



Western Health
and Social Care Trust

Future of Creamery House Residential Home Kesh, Co Fermanagh

Consultation Feedback Report

October 2015

This document can be made available on request and where reasonably practicable in alternative formats, such as large print, Braille, Easy Read, Audi, Accessible html, DVD or other languages to meet the needs of those for whom English is not their first language.

| Contents | Page No. |
|---|-----------------|
| 1 Background | 4 |
| 2 Thank You to Those Who Responded | 7 |
| 3 The Proposal | 7 |
| 4 Consultation Responses | 8 |
| a) General Themes | 9 |
| b) Consultation questions in relation to Proposal for the Future of Creamery House Residential facility | 11 |
| 5 WHSCT Response to the Consultation | 14 |
| 6 Next Steps | 15 |
| 7 Conclusion | 15 |

1. Background

What were we consulting on?

The Western Health and Social Care Trust has submitted a savings plan for 2015/16 to HSCB totalling £13m on a recurrent basis. This plan is part of a Regional Financial plan for HPSS.

The closure of Creamery House is one of the proposals contained within the plan.

Creamery House is an 11 bedded residential facility for adults with learning disabilities and is located in Kesh, Co Fermanagh. The home has been operating with 7 residents and has carried 4 vacancies for some time.

The home is operating with an overspend of £93,353 at the end of March 2015.

In relation to staffing, there are currently 11.85WTE staff employed in the home.

The Trust entered into a 12 week consultation process (following request for extension) with a range of stakeholders. The consultation period began on 20th May 2015 and closed on 29th July 2015.

The paper was subject to Equality Impact Screening and found not to require a full Equality Impact Assessment. However, the Trust took the decision to conduct a public consultation for the period of 12 weeks to ensure adequate time was provided to ensure as many responses as possible.

The Trust presented the proposal to the Trade Union Consultation Group on 13th May 2015 in advance of presenting the proposal to staff.

On 20th May 2015, the Trust met with staff and their Trade Union representative and briefed them on the proposal. The Trust then met individually with families/carers on the 20th and 21st May. The Head of Service and Home Manager also talked to residents on both days in relation to the proposal.

WHSCT Senior Managers briefed Omagh and Fermanagh Council on 22 July 2015. The Trust liaised with the Health and Social Care Board

(HSCB) / Local Commissioning Group (LCG) regarding the proposal and consultation process.

As part of the consultation process, following individual meetings with families/carers the Trust also provided families and carers with a questionnaire for completion. Information was also made available on the Trust website.

During the consultation process the Trust also responded to a number of requests for information in relation to the facility, namely running costs for the home.

The Trust appointed an independent advocate (Mencap) to hear the voice of the 7 residents within the home.

A public meeting was organised in Kesh on 5th May 2015. Trust representatives were invited to attend a second public meeting in Kesh on 25th June 2015. These meetings were organised by Trade Union / Friends of Creamery House.

On 3rd June 2015, the Trust met with HELM Housing Association in relation to the proposal.

The Trust also issued communication to MLAs/MPs on 8th June 2015, which also contained a link to the Western Health and Social Care Trust internet site to the consultation documents.

On 9th June 2015, the Trust issued letters to the following stakeholders in the Kesh area:

- ARC Healthy Living Centre
- Ederney Community Development Trust
- Fermanagh Citizens Advice Bureau
- Fermanagh Rural Community Network
- Oak Health Living Centre
- South West Carers Forum

All of the above letters provided a link to the consultation documents.

On the 9th June 2015, the Trust also wrote to the Commissioner for Older People Northern Ireland and there was also communication on 17th June 2015 with the Patient Client Council.

All responses were returned to the Head of Service (Omagh and Fermanagh). Responses were returned in a number of formats (questionnaire, letter, email, postcards and signatures).

2. Thank You To Those Who Responded

We would like to take this opportunity to say thank you to consultees who took the time to respond to this consultation exercise.

3. The Proposal

To close Creamery House residential facility in Kesh, Co Fermanagh and relocate the current residents to accommodation which meets their assessed need.

Redeploy staff to alternative positions within the Trusts.

Remove the overspend currently experienced by the Trust and deliver on the Trust savings plan.

4. Consultation Responses

The consultation attracted a range of responses before the closing date of 29th July 2015. Responses included the following:

- An independent Advocacy report on behalf of the residents
- 3 questionnaires from Family/Carers
- The Unison campaign provided 2350 postcards and 1195 signatures objecting to the closure
- 1 written response from Unison
- 1 written response from RCN
- 2 written responses from the public
- 1 written response from an elected representative
- 1 written response from Omagh and Fermanagh District Council

The majority of the responses sought to keep Creamery House open.

The following section sets out the general themes from the responses and the later section details the Trust response to specific questions raised through the consultation process.

Independent Advocacy input for Residents of Creamery House

The Trust approached Mencap to provide independent advocacy for the residents of Creamery House during the consultation period. Mencap were clear that they would have no conflict of interest associated with this work. They provided a written submission to the Trust based on their engagement with current residents.

Due to the small number of residents in the home, it is not appropriate to provide the detail of the report here as individuals could be identified and the Trust wishes to respect confidentiality. However, a summary of the report is provided below (this is a direct transcript from the report):

“Most residents had a good understanding of the proposal to close Creamery House. Most residents indicated that they saw Creamery House as their home and some said that they did not wish to move. A number of residents talked about wanting to stay with their friends and were observed demonstrating clear concern for each other’s welfare. Some residents were upset and distressed by the proposal; one was concerned about key aspects of their life if they moved to a

new facility and one resident wished to have a bigger bed and bedroom. A number of residents referred to staff “being good” to them and a number of residents have clear and strong links with their local community.”

4a General Themes from Written Submissions

- 1 If residents have to move, will they be located as close to home as possible?
- 2 The majority of responses opposed the closure of Creamery House.
- 3 The process has been carried out too quickly.
- 4 Some people of the view the impact of the proposal is major and not minor.
- 5 Creamery House is regarded as a very pleasant, safe and caring place for adults with learning disability.
- 6 Some respondents felt that the Trust should have done more to keep the beds filled.
- 7 Not enough information provided to residents and families/carers around alternative options.
- 8 Some concern about learning of the proposal from a public meeting which took place in advance of the Trust informing families and residents.
- 9 Difficult and unfair to move elderly people from a place which has been their home for years.
- 10 Discuss with Helm Housing Association the opportunity to bring the home up to standard.
- 11 Adults with learning disability are an easy target.
- 12 The Trust has met everything it needs to through the consultation however more information on options would have been helpful.

- 13 Extension of the initial consultation period was requested and this was agreed and extended to a 12 week consultation.
- 14 Assurances sought from respondents that independent advocacy would be available for residents.
- 15 The response from Omagh District Council included some of the above but the general view was that the home was fit for purpose and should remain open and that any change would have a detrimental effect on the health and well-being of the residents and their families. Council is disappointed that the Trust is not upholding the commitment from the Health and Social Care Board given on 5 May 2015 to uphold the assurances given to current permanent residents by former health Minister. Edwin Poots, that residents can remain in their existing home for as long as they wish and their care needs can be met.
- 16 Residents should have the right to stay together as per the Human Rights Act and the right to family life.
- 17 The Closure of Creamery House would exacerbate Kesh's position in relation to the Northern Ireland Multiple Deprivation Measure 2010.

4b Consultation questions asked in relation to Proposal for the Closure of Creamery House in Kesh

The Trust scrutinised all responses and have identified questions raised by respondents and provided responses below:

| | Question/Issue | Response |
|----|---|---|
| 1. | What will be the actual savings associated with this proposal be- £10k or £93k? | The removal of the overspend will be the actual saving. Current funding will be used to relocate residents to alternative accommodation. The overspend is £93,000 per year. |
| 2. | The home currently has no enforcement action against it | RQIA regularly inspect the home and at this point in time there are no enforcement actions. However over time there have been a number of estates requirements which have had to be met by the Housing Association. The physical layout of the facility has limited scope for redesign. There is no lift within the current facility and there are 3 bedrooms on the first floor. The living room space is quite limited to accommodate staff and residents. The hallway on the ground floor leading to the bedrooms is very narrow and it is difficult to support residents with mobility problems in this confined space. |
| 3. | If residents have to move will they be located as close to home as possible? | The Trust will engage with residents and their carers to support relocation as close to home as possible |
| 4. | What will be the location of supported living accommodation considering the Trust is also planning a service remodel? | There is a range of accommodation options across the Omagh and Fermanagh areas. The Trust will work with the resident and carer and will accommodate client preference as far as reasonably possible. This will be done on an individual case by |

| | | |
|----|---|--|
| | | <p>case basis using an up-to-date assessment of residents care and support needs.</p> <p>Where residents seek to remain together the Trust will endeavour to meet this request.</p> |
| 5. | Will Mantlin Court be an option for these people considering it will be reduction to a 14 bedded unit? | Mantlin Court will not progress to supported living in 2015/16 as DSD funding sources are curtailed at this point. This means that Mantlin Court will remain as a registered residential facility for the foreseeable future. If there is a vacancy which would meet the need of Creamery House residents then it would be considered as an option. |
| 6. | What arrangements are in place to help any of the residents with learning disabilities engage in the consultation and how will their voice be heard at all levels during this consultation period. Especially for any residents who may not have a next of kin? | The Trust has engaged independent advocacy to ensure the views of the residents are considered. Refer to Section 4 of this paper for summary of resident's views. |
| 7. | Has the Trust taken into consideration that people with a disability have complex health needs which can impact on their health care experience, quality of life and mortality? | The Trust does take these factors into consideration for adults with learning disability. The care management process used to support care and support needs is very effective in ensuring a smooth transition which is effective and safe. The Trust regularly undertakes transition of people with LD to various facilities' and locations with positive outcomes for adults with learning disability. |
| 8. | This proposal will also | It will depend on where residents are |

| | | |
|-----|---|--|
| | <p>have an impact on day centres in the locality of Kesh and Irvinestown, especially if the residents are moved out of the area which in the long term could potentially place these centres at risk of closing due to under occupancy.</p> | <p>relocated to. This will only be known when alternative options are identified and considered.</p> <p>There is a demand for day care and day opportunities and the impact on local day care will be minimal if any.</p> |
| 9. | <p>How will the residents of Creamery House be able to maintain the same life opportunities as they currently have if they are moved out of the locality?</p> | <p>This can be achieved in a number of ways, care management will ensure that the activities residents enjoy will be recreated in their new location, those who are relocated in/near Kesh will be supported to enjoy the same opportunities</p> |
| 10. | <p>There are concerns regarding the possibility for all staff in this facility finding suitable alternative employment within the locality.</p> | <p>The Trust has a duty of care as well as a contractual and legal responsibility to all its employees. Where change affects current employees with regards to service change the Trust will apply a re-deployment process where appropriate to secure employees ongoing employment and meet its obligations. Redeployment will only be considered for posts that are suitable in terms of pay, location, skills and health needs.</p> |
| 11. | <p>Where will residents get the same type of care?</p> | <p>There are a range of services where equally high standards of care are delivered. These include a range of settings, residential, supported living and nursing home provision. Residents will be relocated to regulated services.</p> |
| 12. | <p>What are the rehousing options?</p> | <p>Supported living, residential or nursing home provision. This will be determined on the basis of an assessment of need.</p> |

| | | |
|-----|--|---|
| 13. | Will residents get the same care? | Residents will have a review of their current care and support needs undertaken and will transfer to an environment that is deemed suitable and in line with their assessment. It is important to note that any future setting, residential, nursing or supported living will be regulated by RQIA. |
| 14. | This is nearly the last statutory residential home in the southern sector of the Trust | In line with Transforming Your Care the vast majority of people are choosing to live at home with a variety of supports and this is a factor in the declining number of referrals for residential type accommodation. People in the community are opting for supported living options or to remain at home where they can have greater social inclusion and independence. |

5. WHSCT Response to the Consultation

The Trust response to the consultation is outlined in the section below.

It is the Trusts view that it consulted as appropriate and in line with stakeholders widely, on the proposal contained in the consultation document. The proposal contained in the consultation document outlines the rationale for closing Creamery House in Kesh.

The Trust is acutely aware of the sensitivities regarding the re- modelling of any service particularly in the Omagh and Fermanagh areas.

The privacy, dignity, needs and safety of residents is paramount in its decision making.

The Trust is confident that it can provide accommodation in line with the assessed needs of residents and can ensure that residents are as far as possible relocated, if they wish, with their peers in either supported living, residential or nursing home accommodation.

The services required for the current residents can be safely and effectively delivered from other providers in Omagh and Fermanagh.

Planning for the transition process will ensure that appropriate accommodation will be secured to meet the care and support needs of residents in locations which support on-going family contact and maintain social integration in local communities.

The impact of the service change for residents will be kept to the fore in the transition process and managed in a sensitive manner. Implementation of the plan will be phased to ensure residents and their families/carers have time to consider alternative options in line with the assessed needs of residents.

6. **Next Steps**

The Trust will undertake to feedback to the respondents on the consultation process. It is the Trust's obligation under the consultation to *have regard to* views expressed and decide whether to adjust the proposal.

7. **Conclusion**

Overall the view of service users, carers, families, Trade Unions and Omagh and Fermanagh Council were strongly resistant to the proposal to close Creamery House.

The Trust has considered all options available to it and this facility presents with a number of factors which have been taken into account in the Trust deliberations regarding the way forward for Creamery House.

The Trust acknowledges the excellent care and support offered to residents over the years and note that this has been reinforced through the consultation process. However, there are a number of factors which the Trust has had to give serious consideration to.

These include the following;

1. The infrastructure of the current facility e.g. no lift, bedrooms upstairs, small corridor, small living room space.

2. The continued number of vacancies and the reductions in referrals for placement in the home over a 4 year period.
3. The limitations of the building to meet the needs of those potential residents with complex disabilities.
4. The current and ongoing significant overspend on the budget is not sustainable in the current climate.
5. The facility is not owned by the Trust and therefore the Trust is limited in respect of any future capital works.
6. For the above reasons this proposal was included in the Trust 2015/16 savings plan which was accepted by HSCB and LCG.
7. The Trust has a number of vacancies across a range of settings and considers it is more appropriate to have a number of sustainable facilities, as opposed to having many facilities which in themselves could potentially become economically unviable.
8. The Trust will work with alternative providers to ensure, as far as possible, that residents can be relocated with their peers and friends. There are currently opportunities to take this approach forward.
9. Impact of the change on residents is acknowledged and the Trust will minimise this where possible and ensure that accommodation is provided in line with assessed care and support needs, which will continue to reflect the need for social inclusion and integration.

The Trust has a duty of care as well as a contractual and legal responsibility to all its employees. Where change affects current employees with regards to service change, the Trust will apply a re-deployment process where appropriate to secure employees on going employment and meet its obligations. Redeployment will only be considered for posts that are suitable in terms of pay, location, skills and health needs.

The Trust therefore has taken account of all of the responses received through the consultation process and considered the factors above and has concluded that the appropriate way

forward is to proceed with the proposal outlined in the consultation document.

The Trust wishes to thank service users, staff, other organisations and elected representatives for their participation in the consultation and for their valuable contributions.

The Trust is committed to implementing its plan which includes:

1. Further discussion with affected staff.
2. Discussion with service users to ensure minimum negative impact.
3. Privacy and dignity of service users is maintained at all times.
4. Transition arrangements for residents will be progressed in line with care management arrangements for residents to ensure their needs are appropriately met in alternative accommodation.