

Appendix 4: Adult Services Residential Care and Day Services Engagement Plan

Purpose:

To outline the process that we will undertake to consult on the proposed outcomes of the Adult Social Services Commissioning Reviews.

Key Messages:

- Adult Services are committed to promoting the health and wellbeing of service users, and achieve better outcomes for those who are no longer able to remain independent in their own homes.
- We need to focus our resources on those most in need and provide services for all our service users so we can meet their needs.
- Residents and service users will be fully supported to have their say in the consultation. If the proposals are agreed, we will not stop providing services to those with eligible needs in line with the proposed delivery model, alternative provision will be identified jointly with each individual if they have eligible needs and appropriate move on plans determined if they do not.

Proposals:

For general consultation

Residential Care – new model of delivery

It is proposed that we will stop providing in-house standard residential care and retain an in-house service to deliver residential reablement, respite, and complex care. It is proposed that standard residential care will be commissioned from and provided by the private sector going forward.

The preferred option will allow Adult Services to promote the health and wellbeing of service users, and fundamentally allow Adult Services to help achieve better outcomes for those who are no longer able to remain independent in their own homes. It will allow Adult Services to ensure that specialist services are delivered to meet complex needs and focus on reablement.

Day Services - new model of delivery

We will continue with the model of using both internal and external services, but develop the day service so it focusses on higher dependency, and complex/dementia care. This will mean that less internal day service places are required.

For specific Consultation with affected Services

Closure of one Residential Care Home

It is proposed that we will stop providing in-house standard residential care and retain an in-house service to deliver residential reablement, respite, and complex care. It is proposed that standard residential and nursing care will be commissioned from and provided by the private sector going forward. If the proposal is agreed it would result in the closure of one Council run care home. As such we are consulting on the potential closure of Parkway Residential Home.

If the proposal to close Parkway was agreed, each resident would have an individual care plan review via a care manager and we will look to ensure that an alternative home was found for each resident. This is in line with the Social Services Wellbeing Act which will ensure that individual outcomes are identified for each resident to either:

- secure a place in an alternative council run Residential Care Home
- or secure a place in a private Residential Care Home

Closure of two Day Services (2 separate consultations)

We propose to continue with the model of using both internal and external services to deliver day services. We propose to develop the day service so it focusses on higher dependency, and complex/dementia care. This will mean that less internal day service places are required. If the proposal is agreed it would result in the closure of two Council run day services. As such we are consulting on the potential closure of the Hollies Day Service and Rose Cross Day Service.

If the proposal to close the Hollies and Rose Cross was agreed, each service user would have an individual care plan review via a care manager and we will look to ensure that each user has access to a service if they have eligible needs under the new delivery model. This is in line with the Social Services Wellbeing Act which will ensure that individual outcomes are identified and met for each individual service user by one of the following means:

- accessing an alternative day service.
- accessing alternative support provided via third parties with support from the Local Area Coordinator.
- leaving the service if that's what they choose.

Engagement Plan

The 5 consultations will run over the same 12 week period from 30 April to 23 July. The consultation falls into 2 categories:

General Consultation

A general public consultation will be carried out on the new models of delivery for both Residential Care and Day Services. The consultation will be separate for each service model.

The consultation will be carried out using a questionnaire. The survey will be available online and hard copies also made available at key council venues. We will publicise the consultations within the media and via social media platforms.

The consultation will also be publicised to current users, either via individual letters or information packs/posters sent to each venue.

The consultation will be on the new models only but will also need to make reference to the impact of the proposals

Specific Consultation

3 consultations will be carried out with the specific home and day services that may close if the proposals to change the delivery model are approved. The consultation will run for 12 weeks.

1 x Closure of a care home:

- Letter to each resident and their families to explain the proposals, timescales for decision, how the closure will be undertaken if agreed and give opportunities to have their say. This would include how their individual needs would be reviewed and any individual move on plans be agreed.
- Offers of meetings/face to face opportunities at the care home
- The offer of an advocate for each care home resident if they feel they are unable to take part - Some older people will not be able to express their own wishes or concerns without the help of an independent advocate. Where an older person lacks capacity and there is no relative or friend to represent them, an Independent Mental Capacity Advocate *must* be appointed since it is a legal requirement to appoint one when decisions are being made that could result in them being moved to a different care home
- There must be a key named person available who can be contacted to answer any questions about the consultation

2 x Closure of a Day Service

- Letter to each service user and their families to explain the proposals, timescales for decision, how the closure will be undertaken if agreed and give opportunities to have their say. This would include how their individual needs would be reviewed and any individual service provision plan would be agreed
- Offers of meetings/face to face opportunities at the day service. There must be a key named person available who can be contacted to answer any questions about the consultation

Engagement with Staff, Councillors and Trade Unions

Staff and Trade Unions need to be briefed prior to the start of the consultation process.

All Social Services Staff

To be briefed and given opportunities to have their say on the proposed new models for Residential Care and Day Services. Staff will also need to be made aware of the potential impact this will have in terms of future service provision.

Staff Directly Affected

Formal consultation with staff who currently work at the services proposed for closure would commence at the same time as the public consultation.

Councillors

Councillors will need to be fully briefed about all of the proposals and the potential impact.

Trade Unions

A Section 188 letter will be issued to the Trade Unions at the commencement of the public consultation and they will need to be fully briefed about all of the proposals and the potential impact.