



South Eastern Health
and Social Care Trust

Consultation Document

MAKING CHOICES:

**Proposed Changes in the Provision of
Statutory Residential Care for Older
People in the South Eastern Health
and Social Care Trust**

**This consultation period commences on 28
September 2015 and closes on 21 December 2015**

This consultation document should be read in conjunction with the Trust's accompanying Equality Impact Assessment (EQIA)

If you wish to receive a copy of this document, please contact:

Amanda McVea
Strategic & Capital Development Department
South Eastern Health and Social Care Trust
Kelly House
Ulster Hospital
BT16 1RH

Phone: 028 9055 0434

Textphone: 028 9151 0137

Or, you can email: consultation@setrust.hscni.net

Alternative formats - This document can be made available on request in alternative formats, including:

- Easy read,
- electronic version,
- Braille, computer disc,
- audiocassette,
- large font, DAISY,
- in other languages to meet the needs of those not fluent in English.

(This is not a full list.) You can also find this document on our website: www.setrust.hscni.net

This consultation document relates only to Northfield House, Church Lane, Donaghadee. It **does not apply** to the Trust's five Statutory Residential Care Homes with specialist facilities for clients with dementia in:

- Newcroft Lodge, Holywood
- Mount Alexander, Comber
- Laurelhill House, Lisburn
- Drumlough House, Lisburn
- Ardview House, Ardglass

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All appendices referred to in this document are available separately on the Trust website –

www.setrust.hscni.net

APPENDIX 1 – MAKING CHOICES: MEETING THE CURRENT AND FUTURE ACCOMMODATION NEEDS OF OLDER PEOPLE IN THE ARDS LOCALITY WITHIN THE SOUTH EASTERN HEALTH AND SOCIAL CARE TRUST, JANUARY 2015

APPENDIX 2 – LOCAL COMMISSIONING GROUP STATUTORY RESIDENTIAL HOMES LOCAL NEEDS ASSESSMENT, AUTUMN 2014

APPENDIX 3 – EQUALITY IMPACT ASSESSMENT (EQIA)

APPENDIX 4 – FREQUENTLY ASKED QUESTIONS (FAQ)

Foreword from the Chief Executive: Request for your help with this consultation by the South Eastern Trust



Since 2007, the South Eastern Trust has been involved in an on-going review of statutory residential care provision for frail older people. The Trust's strategic direction is to retain at least one Statutory Residential Care Home in each of the Trust's four localities of Down, Lisburn, North Down and Ards. This is designed to meet the needs of a growing number of older people with dementia. Within the Ards locality the Trust has two Statutory Residential Care Homes, Mount Alexander in Comber and Northfield House in Donaghadee. Mount Alexander provides specialist care for clients with dementia and it is the Trust's intention to retain statutory provision for clients with dementia. Northfield House does not provide this type of care.

On 29 November 2013, the Health and Social Care Board commenced a public consultation on the proposed criteria for evaluating the future role and function of Statutory Residential Care Homes for older people. This consultation closed on 7 March 2014. The evaluation criteria were approved by the Health and Social Care Board in June 2014. At this time, Local Commissioning Groups were asked by the Health and Social Care Board to undertake local needs assessments of older people's services. Any proposals for change were set within the context of this local needs assessment.

Minister Poots, on 16 April 2014, reassured permanent residents of the Statutory Residential Care Homes affected by the public consultation that they would be allowed to remain in their existing home for as long as they wish and so long as their needs can continue to be met there. This reassurance was further endorsed in a letter issued to each of the

permanent residents on 27 May 2015 by Simon Hamilton, Minister for Health, Social Services and Public Safety.

Following approval by the Health and Social Care Board, the South Eastern Trust completed an evaluation on the future role and function of the Statutory Residential Care Home for older people against the evaluation criteria, and taking consideration of the local needs assessment of older people's services. The South Eastern Trust recommendations were presented at the Health and Social Care Board's Regional Board meeting on 19 May 2015, where the South Eastern Trust's recommendations were endorsed for public consultation.

South Eastern Trust Consultation Proposal:

The proposal for Northfield House is that this home will be subject to closure in the future, and the continued cessation of permanent admissions to the home will remain in place.

The Trust is now commencing a consultation process on the implementation of this proposal and there will be no changes made until the consultation is completed, feedback is considered and recommendations for change made and subsequently approved by the Minister for Health, Social Services and Public Safety.

During the consultation process, the Trust is committed to ensuring continuity of care is maintained in Northfield House for existing residents and there is good practice regarding consultation and planning. In order to do so, the Trust wishes to consult as widely as possible on the proposed changes in the provision of statutory residential care for frail older people and to engage with a range of key stakeholders. The Trust will provide feedback to current permanent residents of Northfield House, their families and staff about the outcome of this consultation, following presentation to Trust Board currently proposed for early 2016.

The Trust understands that this process may be very unsettling for the permanent residents in Northfield House, their families, carers and staff.

The Trust wishes to reaffirm to the residents affected by this consultation, the commitment that each current permanent resident will be able to remain, in Northfield House, for as long as they wish and as long as their care needs can continue to be safely met.

The Trust is committed to improving the quality of care for patients and clients; improving outcomes and patient experience; and changing our services to meet the needs of our population. The Trust is keen to hear from anyone, or any group, who have a view on the proposal outlined in the consultation document. We will listen to all the views expressed in order to ensure that the Trust makes the best decision possible. The Trust welcomes your views and a consultation questionnaire in Part 2 of this document is included for you to complete, although your views in any format will be welcomed.

Hugh McCaughey
Chief Executive
South Eastern Trust

MAKING CHOICES: Proposed Changes in the Provision of Statutory Residential Care for Older People in the South Eastern Trust

PART 1 - South Eastern Trust Consultation Document

SECTION 1 - Introduction

The South Eastern Health and Social Care Trust's vision is to be a leading provider of health and social care. We will deliver, in partnership with key stakeholders, a wide range of health and social care services that will make demonstrable improvements in the health and wellbeing of the population. In doing so, we will constantly review our services to ensure that they are modern and fit for purpose. In delivering services, the Trust will ensure that it provides person centred, safe and effective care that offers value for money.

The South Eastern Trust has previously commenced a review of statutory residential care provision for older people. The Trust's strategy for older people's services was set out in Local Services for Local People, Safe and Sustainable Services for Population, March 2009 and The Proposed Reform and Modernisation of Statutory Residential Provision for Older People, March 2009. The model of care favoured by the Trust and the public is that older people should be supported in their own homes, supported by a network of care services to enable them to maintain their quality of life and remain independent.

As part of the way services need to develop, the Trust believes that older people will rely less on residential homes when choosing the type of care or support they want. Therefore, a specific objective was, and continues to be, to reduce statutory residential care. The Trust is committed to exploring a fuller range of long term living options in partnership with Housing Associations, which would be a more attractive living option for older people, and which will give a real choice with regard to their future living requirements.

In June 2011, the Minister for Health, Social Services and Public Safety, Edwin Poots, asked for a review of Health and Social Care (HSC) services in Northern Ireland to:

- see whether services met the needs of our people;
- identify the kind of reforms that should be made; and
- outline how reforms could be achieved.

This review, called 'Transforming Your Care', follows the key principle that home should be the hub of care and that steps should be taken to support greater provision of services for older people at home and in the community. Services are not currently meeting expectations in terms of quality and consistency and too often they focus on emergencies and crises rather than providing the range of proactive and preventative support that can maintain the health and wellbeing of older people.

The review supports the trend towards independent living at home or in supported living accommodation and expects to see a significant reduction in the provision of long-term residential places over the coming years. It includes plans to reduce the number of Statutory Residential Care Homes by Trusts and arrangements to provide this type of care in other ways. This consultation document refers to Northfield House specifically as this is the only Statutory Residential Care Home for frail older people in the Trust locality. It does not deal with nursing homes or homes which provide care for older people with specialist needs.

What is the purpose of this document?

The purpose of this consultation document is to provide Northfield House residents, families, carers, staff, and the wider public, with information including:

- why we believe change is necessary;
- how the Trust wants to improve services for older people;

- how we will ensure that any changes have the best interests of older people at heart;
- the alternatives that have been explored as part of the assessment process as detailed in Appendix 2 – Local Commissioning Group Statutory Residential Homes Local Needs Assessment, Autumn 2014;
- how outcomes against the agreed criteria will be used by the Trust to develop the proposal for change to Statutory Residential Care as detailed in Appendix 1 - Making Choices: Meeting the Current and Future Accommodation Needs of Older People in the Ards Locality within the South Eastern Health and Social Care Trust; and
- how you can make any comments or raise any questions that you might have about the proposed changes.

The Trust wants to let you know what it is trying to do. The Trust promises to listen to and consider the views of everyone who responds to the proposal. This document represents the first step in a 5-step process:

- Step 1 - Consultation at Trust level on proposed changes to statutory residential care provision for older people. This will commence on 28 September 2015, for a 12 week period, until the 21 December 2015.
- Step 2 - Consider feedback/potential impact identified from consultation and make final recommendations to the Trust Board currently proposed for early 2016.
- Step 3 – The Trust will seek Health and Social Care Board approval to the outcome of the public consultation.
- Step 4 – Should the Health and Social Care Board confirm approval, the Health and Social Care Board will then refer the proposal to the Minister of Health, Social Services and Public Safety for endorsement.

- Step 5 – If Ministerial endorsement is received, the Trust will then commence implementation and monitoring of changes.

Who is the consultation aimed at?

We are keen to hear from anyone, and any group, who has opinions about this proposal.

This document is structured as follows:

Part 1 – which is this part of the document

- **Section 2** - The role of statutory care has been changing
- **Section 3** - What is the Trust consulting on?
- **Section 4** - Pre-engagement and what happens next?

Part 2 - Consultation Questionnaire

In Part 2 you will find a consultation questionnaire which has been developed to help you provide a response to the Trust on the changes proposed within this document. However, comments in other formats are acceptable.

You can complete and submit the questionnaire by detaching it from this document, writing on it and posting it or by completing the form online via the South Eastern Trust website:

www.setrust.hscni.net

You can also contact us and we will send you a copy of the form.

All appendices referred to in this document are available separately on the Trust website –

www.setrust.hscni.net

Appendix 1 – Making Choices: Meeting the Current and Future Accommodation Needs of Older People in the Ards Locality within the South Eastern Health and Social Care Trust, January 2015.

Appendix 2 – Local Commissioning Group Statutory Residential Homes Local Needs Assessment, Autumn 2014.

Appendix 3 – Equality Impact Assessment (EQIA)

Appendix 4 – Frequently Asked Questions (FAQ)

How the regional process has developed

In Spring 2013, some Trusts responded to the 'Transforming Your Care' recommendation to reduce the number of Statutory Residential Care Homes by advising the Health and Social Care Board that they wished to consult on the future of their homes.

On 3 May 2013, the then Health Minister Poots asked the Health and Social Care Board, to work with Trusts to review how TYC recommendations could be progressed. To do this, the Health and Social Care Board set up and chaired a Regional Review Group.

In a statement to the Northern Ireland Assembly on 7 May 2013, Minister Poots stated that the ***“the policy has not, and will not, change; and I now want to state clearly to Assembly members that I am fully in support of the Transforming Your Care approach regarding the care of older people – that is, promoting independence, social inclusion, re-ablement, and support in the community, for as long as is possible.”*** (Minister Poots, Oral Statement to NI Assembly 7 May 2013).

Minister Poots wanted to be sure that:

- changes would be informed by examples of best practice;
- a plan would be produced to make sure any communication and contact with residents, their relatives, and carers and staff would be meaningful;
- changes should take account of any other developments in service that would be needed; and
- changes would be carefully monitored.

On 29 November 2013, the Health and Social Care Board commenced a public consultation on the proposed criteria for

evaluating the future role and function of Statutory Residential Care Homes for older people. This consultation closed on 7 March 2014. The evaluation criteria were approved by the Health and Social Care Board in June 2014. At this time, Local Commissioning Groups were asked by the Health and Social Care Board to undertake local needs assessments of older people's services. Any proposals for change were set within the context of this needs assessment (see Appendix 2).

Minister Poots, on 16 April 2014, reassured current permanent residents of the Statutory Residential Care Homes affected by the public consultation that they would be allowed to remain in their existing home for as long as they wish and so long as their needs can continue to be met there. This remains the position.

Following approval by the Health and Social Care Board, the South Eastern Trust completed an evaluation on the future role and function of the Statutory Residential Care Home for older people against the evaluation criteria; taking into consideration the local needs assessment of older people's services (see Appendix 1).

Proposed evaluation criteria for assessing Residential Care Homes

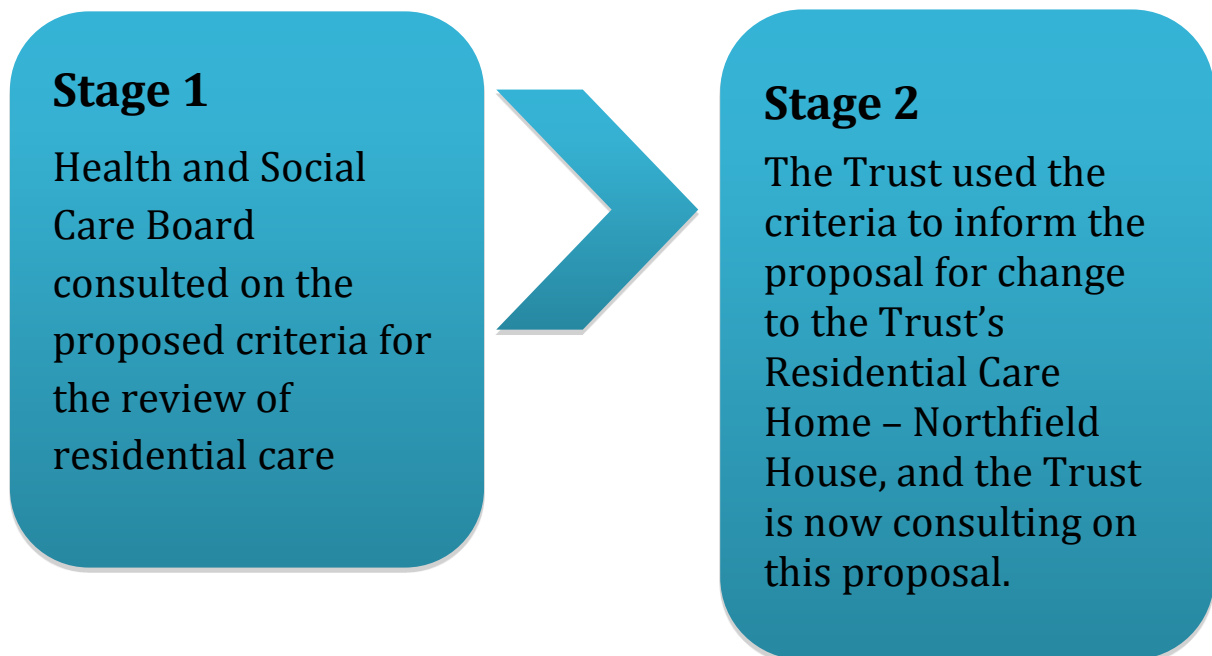
The Regional Review Group produced criteria that could be used by Trusts to make decisions about the future of Statutory Residential Care Homes, and provide a sound basis for any changes needed. The criteria applied were as follows:

- **Quality of Care:** Based on a range of quality measures such as Care Inspections, Complaints, Compliments and Vulnerable Adult Investigations.
- **Availability and Accessibility of Alternative Services:** Fulfilled through the Local Commissioning Group Needs

Assessment this mapped out the accessibility and availability of both current and future services.

- **Care Trends:** Based on number of permanent admissions to both Statutory and Independent Residential Care Homes, demand for Domiciliary Care and number of alternative forms of accommodation.
- **Best Use of Public money:** Based on cost comparison with Independent Sector and 5 year investment needed.

Focus of this consultation



The criteria were applied to Northfield House, Church Lane, Donaghadee. It is located in the Ards Borough Council Local Government District (LGD) now the new Ards and North Down Borough Council. At the time of writing three permanent residents reside in this home:

- This is our only Statutory Residential Care Home exclusively for frail older people.

- The home does not include specialist facilities for people with dementia.

This consultation **does not apply** to the Trust's five Statutory Residential Care Homes with specialist facilities for clients with dementia. It is the Trust's strategic direction to retain statutory provision for clients with dementia, including:

- Newcroft Lodge, Holywood
- Mount Alexander, Comber
- Laurelhill House, Lisburn
- Drumlough House, Lisburn
- Ardview House, Ardglass

SECTION 2 - The role of statutory care has been changing

The Trust has been working with the Health and Social Care Board in relation to the regional review of Statutory Residential Care Homes since 2013. However, the South Eastern Trust was in a position of having commenced a review of statutory residential care provision that pre-dated 'Transforming Your Care' (2011) and had ceased permanent admissions to Northfield House in 2007 as part of this review. The Trust's strategic vision was to retain at least one Statutory Residential Care Home with specialist facilities for clients with dementia in each of the Trust's four localities of Down, Lisburn, North Down and Ards. These were to be a priority due to the growing number of older people with dementia.

As advised previously, the Trust believes that it needs to retain these specialist homes in each of the four localities as there is currently not sufficient capacity within the Independent Sector to provide specialist dementia residential care across the Trust area. For this reason the Trust will be retaining five Statutory Residential Care Homes which will provide this type of specialist care in:

- Newcroft Lodge, Holywood
- Mount Alexander, Comber
- Laurelhill House, Lisburn
- Drumlough House, Lisburn
- Ardview House, Ardglass

The pattern of statutory residential care has been changing for many years. In recent years, the Trust has been involved in this process. Where the change has been made, very few people would argue for a return to the previous model of care. In some cases residents have moved to other accommodation such as Supported Housing and Independent Sector Residential Homes. In some instances this has allowed the Trust to use the sites to

develop new Supported Housing facilities which meet older people's needs in a new and innovative way such as Cuan Court in Newtownards.

Cuan Court Supported Housing for frail elderly and dementia opened in September 2014 on the former site of Loch Cuan Statutory Residential Home in Newtownards. The Trust's purpose and mission for Cuan Court is to ensure that tenants, frail older people and older people with mild to moderate dementia, are supported to live well and age positively (see Pictures 1 & 2). The service is designed to reduce the impact of the onset of disabilities commonly associated with ageing and specifically those with mild to moderate dementia.

Picture 1 – Cuan Court Tenants



Cuan Court Tenants
"love it, care is great,
been a good move for
us both"

Picture 2 – Cuan Court, Newtownards



The Trust is currently developing a Business Case with Supporting People for a new accommodation scheme on the former Ravara House site in Bangor.

At the time of writing, there are three permanent residents in Northfield House within the South Eastern Trust. Residential care is a response to individual need, and the Trust acknowledges that there will always be a need for residential care for older people. The needs of those using residential care may change and, in the current model, they may have to move to nursing home care or specialist facilities. Continued change is inevitable. This consultation recognises that as a result of reviews of current care provision within the Trust there is a need to shape care to meet and deliver a wider range of community service alternatives.

Throughout the Trust and specifically within the Ards locality there are a number of services established to support these needs.

These include:

- Supported and Sheltered Living Schemes within this locality including Cuan Court in Newtownards (see Pictures 1 & 2)
- The Reablement Service to maximise the independence of older people living in their own homes
- Specialist Statutory Domiciliary Care Teams to deliver care to older people with long term conditions

- Floating Support which enables individuals to remain in their own community in their own home, with the appropriate supports to meet their needs
- Day Care services to provide care for older people.
- Increased provision of Telecare
- Rapid Response Nursing Services
- Social Care Response Pilot
- Community Rehabilitation
- Community Stroke Rehabilitation

The Trust is also a key partner in Integrated Care Partnerships, developing a new model of care - Enhanced Care At Home in North Down and Ards localities to support Older People.

Enhanced Care At Home is a scheme to support patients mainly over the age of 65 to: help patients to be as safe and independent as possible at home; provide enhanced medical care at home; avoid unnecessary admission to Hospital; and enable them to leave inpatient Hospital/ Emergency Department as soon as they are medically stable to do so. Trust District Nursing staff will work in partnership with General Practitioners to provide care or support for up to fourteen days co-ordinating care provided by Social Care Staff, Reablement/Rehabilitation services, Specialist Nurses and Falls Service

The Trust is also developing through the Caring Communities Project ways to improve the Health and Well Being of Older People.

In partnership with Community and Voluntary Organisations the Trust has identified, through the South Eastern Trust Directory of Services for Older People, a number of alternatives to support the health and wellbeing of the citizens within this area. This Directory can be viewed at:

<http://www.setrust.hscni.net/healthyliving/2825.htm>

Reasons for change

Transforming Your Care (TYC) - the regional review of Health and Social Care recommends that home should be the hub of care and older people should be supported to remain at home and within their local community. This was in response to the public's feedback:

“Throughout the TYC Review people expressed their preference for care at home or as close to home as possible...”

Other reasons for making these changes include:

- People are choosing to remain in their own homes therefore reducing the demand for residential care;
- Increased provision of home based care, including Domiciliary Care and Reablement to enable older people to live in their own home;
- Supported and Sheltered Housing options offer older people the opportunity to live in a home that has been designed and built specifically for older or disabled people with support provided on-site. Appendix 2 confirms that the South Eastern Trust has 21 units of accommodation in the Ards area for Sheltered Housing including Cuan Court - a purpose built Supported Housing facility for frail older people and older people with mild to moderate dementia;
- Other options for the provision of residential care are now available within the Independent Sector;
- In some localities, Dual-Registered Homes have been developed which offer Nursing and Residential Beds. This means residents do not have to move to a different home if their needs change and they later require nursing care.

The Statutory Sector does not provide nursing home care in Northern Ireland. Therefore people in statutory residential care accommodation need to move when their needs change.

What this tells us

These factors have helped shape the programme of Statutory Residential Care Home closures with new alternative services being provided instead. The decision to close a home is very complex. A number of things need to be considered and the process takes time. In the recent past this approach has served well the residents and their families and carers, along with care home staff and the wider public. The Trust wants to build on this as we move to the next phase of change.

In developing the proposal within the South Eastern Trust the above issues have been considered as well as applying advice from a local guidance document to help shape Trust work – *Good Practice Guide – Reconfiguration of Statutory Residential Homes*, 23 September 2013. A copy is available on the following website: www.hscboard.hscni.net

Some key facts about services for older people in the South Eastern Trust are:

90% of those aged 65+ live independently in their own home - with 6.5% in receipt of domiciliary care (Source: Health and Social Care Board)

There has been a 27% increase in demand for Domiciliary Care in the Ards Borough Council between 2010 - 2013. (Source: South Eastern Trust Appendix 1)

Demand for residential care is decreasing in both the Statutory and Independent Sector. (Source Health and Social Care Board)

The Northern Ireland Housing Executive, through its Supporting People Programme projects, has spent £9.5 million in 2013/14. This programme supports older people to stay at home or in supported housing. (Source: Northern Ireland Housing Executive).

Continuing the changes to residential care

Residential care services have been undergoing major changes for some years. The Transforming Your Care programme has tried to continue the process in the most appropriate way across Northern Ireland. This has been achieved whilst facing significant financial pressures, because the Trust strongly believes it can build services that better meet the needs of our current and future population. Cedar Court in Downpatrick is an example of this (see Picture 3). The financial pressures are well known, but this consultation is not driven by the need to save money. Rather, the Trust is committed to enabling more people to remain in their own home.

Picture 3 - Cedar Court, Downpatrick – opened in 2012.



Tenants at Cedar Court have told us:

“I used to be in a residential home but this is much better. I manage my own medicines and I can eat what I like, when I like. My health has improved since moving here.”

Cedar Court, Downpatrick which opened in 2012, is a purpose built supported living facility for older people, developed in partnership with Trinity Housing Association. It has 12 apartments for frail, older people and 12 for those with mild to moderate dementia.

To hear what tenants and staff have to say about Cedar Court and Supported Living, please watch our video below:

<https://www.youtube.com/watch?v=-ZgahApVHI8>

SECTION 3 - What is the Trust consulting on?

Background to developing the proposal

On 29 November 2013, the Health and Social Care Board commenced a public consultation on the proposed criteria for evaluating the future role and function of Statutory Residential Care Homes for older people. This consultation closed on 7 March 2014. The evaluation criteria were approved by the Health and Social Care Board in June 2014. At this time Local Commissioning Groups were asked by the Health and Social Care Board to undertake a local needs assessment of older people's services.

The proposal for change is set within the context of the Local Commissioning Group needs assessment for older people's services in our Trust area – Appendix 2. In developing the criteria which inform our proposal for change the Regional Review Group did a number of things. Here are some of the key things the Regional Review Group did:

1. Produced Good Practice Guide

The Review Group used information from similar projects. Some of the best-practice examples came from work by local Trusts in re-designing their services in the past. The Chair of the Group contacted people and agencies experienced in this type of change. A local guidance document to help shape Trust work – *Good Practice Guide – Reconfiguration of Statutory Residential Homes, 23 September 2013*, was developed. A copy is available on the website at: www.hscboard.hscni.net

2. Engaged with People

As part of best practice the process involved listening to people:

- In October 2013, the Trust facilitated the Health and Social Care Board to meet with residents of Northfield House, and their relatives and staff, to discuss their concerns about future changes.
- When the public were consulted about the Transforming Your Care programme, people strongly supported the proposal for changes to older people's services.
- Throughout the work to date to develop proposals for change to statutory residential care for older people, members of the Regional Group have engaged with the Commissioner for Older People Northern Ireland, Patient and Client Council and Age NI. They updated them on the work and also sought their comments on it.
- In May 2015, the Health and Social Care Board held a Public Board Meeting to consider the proposed changes and the Board listened to the views and opinions of those who attended.
- Throughout this process the Review Group have taken advice from and met with the Northern Ireland Human Rights Commission. Their advice has shaped the approach to this consultation. It has highlighted the importance of ensuring that the welfare of residents is a priority and that the impact of the consultation process is carefully monitored.

Applying the Regional Criteria to Northfield House

As a result of the previous regional consultation exercise the Trust was asked to apply the same criteria to develop the Trust's proposal for change (see Appendix 1 for further details). We describe a summary of the decision-making criteria below:

The criteria

There are four criteria as explained below. Three of the criteria were given a weighting reflecting their importance. One of the criteria was not scored but fulfilled through the local needs assessment as detailed in Appendix 2. This assisted the Trust to work out a score for Northfield House and this score was then placed within the context of the Local Commissioning Group Needs Assessment for older people's services.

1. Quality of care

This criterion assessed the quality of care in Northfield House, and the Trust assessed its compliance with regulation and minimum standards as set out by the Department of Health, Social Services and Public Safety (DHSSPS). The Trust measured this by analysing the number of:

- a) notices of failure to comply with regulations;
- b) improvement notices;
- c) complaints (collected by home);
- d) compliments (collected by home);
- e) vulnerable adult investigations; and
- f) the number of requirements and recommendations arising from inspection.

This criterion was weighted 30.

Outcome

The scoring exercise undertaken suggested that the quality of care provided in Northfield House provided within the scoping period was of a high standard and therefore the score was high, being 750 out of a possible 900 this represents 77% of the total score available.

2. Availability and Accessibility of Alternative Services

This criterion involved assessing how available and accessible other current and planned local services apart from statutory residential care are for older people in the future. The Local Commissioning Group conducted a needs assessment of older people's services in the Trust area to inform the context within which the evaluation of the future role and function of Statutory Residential Care Homes could be made (see Appendix 2).

Outcome

As the Trust has developed a range of alternative services within the South Eastern Trust area, the Local Commissioning Group highlighted in the local needs assessment that the Trust has been developing services that enable people to be supported safely in their own home and they accepted the Trust's proposal for Northfield House (see Appendix 2).

3. Care Trends

This involved assessing the past and current need for residential care. We have reviewed the number of permanent admissions to Statutory and Independent Residential Care Homes, the demand for Domiciliary Care, and the take-up of other forms of housing such as Supported and Sheltered Housing in the Trust area.

This criterion was weighted 25.

Outcome –

The scoring exercise undertaken shows that there was a decrease in demand for permanent frail elderly admission to residential care and that the demand for Domiciliary Care has increased by more than 27% in the Ards Borough Council and 24.6% across the entire Trust between 2010 - 2013. Overall there are 20 Sheltered

Accommodation schemes and one Supported Housing facility in the Ards area and therefore these sub criteria scored highly. As a result, this outcome indicated a reduction in demand for residential care and an increase in demand for alternative services, hence a score of '0' was applied (see Appendix 1 for further details of scoring).

4. Best use of public money

This criterion assessed whether:

- best use is being made of current funding to provide as much care as is required at a reasonable cost; and
- making sure that standards of care remain high.

The Trust has assessed the operating costs (capital, staffing and other non-staffing) associated with Northfield House and examined the quality of the physical environment. To assess the capital costs the home has been assessed against the 2011 minimum standards.

This criterion was weighted 20.

Outcome

The scoring exercise for Northfield House shows that this Statutory Residential Care Home does not represent value for money. In terms of the cost comparison against the independent sector the cost per bed is significantly higher and therefore this sub-criteria was awarded a score of zero.

Northfield House Scoring Summary

Table 1

	Maximum Score	Maximum Weight	Maximum Weighted Score	Score Achieved	Weighted score
Quality of Care	30	30	900	25	750
Availability and Accessibility of Alternatives * (see Appendix 2)	–	–	–	–	–
Care Trends	30	25	750	0	0
Best Use of Public Money	30	20	600	0	0
Total	90	75	2250	25	750

*This criterion was not scored but applied and fulfilled through the Local Commissioning Group Statutory Residential Homes Local Needs Assessment as detailed in Appendix 2.

The Trust has only one affected home (Northfield House) which has scored 750 out of a possible 2250 which is 33% of the total score possible which would be considered to be a low score.

See Appendix 1 for further details of the scoring and weighting.

Summary of the Outcomes for Northfield House

This proposal has been developed in response to the changing strategic direction of services and the wishes of older people to remain in their own homes for as long as possible. This is reflected in a decrease of 39% in demand for permanent frail elderly residential care in the Ards locality and an increase in demand of 27% for the provision of Domiciliary Care services in a patient's own home between 2010 - 2013 (see Appendix 1 and 2).

As a result of the analysis undertaken, regarding the range of alternative services available in the Ards locality, and following application of the regional criteria, the Trust recommended that Northfield House will be subject to closure in the future, and the continued cessation of permanent admissions to the home will remain in place.

However, the Trust wishes to reaffirm to the residents, affected by the proposal, the commitment that each current permanent resident is able to remain in Northfield House for as long as they wish and as long as their care needs can continue to be safely met there.

How did the Trust use the criteria?

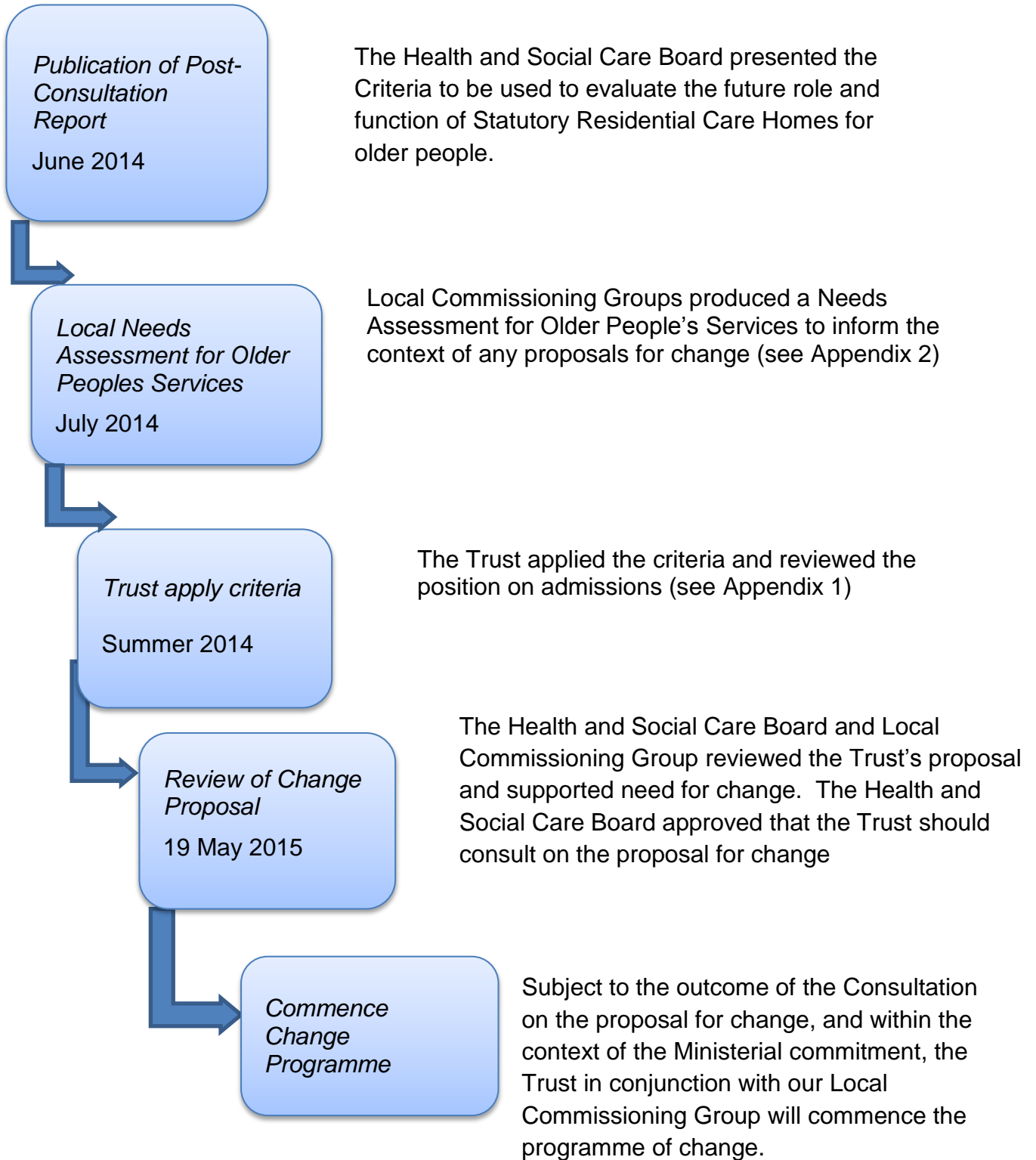
It is important to reiterate how the South Eastern Trust used the criteria. The same criteria were used by all Trusts as a basis for making their proposals about changes to Statutory Residential Care Homes:

- The Statutory Residential Care Home for frail older people (Northfield House) was assessed on its own merits and within the context of the local needs assessment. The results have helped to shape the proposal for what needs to happen next, where efforts need to be targeted, and when and where the

debate about the proposed change needs to begin. This proposed change is what we are consulting on in this document.

- The results of the Trust's evaluation were previously submitted to the Local Commissioning Group for their view and to the Health and Social Care Board for consideration. The Health and Social Care Board and Local Commissioning Group have examined the Trust proposal to review how the Trust applied the criteria to ensure consistency, and to challenge the robustness of suggested changes.
- The proposal was considered by the Health and Social Care Board at a public meeting held on 19 May 2015, and the Health and Social Care Board provided approval for the South Eastern Trust to consult on the proposal.

The process which has been undertaken to generate the proposal for change is summarised below.



SECTION 4 -Pre-engagement and what happens next?

Impact on our Staff

The Trust values the contribution of staff working in Statutory Residential Care Homes and acknowledges their skills and experiences in the delivery of high quality care.

The accompanying Equality Impact Assessment provided at Appendix 3 (sections 8-10) contains a full assessment of the equality implications on staff of this proposal including mitigating measures. However, it is important to take into consideration the commitment from the Minister of Health to the current permanent residents which will delay any potential impacts on staff working in Northfield House:

Permanent residents would be allowed to remain in their existing home for as long as they wish and so long as their needs can continue to be met there.

Pre- Consultation Engagement

The Trust wants to be clear and transparent about what it is proposing and is committed to doing so in a co-ordinated manner. Therefore it is imperative going forward to follow good practice with our pre-consultation engagement process.

The Trust has implemented a Pre-Consultation/Engagement Plan with a wide range of stakeholders as set out below:

- A regional pre-consultation event took place on 8th June 2015 with representation from the Trust and others invited to attend included:
 - Commissioner for Older People Northern Ireland
 - Age NI
 - Equality Commission

- Patient & Client Council
- Age Sector Platform
- The Trust circulated information from the Health and Social Care Board to the current permanent residents of Northfield House Statutory Residential Care Home and displayed the same information for families, carers and friends to let them know of the Health and Social Care Board meeting on 19 May 2015 and advised them of an invitation to attend.
- Following the Health and Social Care Board Meeting on 19 May 2015, the Trust circulated correspondence to the Manager of Northfield House Statutory Residential Care Home to advise of the decision re consultation.
- A letter from the Minister of Health, Simon Hamilton, was issued to each of the residents on 27 May 2015.
- Senior Management visited Northfield House Statutory Residential Care Home on the 9 September 2015 to discuss the proposal with residents, their families and staff.

The Trust has developed a detailed Consultation/Engagement Plan and will continue to engage with stakeholders on the proposals for change at Northfield House Statutory Residential Care Home during the period of formal consultation.

Outcome of pre-consultation engagement

Senior Trust staff visited Northfield House Statutory Residential Care Home on the 9 September 2015 to discuss the proposal with residents, family, staff and Trade Union representation.

The Trust provided reassurance and commitment to the residents, in line with the Minister's statement, that current permanent residents are able to remain, in Northfield House, for as long as

they wish and as long as their care needs can continue to be safely met there.

The Trust's intention to continue to utilise the remaining capacity within Northfield House to ensure a homely setting for current permanent residents was discussed with staff.

Assurance was given that copies of the consultation document will be made available in Northfield House during the consultation period and on-going communication will be maintained.

In addition to this the Trust engaged with other key stakeholders advising them of the planned consultation and welcoming any views prior to the full consultation, commencing on 28 September 2015.

Recommendations and Conclusions

The proposal for Northfield House is that this home will be subject to closure in the future, and the continued cessation of permanent admissions to the home will remain in place. The proposal was considered by the Health and Social Care Board at a public meeting held on 19 May 2015, and the Health and Social Care Board provided approval for the South Eastern Trust to consult on the proposal.

The Trust is now commencing a consultation process on the implementation of this proposal which includes an Equality Impact Assessment (see Appendix 3). The consultation process will commence on 28 September and closes on 21 December 2015.

The Trust has prepared a Frequently Asked Questions (FAQ) in Appendix 4 document which accompanies this consultation. The consultation documents can be accessed from the Trust's website: www.setrust.hscni.net

The implementation of this proposal will be subject to the outcome of the consultation.

The Trust wishes to reaffirm the commitment that each permanent resident will be able to remain, in Northfield House, for as long as they wish and as long as their care needs can continue to be safely met.

What happens next?

In Part 2 of this document you will find a Consultation Questionnaire which has been developed to help you provide a response to the Trust on the changes proposed within this document. However, we will accept comments in other formats. The timeline for responses is 12 weeks commencing **28 September to 21 December 2015**.

You can complete and submit the questionnaire by detaching it from this document, writing on it and posting to the address below or by completing the form online via the South Eastern Trust website: www.setrust.hscni.net enquiries regarding this document should be directed to:

Amanda McVea
South Eastern Health & Social Care Trust
Trust Headquarters
Ulster Hospital
Upper Newtownards Road
Dundonald BT16 1RH
Email: consultations@setrust.hscni.net

Phone: 028 9055 0434

Textphone: 028 9151 0137

Alternative formats

This document can be made available on request in alternative formats e.g. Easy read, electronic version, Braille, computer disc, audiocassette, large font, DAISY, and in other languages to meet the needs of those not fluent in English.

MAKING CHOICES:

Proposed Changes in the Provision of
Statutory Residential Care for Older
People in the South Eastern Health and
Social Care Trust

PART 2

Part 2 – Consultation Questionnaire

The Trust wishes to consult as widely as possible on the Proposed Changes in the Provision of Statutory Residential Care for Older People in the South Eastern Trust. Please use this Consultation Questionnaire to register your comments by **21 December 2015**. Part 1 section 4 of the consultation document provides additional information on the Trust's communication, consultation and engagement processes and how you can be involved. Responses should be sent to:

Email: consultation@setrust.hscni.net

Written: Making Choices: Proposed Changes in the Provision of
Statutory Residential Home for Older People Consultation
South Eastern Health & Social Care Trust
Trust Headquarters
Ulster Hospital
Upper Newtownards Road
Dundonald BT16 1RH

Tel: 028 9055 0434

I am responding: as an individual

On behalf of an organisation

(please tick box)

Please tick if you would like a copy of the feedback summary following the consultation. OPTIONAL:

Name:

Job Title:

Organisation:

Address:

Tel:

Email:

Question 1 – When the Trust engaged with people on Transforming Your Care, many expressed a clear preference to receive care as close to home as possible, for as long as possible. Do you support the Trust’s commitment to support older people to be cared for in their own home?

YES

NO

Please give reasons for your response below:

Question 2 – If you agree that people should be able to remain in their own home for as long as possible, do you agree that there will be less need for statutory residential care homes for frail older people in the future?

YES

NO

Please give reasons for your response below:

Question 3 – Do you agree with the Trust’s proposal to permanently close Northfield House in the future when there are no longer any permanent residents?

YES

NO

Please give reasons for your response below:

Question 4: In addition to the older people's services being developed, for example: enhanced care at home, reablement and supported accommodation, are there other services you would like to be developed in order to help older people remain at home?

Please comment below:

Please include any other comments you wish to make on the proposals outlined within this document.

Equal Opportunities Monitoring

We are happy to take anonymous responses, but we are keen to be able to see what the response rate is across the Trust area and meet with our statutory requirement to capture Section 75 related data. So we would appreciate it if you would fill in the following questions about you and where you live.

Please insert relevant information or tick appropriate box:

Date of Birth

Gender

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

Marital Status

Single	<input type="checkbox"/>
Married/Civil Partnership	<input type="checkbox"/>
Other	<input type="checkbox"/>

Community Background

I am a member of the Roman Catholic Community	<input type="checkbox"/>
I am a member of the Protestant Community	<input type="checkbox"/>
I am a member of neither the Roman Catholic or Protestant Community	<input type="checkbox"/>

Religious belief: please tick the box which reflects your religious belief:

Buddhist	
Christian	
Hindu	
Jewish	
Muslim	
Sikh	
none	
other	

Ethnic Background: which of these ethnic groups do you consider you belong to:

Bangladeshi	
Black African	
Black Caribbean	
Black Other	
Chinese	
Filipino	
Indian	
Irish Traveller	
Mixed ethnic group	
Pakistani	
White	
Other	

Nationality

British	
Chinese	
English	
Filipino	
Indian	
Irish	
Latvian	
Lithuanian	
Northern Irish	
Pakistani	
Polish	
Portuguese	
Scottish	
Welsh	
Other	

Do you have caring responsibilities? (tick each box which applies to your circumstance)

A child (children)	
A dependent older person	
A person(s) with a disability	
None of the above	

Disability

Do you consider yourself as having a disability?

Yes	
No	

Sexual Orientation: My sexual orientation is towards:

Of the opposite sex	
Of the same sex	
Of the same and the opposite sex	
I do not wish to answer	

Political opinion: please tick the appropriate box to indicate your political opinion

Broadly Nationalist	
Broadly Unionist	
Other	
I do not wish to answer	

Are you currently a resident in a statutory care home for older people?

Yes	
No	

Are you a family member/carer for a person who is currently a resident in a statutory care home?

Yes	
No	

***Please indicate if you wish your response to be treated as anonymous.**

Yes	
No	

Thank you for taking the time to give feedback. Please return your feedback no later than 21 December 2015.

A summary of feedback will be produced once the consultation closes. If you would like a summary of all feedback received, please ensure we have your contact details on the first page of Part 2 – Consultation Questionnaire.

FREEDOM OF INFORMATION ACT 2000 – CONFIDENTIALITY OF CONSULTATIONS

The Trust will publish a summary of responses following completion of the consultation process. Your response, and all other responses to the consultation, may be disclosed on request. The Trust can only refuse to disclose information in exceptional circumstances. **Before** you submit your response, please read the paragraphs below on the confidentiality of consultations and they will give you guidance on the legal position about any information given by you in response to this consultation.

The Freedom of Information Act gives the public a right of access to any information held by a public authority, namely, the Trust in this case. This right of access to information includes information provided in response to a consultation. The Trust cannot automatically consider as confidential information supplied to it in response to a consultation. However, it does have the responsibility to decide whether any information provided by you in response to this consultation, including information about your identity should be made public or be treated as confidential. This means that information provided by you in response to the consultation is unlikely to be treated as confidential, except in very particular circumstances. The Lord Chancellor's Code of Practice on the Freedom of Information Act provides that:

- the Trust should only accept information from third parties in confidence if it is necessary to obtain that information in connection with the exercise of any of the Trust's functions and it would not otherwise be provided;
- the Trust should not agree to hold information received from third parties "in confidence" which is not confidential in nature; and
- acceptance by the Trust of confidentiality provisions must be for good reasons, capable of being justified to the Information Commissioner.

For further information about confidentiality of responses please contact the Information Commissioner's Office (or see the website at: <http://www.ico.org.uk/>).