

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. 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

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>

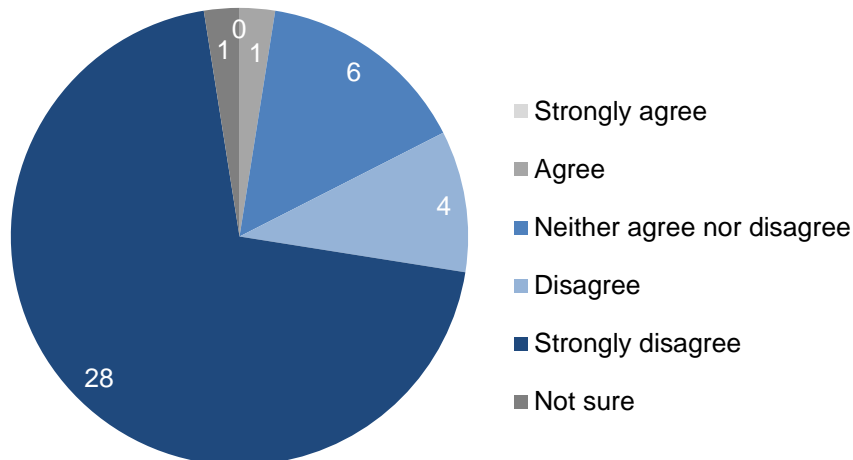
The consultation received 65 responses in total. There was a marginally higher response rate for the question relating to the proposed closure of Masters House Day Service in Romsey compared to the question relating to the proposed closure of Bulmer House Day Service in Petersfield.

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.¹

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

¹ 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.

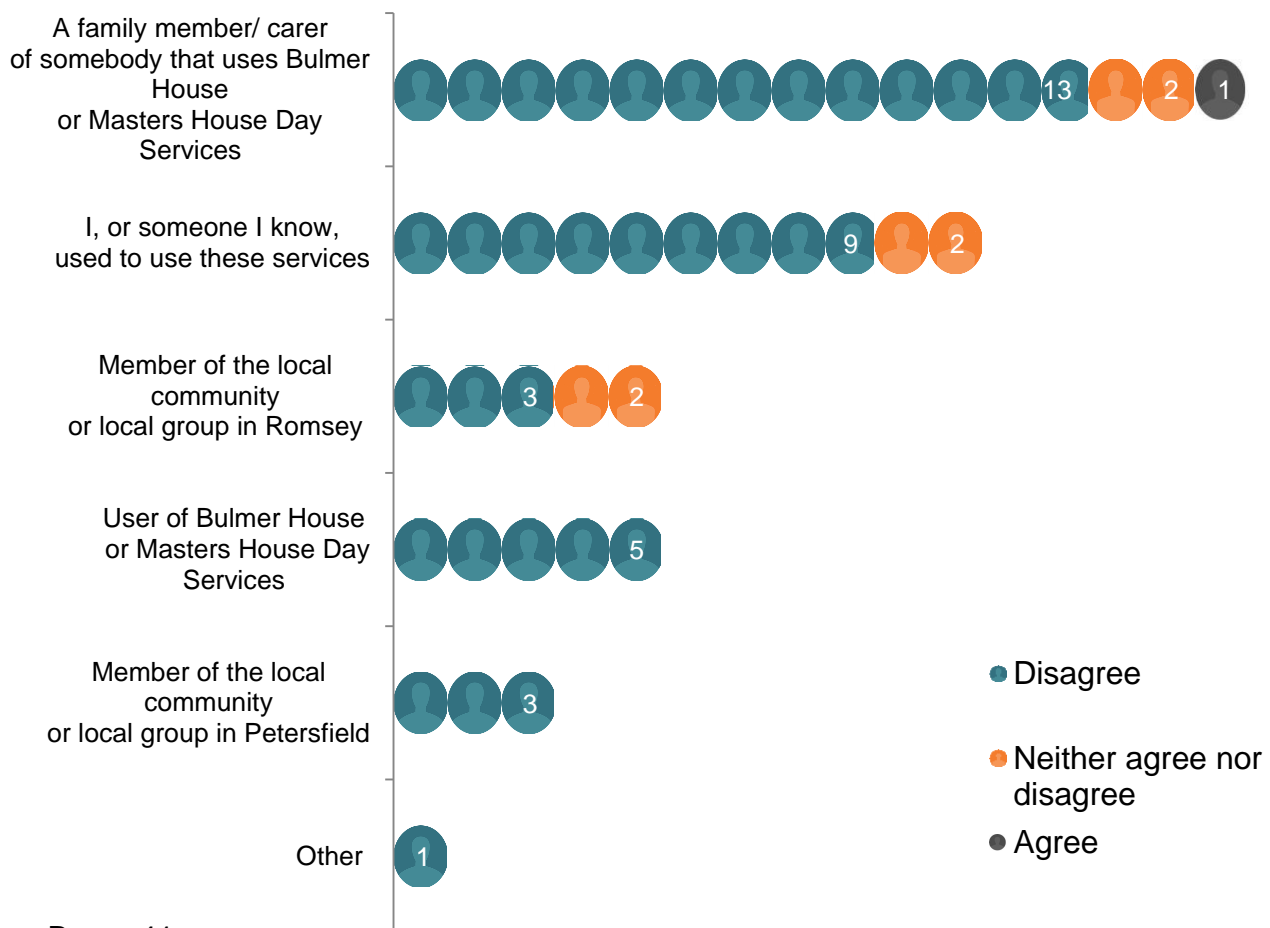
What do different respondents think about the proposals to close Bulmer House Day Service?

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.

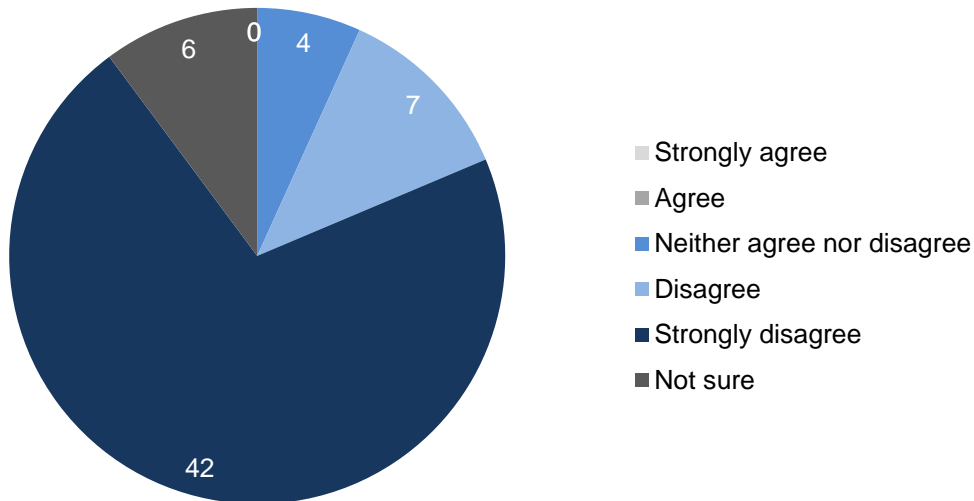
Number of respondents who agree or disagree with the closure of Bulmer House, by respondent type.



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.²

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?

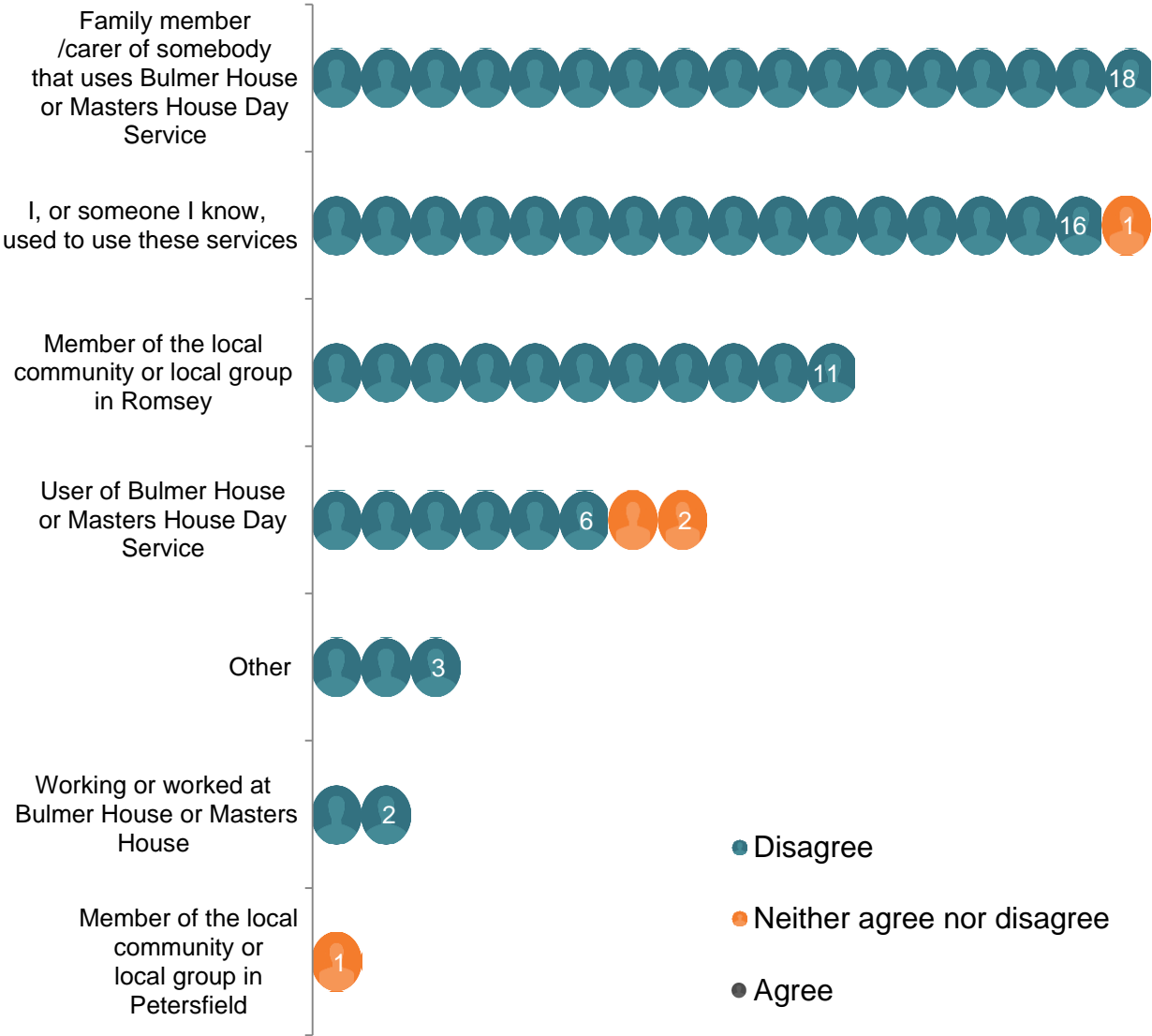
The majority of respondents for this question were family members or carers of service users, or individuals who previously used or know someone that used to use the two services.

- 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.

² 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.



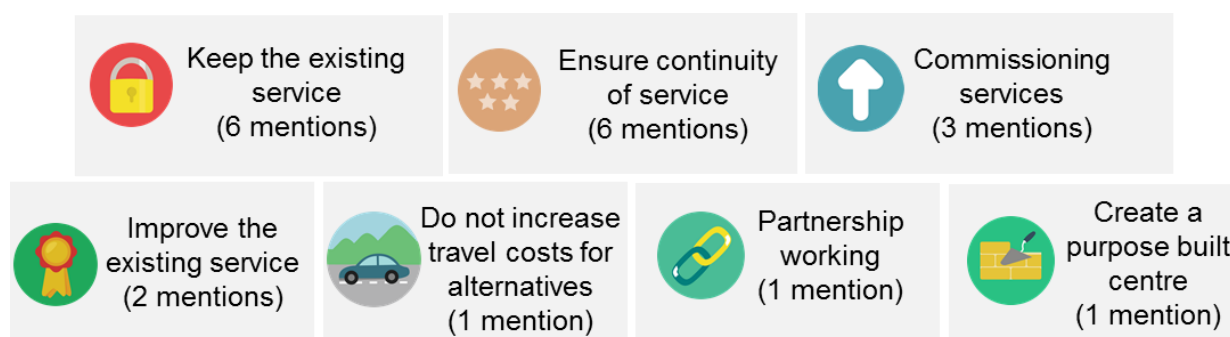
Base: 59

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.”

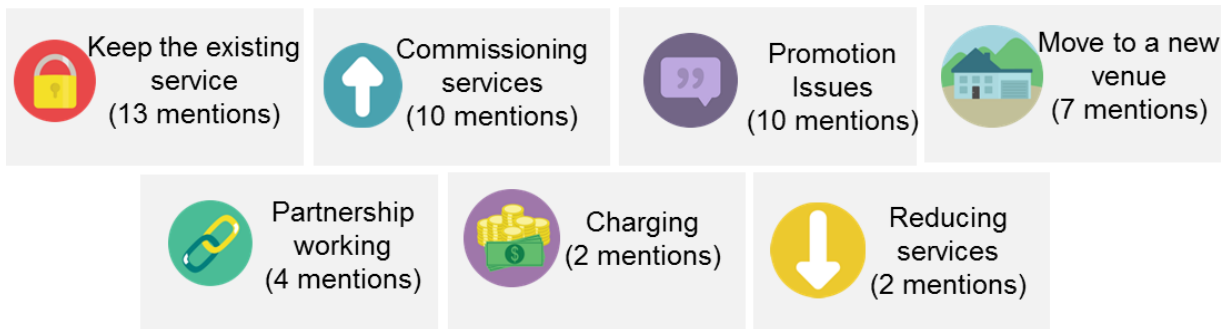
In addition, there were two suggestions that Bulmer House could use other methods to generate income when the facilities are not in use, in order to keep the existing service:



“...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:



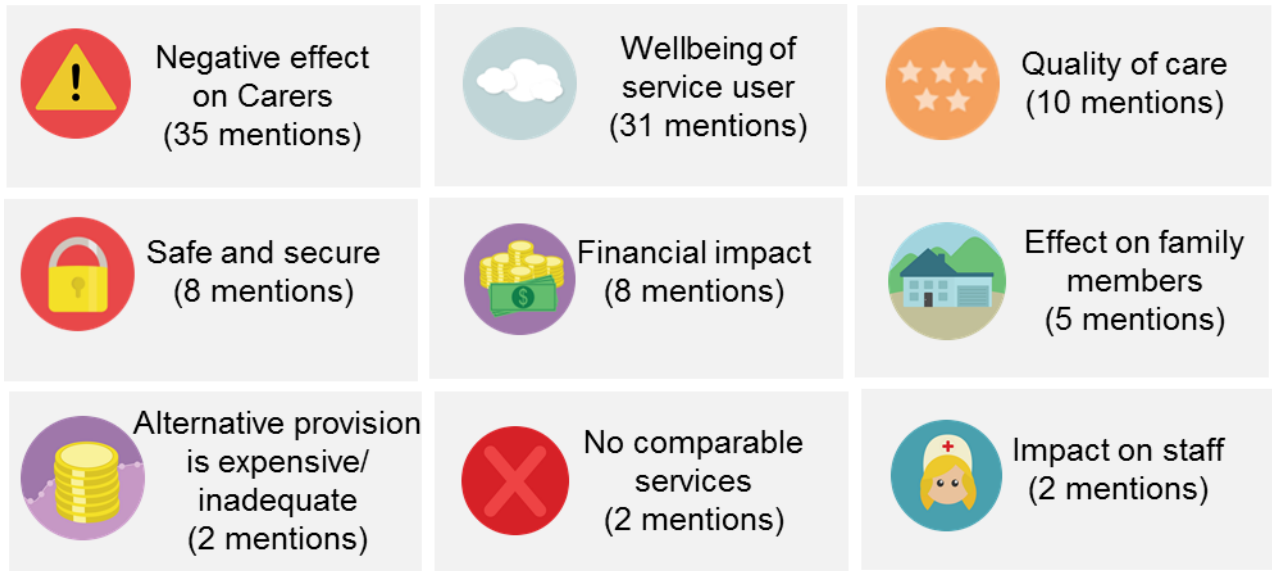
“If reduced opening times are required for financial reasons, a reduced number of days per week would be more beneficial for service users than complete closure of the Day Centre.”



“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

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

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. 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 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

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 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

You can also email your response directly to the County Council at **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**. 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**

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.

	Response option	Count
Gender		
	Female	21
	Male	41
	Prefer not to say	2
Please indicate your age range.		
	18-34	1
	35-49	8
	50-64	18
	65-79	19
	80 or over	15
	Prefer not to say	4
Do you have a specific connection with...		
	Bulmer House Day Service	12
	Masters House Day Service	44
	Both	-
	Neither	9
Which of the following statements best describes your connection?		
	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	-