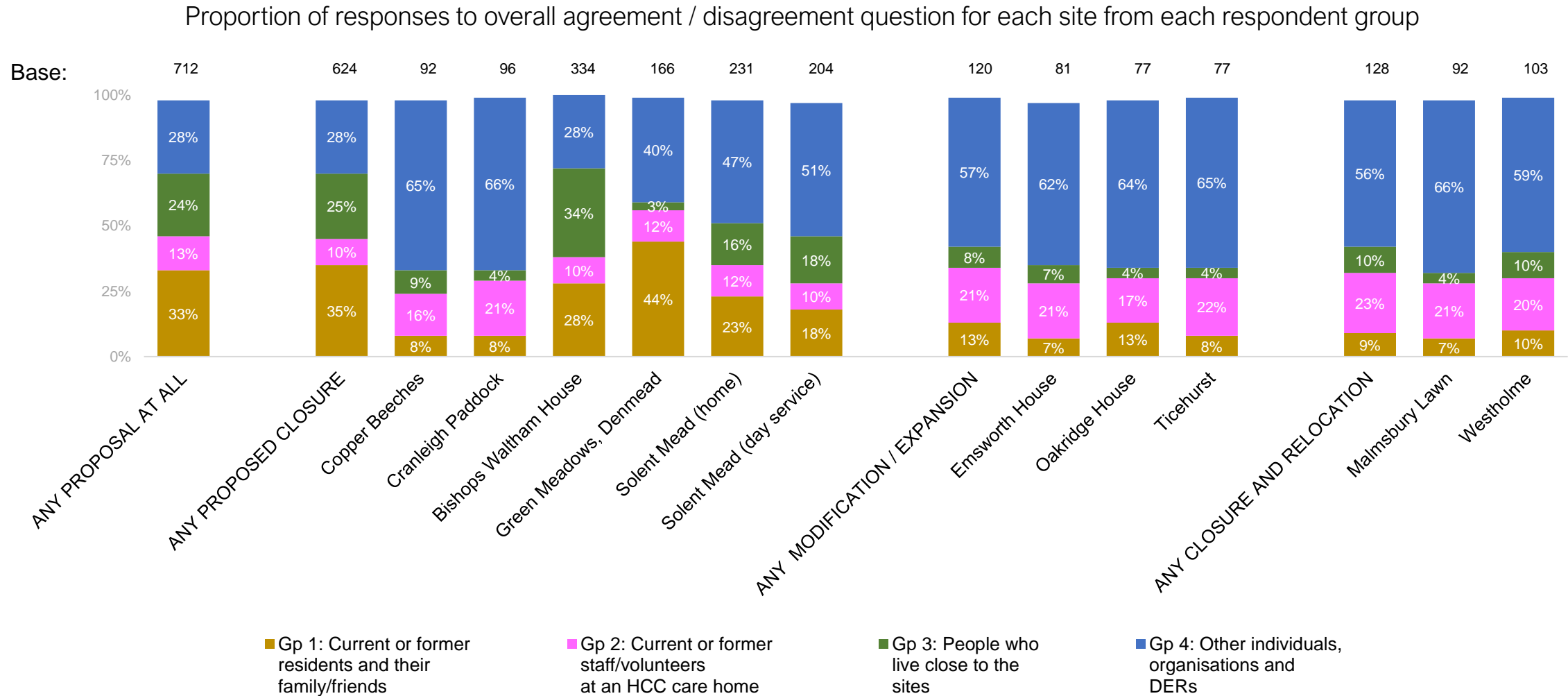
■ Gp 1: Current or former residents + their family / friends (Base=232)

■ Gp 2: Current or former staff/volunteers at an HCC care home (Base=94)

■ Gp 3: People who live close to the sites (Base=174)

■ Gp 4: Other individuals, organisations and DERs (Base=201)

Feedback from current or former residents and their families / friends (Group 1) tended to make up a higher proportion of responses for Bishops Waltham House, Green Meadows and Solent Mead.



Graph based on those who gave any response to any of the questions on overall agreement / disagreement with the proposals