

# Public Document Pack



## NOTICE OF MEETING

<b>Meeting</b>	Health and Adult Social Care Select Committee
<b>Date and Time</b>	Tuesday, 27th February, 2018 at 10.00 am
<b>Place</b>	Ashburton Hall, Elizabeth II Court, The Castle, Winchester
<b>Enquiries to</b>	<a href="mailto:members.services@hants.gov.uk">members.services@hants.gov.uk</a>

John Coughlan CBE  
Chief Executive  
The Castle, Winchester SO23 8UJ

## FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast live on the County Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Filming Protocol available on the County Council's website.

## AGENDA

### 1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

### 2. DECLARATIONS OF INTEREST

All Members who believe they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Part 3 Paragraph 1.5 of the County Council's Members' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore all Members with a Non-Pecuniary interest in a matter being considered at the meeting should consider whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, consider whether it is appropriate to leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with the Code.

### 3. MINUTES OF PREVIOUS MEETING (Pages 3 - 12)

To confirm the minutes of the previous meeting

### 4. DEPUTATIONS

To receive any deputations notified under Standing Order 12.

**5. CHAIRMAN'S ANNOUNCEMENTS**

To receive any announcements the Chairman may wish to make.

**6. OUTCOME OF THE CONSULTATION ON THE FUTURE OF BULMER HOUSE DAY SERVICE IN PETERSFIELD AND MASTERS HOUSE DAY SERVICE IN ROMSEY (Pages 13 - 84)**

To consider the outcomes of the consultation on the future of Bulmer House Day Services in Petersfield, and Masters House Day Service in Romsey, prior to the decision of the Executive Member for Adult Social Care and Health on 13 March.

**7. WORK PROGRAMME (Pages 85 - 96)**

To consider and approve the Health and Adult Social Care Select Committee Work Programme.

**ABOUT THIS AGENDA:**

**On request, this agenda can be provided in alternative versions (such as large print, Braille or audio) and in alternative languages.**

**ABOUT THIS MEETING:**

**The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please contact [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk) for assistance.**

County Councillors attending as appointed members of this Committee or by virtue of Standing Order 18.5; or with the concurrence of the Chairman in connection with their duties as members of the Council or as a local County Councillor qualify for travelling expenses.

# Agenda Item 3

AT A MEETING of the Health and Adult Social Care Select Committee of  
HAMPSHIRE COUNTY COUNCIL held at The Castle, Winchester on  
Wednesday, 17th January, 2018

## PRESENT

Chairman:

p Councillor Roger Huxstep

Vice-Chairman:

p Councillor David Keast

a Councillor Martin Boiles  
p Councillor Ann Briggs  
p Councillor Adam Carew  
p Councillor Fran Carpenter  
p Councillor Charles Choudhary  
a Councillor Tonia Craig  
a Councillor Alan Dowden

a Councillor Steve Forster  
p Councillor Jane Frankum  
p Councillor David Harrison  
p Councillor Marge Harvey  
p Councillor Pal Hayre  
p Councillor Mike Thornton  
p Councillor Jan Warwick

### **Substitute Members:**

p Councillor Neville Penman

### **Co-opted Members:**

p Councillor Tina Campbell  
a Councillor Trevor Cartwright  
p Councillor Barbara Hurst  
a Councillor Alison Finlay

### **In attendance at the invitation of the Chairman:**

p Councillor Liz Fairhurst, Executive Member for Adult Social Care and Health  
p Councillor Patricia Stallard, Executive Member for Public Health

## 40. **APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Martin Boiles and Steve Forster. Councillor Neville Penman, as the Conservative standing deputy, was in attendance in their place.

Apologies were also received from Councillor Alan Dowden and Co-opted Members Councillors Trevor Cartwright and Alison Finlay.

## 41. **DECLARATIONS OF INTEREST**

Members were mindful that where they believed they had a Disclosable Pecuniary Interest in any matter considered at the meeting they must declare that interest at the time of the relevant debate and, having regard to the circumstances described in Part 3, Paragraph 1.5 of the County Council's Members' Code of Conduct, leave the meeting while the matter was discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore Members were mindful that where they believed they had a

Non-Pecuniary interest in a matter being considered at the meeting they considered whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, considered whether it was appropriate to leave the meeting whilst the matter was discussed, save for exercising any right to speak in accordance with the Code.

No declarations were made.

#### 42. **MINUTES OF PREVIOUS MEETING**

The Minutes of the meeting of the Health and Adult Social Care Select Committee (HASC) held on 21 November 2017 were confirmed as a correct record, subject to the addition of Cllr Frankum's apologies, and signed by the Chairman.

#### 43. **DEPUTATIONS**

The Committee did not receive any deputations.

#### 44. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman made three announcements:

##### Joint Health Overview and Scrutiny Committee (JHOSC) Dorset Clinical Services Review

Cllrs Keast and Harrison attended a meeting of the JHOSC on 12 December, where updates were heard from Dorset Clinical Commissioning Group (CCG), the affected Hospitals, Ambulance Trust and Local Authority on the progress of work undertaken on the CCG's now agreed option to centralise urgent care at Bournemouth Hospital, and planned care at Poole Hospital.

The Dorset HOSC had made an outline decision to refer the review to the Secretary of State, and had put a recommendation before the JHOSC to support this referral (as all local authorities making up the JHOSC had not delegated their powers to refer to the Secretary of State for Health). At the end of discussion on the issues, the JHOSC voted not to support the referral. Since this time, the Dorset HOSC had decided not to progress a referral to the Secretary of State.

Further work was ongoing, specifically with the ambulance service serving the Dorset population, and a further meeting of the JHOSC would be held in due course.

Cllrs Harrison and Keast noted that this was a positive development for Hampshire residents.

##### Day Opportunities Consultation and Workshop

The HASC held a successful workshop on 7 December with officers from Adults' Health and Care to understand proposals relating to day opportunities, and to

work in groups to provide feedback and ask questions. The outcomes of this session were compiled into a response from the HASC to the consultation, which had been circulated in its final form to Members.

The HASC were due to consider the final outcomes of the consultation at a pre-decision scrutiny item on 27 February, in advance of the Executive Member meeting on 13 March.

#### Working Groups update

The two working groups of the HASC, on social inclusion and sustainability and transformation partnerships, had both met and would report to the Committee in due course.

### 45. **PROPOSALS TO VARY SERVICES**

#### NHS NORTH HAMPSHIRE CLINICAL COMMISSIONING GROUP AND NHS WEST HAMPSHIRE CLINICAL COMMISSIONING GROUP: TRANSFORMING CARE SERVICES IN NORTH AND MID HAMPSHIRE

The Chief Executive Officers from Hampshire CCG Partnership (representing North Hampshire CCG) and West Hampshire CCG presented a report on Transforming Care in North and Mid Hampshire (see report, Item 6 in the Minute Book). Also in attendance was the Chief Executive of Hampshire Hospitals NHS Foundation Trust, the Programme Director for Transforming Care Services, and the Clinical Chair of North Hampshire CCG, in order to answer questions from the Committee.

Members heard that the CCGs and Trust had been working closely together, as well as with other acute hospital trusts and social care, in order to arrive at the proposals considered on 30 November. The papers considered at the joint meeting in public of the two CCGs highlighted the significant work that had been ongoing, including progress made by the clinical reference groups and stakeholder groups. The proposals had benefited from input from both University Hospital Southampton NHS Foundation Trust and Frimley Health NHS Foundation Trust as the two acute services potentially impacted by any change to how Hampshire Hospitals are organised, as well as that from clinicians and GPs, and representatives from both Winchester and Basingstoke Councils.

Through joint working, a shared vision for health and social care had been developed, which focused on both in and out of hospital care. This vision would meet best practice and enable access to specialist care for the sickest and most dependent patients. It also aimed to tackle the challenge of a changing population demographic in Hampshire, with data showing that there was an increase of people in Hampshire who are ageing and suffering from long-term chronic conditions.

The CCGs and their partners recognised that there had been a lot of changes since 2012, not least the current financial situation which was much more challenging for the NHS. Since this time, there had also been the publication of the national NHS strategies on the 'Five Year Forward View' and 'General Practice Forward View', which had impacted significantly on how service

changes are delivered. These developments in NHS policy had also introduced the need for hospitals to provide specialist care 24 hours a day, seven days a week. Greater working between the NHS and social care through the Better Care Fund was also an important development, with much more impetus on working in partnership to provide joined up care.

For the reasons above, the CCGs had felt it appropriate to revisit the approach taken to reviewing services in North and Mid Hampshire, although it was appreciated that it had been a long journey to reach this point. In reaching the most recent set of proposals, the CCGs had felt it important to engage with external partners to develop what the future of all services, including primary care and community services might look like, rather than a sole focus on acute services, and through this, a new hospital building. A piece of public engagement work had been undertaken, asking the local population whether they understood centralisation and the impact this had on access to services. The outcomes had been that generally the public do understand and support centralisation, as long as services remain accessible, accepting that this approach provides safer care in the long term. The only caveat to this finding was for maternity services, where the public were more hesitant about supporting centralisation.

At a meeting held in public on 30 November the two CCG Boards had concluded that building a new Critical Treatment Hospital was not the preferred option for the future of services in North and Mid Hampshire, with the approach agreed to instead centralise services within the three Hampshire Hospitals sites already in existence. To this end, the CCGs would continue working in partnership with the Trust to bring this model to fruition, which was felt by all parties (should the model be the right one) to meet the needs of the changing Hampshire population.

Since the decision was taken to concentrate on the centralisation model, the CCGs and Trust had been undertaking work with partners to assess the current estate. There had also been a stocktake of community services to understand what is working and what isn't, keeping a core focus on out-of-hospital services that reduce pressure on the Trust. Once this work had been completed, partners would be determining which services could most appropriately be moved. It was expected that any new model would need the support of Capital Programme funding, in order to improve the estate and make it fit for purpose, and there was expected to be a bidding process to apply for any such monies. A further report was due to be heard by the CCGs in March 2018, which would detail the progress made against these elements of the programme.

An overview was provided by the Clinical Chair of North Hampshire CCG of the model envisaged for North and Mid Hampshire, helping to keep people well for as long as possible, to provide joined-up care that individuals feel in charge of, to be responsive, and to have access to the right people at the right time. It was hoped that the outcomes of the 'transforming care services' work would be a more holistic model of health and social care for the population, based around multi-disciplinary teams in the community, with individuals only accessing hospital care when it was appropriate and unavoidable.

In response to questions, Members heard:

- That an assessment of the current Hampshire Hospitals estate needed to be undertaken before further decisions could be taken on centralisation, as partners needed to understand the state of the building stock and footprint for potential expansion.
- Once a decision had been taken by the CCGs, the Chief Executive of the Trust had discussed the proposals with her senior clinical leaders, in order to understand any concerns around sustainability or the safety of services. In the short-term, there were not concerns about services continuing. For those services that would have been centralised in the Critical Treatment Hospital, the Trust were reviewing with its external partner the benefits and consequences of centralising these, and this work was still ongoing. It was hoped that this work would report in March.
- That the Trust's key concerns at this time were finance and workforce, which were both under pressure. The message received from clinicians, which had been validated by data, was to question the affordability of providing the services that are duplicated across the hospital sites. This was complicated by centralisation not always resulting in savings, as patient activity might remain the same.
- All the partners were signed up to the model described, as hospitals needed to see a decrease in activity and a shift towards out-of-hospital care as the norm. The Trust would be involved in providing services that assisted individuals to stay well outside of hospital.
- Once the model was implemented, work would need to take place to engage the public that hospital isn't always the best place to be. The NHS needed to break away from the reliance on the hospital as the centre of care, and instead build investment into community services. The CCGs and Trust believed that if the model of primary and community care envisaged could be achieved, then bed numbers in the Trust could potentially decrease, rather than increase.
- That a senior stakeholder group had contributed throughout the programme, which included membership from the ambulance service and other acute trusts with an interest in what the final model would look like. The Trust worked closely with other hospital trusts in Hampshire and held regular conversations with University Hospitals Southampton NHS Foundation Trust and Frimley Health NHS Foundation Trust.
- The questions posed in the engagement exercise referred to in the report were determined with assistance from a public and patient engagement group, with these focused on general thoughts around centralisation, rather than specifics. The CCGs and Trust had undertaken extensive engagement over the previous six years and have found this helpful for informing proposals. The CCGs were content to share the findings from the most recent engagement exercise with Members, and would provide details of that undertaken in East Hampshire with the relevant member.
- The way primary care services, particularly the general practice model, operate was changing and the partnership model was under threat as a result of a retiring workforce, but with new GPs coming into the system, it was an opportunity to work in a new model. What was emerging were new contracting opportunities and a multi-disciplinary team model, which was exciting. The CCGs were aware that new GPs want the flexibility to work in a portfolio way, rather than the traditional tie-in partnership contracts.

- Some areas of Hampshire already have GPs working for community providers or hospitals, whereas in others the partnership model continued to thrive. The future model of primary care was one that would be discussed at the next health member briefing session on 7 February.

## **RESOLVED**

### **That Members:**

- 1. Note the proposals on ‘transforming care services in North and Mid Hampshire’.**
- 2. Invite partners involved in the programme to return to the May 2018 meeting of the Committee, in order that further progress can be reported, specifically on the centralisation and out-of-hospital care models.**

#### **46. ADULTS' HEALTH AND CARE: REVENUE BUDGET FOR PUBLIC HEALTH 2018/19**

The Director of Adults' Health and Care, the Director of Public Health and a representative of the Director of Corporate Resources attended before the Committee in order to present the revenue budget for Public Health for 2018/19 (see report and presentation, Item 7 in the Minute Book).

The presentation considered by the Committee covered Items 7 to 9 on the agenda.

The presentation outlined the overall County Council financial position. The local government grant settlement announced in 2016 provided provisional figures for authorities for 2016/17 and the following three financial years, including 2018/19, to aid financial planning, and the settlement for 2018/19 was mostly unchanged compared to the forecast position. Since this time, however, a two year pay offer had been made for local government workers of 2% per annum, and changes to the National Living Wage will affect the lower pay grades. This pay award was not previously factored into the County Councils Medium Term Financial Strategy, (MTFS), and therefore consideration would need to be given as to how to meet this ongoing cost pressure.

There will be a significant draw from the Grant Equalisation Reserve in 2018/19 in order to support the budget whilst savings are required as part of Transformation to 2019. In a change from previous years, the Government has changed the Council Tax referendum cap, enabling a potential increase of 2.99% without consultation, plus up to 3% for social care (6% over a three year period allowed). This development would be discussed by Cabinet in February.

A fair funding review had been announced by Government, which would see a consultation on how local government would be financed in future. This review promised to implement any changes by 2020/21. Also announced was a green paper on funding adult social care, although this would not result in any new funding in this area for 2018/19.



An overview of the Council's reserves strategy and financial position was provided, which set out that of the £524.2m held, approximately £79.4m, or 15.1% of the reserves, were truly 'available' to support one-off spending, although most of this was already allocated.

For Public Health, the key challenges would be managing the ongoing planned reductions to the ring-fenced public health grant, whilst maintaining the mandated services required by statute. It would be important to continue the prevention and intervention work around healthy lifestyles, including tackling childhood and adult obesity, smoking, and physical activity, in addition to the other priority areas listed.

In considering the wider County Council budget, Members heard:

- That the assumption of a 1% pay increase for local government workers was appropriate as this has been the agreement for the previous few years. The announcement of a 2% offer would result in a £5m pay-gap which would need to be met by the County Council's budget.

In considering the more detailed Public Health revenue budget, and in response to questions, Members heard:

- Any underspend on public health activities are held by the team locally to offset the cost of services in future years. These savings were not added to the wider Council reserves, as they remained part of the ring-fenced public health budget.
- It was sometimes difficult to measure the impact preventative public health services had, as quantifying the number of avoided surgeries for example could not be estimated accurately. However, all public health strategies are based on evidence-based outcomes, and the data showed the positive impact that such services had on individual lives, i.e. that the take up of health checks had reduced the number of strokes nationally by 1,600. All services are monitored carefully to ensure that the outcomes are in line with expectation and make a positive difference.
- The public health team has undertaken a prioritisation exercise to review where the grant is being apportioned according to need in the County. Those services that are demand-led will always take the majority of the resource, as these were clinical services delivering to individuals, but the exercise found that there should be a greater focus of spend around mental health issue prevention, which is reflected in this budget.
- That the wider Department has worked with partners in the previous year to create wellbeing services, which has utilised public health expertise, but didn't involve public health spend. Therefore, not all of the benefit of the public health department was through allocating money to services, but also using the expertise of the team and planning for services through partnership working.

## **RESOLVED**

**That the Health and Adult Social Care Select Committee support the recommendation being proposed to the Executive Member for Public Health in section 1 of the report.**

## **CARE 2018/19**

The Director of Adults' Health and Care and a representative of the Director of Corporate Resources attended before the Committee in order to present the revenue budget for Adult Services for 2018/19 (see report and presentation, Item 8 in the Minute Book).

Members received an update on progress against the 'Transformation to 2019' proposals. As previously reviewed in September 2017, the savings for the County Council were £140m, and agreed in November 2017. Departments would be using cost of change funds to help achieve the full savings, and where this wasn't fully possible, funding from the grant equalisation reserve.

Members heard details on the proposed 2018/19 revenue budget for Adult Social Care, as well as the key departmental challenges and issues. For 2018/19, it was expected that the increasing cost of care associated with growth in demand could be met within the £10m allocated per annum for this purpose. The revenue budget included an allocation of £19.9m in a centrally held pot, which contained savings that had been achieved early, and the integrated better care fund budget which had not yet been allocated.

As there were no questions on this item, the Chairman moved to debate, where it was heard that although one member had a high level of confidence in the officers, they would not be voting for the budget as they did not agree with the approach to apportioning savings across all Departments.

### **RESOLVED**

**That the Health and Adult Social Care Select Committee support the recommendation being proposed to the Executive Member for Adult Social Care and Health in section 1 of the report.**

#### **48. ADULTS' HEALTH AND CARE: CAPITAL PROGRAMME FOR ADULT SOCIAL CARE 2018/19 - 2020/21**

The Director of Adults' Health and Care and a representative of the Director of Corporate Resources attended before the Committee in order to present the capital programme for Adult Social Care for 2018/19 – 2020/21 (see report and presentation, Item 9 in the Minute Book).

Members heard details on the proposed 2018/19 capital programme budget for Adult Social Care, which included £481k for maintaining current operational buildings, and approximately £10.7m for the Disabled Facilities Grant. Any underspend on the Extra Care programme would also be rolled forward into 2018/19.

In considering the more detailed Adult Social Care capital programme, and in response to questions, Members heard:

- That the Disabled Facilities Grant was an annual payment received by the County Council, but passported on to the District and Borough Councils for supporting adaptations to homes, such as handrails and accessible

washrooms. The County Council's role was to make sure the planned spend by the Districts and Boroughs is appropriate before the funding is released.

- The Grant is allocated to each District and Borough Council centrally based on a funding formula; the County Council did not play any part in determining which authority received which settlement.

#### **RESOLVED**

**That the Health and Adult Social Care Select Committee support the recommendation being proposed to the Executive Member for Adult Social Care and Health in section 1 of the report.**

#### 49. **HASC: ARRANGEMENTS FOR ASSESSING SUBSTANTIAL CHANGE IN NHS PROVISION - UPDATE**

The Director of Transformation and Governance's representatives presented the updated Framework for Assessing Substantial Change (see report, Item 10 in the Minute Book).

#### **RESOLVED**

**That the framework is agreed.**

#### 50. **WORK PROGRAMME**

The Director of Transformation and Governance presented the Committee's work programme (see Item 11 in the Minute Book).

It was agreed that a briefing on the strength-based approach in Adults' Health and Care should be heard at a future health member development session.

#### **RESOLVED:**

**That the Committee's work programme be approved, subject to any amendments agreed at this meeting.**

---

Chairman, 27 February 2018

This page is intentionally left blank

## HAMPSHIRE COUNTY COUNCIL

### Front Cover Report

<b>Committee:</b>	Health and Adult Social Care Select Committee
<b>Date:</b>	27 February 2018
<b>Title:</b>	Outcome of the consultation on the proposed closure of Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey
<b>Report From:</b>	Director of Adults' Health and Care

**Contact name:** Karen Ashton, Assistant Director – Internal Provision & NHS Relationship Management

**Tel:** 01962 845612

**Email:** [karen.ashton@hants.gov.uk](mailto:karen.ashton@hants.gov.uk)

#### 1. Recommendations

That the Health and Adult Social Care Select Committee:

1.1. Support the recommendations being proposed to the Executive Member for Adult Social Care and Health in Section 1 of the attached report.

#### 2. Purpose of Report

2.1. The purpose of this paper is for the Health and Adult Social Care Select Committee to consider the attached report prior to it being presented to the Executive Member for Adult Social Care and Health at their Decision Day on Tuesday 13<sup>th</sup> March.

2.2. The report provides the outcomes of the consultation and the recommendations for the future of Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey. The report outlines the approach taken to the consultation, in particular with users of the service, their families and carers, and with staff. It also details the availability of alternative day service provision and opportunities for day time activities for older people.

This page is intentionally left blank

## HAMPSHIRE COUNTY COUNCIL

### Executive Member Decision Report

<b>Decision Maker:</b>	Executive Member for Adult Social Care and Health
<b>Date:</b>	13 March 2018
<b>Title:</b>	Outcome on the consultation on the proposed closure of Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey
<b>Report From:</b>	Director of Adults' Health and Care

**Contact name:** Karen Ashton, Assistant Director – Internal Provision & NHS Relationship Management

**Tel:** 01962 845612

**Email:** [karen.ashton@hants.gov.uk](mailto:karen.ashton@hants.gov.uk)

#### 1. Recommendations

- 1.1. That the Executive Member for Adult Social Care and Health considers the responses to the consultation and considers the Equalities Impact Assessments in relation to the proposals contained within this paper.
- 1.2. That permission is granted by the Executive Member for Adult Social Care and Health to close the current Bulmer House day service in Petersfield.
- 1.3. That permission is granted by the Executive Member for Adult Social Care and Health to close the current Masters House day service in Romsey.
- 1.4. That the Executive Member for Adult Social Care and Health recognises the significant contribution that has been made by the staff at both Bulmer House and Masters House day services.

#### 2. Executive Summary

- 2.1. The purpose of this paper is to report to the Executive Member for Adult Social Care and Health the outcomes of the consultation and the recommendations for the future of Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey. The report outlines the approach taken to the consultation, in particular with users of the service, their families and carers and with staff and the availability of alternative day service provision and opportunities for day time activities for older people.
- 2.2. On 13 November 2017 Hampshire County Council started an eight week consultation on the future of two day services for older people; Bulmer House in Petersfield and Masters House in Romsey. Both services are run by Hampshire County Council.
- 2.3. Until spring 2014 both day services were located in Hampshire County Council-run older people's residential homes; Master's House in Nightingale

Lodge and Bulmer House in the residential home of the same name. In December 2013, following extensive public consultation, the County Council Cabinet took the decision to close the residential homes, and recommended that the associated day services be relocated in temporary accommodation until such time as they could move into the new-build Extra Care housing schemes planned for Romsey and Petersfield.

- 2.4. Over time demand for day service provision for older people in this sort of traditional setting has been declining across Hampshire. Increasingly, people are choosing other models of care to meet their individual needs. This has impacted on demand for both the services that the County Council operates itself as well as the services that it commissions from the voluntary and private sectors.
- 2.5. Both of the day services are currently operating out of temporary accommodation. Master's House is located in Hayter House in Romsey, site of the former Registry Office; Bulmer House is operating from rented accommodation in the Ramscothe Centre, a supported living housing scheme run by Radian Housing, adjacent to the former residential home in Petersfield. Both services continued to receive referrals until the start of the consultation in November.
- 2.6. At the start of the consultation there were seven people using Bulmer House day service and 21 using the Masters House day service. This meant that the services were operating at approximately 35% and 40% capacity respectively.
- 2.7. The consultation was held between 13 November 2017 and 7 January 2018. This was judged to be an appropriate period for consultation given the number of people that use each service as well as their families and the staff affected. It also allowed other stakeholders and interested parties to participate. The consultation included events for users of the day services and their families and carers; two in Romsey and one in Petersfield. Dedicated social work and care management staff were made available to support the users of the services and their families as well as to discuss and explore alternative options with them, in the event that the decision is made to close one or both of the services. Independent advocacy was also offered to service users and their families.
- 2.8. Feedback received during the consultation indicated that the majority of people were opposed to the closure of both Bulmer House and Masters House day services. More detailed feedback from the consultation is covered in section 9 of this report.

### **3. Summary of Recommendations**

- 3.1. The decision has to be a balanced consideration of all of the factors including the responses to the consultation, the financial pressures faced by the County Council, the under-utilisation of the services, the needs and welfare of the current users of the day services, as well as the future needs of older people in the Petersfield and Romsey areas and the availability, quality, and market capacity of alternative day service and day opportunities.



- 3.2. Wherever possible, the County Council would seek to retain the skills and expertise of the current staff working in the two day services. The consultation stated that it would seek redeployment opportunities for all staff and that there would be no redundancies. During the course of the consultation however, a number of members of staff indicated that they would like the opportunity to consider redundancy, therefore a redundancy window was opened from 1 February to 14 February 2018, to allow them to express their interest in taking redundancy. This would be subject to the decision being made to close the service(s). Agreement to release staff would only be made where there are particular personal circumstances and barriers mean there was no suitable alternative role available.
- 3.3. Having carefully considered the consultation responses in detail, the care needs and wellbeing of the 19 remaining users of the two day services the report seeks approval for the closure of Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey.
- 3.4. In response to the issues raised during the consultation regarding the impact upon service users and their carers, the County Council has significant experience of supporting people to move and adapt to new services in order to minimise any disruption and ensure consistency of care. All regular service users would be provided with alternative options that take into account their needs and preferences and would receive appropriate support to transition to using these services, prior to any closure of Bulmer House and Masters House day services. Friendship groups are being identified so that they can be taken into account should people want to continue to attend services together if the decision is made to close either or both of these services.
- 3.5. The County Council recognises the role that these services also provide in terms of respite for carers. In order to mitigate any impact on carers, no current service users would receive lower levels of service than they currently do should the decision be made to close either or both of these services.
- 3.6. In response to concerns raised during the consultation regarding alternative provision and as well as suggestions that ways should be considered to keep the services open, designated social work staff are continuing to work with the users of the services, as well as their carers and families, to ensure they would be able to access alternative services or activities that meet their identified care needs. The County Council, continues to review the services it commissions from the independent sector as well as those that it provides directly and is committed to ensuring there is a mixed economy of care provision across the county which offers people a wide range of choices.
- 3.7. The County Council continues to be responsible for the safety of clients placed in independent sector services and ensuring that the care provided there meets their needs.

#### **4. Contextual information**

- 4.1. Hampshire County Council aims to build resilient communities which enable a culture of participation, so that people can look outwards to their communities for support, as well as developing cost effective care and support solutions.

Its long-term strategic approach is to develop a wider range of services that maximise independence for, and meet the care and support needs of adults with an eligible social care need whilst minimising costs to the taxpayer.

- 4.2. The County Council is focussed on supporting people to live as independently as possible. As part of this strategy the Council is promoting the use of personalised care and support for people. People know how much they have to spend on their care in the form of a personal budget. They are then able to choose the services, including day services and activities, which meet their identified needs and, where appropriate, pay for them with funding received via a direct payment. This has meant that people have increased expectations of the services they receive and can direct their own services to meet their own priorities.
- 4.3. The County Council undertook an open public consultation called *Serving Hampshire – Balancing the Budget* which ran for six weeks between 3 July and 21 August 2017. The proposals to be considered in this consultation are therefore part of the Council's response to the challenges of meeting people's changing needs and expectations with reduced available resources, as set out in the *Serving Hampshire* consultation.
- 4.4. The challenge for Hampshire County Council's Adults' Health and Care department is clear in that it must deliver the right quality of affordable care to meet the needs of clients, whilst transforming the mechanisms and channels by which needs are met. Achieving budget savings targets is extremely challenging and cannot be achieved without impact on frontline services.
- 4.5. Adults' Health and Care department has a savings target of £55.9m for 2018/19. It therefore has to consider carefully how resources are used to ensure the best outcomes for individuals and the best value for money.

## **5. Bulmer House Day Service**

- 5.1. Bulmer House Day Service is located in Petersfield. Until spring 2014 it was located in Bulmer House older people's residential care home which was closed following a decision by the County Council's Cabinet made in December 2013. The service is currently operating out of rented accommodation in Ramscote House, a sheltered housing scheme, adjacent to Bulmer House.
- 5.2. The day centre currently offers 96 sessions per week (12 morning sessions and 12 afternoon sessions each day, 4 days per week). At the start of the consultation period there were 7 people using the day service, the majority of whom were aged over 80 and almost all of whom have some form of dementia. That represented approximately 35% of total capacity; not all users attend every day, nor do all users attend both morning and afternoon sessions.
- 5.3. When the consultation opened the day service stopped taking any new service users. During the course of the consultation those people who use the service and their families and carers have been supported to consider and explore alternative day services or opportunities for day time activities in the

event that Bulmer House day service closes. There are currently 6 people now using the day service.

## **6. Master's House Day Service**

- 6.1. Master's House Day Service is located in Romsey. Until spring 2014 it was located in Nightingale Lodge older people's residential care home which was closed following a decision by the County Council's Cabinet made in December 2013. The service is currently operating from Hayter House, a Hampshire County Council-owned building, which formerly housed Romsey Registry Office.
- 6.2. The day centre currently offers 120 sessions per week (12 morning sessions and 12 afternoon sessions each day, 5 days per week). At the start of the consultation period there were 21 people using the day service aged all of whom were aged over 70. That represented approximately 40% of total capacity; not all users attend every day, nor do all users attend both morning and afternoon sessions.
- 6.3. When the consultation opened the day service stopped taking any new service users. During the course of the consultation those people who use the service and their families and carers have been supported to consider and explore alternative day services or opportunities for day time activities in the event that Masters House day service closes. There are currently 13 people now using the day service.

## **7. Future Day Opportunities Provision**

- 7.1. During the consultation period designated social work staff met with the people who used both Bulmer House and Masters House day services and their families and carers to explore other potential options that they may wish to use for day services or other day-time activities. This work has resulted in a high level of confidence that alternative services could be found for all the current users of the services, should the decision be made to close the services.
- 7.2. It is proposed that in the event that the decision is made to close these services the people currently using the services are offered alternative day opportunities in Romsey, Petersfield or other locations which would meet their needs (some people may find services closer to where they live). In the event that the decision is made to close one, or both, of the services, the service(s) would not actually close until suitable alternative arrangements had been made for all of the current service users.
- 7.3. In terms of future provision, people would be supported to access alternatives to traditional day care services. People would be offered direct payments to enable them to arrange day services and other activities for themselves. This would enable them to take advantage of options such as carer replacement services, social activities and groups as alternatives to traditional respite services. For those people who have been assessed as requiring day

opportunities in a more traditional setting, other in-house facilities as well as private-sector alternatives would be considered.

- 7.4. A number of alternative services have been identified in Petersfield and the surrounding area. This information has been based on proximity to where current service users live. There are 5 day services within the wider area, as well as up to eight residential homes that could be considered that offer some form of traditional day care or day service. It is important to note that not every service user would be able to access all of these, dependent upon their individual needs, conditions and circumstances. There are also a number of other options within the area that could be considered as alternatives to traditional day services including lunch clubs and similar groups.
- 7.5. A number of alternative services have been identified in Romsey and the surrounding area. This information has been based on proximity to where current service users live. There are up to ten residential homes that could be considered that offer some form of traditional day care or day service. It is important to note that not every service user would be able to access all of these, dependent upon their individual needs, conditions and circumstances. There are also a number of other options within the area that could be considered as alternatives to traditional day services. These include lunch clubs, friendship groups, memory groups and senior exercise groups.

## **8. The Consultation**

- 8.1. The 'Consultation on the proposed closure of Bulmer House and Masters House day services' sought the views of stakeholders and the general public on the proposals to close Bulmer House day service in Petersfield and Masters House day service in Romsey. The consultation was launched on 13 November 2017 and closed on 7 January 2018. Responses received up to 9 January have been taken into account in this report.
- 8.2. An information pack and integral response form were published on the County Council's website. The response form was also provided as an online survey. Alternative formats, such as braille, audio, easy-read or large print, were made available upon demand, although none were requested. Unstructured responses sent through other means, such as email or as written letters, and received by the consultation's close were also accepted as feedback.
- 8.3. Printed copies of the information pack and response form were sent to all current service users, along with a covering letter and pre-paid envelope. Service users and/or next of kin were telephoned after the letter had been delivered to follow up on any questions they might have, and to draw their attention to the consultation drop-in events.
- 8.4. Three drop-in / surgery sessions were held during the consultation period: two in Romsey and one in Petersfield. At these, service users, their families and carers were offered the opportunity to meet on a one-to-one basis with senior managers from the Adults' Health and Care Department to discuss these proposals, as well as alternative services.

- 8.5. During the consultation, including at the drop-in sessions, independent advocates were made available to support service users, as well as their families and carers to participate in the consultation.
- 8.6. A workshop for members of the County Council's Health and Adult Social Care Select Committee was held on 7 December 2017. This allowed the select committee members to discuss the proposals with officers from the Adults' Health and Care Department and to raise any concerns they may have had as well as to provide feedback. During the workshop the following topics were specifically discussed; the approach to the consultation; alternative service provision; the support being given to staff affected by the consultation as well as the opportunity to raise wider issues. The outputs of this meeting, which can be found in Appendix 1 of this report, formed part of the wider feedback to the consultation.
- 8.7. The consultation was promoted through the County Council's website, media release and through corporate social media channels. Letters about the consultation were also sent to staff and local stakeholders, including local government councillors and constituency Members of Parliament.

## **9. Responses to the Consultation**

- 9.1. The consultation received 65 responses. The majority of respondents were current service users and family members or carers of those that attend or use the services. The report detailing the full findings from the consultation is in Appendix 2.
- 9.2. 53 respondents out of 65 disagreed with the proposals to close Bulmer House Day Service and Masters House Day Service, wanting both day services to remain open.

### *Key Themes*

- 9.3. Disagreement with the proposed closures was widespread across respondent groups, with family members or carers of users and service users themselves all strongly against the proposal to close the day services.
- 9.4. Respondents expressed concern about the potential negative impact on the wellbeing of service users if the day services should close. Respondents reported that the social contact and interaction service users have with staff is very important, particularly those who have dementia. Respondents value the services provided, and feel confident that they are leaving their loved ones in a safe and secure environment. Respondents think that the day services provide service users with stimulation and social interaction; not merely 'sitting' services. Without these services and this level of interaction, respondents thought that the health of service users could deteriorate.
- 9.5. Respondents suggested that if the services should close, carers may not be able to cope without the much needed respite. Comments also suggest that carers are typically older and often the spouse of the service user, therefore the proposed closures could negatively impact on the carer's physical and mental health.

- 9.6. A common theme among respondents was the concern that the services were not widely publicised and that referrals to the service appeared to be low. Respondents thought that promotion of the available services could be improved.
- 9.7. If the decision should be made to close the day services, respondents would want assurance that a comparable level of support would be available.
- 9.8. Some respondents suggested that although the County Council could stop running the day services directly, it could continue to commission the service from another provider, with some of those respondents suggesting this should be provided in the same location. However, there is some uncertainty amongst respondents as to how proposed alternatives would meet the needs of existing users. If an alternative was chosen, it is paramount to respondents that service users are safe and that there is comparable care, using familiar staff.
- 9.9. Some respondents suggested that keeping the facility open, albeit with a reduction in accompanying services such as transport and food provision, would be preferable to total closure.

## **10. Staffing implications**

- 10.1. At the start of the consultation there were 7 members of staff working at Master's House day service (equating to 5.3 full-time members of staff) and 5 members of staff working at Bulmer House day service (equating to 3.6 full-time members of staff). However, since then 1 member of staff from Bulmer House has resigned.
- 10.2. A formal HR consultation process ran alongside the public consultation, which also closed on 7 January 2018. Staff were given the opportunity to contribute to the public consultation as well if they chose.
- 10.3. During the course of the consultation, dedicated HR resource was made available to support the staff. At the start of the consultation face-to-face briefings were held with the staff in both services. This was followed, later in the consultation by HR drop-in sessions in both services so that staff could raise any concerns and discuss their individual circumstances.
- 10.4. It became apparent through the consultation process with staff that despite strenuous efforts on behalf of Hampshire County Council it might not be possible to find suitable alternative employment for all the staff potentially affected. Although vacancies in the residential homes exist they do not always represent suitable alternative employment given the location of the homes and some of the challenges staff have in relation to travel and / or working different shift patterns. As a consequence an Enhanced Voluntary Redundancy (EVR) option was offered to staff, but on the basis that this would only be considered if it was not possible to source suitable alternative employment and subject to a decision being made to close the services.
- 10.5. If proposals are taken forward to close either or both services, every effort will be made to identify suitable alternative employment within Hampshire County Council for those people who have opted for redeployment. The one-

to-one meetings with HR have enabled intelligence to be gathered to support redeployment. Staff who continue to work for Hampshire County Council will be offered additional training, if required, to ensure they are fully supported in their new roles. It is expected there would be no compulsory redundancies.

- 10.6. A full Equalities Impact Assessment on the impact of these proposals on the staff working in the day services has been carried out. In carrying out the Equalities Impact Assessment those characteristics that relate specifically to the staff working in the day services, namely age and gender, have been specifically considered.
- 10.7. *Age* - An age profile analysis of the staff working in the 2 services has been undertaken. The profile revealed that 75% of the staff are aged 55 and above (2 are aged 65 or above). One of the key means of reducing the impact of the possible job losses is the offer of an enhanced voluntary redundancy scheme, applicable to all staff with more than 2 years service. Following the staff consultation period a voluntary redundancy window was opened and staff invited to express an interest. The Council's redundancy scheme recognises length of service, and hence an 'older age' profile may reflect greater length of service and hence potentially a more attractive voluntary redundancy package.
- 10.8. *Gender* - It has been identified that all of the staff working in the 2 services are women, however there is a clear gender bias towards women being employed in such services across Adults' Health and Care. The key activity in terms of mitigating this has been to ensure that all staff affected have had as much opportunity as possible to be actively involved in the staff consultation, in order that they are as informed as possible about their future career options.

## 11. Finance

- 11.1. The annual budget associated with this proposal for the two services is shown below:

Bulmer House	£168,000
Master's House	£159,000
<b>Total</b>	<b>£327,000</b>

- 11.2. As outlined in 4.3 and 5.3 the average utilisation of the service capacity at Bulmer House and Master's House at the start of the consultation period was approximately 35% and 40% respectively. The savings generated by these proposals are calculated on these utilisation levels.
- 11.3. This level of utilisation translates to an average cost per day of £152 which is significantly higher than either the cost of the services we block contract with external providers or the costs charged by external providers for individual sessions. The average cost of a full day from these existing purchasing arrangements is estimated to be broadly £55.
- 11.4. The proportion of the £327,000 budget that would be released through this proposal would be dependent on the cost of reprovision. Detailed planning for

this is in progress and would be dependent upon the agreed alternative services for each individual service user. Re-provision would be likely to consist either of independent sector provision, use of direct payments to purchase alternatives or use of other in-house services.

- 11.5. If all re-provision, based on the utilisation levels at the start of the consultation, were to be done via the highest cost option, i.e. use of independent sector, it is estimated that the total re-provision costs would be approximately £60,000 for Bulmer House and £90,000 for Master's House. It should be noted that as the numbers of service users has reduced since the start of the consultation this re-provision has, in effect already begun.
- 11.6. The anticipated minimum saving to be achieved through this initiative is therefore estimated to be in the order of £177,000. The actual saving may differ once a full review of client needs is undertaken and the final number of sessions that need re-provision is confirmed. This saving will contribute to the department's Transformation to 2019 savings programme of £55.9m should the decision be made to close the services.

## **12. Legal implications**

- 12.1. Local authorities have a duty under the Equality Act 2010 section 149 to have due regard to the need to: eliminate discrimination, harassment and victimisation; to advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it; and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

## **13. Equalities impact assessment**

- 13.1. A full Equalities Impact Assessment has been carried out on the recommendations to close Bulmer House and Master's House day services. In carrying out the Equalities Impact Assessment those characteristics that relate specifically to the users of the day services and their families have been specifically considered. These are age, disability and marital status (specifically the need to maintain significant relationships with spouses or partners).
- 13.2. Each of the services, were considered individually, however the issues that arose were common to both services.
- 13.3. Age. These services are primarily aimed at older people (people 55+). With the exception of one person, all of the people who currently use these services are in their 70s, 80s and 90s.
- 13.4. The users of these services would be supported to access alternative services. During the course of the consultation, dedicated social work resource has been made available to them and their carers / families to help understand their care needs and how they could be met by alternative services or activities. Where requested, independent advocates have also helped the service users with this. Should the decision be made to close either or both of these services, this support from social work staff and



advocates would continue in the lead up to and during their move to alternative services. This would include familiarisation visits. The families of the service users would be fully involved where appropriate. Friendship groups would also be taken into account should people want to continue to attend the same services.

- 13.5. *Disability*. Many of the people who use these services have either dementia and / or a very physically frail; several also have a learning disability. This could mean they may find it difficult to adjust to new services, in the event that the decision is made to close the day services.
- 13.6. If people would find it difficult to adjust because of their dementia or other conditions, then they would be supported to trial new services and if necessary to transition to them by social work staff. Independent advocacy would also continue to be offered to them to help if it is required.
- 13.7. *Marriage and civil partnership*. Attending these services helps to enable a number of couples to remain living at home together. As well as providing a service for the people who use them, they also provide respite for an individual's carer / family. Without such services, people may require other forms of care such as residential or nursing care.
- 13.8. No-one would receive a lower level of service than they currently do if the decision is made to close the services. People would be supported to use alternative services or activities that meet their identified needs. The County Council recognises that there is a requirement to ensure that these proposals do not impact upon the ability of the current users of the services to maintain their relationships with their spouses, partners, wider family members and friends. In the event that the decision is taken to close either or both of the services then they would not close until such time as all of the current service users have been supported to move to alternative services or activities.

#### **14. Conclusion**

- 14.1. Having thoroughly taken into account the feedback from the consultation and the findings of the equalities impact assessments, it is recommended that the Executive Member for Adult Social Care and Health grants permission to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey.

**CORPORATE OR LEGAL INFORMATION:****Links to the Strategic Plan**

<b>Hampshire maintains strong and sustainable economic growth and prosperity:</b>	No
<b>People in Hampshire live safe, healthy and independent lives:</b>	Yes
<b>People in Hampshire enjoy a rich and diverse environment:</b>	No
<b>People in Hampshire enjoy being part of strong, inclusive communities:</b>	Yes

**Section 100 D - Local Government Act 1972 - background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

DocumentLocation

None

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

**Due regard in this context involves having due regard in particular to:**

1.2. The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;

1.3. Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;

1.4. Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

#### **1.5. Equalities Impact Assessment:**

(a) An equalities impact assessment has been carried to understand the impact that the proposals in this report would have on the people who use the services, their families and carers. It has been identified that there would be particular impacts in terms of age, disability and marriage / civil partnership status. Full details including mitigating actions can be found in section 12 of this report.

(b) Additionally, an equalities impact assessment has been carried to understand the impact that the proposals in this report would have on the staff who work in the services. It has been identified that there would be particular impacts in terms of age and gender. Full details including mitigating actions can be found in section 9 of this report.

### **2. Impact on Crime and Disorder:**

2.1. No impacts have been identified

### **3. Climate Change:**

3.1. How does what is being proposed impact on our carbon footprint / energy consumption?

No impacts have been identified

3.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

## **Health and Adult Social Care Select (Overview and Scrutiny) Committee**

### **Summary of Workshop Session Questions relating to the ‘Bulmer House and Masters House Day Services’ Consultation**

A workshop session was attended by members of the HASC (attendees are listed at Appendix 1) in order to consider proposals relating to the consultation, and to discuss in tables four key questions, the responses to which are listed below.

#### **Q1. Is there anything further [Adults’ Health and Care] can do to engage and consult with the public on this topic?**

Most of the discussion under this question related to how the County Council could harness information on other organisations, community groups, and individuals, who may provide day opportunities in Hampshire. In addition, points were made on:

- Developing further a map of day opportunities across the County, and utilising this data to underpin the ‘Connect to Support’ offer.
- Potentially using Parish Councils to distribute the details of the consultation and also to help collate information on the network of day opportunities available across the County.
- Ensuring that providers of day services, such as the charity Age Concern, are engaged on the consultation.
- The importance of ensuring that every response to the consultation is weighted the same, with equal value given to service user and carer views.
- Ensuring that any changes resulting from the consultation are evidence-based, and to clarify regarding the under-utilisation of services that individuals had the opportunity to use these day services but have either chosen not to, or it has been determined that services do not meet their needs.

#### **Q2. What do you think will be the concerns that should be addressed on alternative provision? What other alternative provision could [Adults’ Health and Care] explore for service users?**

Key points were made on:

- Being honest with the public, and service users and their carers, about why the day services are proposed to close, and what the alternatives are. Members agreed that there were positives that could arise from these changes, such as more tailored support, and a move away from unsuitable

traditional activities, but that change was often difficult and would require support throughout and post-implementation.

- Ensuring that the diverse needs of service users are understood so that support can be tailored to meet their needs
- Sense checking other services that may be listed as appropriate alternative provision, to ensure that any opportunities are sustainably funded and can absorb additional activity.
- Capacity planning for the future; ensuring that the services available now can flex in the future, and are fit for the future, given the increasing number of older people.
- Harnessing the wider network of services and support in the community, such as lunch clubs and social groups.
- Potentially using services that already exist in residential and nursing homes that may not usually be on offer to those not in a full-time care setting.
- Exploring how the County's grants scheme can support those individuals who provide bespoke day opportunities but do not necessarily have the business set-up to make bids for funding. There may be opportunities to put larger charities or community groups in contact with such individuals to help them mutually support and benefit one another.
- Considering whether funding can be made available to pump-prime day opportunities.
- Working with community champions, such as village agents, to empower local people to contribute their ideas about how to deliver social care in their area.
- Ensuring that any offers of alternative services are appropriate, and accessible. Location remained important, both now and in the future when mobility may not be as easy for service users. To additionally take account of other impacting changes relating to travel and transport.
- Any alternative day opportunities should be affordable for those funding their own care in the future.
- Respite services for carers need to be protected.

**Q3. Is there anything further you think [Adults' Health and Care] should do to support staff through the consultation, and in light of the proposals?**

Key points were made on:

- Being explicit and honest with staff about the options under consideration, and wider issues relating to the 'Transformation to 2019' proposals.
- Supporting staff to see the potential closures as a positive development, which could lead to training and development, and different opportunities to do something that contributes to improving quality of life for service users and their families.
- Utilising the skills of staff through redeployment, as those who have worked in a day opportunity setting will have a different mind and skill set to those who work in residential teams, in terms of hosting activities and having strong relationships with service users and their carers.
- Providing support to staff throughout and after any changes, in order to ensure that staff are supported. This may include access to CV writing and interview techniques should they wish to leave the Council.
- Giving staff help with transport costs, if redeployment results in a longer journey to their place of work.

#### **Q4. Any further views that haven't been covered?**

Key points were made on:

- How the Council can use local assets for community-owned day opportunities, e.g. a local café or pub for coffee mornings, or a library for a reading group. This could be in a similar format to that already tried and tested with Alzheimer's cafes.
- Highlighting 'Connect to Support' to local councillors and giving them through this the tools to pass on knowledge to local communities about what services exist in the County.
- Using an honest media strategy post-consultation. If services are determined to be closed as they are underutilised and not suitable for older people's needs, the Council should be transparent about this. Further, the Council should regularly update the public and councillors on the progress of extra care schemes and the positive impact these will have on communities.
- Exploring wellbeing approaches rather than services that are just for one category of individual, i.e. older people or those with physical disabilities. Examples were given of successful projects where those in residential homes regularly spend time with school-age children, or young mums meeting with older mums.

- It would be very important to have a post-decision and implementation evaluation, so that no service user is 'worse off' as a result of the changes.

**Councillor Roger Huxstep  
Hampshire Health and Adult Social Care Select Committee (HASC)  
December 2017**



**Appendix 1 – Attendees to the 7 December Workshop Session**

HASC

- Cllr Ann Briggs
- Cllr Adam Carew
- Cllr Fran Carpenter
- Cllr Charles Choudhary
- Cllr Tonia Craig
- Cllr Alan Dowden
- Cllr David Harrison
- Cllr Marge Harvey
- Cllr Pal Hayre
- Cllr Roger Huxstep
- Cllr David Keast
- Cllr Mike Thornton

Co-opted Members

- Cllr Alison Finlay

Deputy Members

- Cllr Dominic Hiscock

This page is intentionally left blank

# **Consultation on the proposed closure of Bulmer House and Masters House Day Services**

## **Findings report**



## Contents

Introduction.....	2
The proposals.....	3
Consultation approach .....	5
Publication of data.....	6
Findings from the consultation.....	7
Detailed findings.....	9
Views on alternative options.....	13
Views on the potential impact of the proposals .....	18
Summary of discussion at the Health and Adult Social Care Select Committee workshop.....	23
Conclusion.....	25
Appendices.....	26
Appendix 1 - Consultation Response Form (Standard Format).....	26
Appendix 2 – Consultation technical detail.....	34
Appendix 3 – Consultation participant break down.....	35
Appendix 4 – Coded responses .....	37
Appendix 5 – Data tables .....	40

## Introduction

Hampshire County Council is proposing to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey. These services are mainly used by people with high-end dementia needs. A consultation was carried out from Monday 13 November 2017 to Sunday 7 January 2018.

This report set out the findings from that consultation.

### Context

The County Council ensures that the way services are provided is regularly reviewed to ensure that the available funding for Adult Health and Care services continues to be prioritised on supporting the most vulnerable residents.

The County Council wishes to support people to make their own decisions about the care support they need and how they receive it. Hampshire residents are increasingly choosing to move away from traditional forms of care to options that meet their own individual requirements.

This trend, combined with the nature of the current provision, which operates out of temporary accommodation, has resulted in a decline in the usage of day services at both Bulmer House and Masters House.

### Consultation aims

The consultation on the proposed closure of Bulmer House and Masters House Day Services sought to understand:

- The extent to which service users and stakeholders agreed or disagreed with the proposed closures.
- Service users' and stakeholders' views on any alternative options for day service delivery.
- Service users' and stakeholders' views on any potential impact the proposed closures would have on them or anyone else.

The County Council is committed to listening to the views of service users and stakeholders before deciding whether or not the proposed closures would take place. The findings set out in this report will help to inform the County Council's decision on the proposals.

## The proposals

Hampshire County Council is proposing to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey. These services are mainly used by people with high-end dementia needs.

It is planned that the proposed new Extra Care Housing schemes in Petersfield and Romsey will contain facilities that could be used for day services or similar activities. These schemes could operate as community 'hubs' that offer space for both Extra Care residents and local older people to use for various activities such as lunch clubs or day services.

If the decision is made to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey, the County Council would put in place alternative solutions which meet individual service users' assessed care needs. These would take into account factors such as travelling distance, maintaining friendship groups as well as the suitability of the service.

In both cases of the proposed closure of Bulmer House and Masters House, alternative day service provision could include services such as day care in a residential setting, or community-based day care. Wherever possible, and in line with its responsibilities, the Adults' Health and Care Department will seek to minimise the impact on vulnerable people.

In the event that a decision is taken to close either or both services, every person affected would be supported by specialist care managers to access suitable, alternative services that meet their individual needs.

### **About Bulmer House Day Service**

Bulmer House Day Service is currently operating from the Ramscote Centre in Petersfield.

The Day Service provides 12 places over four days per week for older people with an assessed need for care services. The current service users are predominantly from the Petersfield area. The service is currently supporting six people.

Take up of sessions at Bulmer House Day Service is currently around 35% of the total number of sessions available. This is the result of people with lower levels of care needs choosing not to attend traditional day services, as well as the nature of the current provision which operates out of temporary accommodation in Petersfield.

**About Masters House Day Service**

Masters House Day Service is currently operating from Hayter House (the site of the former Register Office) in Romsey.

Masters House provides 12 places over five days per week, for older adults with an assessed need for care services. The current service users are predominantly from the Romsey area. The service is currently supporting 13 people.

Take up of sessions at Masters House Day Service is currently around 40% of the total number of sessions available. This is the result of people with lower levels of care needs choosing not to attend traditional day services, as well as the nature of the current provision, operating out of temporary accommodation in Romsey.

## Consultation approach

The County Council carried out an open public consultation designed to give the general public and stakeholders the opportunity to have their say about the proposals.

An information pack and integrated response form were published on the County Council's website:

<https://www.hants.gov.uk/aboutthecouncil/haveyoursay/consultations/bulmerhousemastershouse>. The Response Form was also provided as an online survey.

Alternative formats, such as Braille, audio, Easy Read or large print, were made available upon demand, although none were requested. Unstructured responses sent through other means, such as email or written letters, and received by the consultation's close were also accepted.

Printed copies of the Information Pack and Response Form were sent to all current service users, along with a covering letter and pre-paid envelope. Service users and/or next of kin were telephoned after the letter had been delivered to follow up on any questions they might have, and to draw their attention to the consultation drop-in events (see below).

During the course of the consultation, dedicated social work staff supported current service users and their families to explore alternative day service provision, in the event that the services should close.

Three drop-in sessions were held during the consultation period: two in Romsey and one in Petersfield. Service users were also offered the opportunity to meet on a one-to-one basis with senior managers from the Adults' Health and Care Department to discuss these proposals, as well as alternative services. At these meetings, service users were also supported by independent advocacy workers.

The consultation was promoted through Hampshire County Council's website, media releases and through corporate social media channels. Letters about the consultation were also sent to staff and local stakeholders, including local government councillors and constituency Members of Parliament.



## Publication of data

Personal information provided as part of the consultation this will be treated in accordance with the Data Protection Act 1998. Personal information will be used for analytical purposes only. Hampshire County Council will not share the information collected as part of this consultation with third parties. All individuals' responses will be kept confidential and will not be shared. Responses from groups or organisations may be published in full.

Hampshire County Council will securely retain and store copies of the responses for one year after the end of the consultation process, and then delete the data.

More details on how the County Council holds personal information can be found at: [www.hants.gov.uk/privacy](http://www.hants.gov.uk/privacy). Should you require any further information about how your details will be used or stored, please contact the Data Protection Team at [data.protection@hants.gov.uk](mailto:data.protection@hants.gov.uk)

## Findings from the consultation

### Summary of key findings

The consultation received 65 responses. The majority of respondents were current service users and family members or carers of those that attend or use the services.

53 respondents out of 65 disagreed with the proposals to close Bulmer House Day Service and Masters House Day Service, wanting both day services to remain open.

Disagreement with the proposed closures was widespread across respondent groups, with family members or carers of users and service users themselves all strongly against the proposal to close the day services.

Respondents expressed concern about the potential negative impact on the wellbeing of service users if the day services should close. Respondents reported that the social contact and interaction service users have with staff is very important, particularly those who have dementia; the day services provide more than just a 'sitting' service. Respondents value the day services provided, and feel confident that they are leaving their loved ones in a safe and secure environment. Without these services and this level of interaction, respondents thought that the health of service users could deteriorate.

Respondents suggested that if the services should close, carers may not be able to cope without the much needed respite. Comments also suggest that carers are typically older and often the spouse of the service user, therefore the proposed closures could negatively impact on the carer's physical and mental health.

A common theme among respondents was the concern that the services were not widely publicised and that referrals to the service appeared to be low. Respondents thought that promotion of the available services could be improved.

If the decision should be made to close the day services, respondents would want assurance that a comparable level of support would be available.

Some respondents suggested that although the County Council could stop running the day services directly, it could continue to commission the service from another provider, with some of those respondents suggesting this should be provided in the same location. However, there is some uncertainty amongst respondents as to how proposed alternatives would meet the needs of existing users. If an alternative

was chosen, it is paramount to respondents that service users are safe and that there is comparable care, with familiar staff.

Some respondents suggested that keeping the facility open, albeit with a reduction in accompanying services such as transport and food provision, would be preferable to total closure.

## Detailed findings

### The proposal to close Bulmer House Day Service and Masters House Day Service

Respondents were asked to what extent they supported the County Council's proposal to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey. Information regarding the consultation was included in the Information Pack and can be found at the following web address:

<https://www.hants.gov.uk/aboutthecouncil/haveyoursay/consultations/bulmerhousemastershouse>

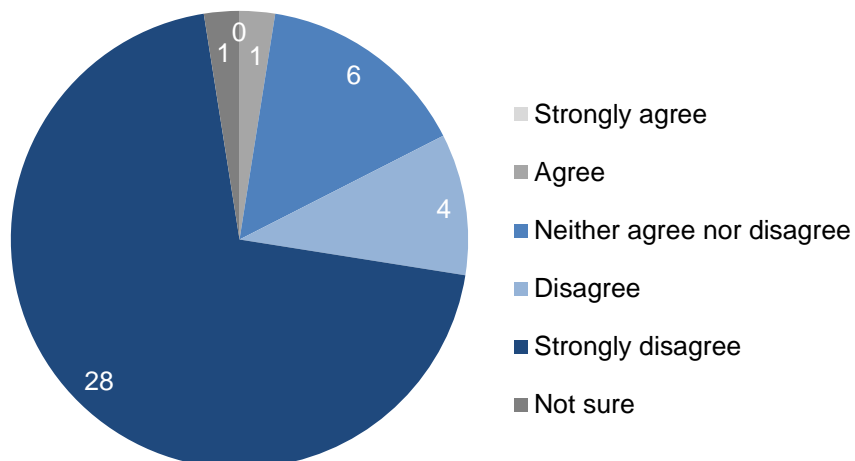
The consultation received 65 responses in total. There was a marginally higher response rate for the question relating to the proposed closure of Masters House Day Service in Romsey compared to the question relating to the proposed closure of Bulmer House Day Service in Petersfield.

There was a strong level of opposition to the decision to close both day services.

### The proposal to close Bulmer House Day Service

Respondents were asked, 'To what extent do you agree or disagree with the proposal to close Bulmer House Day Service?' The pie chart below shows the level of overall opinion.<sup>1</sup>

Respondents have strong concerns about the proposal to close Bulmer House, with 32 respondents out of 40 either disagreeing or strongly disagreeing with the proposal.



Base: 40

<sup>1</sup> Due to the small number of consultation responses that were received, raw figures are used in place of percentages, as the number of responses can not be taken as a representative sample.

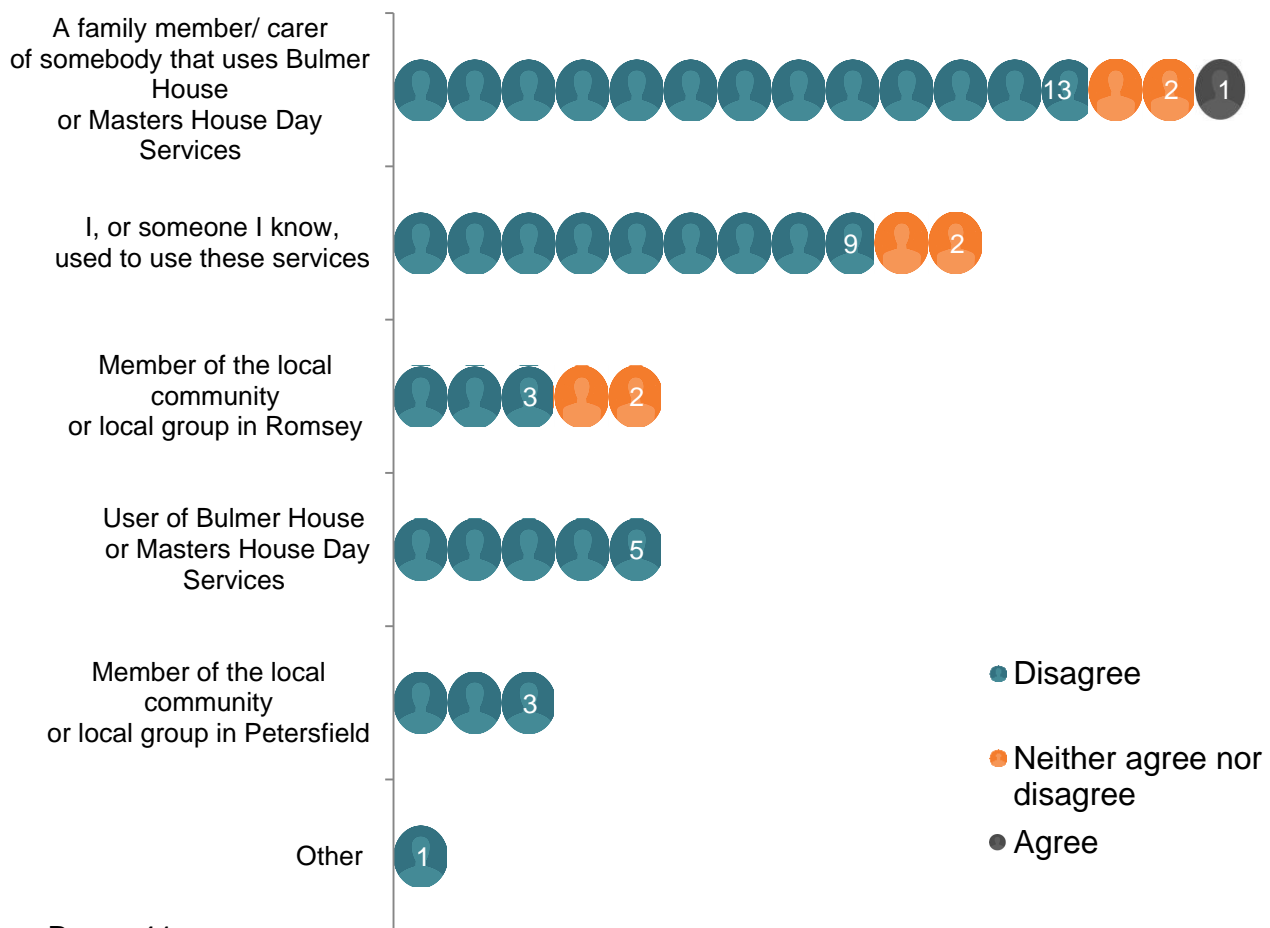
## What do different respondents think about the proposals to close Bulmer House Day Service?

The majority of respondents for this question were family members or carers of service users, or individuals who previously used or know someone that used to use the two services.

There was a negative response regarding the closure of Bulmer House Day Service from all response groups:

- 13 respondents out of 16 who indicated that they were family members or carers of service users said they either disagree or strongly disagree with the proposal to close Bulmer House Day Service.
- Five responses were from those who indicated they were service users. All five respondents said that they either disagree or strongly disagree with the proposal to close Bulmer House. The chart below shows the number of respondents who disagree or agree with the proposals, by their indicated group.

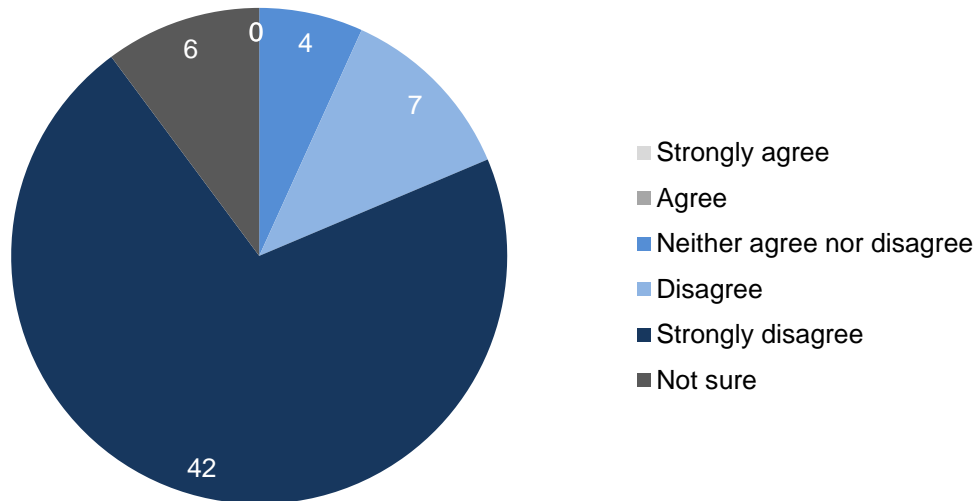
*Number of respondents who agree or disagree with the closure of Bulmer House, by respondent type.*



### The proposal to close Masters House Day Service

Respondents were asked, 'To what extent do you agree or disagree with the proposal to close Masters House Day Service?' The pie chart below shows the level of overall agreement.<sup>2</sup>

Respondents have strong concerns about the proposal to close Masters House Day Service, with 49 respondents out of 58 either disagreeing or strongly disagreeing with the proposal.



Base: 58

### What do different respondents think about the proposal to close Masters House Day Service?

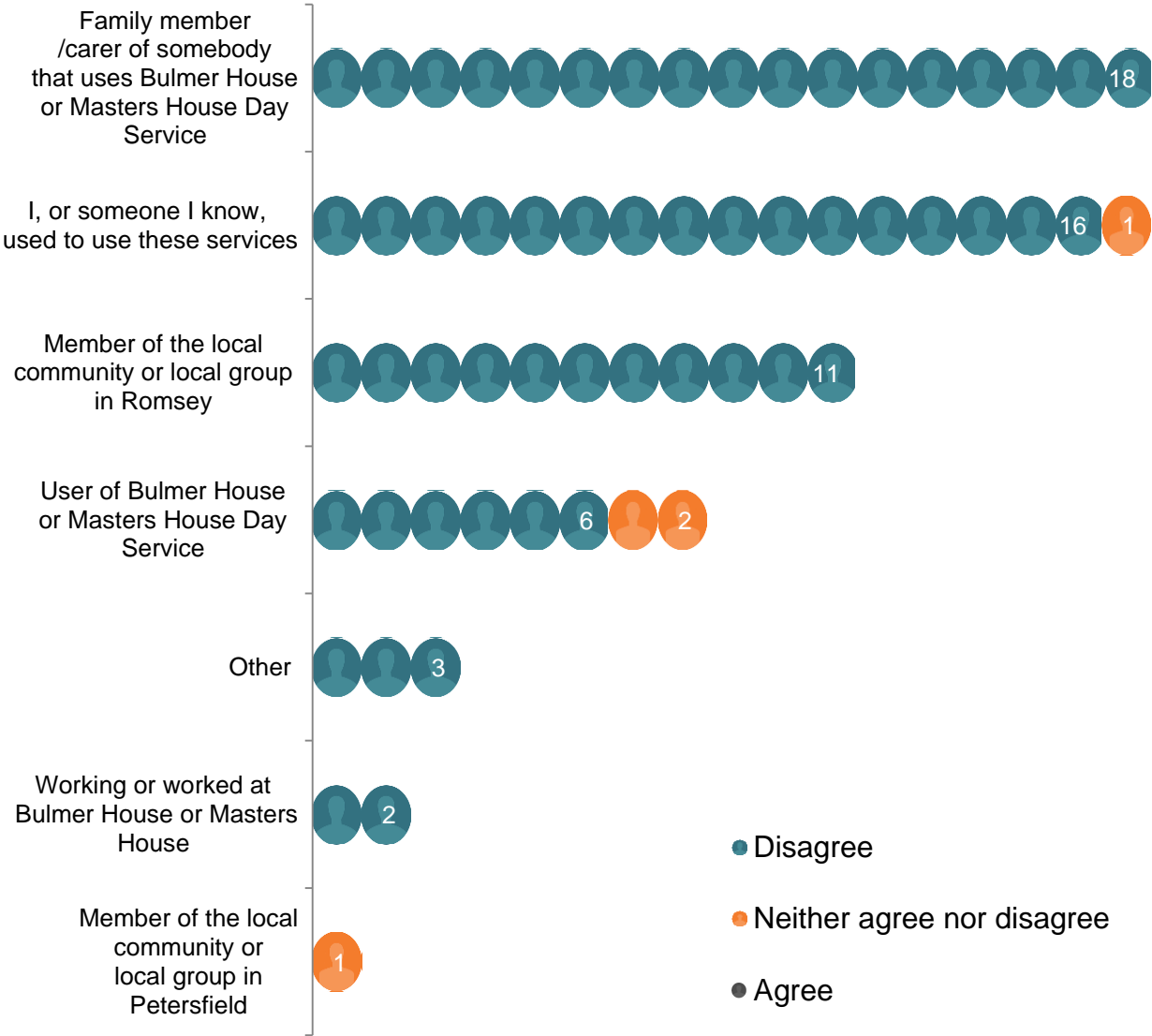
The majority of respondents for this question were family members or carers of service users, or individuals who previously used or know someone that used to use the two services.

- There was a strong negative response regarding the closure of Masters House Day Service from all response groups. All 18 respondents that indicated they were a family member or carer said they either disagree or strongly disagree with the proposal to close Masters House Day Service.
- Eight responses were from those that indicated they were service users. Six of these respondents indicated they either disagree or strongly disagree with the proposal.

<sup>2</sup> Due to the small number of consultation responses that were received, raw figures are used in place of percentages, as the number of responses can not be taken as a representative sample.

The chart below shows the number of respondents who agree or disagree with the proposal, by their indicated group:

*Number of respondents who agree or disagree with the closure of Masters House, by respondent type.*



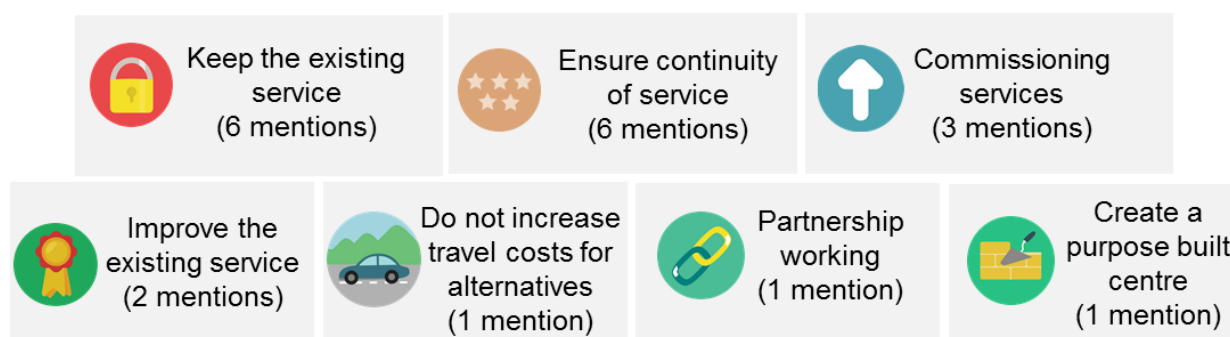
Base: 59

## Views on alternative options

Respondents gave their views on what alternative options the County Council could consider for both Bulmer House Day Service and Masters House Day Service. Respondents were concerned about the closures and wanted the current services to remain. Other respondents suggested that although the County Council could stop providing the service directly, the service could be commissioned from another provider from either the private or voluntary sector. A small number of respondents suggested that the day services should remain, but at a reduced cost, in order to ensure the service remains operational.

### Bulmer House alternative options:

Respondents gave their views on what alternative options the County Council could consider for Bulmer House Day Service. 15 respondents gave an open-ended response to this question. Many of the comments received suggested retaining the current service as it is, or providing an alternative that would ensure current service users have the same level of care. Themes that were mentioned are shown below, followed by an analysis of these themes.



### Improve and retain the current service:

Six respondents stated that the existing service should remain as it is; it was perceived that any alternative would not provide the level of care needed for service users and carers:



“Bulmer House Day Services provides a safe, secure, stimulating environment for severe dementia sufferers. It allows crucial respite for carers - who are secure in the knowledge that their husband etc. is safe.”



“I do not think there are any alternatives that would come up to the services and friendliness supplied at Bulmer House.”



It was suggested that the level of service should remain the same, or improved on, and that the service should be offered more widely:



“The Council should consider retaining the service as is or providing a suitable alternative. The Council should at least provide an alternative venue and service that is as easily accessible to the current users, with the same staff members, level of facilities and activities. Users should not be disadvantaged and the service should be more widely offered.”

Respondents were also concerned about having continuity of service, and that the level of care given should not be compromised if the proposals went ahead:



“The County Council has given no specific suggestions on what services will be provided in the event that the Day Service is closed. This needs to be addressed as a matter of urgency. There needs to be a detailed plan in place as to how those with severe dementia can receive care at least as good as (preferably better than) what is currently in place. The County Council should abandon all plans for closure until this is in place.”

### **Commissioning the service:**

Three comments suggested that the service could be run by an alternative external provider, such as a voluntary sector organisation, and also expressed concerns over the use of private sector care providers:



“Some people need respite care and find that residential homes do not provide a good group service - just a 'sitting service'. There is a service being developed called 'Sundowners' that could be asked to provide an alternative respite service in the area.”



“Running voluntary sector led day activities within a wider activity based centre, such as a current residential home. People with dementia need routine but also engagement with a wider group and environment.”

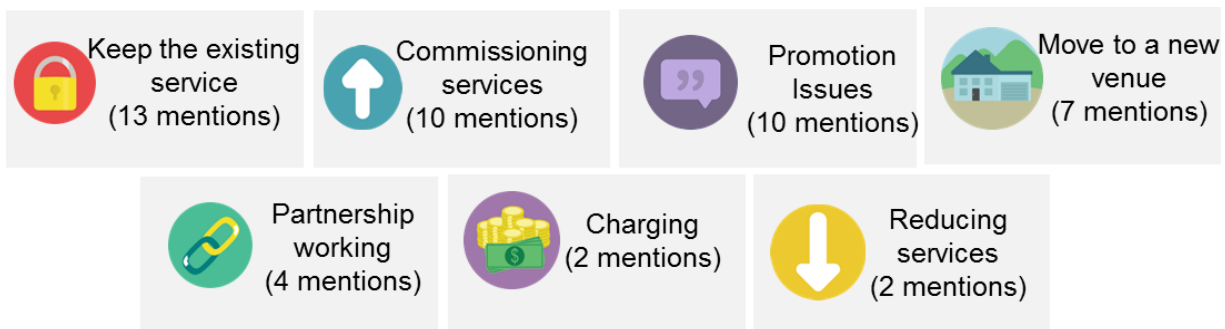
In addition, there were two suggestions that Bulmer House could use other methods to generate income when the facilities are not in use, in order to keep the existing service:



“...If the County Council consider these facilities a financial burden, then perhaps more active or innovative management of the sites should be undertaken before resigning to it's closure? From the outside it would appear the County Council has given up, and creative ways of keeping the facilities open appear unexplored. For example the facility could be open to others with general care needs, open/inclusive of private clients, the facilities could be rented out when not in use (i.e. for parties) or other option(s) considered which could generate an income to the County Council.”

**Masters House alternative options:**

Respondents gave their views on what alternative options the County Council could consider for Masters House Day Service. 37 respondents gave an open-ended response to this question. Many of the comments received related to retaining the current services as they are, as well as concerns around the promotion of current services. Themes that were mentioned are shown below, followed by an analysis of these themes.



**Retaining the current service:**

13 respondents voiced concerns that the current service should be retained, on the basis that there is a lack of alternatives:



“Masters House needs to stay open. There are very few alternatives and what alternatives there are, are very expensive”

### **Promotion and use of the service:**

10 comments were about concerns that current promotion of Masters House Day Service is poor. There are also concerns that more should be done to ensure that those that need care for high-end dementia are provided for, and will be in the future:



“Advertise the services more. I work at a local hospital and have NEVER seen the Masters House service shown anywhere. How are people to know about these things. I do talk to carers who don't know about any outside help. My friends mum used to love going to her day centre but her dad had a day when he knew she was safe. These things are so essential and yes the council SHOULD be providing them and making people aware that they exist.”

There were four suggestions that services could be much more far reaching, and could be open to a wider group:



“Move back into the old masters house - open the service up from solely dementia to include elderly frail or elderly lonely....maybe price according to needs. The old masters house (ie. next to nightingale lodge) used to be fun and vibrant /stimulating for all....this ran at between 14-16 people a day...there were 5 toilets and a shower facility that were easily accessible.....+ a large kitchen - it worked well for so many years until moved because allegedly the care home was going to be re-built (and would then house masters house).”

Seven comments suggested that the current facilities are inadequate which has meant the service has been under-used; the service should be provided at a different venue more suited to users' needs, which may increase future usage.



“Investing properly into this and moving into more suitable premises. The last move was a negative step and has contributed to the decline in standards and use.”

### **Commissioning services:**

10 comments suggested that an alternative to Masters House could be to commission the running of the service from an alternative provider, such as a privately run care home. Some respondents suggested commissioning the service from a voluntary sector organisation. However, respondents also expressed concern that with this option the care provided may not be as stimulating, and staff may not be as attentive.



“Obviously I would much prefer for Masters House to stay open but as an alternative, using a Care Home for the day would be better than nothing. I did that on a few occasions for my husband. BUT the big difference is that there would not be any stimulation at all or very little. Masters House staff were remarkable with the clients!!!”

Four comments suggested that there could be opportunities to work in partnership with the voluntary sector, allowing voluntary organisations to run activities for those with high-end dementia:



“Running voluntary sector led day activities within a wider activity based centre, such as a current residential home. People with dementia need routine but also engagement with a wider group and environment.”

#### **Charging or reducing the service:**

Four comments suggested that there could be an additional charge levied on service users in order to keep Masters House open:



“An option could be to increase the charges made to carers to maintain a facility with the same quality standards. The consultation seems to be at variance with Test Valley Borough Council's launch of 'Romsey as a Dementia Friendly Market Town'!!!”

In addition, a reduction of service was suggested to be more preferable than a complete closure, and it was felt that this money could be saved in other areas such as transport, enabling Masters House Days Service to remain open:



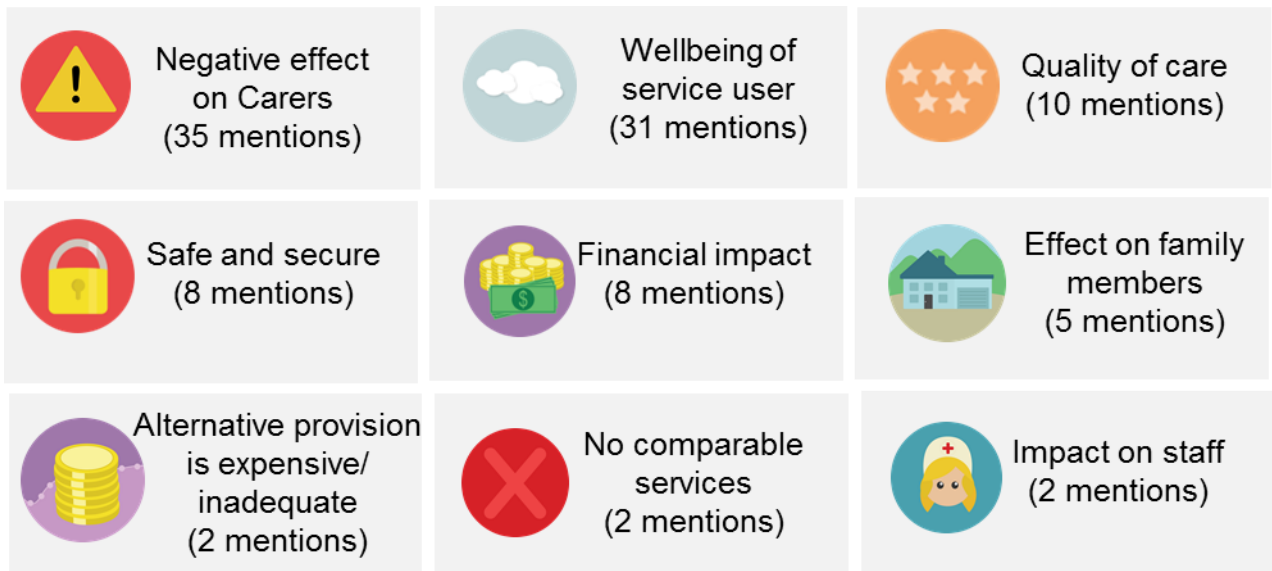
“If reduced opening times are required for financial reasons, a reduced number of days per week would be more beneficial for service users than complete closure of the Day Centre.”



“Cutting down the amount of days that the centre is opened. Not providing the service of the mini bus. Service users to bring their own lunch.”

## Views on the potential impact of the proposals

Respondents were asked what impact, if any, the proposals to close either Bulmer House or Masters House could have on them or someone they know. 62 respondents gave an open-ended response to this question. The majority of comments voiced concern for the wellbeing of the service user as well as concern about the impact on the carer and family members. Themes that were mentioned are shown below, followed by an analysis of these themes.



### Impact on service users:

31 comments were made about the potential impact on the service users if either Bulmer House or Masters House were to close. Respondents were concerned that it may negatively impact their wellbeing, and may result in the loss of friendships and much needed social contact, vital to those suffering with dementia:



“My mother attends on Mondays and Fridays and is brought home by the mini bus. The centre provides excellent intellectual and social stimulation for my mother and ensures she eats a good cooked meal. She loves the worker and her friends there. It is part of her weekly routine and indeed a highlight of it. Without it she would lose relationships she has developed as well as the activities. It has helped her cope with dementia.”

There are also concerns that if provision was changed or moved, this would cause emotional strain on the service user and impact negatively on their condition:



“The service that is provided at The Masters House is to motivate the service user and encourage them during their visit to join in all activities offered to them. The service user with Dementia needs continuity with familiar staff and surroundings, they will not be getting this if and when they are moved.”

### **Quality of care received and a safe environment:**

10 comments related to the quality of care that service users currently receive at either Bulmer House or Masters House. There is a concern that the level of care will not be comparable if there was an alternative provision:



“My father attends Masters House twice a week. He really enjoys his time there. He feels safe and is happy there. He is used to the surroundings, staff and other service users. Changing this care to maybe a care home environment, I think will have a detrimental effect on his well being. It will cause stress and anxiety to him which will in turn cause more anguish for my mother, who is his main carer. Will he be stimulated the whole day like he is at Masters House, I think not. The carers always have varied activities for service users all day. Masters House should not close.”

Respondents were also concerned that service users may not be as safe, and that alternative provision may not be dementia-specific:



“The family member with dementia has trust in Bulmer House which gives much needed respite to his wife. The alternatives suggested are not specific for dementia sufferers. No activities or one to one support and suspect security where the sufferer may walk out without supervision.”

### **Impact on carers:**

35 comments were made about the potential impact on carers if either Bulmer House or Masters House were to close. Respondents were concerned that carers may not be able to cope without the support of the day services. Comments also suggest that carers are typically older and often the spouse of the service user, and therefore the closures could negatively impact on the carer’s physical and mental health.



“If the closure were to go ahead without an equivalent alternative it would have a great effect not only on my father’s mental well being but also to my mother’s health as she is his sole carer. Currently my mothers only respite from caring for my father is when he attends Bulmer House, having time to herself means that she is able to care for him a lot better having had a couple of days a week respite. She is 80 years old and finds it not only physically but also mentally draining looking after him.”



“I am the main carer for my husband who attends Masters House Day Centre twice a week. I am sure without these breaks, our home life would not be as happy as it is as it is not only doing him good, but a great help to me. He is very happy there. I know he is safe. The staff are wonderful and I’m sure without this I would not be able to cope.”

**Impact on family members:**









Five comments suggest a concern about family members, stressing that immediate family will find it hard to cope, including financially, without the help of the current services:



“This decision is putting an enormous strain on both Carer & immediate family members as Bulmer has encouraged [the service user] to `expand` his conversation & subsequently is much easier to look after during the times when at home. The worry is that an `alternative day centre` may not hold the same draw for the user to attend & will lose what little contact with other adults other than family which is enjoyed and hugely beneficial.”

## Other comments and feedback

Respondents were asked to give other comments or feedback. 40 respondents gave a response to the open-ended question. Themes that were mentioned are shown below, followed by an analysis of the key themes.

 Promotion issues (15 mentions)	 Population pressures (10 mentions)	 Concern around staff (6 mentions)	 Increase council tax/ charging (4 mentions)
 Specialist services (4 mentions)	 Keep the existing service (4 mentions)	 Wellbeing of service user (4 mentions)	 Find an alternative provider (2 mentions)

15 comments referenced the perceived lack of promotion of the services that are currently offered:



“It took us, as a family, a long time to find out about Masters House. Information about it does not seem to be readily available to those who need it. We only found out about its existence by accident and even then it took along time to get my father booked in. Why is it not advertised more? GPs need to make patients aware and also carers groups? If more people knew about it maybe it wouldn't be going through consultation.”

10 comments stressed concerns that with an ever-increasing ageing population, demand and need for dementia services would similarly increase. Reducing the current provision seemed to be 'short-sighted':



“As dementia and Alzheimers are increasing it seems short-sighted to close down local services prior to getting something else up and running. Serious consideration needs to be given to alternative provision so that it is appropriate and meets people's needs, now and in the future.”

Four comments also relayed previous worries and concerns around the wellbeing of service users if the day services close:



“It will be detrimental to the user's wellbeing if she is unable to attend Bulmer house or some other place that provides similar facilities.”



In addition, four comments indicated that there was some concern that the proposed alternative care put forward would not provide adequate support for those suffering with dementia due to their complex needs.



“For all the talk of consultation with the users and families, it is extremely unclear how the proposed new solution would provide anything like the specialist care that my mother-in-law currently receives. A "lunch club" is of no use to people with advanced dementia who need to be stimulated and cared for with considerable patience by those with specialist training. Sadly the number of people who suffer with forms of dementia is only going to grow in the coming decade and therefore we need to be increasing the services available for these very vulnerable members of our society, not trying to combine their care with users who have very different needs.”

## Summary of discussion at the Health and Adult Social Care Select Committee workshop

A workshop with Members of the Health and Adult Social Care Select Committee was held to consider the 'Bulmer House and Masters House Day Services' Consultation proposals.

Members recognised that change can be difficult for vulnerable service users, and that they would require support throughout any potential move from one setting to another, and for a period after that move.

Members highlighted the importance of good communication between the County Council and service users, staff, and the two day services' wider community. Members suggested working with local community groups, parish/town councils and 'champions' to communicate messages about day care in general, and County Council consultations.

The 'Connect to Support' online resource was seen as an important part of the wider need to promote adult social care services and private sector care providers. This could be supported by mapped information about day opportunities across the county. An alternative approach would be to engage more with providers of day services to improve the signposting of older people to existing alternatives – there may also be positive impacts of doing this, including finding more personalised support to individuals.

Members raised concerns about alternative provision for service users, should the two day services close. These concerns included:

- Ensuring that alternative day service opportunities are sustainably funded, particularly if closing these two day services would increase demand elsewhere.
- Taking into account that if the two day services close, changes relating to service user travel and transport could be problematic, particularly for disabled people.
- Ensuring affordability for self-funders in the future.
- Giving sufficient regard to protecting respite services for carers.

Members considered alternative approaches to providing day services. It was suggested that a wider network of services and support in the community could be utilised to provide day service opportunities, for example: lunch clubs, local community-owned assets, or existing services in residential and nursing homes which may not usually be on offer to those not in full-time care. Positive and

innovative examples were given of successful projects, including those where people living in residential homes regularly spend time with pre-school and school-age children.

Members suggested using commissioning approaches to be more innovative in developing alternative services. For example, grants schemes could support both large and small providers, or groups of providers, to provide bespoke day opportunities; or making grant funding available to pump-prime day service opportunities in areas of the county which may be less well served.

Members also considered the impacts on staff, skills and potential redeployment to other roles within the County Council.

## Conclusion

53 respondents out of 65 disagreed with the proposals to close Bulmer House and Masters House Day Services.

Disagreement with the proposed closures was widespread across respondent groups, with carers of current service users, service users themselves and respondents who know service users, all disagreeing with the proposed closure.

The current day services were praised by respondents, with many carers in particular expressing that they feel confident about leaving their loved ones in a safe and secure environment with experienced staff. Respondents think that the day services provide service users with stimulation and social interaction; not merely 'sitting' services.

In addition, it was expressed that having familiar surroundings for service users was paramount so as not to negatively impact on the service user's health and wellbeing. If the decision is made to close the Day Services, respondents seek reassurances that a comparable level of support and care would be available in alternative settings.

## Appendices

### Appendix 1 - Consultation Response Form (Standard Format)

#### Consultation on the proposed closure of Bulmer House and Masters House Day Services

#### Information Pack and Response Form

Consultation period: 13 November 2017 – 7 January 2018

#### Alternative formats

To request this information and the questionnaire in another format such as large print, audio or Braille, please contact Hampshire County Council at:

**E-mail:** [AS.Consultation@hants.gov.uk](mailto:AS.Consultation@hants.gov.uk)

**Telephone:** 01962 847267 \*

If you have any queries about this consultation, please get in contact with the County Council at:

**E-mail:** [AS.Consultation@hants.gov.uk](mailto:AS.Consultation@hants.gov.uk)

**Telephone:** 01962 847267 \*

*\* Calls from a landline will be charged at the local rate, although mobile phone charges may vary*

## Consultation on the proposed closure of Bulmer House, Petersfield, and Masters House, Romsey, Day Services

### Introduction

**Consultation period:** from midday on Monday 13 November 2017 to midnight on Sunday 7 January 2018.

The County Council is asking for service users', next of kin, and other interested stakeholders' views on the proposed closure of Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey. These services are mainly used by people with high-end dementia needs.

The way services are provided is kept under regular review to ensure that the available funding continues to be prioritised on supporting the most vulnerable residents.

The County Council also wants to support people to make their own decisions about the support they need and how they receive it. Residents are increasingly choosing to move away from traditional forms of care to options that meet their own individual requirements.

This trend, combined with the nature of the current provision which operates out of temporary accommodation, has resulted in a decline in the usage of day services at both Bulmer House and Masters House.

In the event that a decision is taken to close either or both services, every person affected would be supported by specialist care managers to access suitable, alternative services that meet their individual needs.

### The proposals

The County Council is proposing to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey.

Wherever possible, and in line with its responsibilities, the Adults' Health and Care Department will seek to minimise the impact on vulnerable people.

It is planned that the proposed new Extra Care Housing schemes in Petersfield and Romsey will contain facilities that could be used for day services or similar activities. These schemes could operate as community 'hubs' that offer space for both Extra Care residents and local older people to use for various activities such as lunch clubs or day services.

### Why your views are important

It is important to the County Council that the views of the people who use Bulmer House and Masters House, and their families and carers who may be affected by the proposals, are carefully considered - as well as feedback from Hampshire residents and other interested stakeholders.

Your feedback will help to inform a decision by the Executive Member for Adult Social Care and Health, on 13 March 2018, on the future of Bulmer House Day Service and Masters House Day Service.

## Background and context

### **Serving Hampshire – Balancing the budget consultation**

Earlier this year, the County Council undertook a countywide consultation with residents to seek views on options for managing the anticipated budget shortfall of £140 million by April 2019.

This shortfall is due to national austerity measures, combined with demographic and inflationary pressures. With less money available and growing demand for council services, especially statutory services, tough decisions will need to be made about what the County Council can and cannot do in the future. The Authority is required by law to deliver a balanced budget and therefore, cannot plan to spend more than is available.

The *Serving Hampshire – Balancing the Budget* consultation included potential options around: reducing and changing services; introducing and increasing charges for some services; lobbying Government for legislative change; generating additional income; using the County Council's reserves; increasing Council Tax; and changing the local government arrangements in Hampshire.

Full details of the findings of this consultation can be found on the County Council's website at: [www.hants.gov.uk/consultations](http://www.hants.gov.uk/consultations). The Adults' Health and Care Department is now pursuing proposals which are in line with the approach preferred by residents in their feedback.

### **Our commitment to consult**

Hampshire County Council is committed to consulting as widely as possible when making decisions. This consultation is undertaken with reference to key consultation principles:

- to consult on key issues and proposals;
- to consult in good time;
- to be inclusive but with clear and appropriate limits;
- to consult using clear, simple information; and
- to ensure responses are taken into account when decisions are made.

## How to have your say

This Information Pack contains important information about the proposals which the County Council recommends you read carefully before completing the Response Form.

### **Responding by post or online**

To provide your feedback you can use the consultation Response Form provided as part of this document. Please detach your Response Form and return it to the County Council in the pre-paid envelope provided. If you do not have a pre-paid envelope, please post your response to Freepost HAMPSHIRE.

Alternatively, you can go online to [www.hants.gov.uk/consultations](http://www.hants.gov.uk/consultations) to complete the Response Form using the online Response Form.

You can also email your response directly to the County Council using the email address [AS.Consultation@hants.gov.uk](mailto:AS.Consultation@hants.gov.uk)

You can request this consultation document in other formats, such as Braille, audio, Easy Read or large print, by emailing [AS.Consultation@hants.gov.uk](mailto:AS.Consultation@hants.gov.uk) or calling **01962 847267\***.

### **Support for current service users from County Council staff**

During the course of the consultation, dedicated social work staff will support current service users and their families to explore alternative day service provision, in the event that the services close.

Service users will also have the opportunity to meet on a one-to-one basis with senior managers from the Adults' Health and Care Department to discuss these proposals, as well as alternative services.

This consultation will run for seven weeks from **midday on 13 November 2017 to midnight on 7 January 2018**.

Please note that responses received after this date will not be included in the findings report.

*\* Calls from a landline will be charged at the local rate, although mobile phone charges may vary*

## About Bulmer House Day Service

The Bulmer House Day Service in Petersfield is currently operating from Ramscote Centre, also in Petersfield.

The Day Service provides 12 places over four days per week, for older people with an assessed need for care services.

Bulmer House Day Service is currently running at around 35% of the total number of sessions available. This is the result of people with lower levels of care needs choosing not to attend traditional day services, as well as the nature of the current provision which operates out of temporary accommodation in Petersfield.

The current service users are predominantly from the Petersfield area.

If the decision is made to close the Bulmer House Day Service, the County Council would put in place alternative solutions which meet individual service users' assessed care needs. These would take into account factors such as travelling distance, maintaining friendship groups as well as the suitability of the service.

Alternatives could include services such as day care in a residential setting, or community-based day care.

### Staffing

Bulmer House Day Service has a Manager and four other members of staff.

Should the decision be made to close Bulmer House Day Service, staff would be offered other roles working for the County Council. No redundancies are proposed.

## About Masters House Day Service

The Masters House Day Service in Romsey is currently operating from Hayter House (the site of the former Register Office), also in Romsey.

Masters House provides 12 places over five days per week, for older adults with an assessed need for care services.

Masters House Day Service is currently running at around 40% of the total number of sessions available. This is the result of people with lower levels of care needs choosing not to attend traditional day services, as well as the nature of the current provision, operating out of temporary accommodation in Romsey.

The current service users are predominantly from the Romsey area.

If the decision is made to close the Masters House Day Service, the County Council would put in place alternative solutions which meet the individual service users' assessed care needs. These would take into account factors such as travelling distance, maintaining friendship groups as well as the suitability of the service.

Alternatives could include services such as day care in a residential setting, or community-based day care.

### Staffing

Masters House Day Service has a Manager and six other members of staff.

Should the decision be to close Masters House Day Service, staff would be offered other roles working for the County Council. No redundancies are proposed.



## Response Form

Before completing this Response Form, the County Council strongly advises that you read the accompanying Information Pack.

You do not need to answer all the questions – you only need to answer those you feel are relevant to you.

This questionnaire takes approximately 5 to 10 minutes to complete.

Alternatively, you can complete an online Response Form which can be found on the County Council's online consultation page:

**[www.hants.gov.uk/consultations](http://www.hants.gov.uk/consultations)**

You can also email your response directly to the County Council at **[AS.Consultation@hants.gov.uk](mailto:AS.Consultation@hants.gov.uk)**

### Your data

If you provide personal information, this will be treated in accordance with the Data Protection Act 1998. Personal information will be used for analytical purposes only. Hampshire County Council will not share the information collected as part of this consultation with third parties. All individuals' responses will be kept confidential and will not be shared.

Responses from groups or organisations may be published in full. Hampshire County Council will securely retain and store copies of the responses for one year after the end of the consultation process, and then delete the data.

More details on how the County Council holds personal information can be found at: **[www.hants.gov.uk/privacy](http://www.hants.gov.uk/privacy)**. Should you require any further information about how your details will be used or stored, please contact the Data Protection Team at **[data.protection@hants.gov.uk](mailto:data.protection@hants.gov.uk)**

## The proposed service closures

The County Council is proposing to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey.

### Q.1 To what extent do you agree with the proposal to close Bulmer House Day Service? *Please tick one box*

- Strongly agree.....
- Agree.....
- Neither agree nor disagree.....
- Disagree.....
- Strongly disagree.....
- Not sure.....

### Q.2 To what extent do you agree with the proposal to close Masters House Day Service? *Please tick one box*

- Strongly agree.....
- Agree.....
- Neither agree nor disagree.....
- Disagree.....
- Strongly disagree.....
- Not sure.....

**Q.3 Do you have a specific connection with...**

*Please tick one box*

- Bulmer House Day Service.....
- Masters House Day Service .....
- Both.....
- Neither.....

**Q.4 Which of the following statements best describes your connection?**

*Please tick all that apply*

- I use Bulmer House or Masters House Day Service.....
- I am a family member/carer of somebody that uses Bulmer House Day Service or Masters House Day Service .....
- I, or someone I know, used to use these Services.....
- I am working, or have worked, at Bulmer House Day Service or Masters House Day Service.....
- I am a member of the local community or a local group in Petersfield.....
- I am a member of the local community or a local group in Romsey.....
- Other (please specify in the box below).....

**Q.5 Are there any other alternative options that you think the County Council should consider in relation to the proposed closure of Bulmer House Day service or Masters House Day Service?**

*Please write in the boxes below:*

**Bulmer House Day Service**

**Masters House Day Service**

**Q.6 Please describe what, if any, impact the proposals to close these services would have on you, or someone else.**

*Please write your comments in the box below. Please do not provide any personal details in your response.*

**Q.7 Do you have any other comments, suggestions or feedback?**

*Please write in the box below:*

**About you**

**The information you provide here will be used for analysis purposes only.**

**Q.8 Are you...?**

*Please tick one box*

- Male.....
- Female.....
- Other.....
- Prefer not to say.....

**Q.9 Please indicate your age range.**

*Please tick one box*

- 18 – 34.....
- 35 – 49.....
- 50 – 64.....
- 65 – 79.....
- 80 or over.....
- Prefer not to say.....

**Q.10 Please indicate which district of Hampshire you live in.**

*Please tick one box*

- Basingstoke and Deane.....
- East Hampshire.....
- Eastleigh.....
- Fareham.....
- Gosport.....
- Hart.....
- Havant.....
- New Forest.....
- Rushmoor.....
- Test Valley.....
- Winchester.....
- Not sure.....
- I do not live in a district of Hampshire.....
- Prefer not to say.....

**Q.11 What is your ethnic group?**

*Please tick one option that best describes your ethnic group or background*

- I prefer not to say.....

**White**

- English / Welsh / Scottish / Northern Irish / British .....
- Irish.....
- Gypsy or Irish Traveller .....
- Any other White background, please describe in the box below .....

**Mixed / Multiple ethnic groups**

- White and Black Caribbean.....
- White and Black African.....
- White and Asian .....
- Any other Mixed / Multiple ethnic background, please describe in the box below.....

**Asian / Asian British**

- Indian .....
- Pakistani .....
- Bangladeshi .....
- Chinese .....
- Any other Asian background, please describe in the box below.....

**Black / African / Caribbean / Black British**

- African .....
- Caribbean .....
- Any other Black / African / Caribbean background, please describe in the box below.....

**Other ethnic group**

- Arab .....
- Any other ethnic group, please describe in the box below.....

**Thank you**

Thank you for taking part in this consultation. Your feedback will help to inform the decision on the proposal to close Bulmer House and Masters House to be made by the Executive Member for Adult Social Care and Health on 13 March 2018.

Please post your completed questionnaire, to reach us by **7 January 2018**, using the pre-paid envelope. If you do not have a Freepost envelope, please post your response to: Freepost HAMPSHIRE

## Appendix 2 – Consultation technical detail

### Respondent classification

The below table shows the split of responses via online and paper based surveys.

Method	Number of responses
Online	41
Paper	24

Four of the above online responses were received as an un-structured response, via email. The comments made were similar to those received through the formal consultation open-ended questions. For ease, comments were added into the consultation code frame. Below shows a break down of responses by type:

Respondent Type	Number of responses
Member of the public	2
Political representative	2

### Appendix 3 – Consultation participant break down

The breakdown of respondents by category is shown below.

	<b>Response option</b>	<b>Count</b>
<b>Gender</b>		
	Female	21
	Male	41
	Prefer not to say	2
<b>Please indicate your age range.</b>		
	18-34	1
	35-49	8
	50-64	18
	65-79	19
	80 or over	15
	Prefer not to say	4
<b>Do you have a specific connection with...</b>		
	Bulmer House Day Service	12
	Masters House Day Service	44
	Both	-
	Neither	9
<b>Which of the following statements best describes your connection?</b>		
	I use Masters House or Bulmer House Day Service	10
	I am a family member/carer of somebody that uses Masters House Day Service or Bulmer House Day Service	26
	I or someone I know used to use these Services	17
	I am working, or have worked for Masters House or Bulmer House Day Service	2
	I am a member of the local community or a local group in Petersfield	3
	I am a member of the local community or a local group in Romsey	11
	Other	3

Please indicate which district of Hampshire you live in?		
	Basingstoke and Deane	-
	East Hampshire	10
	Eastleigh	3
	Fareham	2
	Gosport	-
	Hart	-
	Havant	-
	New Forest	1
	Rushmoor	-
	Test Valley	43
	Winchester	1
	Not sure	2
	I do not live in a district of Hampshire	2
	Prefer not to say	1

What is your ethnic group?		
	White	53
	Mixed / Multiple ethnic groups	1
	Asian / Asian British	-
	Black / African / Caribbean / Black British	-
	Other ethnic group	-
	Prefer not to say	8
White - Are you?		
	English / Welsh / Scottish / Northern Irish / British	45
	Irish	-
	Gypsy or Irish Traveller	-
	Any other White background	2
Mixed / Multiple Ethnic - Are you?		
	White and Black Caribbean	-
	White and Black African	-
	White and Asian	-
	Any other Mixed / Multiple Ethnic background	1

## Appendix 4 – Coded responses

62 people commented on the proposals to close Bulmer House or Masters House Day Service, or described the potential impact that the closures would have on them, their family and people they know. These were read in full, then coded by theme. Each theme is listed below, alongside counts of the number of times they were mentioned:

Themes relating to Alternative Options: Bulmer House	Number of mentions
Keep the existing service	6
Commissioning services	3
Commissioning services: Private Sector	1
Commissioning services: Use existing care homes	1
Commissioning services: Voluntary sector	1
Build a purpose built centre	1
Improve the existing service	2
Continuity of service	2
Partnership working in order to fund/keep the service running	1
No increased travel costs for alternative services	1
Not applicable	2
Themes relating to alternative options: Masters House	Number of mentions
Keep the service as it is	13
Commissioning services	10
Commissioning: private sector	4
Commissioning: care home	6
Partnership working	4
Move the service to a new venue	7
Access issues	10
Access: communication	6
Access: open services to wider group	4
Charging	2
Reducing service	2
Reducing service: transport	1
Reducing the service: smaller venue	1
Not a fair question	1



Themes relating to Impact	Number of mentions
Wellbeing of service user	31
wellbeing: change of setting/ lack of continuity	6
Wellbeing: Create other medical conditions	1
Wellbeing: uncertainty of service causing emotional upset	2
Wellbeing: loss of friendships/ social contact	15
Wellbeing: effect on dementia or condition if the service is taken away	6
Effect on other family members	5
Family members: wellbeing	2
Effect on carers	35
Carers: loss of break, not able to cope	27
Quality of care	10
Quality: varied activities	2
Quality: professional staff	5
Safe and secure	8
Safe and secure: familiarity with staff	2
Financial impact	8
Financial impact for users and families	7
Increased financial pressure on council	1
Impact on staff	2
No comparable services available	2
Alternative provision is expensive/ inadequate	2
Gap in provision	1
Not applicable	7

Themes relating to Other Comments	Number of mentions
Access issues	15
Access: referrals	5
Access: communication	8
Continuity with staff	2
Quality of facility	3
Population pressures	10
Increase Council Tax	2
Charging	2
Consultation process	1
Wellbeing of service users	4
Specialist services	4
Concerns around staff	2
Keep the facility open	4
Find alternative service provider	2
Satisfied with current service	2
Find money elsewhere to pay for it	1
Current building is not suitable	1
Not applicable	4

## Appendix 5 – Data tables

To what extent do you agree or disagree with the proposal to close Bulmer House Day Service?

The published format that was employed.	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	40	-	2	6	4	28	1
Web: computer	31	-	1	3	4	14	-
Web: tablet	4	-	-	-	-	4	-
Web: Smartphone	5	-	-	1	-	4	-
Paper: Keyed	-	-	1	2	-	6	1

To what extent do you agree or disagree with the proposal to close Bulmer House Day Service?

Which of the following statements best describes your connection?	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	41	-	1	6	3	31	-
User Masters or Bulmer House	5	-	-	-	-	5	-
Family member/carer of somebody that uses Master House or Bulmer House Day Service	16	-	1	2	1	12	-
I or someone I know used to use these Services	11	-	-	2	-	9	-
I am working, or have worked for Master House or Bulmer House Day Service	-	-	-	-	-	-	-
I am a member of the local community or a local group in Petersfield	3	-	-	-	-	3	-
I am a member of the local community or a local group in Romsey	5	-	-	2	2	1	-
Other	1	-	-	-	-	1	-

To what extent do you agree or disagree with the proposal to close Bulmer House Day Service?

Are you...?	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	39	-	1	6	4	27	1
Male	13	-	1	1	2	9	-
Female	25	-	-	4	2	18	1
Other	-	-	-	-	-	-	-
Prefer not to say	1	-	-	1	-	-	-

To what extent do you agree or disagree with the proposal to close Bulmer House Day Service?

Please indicate your age range. (Please tick one box)	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	40	-	1	6	4	28	1
18 - 34	1	-	-	-	-	1	-
35 - 49	6	-	-	-	1	5	-
50 - 64	12	-	-	5	1	6	-
65 - 79	10	-	1	-	1	8	-
80 or over	10	-	-	1	-	8	1
Prefer not to say	1	-	-	-	1	-	-

To what extent do you agree or disagree with the proposal to close Bulmer House Day Service?

Please indicate which district of Hampshire you live in.	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	40	-	1	6	4	28	1
Basingstoke and Deane	-	-	-	-	-	-	-
East Hampshire	10	-	1	-	-	9	-
Eastleigh	3	-	-	1	-	2	-
Fareham	2	-	-	-	1	1	-
Gosport	-	-	-	-	-	-	-
Hart	-	-	-	-	-	-	-
Havant	-	-	-	-	-	-	-
New Forest	1	-	-	-	-	1	-
Rushmoor	-	-	-	-	-	-	-
Test Valley	20	-	-	4	2	13	1
Winchester	1	-	-	-	1	-	-
Not sure	1	-	-	-	-	1	-
I do not live in a district of Hampshire	2	-	-	1	-	1	-
Prefer not to say	-	-	-	-	-	-	-

What is your ethnic group?	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	38	-	1	6	4	26	1
White	33	-	1	4	3	24	1
Mixed / Multiple ethnic groups	1	-	-	-	-	1	-
Asian / Asian British	-	-	-	-	-	-	-
Black / African / Caribbean / Black British	-	-	-	-	-	-	-
Other ethnic group	-	-	-	-	-	-	-
Prefer not to say	4	-	-	2	1	1	-

To what extent do you agree or disagree with the proposal to close Bulmer House Day Service?

White - Are you?	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	30	-	1	4	2	22	1
English / Welsh / Scottish / Northern Irish / British Irish	30	-	1	4	2	22	1
Gypsy or Irish Traveller	-	-	-	-	-	-	-
Any other White background	-	-	-	-	-	-	-

To what extent do you agree or disagree with the proposal to close Bulmer House Day Service?

Mixed / Multiple Ethnic - Are you?	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	1	-	-	-	-	1	-
White and Black Caribbean	-	-	-	-	-	-	-
White and Black African	-	-	-	-	-	-	-
White and Asian	-	-	-	-	-	-	-
Any other Mixed / Multiple ethnic background	1	-	-	-	-	1	-

To what extent do you agree or disagree with the proposal to close Masters House Day Service?

The published format which was employed	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	58	-	-	4	7	41	6
Web: computer	48	-	-	2	4	17	3
Web: tablet	5	-	-	-	-	4	1
Web: smartphone	5	-	-	-	-	5	-
Paper: Keyed	-	-	-	2	3	15	2

To what extent do you agree or disagree with the proposal to close Masters House Day Service?

Which of the following statements best describes your connection?	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	64	-	-	3	7	49	5
I use Masters House or Bulmer House Day Service	8	-	-	2	1	5	-
I am a family member/carer of somebody that uses Master House Day Service or Bulmer House Day Service	21	-	-	-	1	17	4
I or someone I know used to use these Services	17	-	-	1	2	14	-
I am working, or have worked for Master House or Bulmer House Day Service	2	-	-	-	-	2	-
I am a member of the local community or a local group in Petersfield	2	-	-	1	-	-	1
I am a member of the local community or a local group in Romsey	11	-	-	-	3	8	-
Other	3	-	-	-	-	3	-

To what extent do you agree or disagree with the proposal to close Masters House Day Service?

Are you...? (Please tick one box)	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	57	-	-	4	8	40	6
Male	18	-	-	1	3	13	2
Female	37	-	-	3	5	25	4
Other	-	-	-	-	-	-	-
Prefer not to say	2	-	-	-	-	2	-

To what extent do you agree or disagree with the proposal to close Masters House Day Service?

Please indicate your age range. (Please tick one box)	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	59	-	-	4	8	41	6
18 - 34	1	-	-	-	-	1	-
35 - 49	8	-	-	-	1	7	-
50 - 64	17	-	-	1	2	14	-
65 - 79	18	-	-	1	1	11	5
80 or over	10	-	-	2	3	5	1
Prefer not to say	4	-	-	-	1	3	-



To what extent do you agree or disagree with the proposal to close Masters House Day Service?

Please indicate which district of Hampshire you live in.	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	59	-	-	4	7	42	6
Basingstoke and Deane	-	-	-	-	-	-	-
East Hampshire	6	-	-	1	-	1	4
Eastleigh	3	-	-	1	-	2	-
Fareham	1	-	-	-	-	-	1
Gosport	-	-	-	-	-	-	-
Hart	-	-	-	-	-	-	-
Havant	-	-	-	-	-	-	-
New Forest	1	-	-	-	-	1	-
Rushmoor	-	-	-	-	-	-	-
Test Valley	42	-	-	2	6	34	1
Winchester	1	-	-	-	1	-	-
Not sure	1	-	-	-	-	1	-
I do not live in a district of Hampshire	2	-	-	-	-	2	-
Prefer not to say	1	-	-	-	-	1	-

To what extent do you agree or disagree with the proposal to close Masters House Day Service?

What is your ethnic group? (Please tick one option)	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	56	-	-	4	6	40	6
White	46	-	-	4	5	32	6
Mixed / Multiple ethnic groups	1	-	-	-	-	1	-
Asian / Asian British	-	-	-	-	-	-	-
Black / African / Caribbean / Black British	-	-	-	-	-	-	-
Other ethnic group	-	-	-	-	-	-	-
Prefer not to say	8	-	-	-	1	7	-

To what extent do you agree or disagree with the proposal to close Masters House Day Service?

White - Are you?	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	41	-	-	4	4	27	6
English / Welsh / Scottish / Northern Irish / British Irish	39	-	-	4	3	26	6
Gypsy or Irish Traveller	-	-	-	-	-	-	-
Any other White background	2	-	-	-	1	1	-

To what extent do you agree or disagree with the proposal to close Masters House Day Service?

Mixed / Multiple Ethnic - Are you?	Total	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Not sure
Total	1	-	-	-	-	1	-
White and Black Caribbean	-	-	-	-	-	-	-
White and Black African	-	-	-	-	-	-	-
White and Asian	-	-	-	-	-	-	-
Any other Mixed / Multiple ethnic background	1	-	-	-	-	1	-

This page is intentionally left blank

## HAMPSHIRE COUNTY COUNCIL

### Report

<b>Committee:</b>	Health and Adult Social Care Select (Overview and Scrutiny) Committee (HASC)
<b>Date of meeting:</b>	27 February 2018
<b>Report Title:</b>	Work Programme
<b>Report From:</b>	Director of Transformation and Governance

**Contact name:** Members Services

**Tel:** (01962) 847336

**Email:** [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk)

#### 1. Purpose of Report

1.1 To consider the Committee's forthcoming work programme.

#### 2. Recommendation

**That Members consider and approve the work programme.**

**WORK PROGRAMME – HEALTH AND ADULT SOCIAL CARE SELECT OVERVIEW & SCRUTINY COMMITTEE: 2017/18**

Topic	Issue	Link to Health and Wellbeing Strategy	Lead organisation	Status	27 February 2018	15 May 2018	10 July 2018
<p align="center"><b>Proposals to Vary Health Services in Hampshire</b> - to consider proposals from the NHS or providers of health services to vary health services provided to people living in the area of the Committee, and to subsequently monitor such variations. This includes those items determined to be a 'substantial' change in service.</p>							
<p><b>Andover Hospital Minor Injuries Unit</b></p>	<p>Temporary variation of opening hours due to staff absence and vacancies</p>	<p>Living Well Healthier Communities</p>	<p>Hampshire Hospitals NHS FT</p>	<p>Updates on temporary variation last heard in June 2017 (via electronic briefing)</p> <p>Next update to be considered July 2018</p>			<p>Update to be considered</p> <p align="center"><b>(E)</b></p>
<p><b>Dorset Clinical Services review</b></p> <p align="center"><b>(SC)</b></p>	<p>Dorset CCG are leading a Clinical Services review across the County which is likely to impact on the population of Hampshire crossing the border to access services.</p>	<p>Starting Well Living Well Ageing Well Healthier Communities</p>	<p>Dorset CCG / West Hampshire CCG</p>	<p>First Joint HOSC meeting held July 2015, CCG delayed consultation until 2016.</p> <p>Last meeting August 2017 to consider consultation outcomes. Decision made by CCG in line with Option B 20 September, which</p>	<p align="center">Verbal update to be received once next meeting has been held.</p> <p align="center"><b>(M)</b></p>		

Topic	Issue	Link to Health and Wellbeing Strategy	Lead organisation	Status	27 February 2018	15 May 2018	10 July 2018
				HASC supports.			
<b>North and Mid Hampshire clinical services review (SC)</b>	Management of change and emerging pattern of services across sites	Starting Well Living Well Ageing Well Healthier Communities	HHFT / West Hants CCG / North Hants CCG / NHS England	Monitoring proposals for future of hospital services in north and mid Hampshire since Jan 14. Latest update indicated whole system review to report in Jan 17 as part of STP.  Status: considered Jan 2018, to be reconsidered in May once further work has been completed		To be considered  <b>(M)</b>	
<b>Move of the Kite Unit</b>	Move of neuropsychiatric inpatient unit from St James Hospital, Portsmouth, to Western Community, Southampton	Living Well Ageing Well	Solent NHS Trust	Considered March 2017 and support provided by Committee.  Monitoring update received Summer 17. Next update early 2018		Update on move of unit  <b>(E)</b>	
<b>West Surrey</b>	Review of stroke	Living Well	NE and SE	To be considered			

Topic	Issue	Link to Health and Wellbeing Strategy	Lead organisation	Status	27 February 2018	15 May 2018	10 July 2018
<b>Stroke Services</b>	services	Ageing Well	Hampshire CCGs	once the consultation has closed  Heard at June 2017 mtg, where Committee supported proposals. Monitoring heard Nov 17. To be next considered September 18.			
<b>Issues relating to the planning, provision and/or operation of health services – to receive information on issues that may impact upon how health services are planned, provided or operated in the area of the Committee.</b>							
<b>Care Quality Commission inspections of NHS Trusts serving the population of Hampshire</b>	To hear the final reports of the CQC, and any recommended actions for monitoring.	Starting Well Living Well Ageing Well Healthier Communities	Care Quality Commission	To await notification on inspection and contribute as necessary.  SHFT – next update Sept 18		PHT re-inspection action plan  (M)	
<b>Sustainability and Transformation Plans: one for Hampshire &amp; IOW, other for</b>	To subject to ongoing scrutiny the strategic plans covering the Hampshire area	Starting Well Living Well Ageing Well	STPs	H&IOW initially considered Jan 17 and monitored July 17, Frimley March 17  STP working group to			Next STP updates to be received to formal meeting





Topic	Issue	Link to Health and Wellbeing Strategy	Lead organisation	Status	27 February 2018	15 May 2018	10 July 2018
<b>STP scrutiny</b>	To form a working group reviewing the STPs for Hampshire	Starting Well Living Well Ageing Well Healthier Communities	STP leads  All NHS organisations	ToR agreed September 2017	Verbal updates to be received when appropriate		
<b>Real-time Scrutiny</b> - <i>to scrutinise light-touch items agreed by the Committee, through working groups or items at formal meetings.</i>							
<b>Adult Safeguarding</b>	Regular performance monitoring of adult safeguarding in Hampshire	Living Well Healthier Communities	Hampshire County Council Adult Services	For an annual update to come before the Committee.  Update Nov 17, next due Nov 18			

Topic	Issue	Link to Health and Wellbeing Strategy	Lead organisation	Status	27 February 2018	15 May 2018	10 July 2018
Public Health	To undertake pre-decision scrutiny and policy review of areas relating to the Public Health portfolio.	Starting Well Living Well Ageing Well Healthier Communities	HCC Public Health	Substance misuse transformation to be considered (deferred TBC)		Substance misuse update to be considered	

**Key**

- (E) Written update to be received electronically by the HASC.
- (M) Verbal / written update to be heard at a formal meeting of the HASC.
- (SC) Agreed to be a substantial change by the HASC.

**CORPORATE OR LEGAL INFORMATION:****Links to the Strategic Plan**

<b>Hampshire maintains strong and sustainable economic growth and prosperity:</b>	No
<b>People in Hampshire live safe, healthy and independent lives:</b>	Yes
<b>People in Hampshire enjoy a rich and diverse environment:</b>	No
<b>People in Hampshire enjoy being part of strong, inclusive communities:</b>	Yes

**Section 100 D - Local Government Act 1972 - background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

DocumentLocation

None

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

**Due regard in this context involves having due regard in particular to:**

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. **Equalities Impact Assessment:** This is a document monitoring the work programme of the HASC and therefore it does not therefore make any proposals which will impact on groups with protected characteristics.

### **2. Impact on Crime and Disorder:**

2.1 This is a forward plan of topics under consideration by the Committee, therefore this section is not applicable to this report. The Committee will request appropriate impact assessments to be undertaken should this be relevant for any topic that the Committee is reviewing.

### **3. Climate Change:**

3.1 How does what is being proposed impact on our carbon footprint / energy consumption?

This is a forward plan of topics under consideration by the Committee, therefore this section is not applicable to this report. The Committee will consider climate change when approaching topics that impact upon our carbon footprint / energy consumption.

3.2 How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

This is a forward plan of topics under consideration by the Committee, therefore this section is not applicable to this report. The Committee will consider climate change when approaching topics that impact upon our carbon footprint / energy consumption.

This page is intentionally left blank

## Hampshire County Council: Health and Adult Social Care Select (Overview and Scrutiny) Committee (HASC)

### Glossary of Commonly used abbreviations / acronyms across Health and Social Care

Please note this is not exhaustive and is revised on a regular basis.

<b>AAA</b>	Abdominal Aortic Aneurysm
<b>A&amp;E</b>	Accident and Emergency or Emergency Department (ED)
<b>AMH</b>	Adult Mental Health
<b>AOT</b>	Assertive Outreach Team
<b>AWMH</b>	Andover War Memorial Hospital
<b>AS</b>	Adult Services
<b>BCF</b>	Better Care Fund
<b>BNHH</b>	Basingstoke and North Hampshire Hospital (part of HHFT)
<b>CAMHS</b>	Child and Adolescent Mental Health Services
<b>CCG</b>	Clinical Commissioning Group
<b>CHC</b>	Continuing Healthcare
<b>CPN</b>	Community Psychiatric Nurse
<b>CQC</b>	Care Quality Commission
<b>CX</b>	Chief Executive
<b>DGH</b>	District General Hospital
<b>DH</b>	Department of Health
<b>DTC</b>	Delayed Transfer of Care
<b>ED</b>	Emergency Department / A&E
<b>ENP</b>	Emergency Nurse Practitioner
<b>F&amp;G</b>	Fareham and Gosport
<b>FHFT</b>	Frimley Health NHS Foundation Trust
<b>FT</b>	Foundation Trust
<b>GP</b>	General Practitioner
<b>G&amp;W</b>	Guildford and Waverley
<b>HASC</b>	Health and Adult Social Care (Select Committee)
<b>HCC</b>	Hampshire County Council
<b>HES</b>	Hospital Episode Statistics
<b>HHFT</b>	Hampshire Hospitals NHS Foundation Trust
<b>HOSC</b>	Health Overview and Scrutiny Committee
<b>HWB</b>	Health & Wellbeing Board
<b>IAPT</b>	Improving Access to Psychological Therapies
<b>ICU</b>	Intensive Care Unit
<b>ICT</b>	Integrated Care Team
<b>IRP</b>	Independent Reconfiguration Panel
<b>JHWS</b>	Joint Health and Wellbeing Strategy
<b>JSNA</b>	Joint Strategic Needs Assessment
<b>Local HW</b>	Local HealthWatch
<b>MHA</b>	Mental Health Act
<b>MIU</b>	Minor Injuries Unit
<b>NED</b>	Non-executive Director
<b>NEH&amp;F</b>	North East Hampshire and Farnham
<b>NHS</b>	National Health Service
<b>NHSE</b>	NHS England

<b>NHSI</b>	NHS Improvement
<b>NHSP</b>	NHS Property Services
<b>NICE</b>	National Institute for Clinical Excellence
<b>NSF</b>	National Service Framework
<b>OAT</b>	Out of Area Treatment
<b>OBC</b>	Outline Business Case
<b>OBD</b>	Occupied Bed Days
<b>OOH</b>	Out of Hours
<b>OP</b>	Out-patients
<b>OPMH</b>	Older People's Mental Health (services)
<b>PFI</b>	Private Finance Initiative
<b>PHT</b>	Portsmouth Hospitals Trust
<b>QAH</b>	Queen Alexandra Hospital, Cosham
<b>RHCH</b>	Royal Hampshire County Hospital (part of HHFT)
<b>RTT</b>	Referral to Treatment Time (performance indicator)
<b>S&amp;BP FT</b>	Surrey and Borders Partnership NHS Foundation Trust
<b>SCAS</b>	South Central Ambulance NHS Foundation Trust (Service)
<b>SECAMB</b>	South East Coast Ambulance NHS Foundation Trust
<b>SEH</b>	South Eastern Hampshire
<b>SEN</b>	Special Educational Need
<b>SGH</b>	Southampton General Hospital
<b>SHIP</b>	Southampton, Hampshire, Isle of Wight and Portsmouth
<b>STP</b>	Sustainability and Transformation Plan
<b>UHS FT</b>	University Hospital Southampton NHS Foundation Trust
<b>WCH</b>	Western Community Hospital
<b>WiC</b>	Walk in Centre