

(Appendix 2)

**CONSULTATION REPORT ON THE FUTURE OF DIRECT CARE HOMES
IN DERBYSHIRE**

1. Purpose of the Report

A report was presented to Cabinet on **18 November 2021** which sought approval of:

(a) The programme of formal public consultation on the future of the homes listed below (one of which includes an integral day centre), including possible closure, for a period of 12 weeks, to be conducted as set out in the report:

- • Ladycross House (Sandiacre)
- • Beechcroft (West Hallam)
- • East Clune (Clowne)
- • Holmlea (Tibshelf)
- • The Spinney (Brimington)
- • Goyt Valley House (New Mills)
- • Gernon Manor (Bakewell)

(b) That a further report will be received following the conclusion of the consultation and any market engagement processes, including a full Equality Impact Assessment.

2. Methodology and Approaches

The report was presented on **18 November 2021** to Cabinet and the consultation was agreed. This consultation took place between the 8th December 2021 and 4th March 2022. This report will summarise views and opinions submitted by the people of Derbyshire during this period.

Who was encouraged to participate?

All residents, next of kin, statutory agencies, voluntary organisations and private residential homes in the geographical area of the seven homes were sent a letter and a leaflet immediately following the Cabinet decision to consult on the future of the seven homes.

Information was available within the residential homes including a copy of the Cabinet paper, for anyone who wished to see a further hard copy.

Staff from the Adult Care Stakeholder Engagement and Consultation Team arranged 10 virtual meetings hosted by the Director of Adult Social Care in which participants were given the opportunity to comment.

Derbyshire Webpage

People were directed to the microsite giving additional information about the consultation, together with a link to the Derbyshire Consultation webpage to enable completion of the on-line questionnaire.

The consultation used a quantitative and qualitative approach to gather people's views about the proposed changes. Officers enabled as many people as possible to take part, by offering a range of ways in which they could share their views:

1. All current residents identified by each residential home together with their next of kin received an introductory letter detailing the arrangements for undertaking the consultation and the proposals for consideration.
2. All Statutory Agencies (including GP surgeries), the voluntary sector and private residential homes within the geographical area of the seven homes under consultation, were sent a letter informing them of the proposals and ways to take part in the consultation
3. Offering the questionnaire in different formats, such as other languages or larger print if this was more appropriate
4. Completing the questionnaire online
5. Requesting a paper copy of the questionnaire via the Stakeholder Engagement and Consultation Team and sending in comments using the standard postal questionnaire
6. Opportunity to write into the Council via a letter or dedicated email address
7. Telephone interview for those people having difficulty completing the questionnaire
8. Being signposted to further information on the Derbyshire County Council website, www.derbyshire.gov.uk/care-home-review which gave an outline of the future strategy/living well in the future/the proposals for the future of care homes/have your say on the future of care homes/the future of care homes frequently asked questions and the independent condition surveys

9. Media releases which were issued at the start of the consultation and news releases were published on the Derbyshire County Council website
10. An Article about the consultation and how to get involved was published in Derbyshire Now Magazine which is distributed to every household across Derbyshire.
11. Virtual meetings using Microsoft Teams in each of the homes were arranged to go through the proposals with residents, families and informal carers, plus virtual meetings for members of the public and other stakeholders in each area of Derbyshire (Erewash, North East Derbyshire and High Peak and North Dales) were arranged.

Qualitative Approach

There were 3 distinct approaches to the analysis of the qualitative material.

1. Information gathered during virtual meetings in the care homes. Public meetings taking place virtually, information from letters emails and telephone calls where clearly the feedback was pertaining to an individual establishment were all coded and analysed and reported as information for the individual 7 care homes
2. Qualitative information contained in the online and paper questionnaires was not possible to break down for individual establishments therefore all qualitative information contained in them was coded and analysed as a whole
- 3 Further qualitative analysis was done to code and analyse those two sets of qualitative material as a whole, and are reported in a graph on page 29. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind people's opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes.

N.B We have provided analysis of the questionnaire and virtual public meetings for all of the care homes together as it was not possible to provide analysis of these separately as some respondents had chosen to comment on multiple care homes.

Scope of the summary themes used within the qualitative approach

In the development of the themes some contained within them a range of responses rather than a set of tightly aligned responses. SECT analysed the responses, theming them under the following categories in alphabetic order.

Agree to closure

Some respondents agreed with the proposal to closure siting that the homes even when refurbished would not meet the standards and facilities required in the future.

Build new

Some respondents felt that Derbyshire County Council should find ways of building new Residential Care homes within Derbyshire.

Concerns about the alternative options

It was felt during the analysis that there were several nuances that required separate consideration and are listed under the following bullet points, and are also reported on quantitatively in a graph:

- Lack of Quality alternative accommodation

Some respondents felt that if the homes did close that there was not a sufficient amount of quality Residential Care Homes available in Derbyshire.

- Lack of suitable affordable alternatives

General standards and quality of care and the costs involved in the private sector were questioned, with respondents questioning the affordability of the private sector and the location in their locality.

- Quality of Derbyshire County Council Care

Some respondents commented that the standards and quality of Derbyshire County Council establishments were higher than those in the private sector and not profit orientated. Adding much praise for the standards and care delivered by Derbyshire County Council front line staff.

- Financial Considerations

Some respondents felt that these proposals did not consider the financial implications going forward on the elderly population and how the costs would increase if the availability of Council run care homes was significantly reduced and therefore suitable affordable alternative provision to the Private Sector.

- Suitable Alternative

Participants were not convinced that there was enough suitable accommodation in what they classed as their local area. Provision that is accessible and familiar in order to support the closure and moves needed.

- Concerns about the private sector

Some respondents questioned the ethos of the Private Sector and thought that it was profit orientated and because of this felt that the standard of care could in some instances be inferior to Council run establishments.

- Questioning the definition of local

Distress caused to residents and relatives

This was of major concern to residents, relatives, staff and other stakeholders. Respondents commented on the overwhelming stress that the consultation was putting on those directly involved in the proposals. Further many recordings heightened concern for the wellbeing of those impacted in the future should the proposals go ahead.

Historic Maintenance

Respondents expressed that Derbyshire County Council had not invested sufficient resources in the Homes historically, nor had they planned for a scheduled maintenance programme and that had led to the current position of disrepair.

Legality of Consultation

Some respondents questioned the legality of the consultation citing the fact that the consultations were conducted virtually.

Negative impact on local community

Respondents felt the closure of Care Homes would have a significant negative impact on their local community e.g. loss of employment opportunities, removing the elderly from their community and the loss of the intergenerational activities taking place.

Opposed to Closure

A lot of respondents were against the closure of the homes, but as some respondents ticked more than one box to identify which Residential home, they were responding to we are not able to provide a further analysis of which homes this was relating to.

Other - not falling into a theme

There was a percentage of comments captured which were of a random nature and did not fall into a theme. Some responses particularly in the questionnaire were not addressing the question posed or the proposals in general and therefore were placed under 'other'.

Political Statement

Some respondents felt that these proposals were politically motivated with the current administration aiming to decrease the amount of inhouse services provided.

Pressure on other services

Some of the respondents felt that the temporary or permanent closure of the homes may have a negative impact on other services such as hospital discharges and put additional pressure on them.

Questioning the information

Some respondents did not trust Derbyshire County Council to follow the Consultation outcome and felt that even if residents were moved out to refurbish the homes that DCC would still close them. Some respondents expressed a distrust in the Council generally.

Questioning the rationale

Some respondents felt that the rationale for the proposals were incorrect and questioned the amount of work that was required to all of the Residential homes listed in the proposals.

Questioning the strategy/ Disagree with strategy

Many respondents made comment that in their opinion, having built the future proposals on a flawed strategy this made any future proposals also flawed. There was particular concern that the research that was being presented around future needs was in direct conflict with Government research and the growing elderly population. Some indicated a belief that the information had been manipulated to meet the needs of Derbyshire County Council. Many commented that there will be a greater need in the future rather than less. Therefore, Derbyshire County Council should be planning for this and increasing the capacity of in-house provision. Respondents further also challenged how prepared Derbyshire County Council are to enable a reduction of residential Care Homes and to provide care at home as an alternative, particularly for people with dementia.

Refurb in situ/ Agree to refurbishment

Some respondents agreed with the proposal to refurbish all of the homes in the proposals. For others and a major concern was the need to move out of the homes and carry out the work required whilst the current residents remained in situ but were moved to different parts of the Residential Homes, therefore reporting on Refurb in Situ has been reported separately as quantitative information within the graph.

Qualitative analysis from Consultation views on proposal to close/refurbish East Clune (which contains an integral day centre), Clowne

Letters, Emails, Telephone Calls, and virtual Meetings (No-one wished to attend the virtual meeting held for relatives and residents of East Clune).

Overall 13 comments were captured from the 5 respondents who chose to respond via email, letter, or telephone call. There were a further 101 respondents who selected East Clune as one of the options of the homes they were providing feedback for when completing the questionnaire.

Of the 13 comments that were captured the following were the top themes:

- **Distress Caused to residents and relatives** – 3 comments were captured under this theme such as:
 - I just want Dad to move to a home where he is well cared for and I can visit him regularly. I walk from Bolsover to Clowne to visit him at the moment because I can't afford to run my car - so please move him to somewhere where i can either walk to or pay the bus fare for me to visit him regularly
 - I remain concerned over the upheaval this will cause to people in the later stages of life, who are often the most vulnerable, and the effect the closure of these beloved homes will have on the local community. But ultimately, my primary concern is for the welfare of the residents.
 - It is worth stating clearly just how important these homes are to the local community, families and friends can visit loved ones close by and with ease. This will be severely limited by moving the provision outside the village – further restricted by poor rural bus services – which could have unintended consequences of social isolation for those within the care homes.
- **Build new** – 2 comments were captured under this theme such as:
 - Spending millions on refurbishments would be mismanagement of taxpayer's money and I would much prefer the money, and that from the sale of the land, be reinvested into building state-of-the-art care homes with 21st century facilities to provide high quality care for elderly residents and extending the level of care provided in people's homes which is the preference for so many people.
- **Negative impact on local community** – 2 comments captured such as:
 - We oppose the closure of the care home at Clowne. We ask that DCC continue to act as a provider of Direct Care for older people in Clowne. There is a need for this type of direct Council supported care provision in this corner of the County and we call on DCC to stick to its promise that no resident will be forced to leave Clowne.

Consultation views on proposal to close/refurbish Goyt Valley, New Mills

Letter, Emails and Telephone Calls and virtual meeting for residents and relatives

Overall 25 comments were captured from the 19 respondents who chose to comment via email, letter, virtual meetings for residents and relatives and via telephone call. There were a further 131 respondents who selected Goyt Valley as one of the options of the homes they were responding to on the questionnaire.

Of the 25 comments captured the following were the top themes:

- **Questioning the rationale** – 13 comments were captured under this theme with comments such as:
 - The demand figures mentioned all relate to the period during the pandemic – a time when you deliberately suppressed demand by refusing to admit any long-term residents to the homes. In order to determine trends you would need to show a consistent reduction in demand prior to the pandemic coupled with a forecast of future demand based on other reliable demographic data and the impact of factors such as the demand spike when Baby Boomers, a large demographic, pass away and the fact that the very elderly, an increasingly large group as people live longer, are not able to live independently even with support. In the absence of such data it is clear the figures have been manipulated to support an argument for closure.”
 - Last time we were told that the ‘necessary’ repairs were a new boiler - this had already been replaced! Rewiring - a relative of one of the residents being a qualified electrician had obtained a copy of the wiring report which proved it had been done and was completely adequate! New fire precautions - these have since been completed! And en-suite bathrooms - very few residents could use one of these, my Mum currently has a commode at night and can feel her way down the bed to that, if she instead had to find her frame and try and make her way to a bathroom while half asleep, there would certainly be accidents plus a high risk of a fall!
 - Report makes reference to people choosing to live longer at home but it may be difficult to recruit staff to provide care in individuals’ homes and it may not always be appropriate We are an ageing population, people would ideally like to be at home but unfortunately this isn’t always possible, places like Goyt Valley House will be needed more, not less. A mixture of care is needed – not everyone can go straight home after hospital.
 - Similarly, formulating a social care policy on peoples’ choices without the relevant research and statistical data to support this assertion is frankly inept and again smacks of clutching at any passing straw to bring about the home closures. Either that or the data does exist but is not palatable to the Council which is why it has not been published.

- **Distress caused to residents and relatives** with 6 comments such as:
 - My Mum is (X) this week and was living very happily at Goyt Valley until all these closure talks were shared with the residents! She's now constantly worrying about it. She is (X) but knows her way round her room and round the home, the staff are fabulous as they genuinely care for the residents. Mum has friends among the residents and is also worried that she will lose touch with them, she enjoys their chats as she is no longer able to read or see much on the TV. We are worried that she would be placed somewhere with people who are unable to have a conversation with her, thus isolating her completely!
 - Please get a conscience and leave these elderly people in peace where they are happy! find it all very frustrating and upsetting and because of the limitations on visiting and the effect this has had on residents' mental health, it is very hard to reassure them and make them feel loved and wanted
- None of the **other comments** captured formed a theme, however, to provide a flavour of these other comments they included voicing opinions on:
 - Opposition to the closure
 - Lack of suitable alternative accommodation
 - Mistrust in Derbyshire County Council.

Consultation views on proposal to close/refurbish Ladycross House, Sandiacre

Letter, Emails and Telephone Calls and virtual meeting for residents and relatives

Overall, 32 comments were captured from the 20 respondents who chose to comment via email, letter, virtual relative and resident meeting and via telephone call. There were a further 216 respondents who selected Ladycross House as one of the options of the homes they were responding to the questionnaire.

Of the 32 comments captured the following were the main themes:

- **Distress caused to residents and relatives** with 6 comments, for example:
 - Why oh why is Ladycross care home threatened with closure again. It's such a lovely home and it is a 'home' to the residents. It's been there for years and years but now yet again money and statistics are taking the forefront and people are making decisions who haven't got a clue about how important local care is. This is a busy home small and caring not a large business proposition like an officeit's a home. Its sacrilege to close this, the opposition to

its closure is massive and we are very angry it's got to this point again. What is wrong with DCC you really haven't got a clue

- I hate the thought of being cut off from the people I know, and I hate the thought of having to struggle to get to see family members. I have never been able to drive
 - Distress caused to residents once again is culpable for the 7 remaining residents. I have been supporting family members since the emergency evacuation in 2018. The upset that the continued threat of closure of their loved one's home is heart-breaking. A move, even in the short term whilst the remaining work necessary to bring this home up to standard (which I understand to be rewiring the bedrooms), would have a devastating impact on the elderly residents, their families and friends and the upheaval will have an impact on their physical and mental health and could even result in death.
- **Opposed to the closure** with 5 comments such as:
 - This Parish Council strongly opposes the closure of Ladycross and the other homes in Derbyshire and calls upon the County Council to stop what is becoming an annual event of threatened closures which is causing worry to residents and their families. We also call upon the County Councillor for this area to vote and speak out against closure"
 - Finally, I implore County Councillors not to under-estimate the strength of local feeling surrounding this matter, particularly in Sandiacre, and to take the time to truly reflect upon the full impact and consequences of whatever decision they make. But they should be under no illusion that to swing a Beeching-style axe through this community will leave a scar in Sandiacre for which they are unlikely to be forgiven.
 - **Refurbish in situ** with 4 comments which as:
 - I object to the above-mentioned care home being closed. It is a local care home allowing residents to stay in the area they have lived in, potentially for all of their lives, with friends and relatives in the area being able to visit them easily. There is no reason why, as the home is split into 4 wings, any work cannot be undertaken while the residents are still living in their home. Please could this be considered.
 - **Other comments** which did not fall into a theme were regarding such issues as:
 - Need for local provision/ questioning the rationale/lack of suitable alternative local provision/impact on other services.

Consultation views on the proposal to close/refurbish The Spinney, Brimington

Letter, Emails and Telephone Calls and virtual meetings for residents and relatives

Overall 54 comments were captured from the 18 respondents who chose to comment via email, virtual meetings and via telephone call. There were a further 105 respondents who selected The Spinney as one of the options of the homes they were responding to the questionnaire.

Of the 54 comments that were captured the following were the top themes:

- **Distress caused to residents** and relatives with 18 comments such as:
 - I am concerned that there would not be anywhere close enough for us to visit, the current home that mum is in is 25 minutes away it would be difficult to manage a journey any further than that
 - It would kill me having to move from here, I don't want to move from here
 - I would like to point out that X has Dementia and is very reliant of the care home for her safety and peace of mind. My mother doesn't recognise anything else but the living room and the people around her. When I visit, I have to meet her in a conservatory at the back of the home where she gets very anxious as she doesn't recognise where she is and she doesn't know me either. After about 10 mins she wants to go back to the living room and her friends. So I think for her to have the home closed down and moved somewhere unfamiliar on her own would be devastating and cause her tremendous anxiety. I can't understand why former and present councils have ignored maintaining the Care homes until they are so bad, they have to be closed.
- **Legality of consultation** with 10 comments such as:
 - The breach of duty of care holding a Consultation in lockdown and during a pandemic
 - Further to your letter in which you state the consultation starts on 22nd November and 'wellbeing is our top priority and committed to finding high-quality care' and 'virtual meeting' due to safety issues. To show true care for mental health and wellbeing and respect human rights of residents to a fair hearing you need to postpone this process until it is fair and free for residents and families to discuss together these matters with the Council in an open and frank forum and not via ZOOM. While restrictions remain and you consider tearing down homes to discuss via zoom is to dehumanise the rights, wellbeing and fair due process of elderly residents. In their care homes are a generation of residents that

deserves frank and face to face conversation and respect. Look into their faces honestly and openly and not via a computer. This is the communication they know and deserve from Derbyshire County Council cabinet and its members and members of the Consultation team. What is a fair and public hearing? You have the right to a fair and public trial or hearing if: you are charged with a criminal offence and have to go to court, or a public authority is making a decision that has an impact upon your civil rights or obligations. You have the right to a fair and public hearing that: is held within a reasonable time is heard by an independent and impartial decision-maker gives you all the relevant information is open to the public (although the press and public can be excluded for highly sensitive cases) allows you representation and an interpreter where appropriate, and is followed by a public decision.

- **Questioning the rationale** with 6 comments such as:
 - It is highly disputed and contentious re the building's needs at the Spinney together with the mass inflated costing figures and all other points. (See 'X's' independent report with figures, findings and mass reassurance that the Spinney is fit for purpose as per the Care Act etc.) It is also incorrect to say decline in area when the Spinney at Brimington could have been filled with residents many times over and still could be if you changed your executive decision and allowed it. Your whole department needs to stop quoting national figures without a full local analysis report of figures and needs for local care facility in Brimington and Chesterfield.
- **Refurb in situ** with 5 comments such as:
 - Derbyshire Council have failed in not allowing a 4th viable option of keep the homes open while necessary repairs are undertaken as noted in report by 'X' company the repairs and costs are disputed, and the Spinney was deemed 'fit for purpose' as per Care Act and also is fit for purpose as it is being used to prevent bed blocking.
- **Other** comments which did not fall into a theme were:
 - Distrust in Derbyshire County Council and questioning the strategy.

Consultation views on the proposal to close/refurbish Beechcroft, Ilkeston

Letter, Emails and Telephone Calls and Virtual Meetings For residents and relatives

Overall 19 comments were captured from the 17 respondents who chose to comment via email, letter, virtual meeting for residents and relatives and via telephone call. There were a further 112 respondents who selected Beechcroft as one of the options of the homes they were responding to the questionnaire.

Of the 19 comments that were captured the following were the top themes:

- **Distress caused to residents and relatives** with 9 comments such as:
 - My Dad has already moved residential home once when the other one he was living in was closed – please take this into account - as keep moving them is very stressful – particularly at their time of life
 - Concerned about how his Dad would cope with either moving out temporarily or permanently if the home is refurbished or closed and what support will be made available to his Dad
 - Just want to ensure that Mums move either temporarily or permanently is done with everyone involved and Mum is moved to a location that daughter can easily visit and Mum and the family are happy with.
- **Refurbish** with 4 comments such as:
 - Some of the remedial work has already been done such as the kitchen so why not do the minimum work required and keep disruption to residents to a minimum
 - My first choice would be not to close Beechcroft but to refurbish it. The staff are fabulous and my mum is really happy there. Previous to her being in Beechcroft she was in a private home and the standard of care was nowhere near the standard at Beechcroft - please refurbish and do not close it.
- **Other** comments which did not fall into a theme were regarding:
 - Replacing with new builds/the negative impact it would have on the local community and questioning why the consultation was happening again so soon after the last one.

Consultation views on the proposal to close/refurbish Gernon Manor, Bakewell

Letter, Emails and Telephone Calls and virtual meetings for residents and relatives

Overall 15 comments were captured from the 9 respondents who chose to comment via email, virtual meeting for residents and relatives and via telephone call. There were a further 109 respondents who selected Gernon Manor as one of the options of the homes they were responding to the questionnaire.

Of the 15 comments captured the following were the top themes:

- **Distress caused to residents and relatives** with 3 comments such as:
 - Bakewell is accessible by family/ relatives/ visitors to those residents at Gernon Manor who have to rely on public transport due to its proximity to A6 Haddon Road
 - I don't want the home to close because it is a nice area, and I can go out for a walk
 - It's making me feel depressed and upset, I hope it does not close down I have nowhere to go.
- **Questioning the strategy** with 3 comments such as:
 - Bakewell has an especially high elderly population which is predicted to continue to rise (as shown in DDDC Housing Needs Survey 2015)
 - There is an ageing population with increased need for residential care, especially as dementia cases are rising in elderly people
 - There are currently only 7/ 33 available placements being utilised as of January 2022. (when NHS are desperate for residential care places to be available).
- **Other** comments captured did not fall into a theme but were concerning issues such as:
 - Agreeing with the proposal to refurbish/ the negative impact closure would have on the local community/ concerns about private sector care/ pressure on other services/questioning why refurbishment couldn't be carried out in situ.

Consultation views on the proposal to close/refurbish Holmlea, Tibshelf

Letter, Emails and Telephone Calls virtual meetings for residents and relatives

Overall 31 comments were captured from the 10 respondents who chose to comment via email, virtual meeting and via telephone call. There were a further 104 respondents who selected Holmlea as one of the options of the homes they were responding to the questionnaire.

Of the 31 comments that were captured the following were the top themes:

- **Distress caused to residents and relatives** with 13 comments such as:
 - Our mum is happy and healthy here, we would like her to stay
 - My mum can't communicate verbally but the staff know her, they are able to attend to her needs as they have built that relationship with her. She wouldn't have that with strangers

- Residents have built up trust and relationships with the over the years. It would be nice if staff and residents could move together.
- **Questioning the strategy** with 4 comments such as:
 - Lots of elderly people assume they can look after themselves and her too proud to ask for help. They will try to be independent, even with a care package it can be dangerous for them. When asked they will say “I’m doing ok” when they aren’t managing at all
 - The private care sector is struggling going through a rough patch. I don’t feel like your strategy will stand the test of time. It might have been ok back in 2019 but things have changed since then
 - We had mum home for a month during covid. It didn’t work for us and won’t work for most people.
- **Other** comments captured that did not form a theme were issues such as:
 - Clarity on the proposals/ praise for the quality of care/ historic maintenance/ lack of suitable alternative accommodation/ opposed to closure/ refurb on site.

Generic feedback from letters, emails and phone calls

From the analysis of all of the letters, email and phone calls – 6 comments did not relate to a specific care home, so the feedback comments have been analysed in the following section. As the overall generic feedback was not large and therefore did not form specific themes the following is a list of issues that were raised in them:

- Questioning the strategy
- Distress caused to residents and relatives
- Negative impact on community
- Distrust in DCC
- Lack of suitable alternatives.

Feedback from the Virtual Public Meetings

Three public virtual meetings were held for the 7 homes – North East area for The Spinney, East Clune and Holmlea, High Peak and Dales for Gernon Manor and Goyt Valley House and Erewash area for Beechcroft. The following is the analysis from these three meetings.

North East Area Virtual Public Meeting

24 people attended the public meetings which included Social Care Leads, 10

Parish, District and County Councilors and 10 members of the public and 4 Trade Union representatives. During the meeting 37 comments were captured with the following forming the top themes:

- **Questioning the rationale** with 14 comments such as:
 - The business case for the capital investment of the refurbishment has clearly not been done to evidence the case for and against closures. Any decision that is made is therefore done without proper diligence having been conducted. Any decision to close will therefore only be based on emotive and ideological reasons
 - I wonder if DCC will scrutinise the electrical certification of private care homes to the same standards of their own homes
 - DCC need some new conditioning reports. The ones they are currently using are three years old and some of the work has already been completed so they are out of date.
- **Distress caused to residents** and relatives with 7 comments such as:
 - My concerns relate to visiting by family and friends. We need to consider the wellbeing of the family. My experience of public transport is very poor. Not everyone has a gold card. So, there are cost implications for moving people away from loved ones. It is a big upheaval and will hit people on benefits hardest. It is an important consideration
 - Residents will have to get used to new staff caring for them. Staff they aren't used to.
- **Questioning the strategy** with 5 comments such as:
 - I would be interested to see your policy on long term complex needs residential care Vs short term care. If there was a reducing need for residential care for people with higher needs, then why would the private sector be investing so heavily. There are new private care homes being built around Derbyshire to meet demand.
- **Other** comments which did not form a theme included:
 - Pressure on other services
 - impact on staff and local area

High Peak and Dales Virtual Public Meeting

23 People attended including Social Care staff of the High Peak and Dales to the virtual public meeting. They were made up of 9 Parish/District and County Councillors, 1 Trade Union Official and Social Care Lead and 13 Members of the Public. 32 comments were captured. The following were the main themes which emerged:

- **Negative impact on local community** with 5 comments such as:
 - The homes bring extra to the community, to remove them would be dreadful
 - A previous resident of Goyt Valley gave a plea for New Mills. I am not very mobile and if Goyt Valley was to go, the next care facility is 10 miles away. A friend moved from Goyt Valley to Buxton but it isn't on the bus route so I can't see them
 - Goyt Valley is part of the community.
- **Distress caused to residents** and relatives with 4 comments such as:
 - The quality of public transport with the access on the roads during the winter would be an issue
 - A friend who is 93, her 103 year old sister lives there happily. Nowhere else gives the care.
- **Pressure on other services** with 3 comments such as:
 - Struggling to get people out of hospital now, due to not having the facilities.
- **Other** comments which did not form a theme include:
 - Lack of local alternative provision/ Distrust in Derbyshire County Council/ historic maintenance/ legality of consultation/questioning the rationale/ questioning the strategy.

Erewash Virtual Public Meeting

15 people attended the virtual public meeting including 1 relative, 8 members of the public and 6 Parish, District and County Councilors. 21 comments were noted at the virtual public meeting. The following were the main themes which emerged:

- **Questioning the rationale** with 5 comments such as:
 - The report from Faithful and Gould is from before 2018 – before lots of the work that has been done to Ladycross – you should be using up to date costings in the Cabinet Report. There were 24 residents which had to move out when some of the other refurbishment work took place – you installed a new kitchen and new bathrooms throughout – spent £51000 on new electrics – now you have reduced the amount of residents to just 7. What is the difference between this home and Briar Close where you carried out the refurbishment whilst the residents lived there – you are just using the old costings as an excuse to close the home

- The costings were disputed, and it was stated that the public would be massively re-assured if the public could independently evaluate the costs that DCC have done
- Are you using out of date information on how many people need care homes – we think they will still be required in the future.
- **Distress caused to residents and relatives** with 3 comments such as:
 - The stress of moving residents kills them, and we know that this is a fact
 - You need to take into consideration the relatives and their ability to visit regularly – this is so important to the resident's mental health.
- Other comments did fall into a specific theme but were regarding such issues as:
 - Clarity on proposals/ financial impact on residents is having to pay private/ negative impact on community /refurb in situ/ retain Derbyshire County Council Direct Care Residential home.

Qualitative analysis of questionnaires

Overall, 323 questionnaires were completed. The free text boxes following questions that requested an explanation of the respondent choice of answer, were analysed and coded by the SECT in order to establish themes from the individual questions. The following are the results:

Question 1 – Do you agree or disagree with the three proposals set out in the introduction to the questionnaire, are these the right proposals in the circumstances? – If you answered 'Strongly disagree' or Tend to disagree please tell us why and include what you think the proposals should be:

Overall, 151 respondents gave an explanation for their choice. the top where themes as follows:

- **Refurb in situ** with 65 comments such as:
 - I don't think there's a need to move everyone out in order to refurbish. I think with the reduced number in the homes it should be possible to do this in parts and keep people in their home.
 - Moving elderly and often infirm residents would be traumatic and will they be able to return. Could the refurbishment not be done in stages with as little disruption as possible.
 - I think it's just a ruse to get residents out so you can close it, leave it be and renovate bit by bit, move residents into half the home whilst the other half is worked on.
 - Residence may be able to stay in their respected residence whilst works are carried out. Example would be moving residence to one

half of the home whilst works are carried out. This includes electricals and plumbing work.

- Repair works should be conducted immediately in a manner that minimises disruption to residents, and no resident should have to move.
- **Distress caused to residents** and relatives with 14 comments such as:
 - My 93-year-old health is very precarious. A move at this stage of her life would be extremely distressing for her and may well kill her. When she first moved, she screamed constantly. It was weeks before she calmed down. work could be carried out on half the building whilst sealing off the other half, residents moved to the renovated side and then the other half can be renovated.
 - It is unfair to move the care home residents. It would be stressful for them and detrimental to their health and wellbeing
 - I think that it is important to have care homes in the area where friends and family can visit with ease and with good public transport links, taking into consideration the person needing the care and the mobility of those wanting to visit. So it is therefore very important to have smaller homes within the local community, so that the person in care does not feel ripped out of their community or away from an area they know with all their connections and history
 - Moving elderly people out of accommodation where they have close established relationships with the staff and other residents is likely to be a traumatic experience with potentially serious adverse implications for both their mental and physical wellbeing.
- **Questioning the rationale** with 13 comments such as:
 - Strongly disagree as do not consider the disputed arguments. In a local builders report it stated that it is fit for purpose, and you never even considered a 4th viable option to do any work while residents remain in their homes. This is the best for their welfare and mental health and wellbeing
 - I don't believe all this work needs doing in some the homes I feel this the council way of closing care homes
 - I would like to see each home have an independent assessment from trusted traders.
- **Other** with 10 or less comments included:
 - Opposed to closure
 - Build new
 - Lack of suitable alternatives
 - Historical maintenance
 - Opposed to closure
 - Retain DCC run homes

- Agree with refurbishment.

Question 2 – Do you think there are any other considerations or options that the Council should be taking into account? If you answered ‘Yes’ please write in the box below what you feel the council should consider.

Overall, 215 respondents gave an explanation for their choice. The top themes were as follows:

- **Refurb in situ** with 29 comments such as:
 - The repairs could be done gradually without moving everyone out of the building
 - The need to keep these homes open and to re-organise works so they can be done whilst residents are in situ such as keeping a small number empty as decant homes whilst works are done to individual flats etc. Asking the residents and their families what their preferences are at each home
 - The home is fit for purpose as per independent report of (X) sent to Barry Lewis, Helen Jones and MPs. Do repairs while residents remain, due to the severe needs and complex issues that moving them out of the facility could be fatal. Do repairs while residents remain - the ONLY VIABLE OPTION
 - That the works be carried out in a way that does not require the residents to move out
 - Closing of sections and doing a planned/staged refurb, (no full closure).
- **Distress caused to residents and relatives** with 54 comments such as:
 - Consider upsetting & possibly causing the death of residents by moving them from their home they know & love, consider what you are doing to the relatives of the residents they face great challenges & cost they can't afford
 - Elderly residents with dementia will find it extremely difficult to be moved to a different home. Many have taken months / years to become familiar with their current home. A change would cause upset for all involved. It may cause falls because of unfamiliar surroundings. Different staff will again cause confusion and residents may react in a manner of ways. Confusion upset angry are just some examples
 - People's rights, their wishes and DCC should try having some compassion instead of being cold and ruthless and pushing their own agenda at any cost
 - The impact the changes will have on residents who are already at their most vulnerable. The worry it will impact on families of these

residents. People spend a lot of time and consideration choosing which care home to move into or entrust with their loved one. The upheaval will no doubt have a profound, detrimental impact on many people who are being moved out of where they live. We have to remember that to DCC employees, that building is their place of work, but to the residents it is their HOME.

- **Questioning the rationale** with 29 comments such as:
 - Cabinet should read the homes reports before making blanket statements about the homes being in a dangerous state of disrepair, e.g. all homes needing a rewire and having asbestos in the buildings as this is not the case for all the homes. Then make a judgement on the future of the homes
 - There is a clear skew on the information given towards closing local facilities. There should be a more concrete and positive plan to offer local care for the residents either during the described renovation or as an acceptable recognisable long-term alternative. The tone of the report offers the dire description of difficulties (and costs), likely to occur if residents don't just accept relocation without the report in any way attempting to give detail of alternative accommodation
 - The amount of money that has already been invested in each home should be considered.
- **Build new** with 15 comments such as:
 - Build a new care home in each locality
 - Build new ones and demolish existing ones.
- **Other** with 10 or less comments included
 - Negative impact on local community
 - Pressure on other services
 - Agreeing with the refurbishment
 - Distrust in Derbyshire County Council
 - Ensuring local provision
 - Lack of affordable alternatives.

Question 4 – to what extent do you agree or disagree with the proposal to: Rewire and carry out major works to refurbish the home(s), including a full install of the boiler and heating system, removal of any asbestos, the fitting of sprinklers in the ceiling, the replacement of all bathrooms, a kitchen refit and full decoration, as described in the Cabinet report. This option would require current residents to move out for a period of up to 40 weeks. If you answered 'Tend to disagree' or 'Strongly disagree' to question 4, please tell us why you are disagreeing with this proposals:

Overall, 111 respondents gave an explanation for their choice. The top themes were as follows:

- **Refurb in situ** with 36 comments such as:
 - I agree that these repairs need to be done but the council need to look at another way without moving everyone out
 - Looking at this in a phased approach would cause much less disruption and show the Council's respect for resident wishes
 - What is the evidence for this? Is it possible to refurbish in a phased approach?
 - I should like the Council to properly explore an option that allows the residents to remain in the homes whilst the works are carried out
 - The residents do not need to move out. In some areas, there is insufficient local provision available for residents.
- **Questioning the rationale** with 20 comments such as:
 - The report on this home states that the wiring is equal to that of a new build, the bathrooms have all been refurbished within the past three years. The asbestos was removed from the building in 2007 and the only remaining asbestos in this building has been deemed safe to remain in situ. The kitchen has needed replacing for the past ten years but this has been put on hold continuously for one reason or another
 - DCC should publicise an accurate timeline and cost of works for each home that includes any recent refurb works that have been undertaken. The home has just been redecorated and is currently having extensive electrical work carried out - why spend this if closure is under consideration
 - Do not believe that these works are needed
 - Have each home looked at independently. Is ALL the work really necessary in ALL 7 homes?
- **Agree with closure** with 13 comments such as:
 - The buildings are not for purpose any longer due to their narrow corridors and tiny bedrooms
 - I feel that the homes need closing, and the money saved from them used to support other homes. To move residents for nearly a year, then move back again would be disruptive for the residents. It would make more sense to close the homes, and focus on improving those homes that are still in much better condition
 - Expensive use of council funding that could go towards provision of new care homes. Where will people go for the 40 weeks?

- **Distress caused to residents and relatives** with 11 comments such as:
 - Serious upheaval to residents can have a significant impact on their mental and physical wellbeing. Loss of routine, loss of friendships will also have a significant impact
 - Any resident suffering from dementia or learning difficulties would be greatly affected by moving out then moving back to massively changed surroundings.
- **Questioning why 40 weeks?** With 6 comments such as:
 - 40 weeks is too long to move residents out. It feels like DCC have said this so that they can close the home and use the excuse that moving residents out for long periods wouldn't be suitable. There needs to be a better strategy for doing the repairs.
- **Other** with 10 or less comments included:
 - Build new
 - Historic maintenance
 - Agreeing with the proposals

Question 5 - To what extent do you agree or disagree with the proposal to: Close the homes and support residents to move to 'local', 'reasonable' and 'suitable' alternative provision as recommended by the Improvement and Scrutiny Committee – People, the detail of which is set out in Appendix 2 of the Cabinet Report. If you answered 'Tend to disagree' or 'Strongly disagree' to question 5, please tell us why are disagreeing with this proposal.

Overall, 220 respondents gave an explanation for their choice. The top themes were as follows:

- **Distress caused to residents** and relatives with 59 comments such as:
 - Friends of residents are themselves quite elderly and would find it difficult to visit friend if they were moved away. Our friend was moved to Rowthorne which was totally unacceptable as her friends could not visit
 - This would cause distress to the residents and also cause some considerable inconvenience to their relatives as the relatives are often in their seventies and rely on public transport to get wherever they need to travel
 - This would cause major disruption to the lives of residents
 - This will be detrimental to the resident's health and family, increased travelling for visits, etc
 - They should be allowed to see out their last year's where they have settled in. They are in there for a reason. These decisions were not made without consultation. Having both parents with Dementia, I

know what a trauma it is to move them out.

- **Opposed to closure** with 26 comments such as:
 - Why close a home in the local community which is obviously needed. This is not right
 - Derbyshire needs to retain these homes, run them and ensure the current residents feel safe and secure in the knowledge you won't move them on. Wrenching them from there secure happy environment
 - I strongly disagree with closing the homes as there are no other 'suitable' 'reasonable and local options for old people. This closure would mean local people moving hours away from family and friends who might already have mobility issues so cannot travel themselves. The homes need to exist as hospital beds are in such short supply that closing more homes puts more pressure and less available spaces for elderly people needing additional care who cannot be accommodated in their own homes.
 - the homes should stay open.
- **Refurb in situ** with 24 comments such as:
 - The homes are empty why don't they move residents to empty bedrooms whilst being carried out, I don't think the residents will go back to their home if they move them whilst doing the work, this is the council ploy to close the home
 - The homes should be able to be renovated one wing at a time and allow the people to remain in their homes
 - Just renovate the home. Keep residents in situ. Just do a small area at a time. No need to move them out.
- **Negative impact on local community** with 21 comments such as:
 - It is an integral part of the community. We expect the Authority to provide an inhouse locally run care home
 - Local care homes are the hub of local communities. Making it easier for people to visit their relatives. Creating jobs and supporting local businesses or contractors.
- **Questioning the rationale** with 13 comments such as:
 - does the work really need to be carried out - hasn't some of the work already been done?
- **Other** with 10 or less comments included:
 - Build new
 - Disagreeing with definition of local/ disagree with strategy
 - Opposed to closure
 - Pressure on other services

- The quality of Derbyshire County Council care
- Want Derbyshire County Council provision in the future.

Question 6 - To what extent do you agree or disagree with the proposal to: Close the homes and support residents to move to any suitable alternative provision. If you answered 'Tend to disagree' or 'strongly disagree' to question 6, please tell us why are disagreeing with this proposal.

Overall, 22 respondents gave an explanation for their choice. The top themes where as follows:

- **Distress caused to residents** and relatives with 88 comments such as:
 - This will have a massive impact on the residents and families in the home
 - Unsettling of service users already in settings should be the last resort. The building are likely assets that would benefit from a refurbishment programme, promoting care and also use of local suppliers who may have/had family members who reside in such settings. I feel a wider appeal to all suppliers, community and family members should be encouraged to contribute to this survey
 - This could be really detrimental to the health and wellbeing of the residents. This will cause major upset to them
 - residents in care homes form a community and they have companionship if they wish
 - Potential to kill vulnerable residents.
- **Negative impact on local community** with 35 comments such as:
 - We need local resources
 - The residents are very much a part and the heart of their local community
 - We need care homes locally
 - This is a valuable local resource for caring for all our elderly care needers in the local area this should not be something that business try to profit from.
- **Questioning the strategy** with 21 comments such as:
 - Reducing capacity now is simply kicking the can down the road and creating a problem in five, ten or fifteen years' time
 - This does not meet with the council commitment to Think Local, Act Personal, nor does it fit with the ideas within the Care Act, strengths based social care and person-led working I believe we need more care homes not less to help move people out of hospital to free up more beds blocking is due to nowhere to send them to and if you close these homes you are adding to this burden on the NHS.

- **Refurb in situ** with 13 comments such as:
 - It isn't necessary to move the residents. In my opinion DCC are asking for confirmation that the 7 remaining long term residents will be asked to move to either the new build. They need to stay in their home or be even more isolated from their loved ones who if they are able to travel, will need to use public transport and a considerable walk to
 - we want the home to stay and be refurbished with residents staying in situ.
- **Opposed to closure** with 11 comments such as:
 - The Council keeps reproducing this proposal to close these and other homes. This is not a policy or position that will help our older people.
- **Other** with 10 or less comments included:
 - Agree with proposal to refurbish/ lack of suitable alternative accommodation/ concerns about the Private Sector care/ quality of care.

Question 7 - Do you think any of the proposals have an impact on you personally and/or your community? If you answered 'Yes' please tell us why.

Overall, 243 respondents gave an explanation for their choice. The top themes where as follows:

- **Negative impact on local community** with 129 comments such as:
 - They absolutely impact on the community. It's a small town, families have generations of people living here. Often the people needing to see their elderly relatives are themselves elderly and restricted in their mobility
 - Our elderly loved ones should not be removed far from their communities and those who love them, making it difficult for visiting especially as the bus services in our village have been decimated!
 - Communities need to cater for the needs of all residents
 - This has the potential to have a major impact on the community as a large proportion of the community are elderly and may need the use of a local care home
 - The proposals impact on the community in terms of the loss of an important local resource and the privatisation of the care industry. Older members of our community will be disadvantaged by the narrowing of choice, their families, may potentially, have to carry a bigger burden of financial support or daily care. 'Care in the Community' has failed those with mental health issues and closure of Council managed care for the elderly may result in similar

failings.

- **Distress caused to residents and relatives** with 35 comments such as:
 - Obviously, the proposals have an impact on me personally. This is my mothers wellbeing at stake here!!
 - They impact on me personally as I would find it very distressing to see my mum uprooted
 - Anything that affects my father's health and well-being affects our family. Travel will be an issue for myself and doubtless for other relatives to especially older relatives
 - I need to know my mum is happy and safe. It is the fear on the unknown, my mum is not good with change, so I would worry.
- **Suitable alternatives** with 11 comments such as:
 - There is little other option for DCC residential homes, where quality and value for money are paramount. This will mean an unequal opportunity of service provision across the county, and as I get older I would wish to have the option of DCC residential over a private profiteering company for myself and my family
 - I am 64 years old and when I need care I would rather have that provided in a care home with other people around me than be socially isolated in my own home
 - No other local alternatives.
- **Other** with 10 or less comments included:
 - Financial considerations
 - Opposed to closure
 - Quality of Derbyshire County Council run Residential homes
 - Questioning the strategy.

Question 8 - If you have any other comments on the proposals please provide details below:

Overall, 189 respondents gave an explanation for their choice. The top themes where as follows:

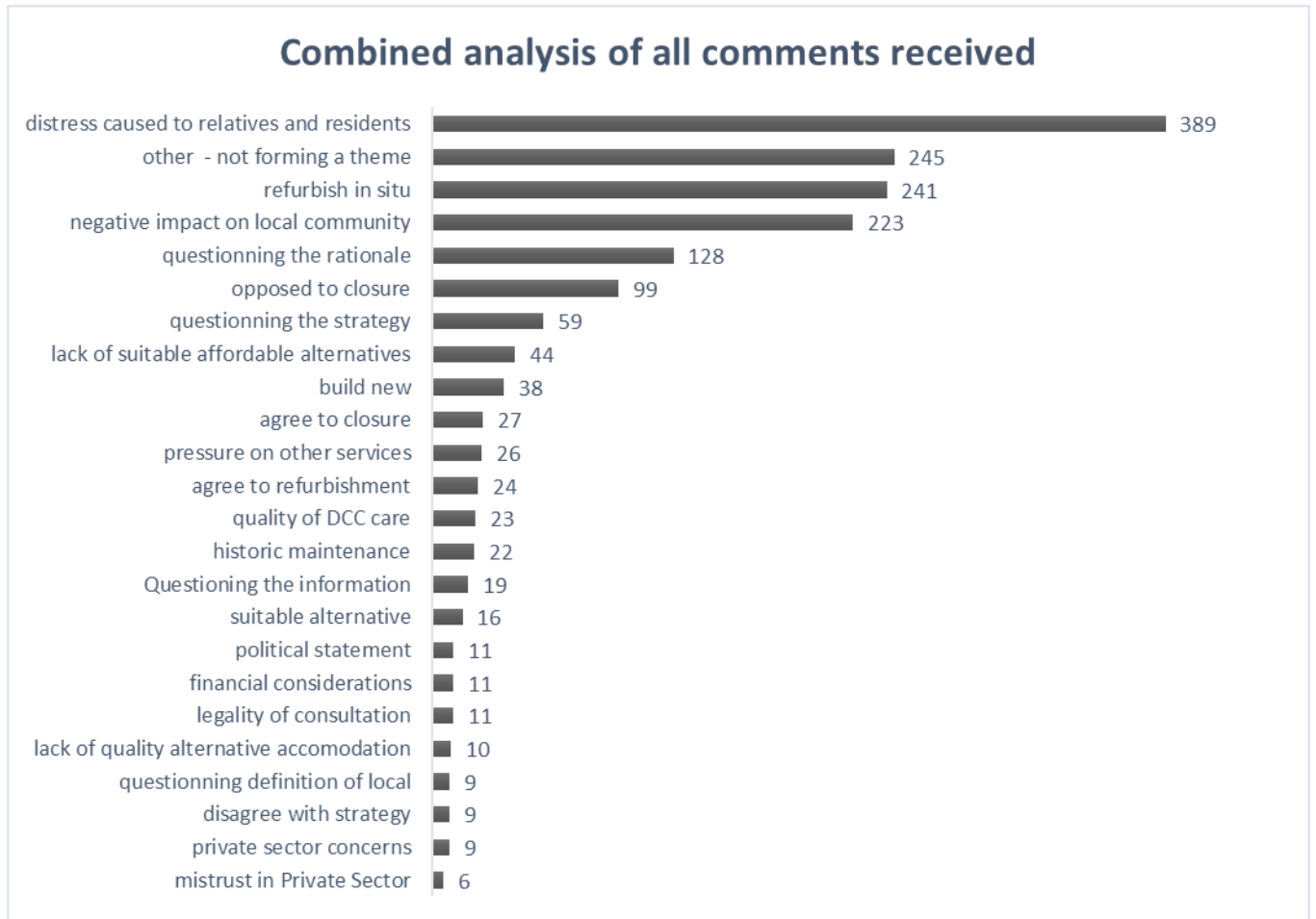
- **Opposed to closure** with 30 comments such as:
 - Do not close the homes and do provide adequate funding in future to prevent this issue happening again
 - Do not close the homes
 - The Council needs to think again about their proposals to close the homes
 - Stop the proposals and LISTEN to the family of the residents
 - Strongly believe that refurbishment and the return of the residents after this is the best option. Closure would affect both current and

future residents. I have a relative in a DCC care home and have seen the private care home alternatives. DCC care is second to none. Closure would also impact on staff, jobs etc.

- **Distress caused to residents** and relatives with 18 comments such as:
 - If you reallocate the folks to areas, they do not know it could lead to many cases of loneliness
 - Every effort must be made to retain the existing provision in current locations. The Derbyshire CC's failure to maintain and improve facilities and services should not be used as an excuse to disrupt the lives of elderly residents
 - Consideration of 'cost' MUST include not only financial but emotional/well being too
 - Mum hasn't been in the care home very long and was placed initially for respite purposes. She has become familiar with the staff and is very happy there. Placing mum in a care home was a very difficult decision for us all. It is very sad that these changes need to be made with such elderly, vulnerable people.
- **Refurb in situ** with 15 comments such as:
 - Do the home up. While the residents are still there .as the council are doing the exact same thing with one of there other homes
 - Work can be done in less time suggested, without moving residents out
 - Carry out the improvement without moving residents.
- **Negative impact on local community** with 12 comments such as:
 - We seem to be losing all local amenities for care. The amount of new homes built will increase the need for more care being available not less
 - I m a single person with few family and if I need care, I want a local care home to be available to me.
- **Other** with less than 10 comments include:
 - Agree with closure/
 - Build new
 - Questioning the strategy
 - Questioning the rationale
 - Quality of Derbyshire County Council Residential care
 - Pressure on other services
 - Historical maintenance.

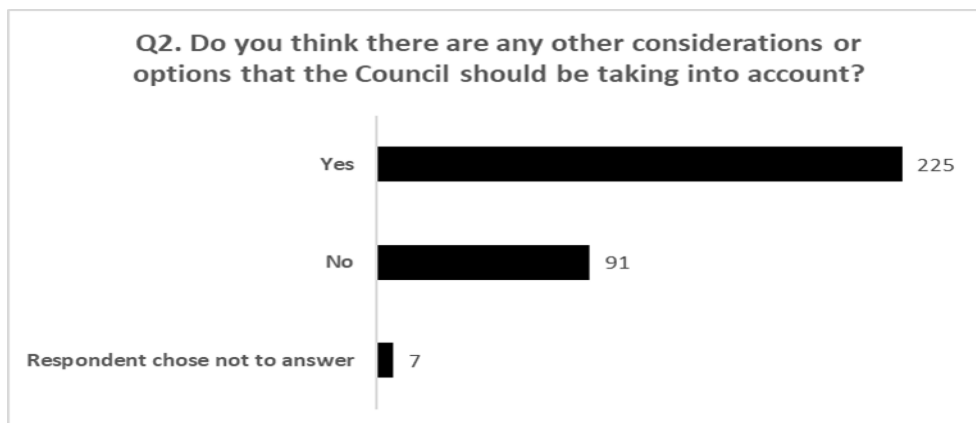
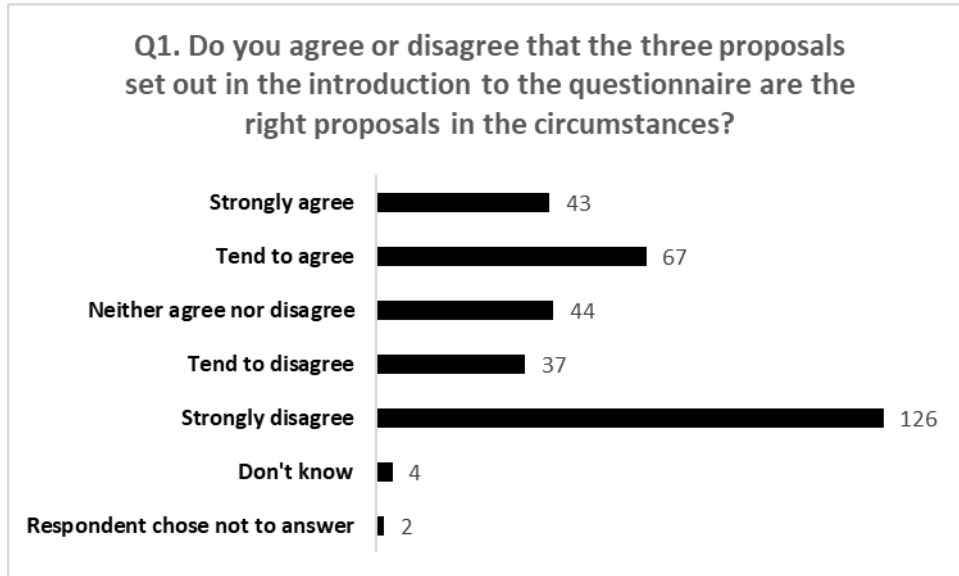
Combined Analysis

In total 483 people responded to the consultation. The graph below shows the overall qualitative themes for all of the care homes combined. This includes questionnaires, letters, emails, telephone calls, and meetings:

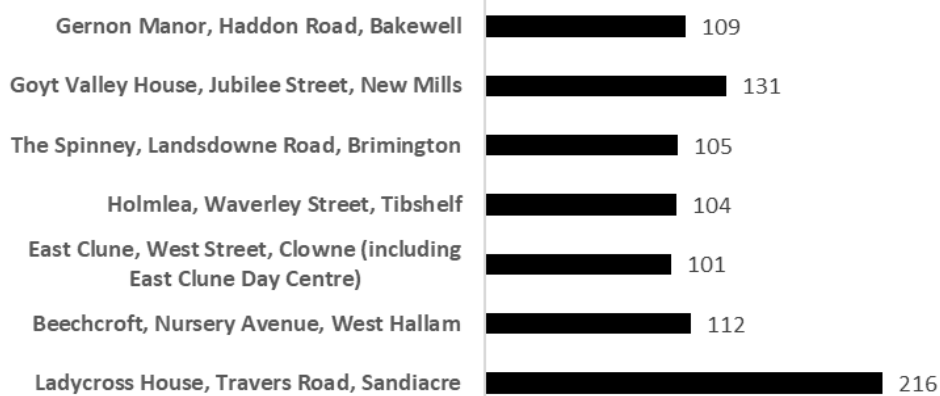


Quantitative analysis of questionnaires

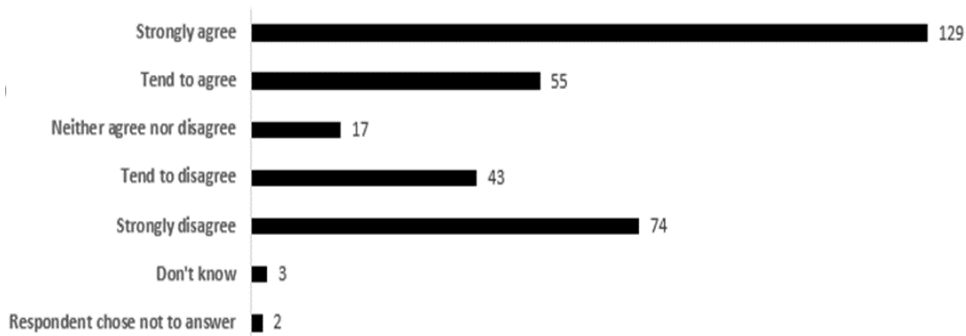
The tick boxes on the questionnaire both on-line and paper version were analysed and graphs produced from the data with the following results:



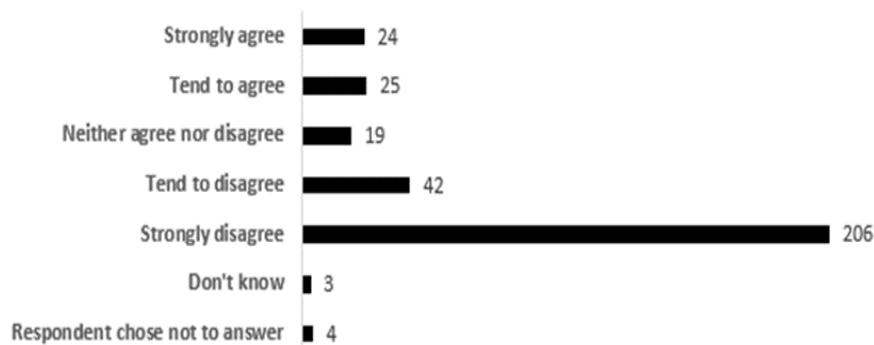
Q3. Please select the care home/care homes you are providing feedback for (Please select all that apply)



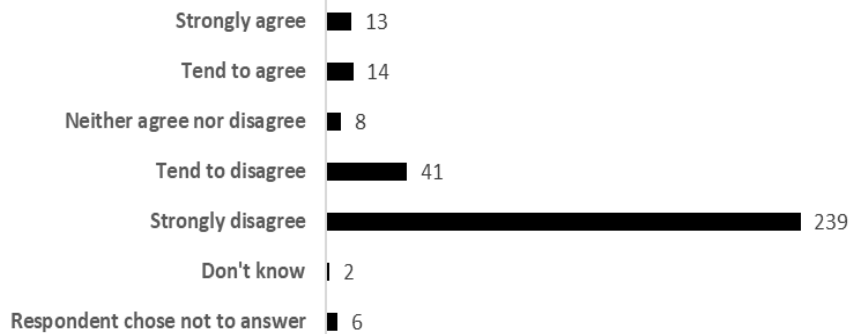
Q4. To what extent do you agree or disagree with the proposal to: Rewire and carry out major works to refurbish the home(s) including a full reinstall of the boiler and heating system, removal of any asbestos, the fitting of sprinklers in the ceiling, the replacement of all bathrooms, a kitchen refit and full decoration, as described in the Cabinet report. This option would require current residents to move out for a period of up to 40 weeks



Q5. To what extent do you agree or disagree with the proposal to: Close the homes and support residents to move to 'local', 'reasonable' and 'suitable' alternative provision as recommended by the Improvement and Scrutiny Committee - People, the detail of which is set out in Appendix 2 of the Cabinet report



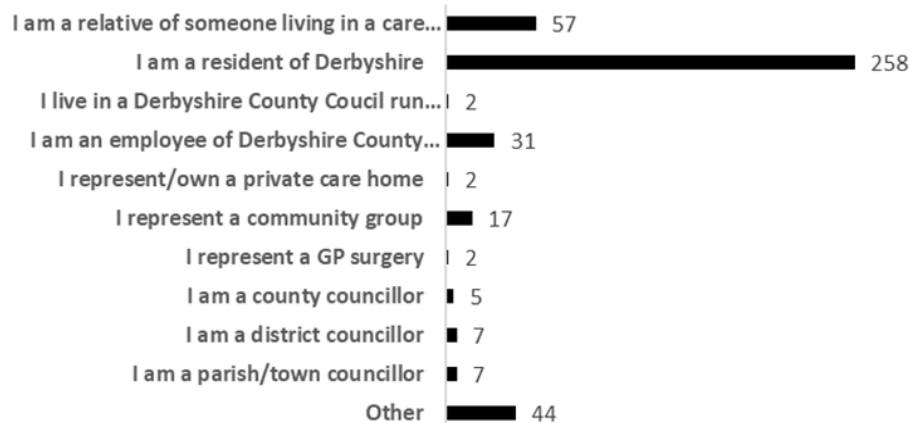
**Q6. To what extent do you agree or disagree with the proposal to:
Close the homes and support residents to move to any suitable
alternative provision**



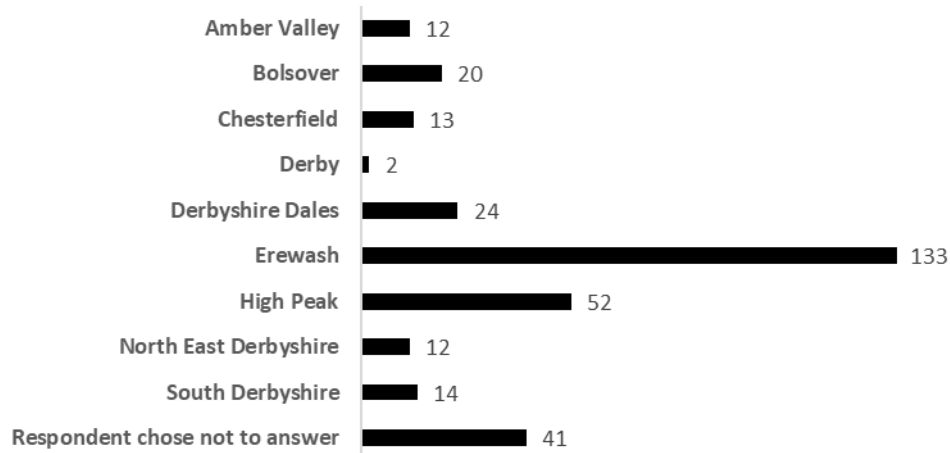
**Q7. Do you think any of the proposals have an impact on you
personally and/or your community?**



**Q9. In which role(s) are you responding to this consultation?
(Please select all that apply)**



Q10. What area of Derbyshire do you live in?

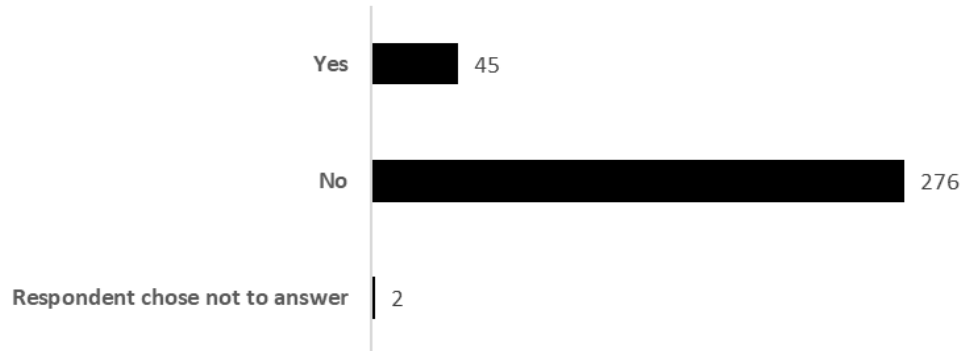


Q11. Are you?

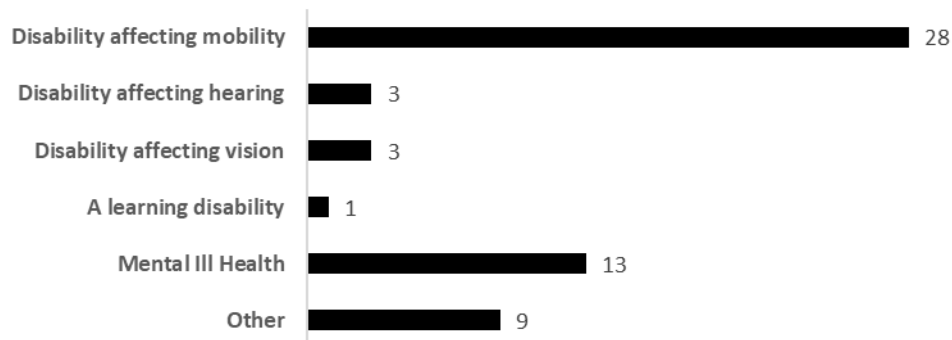


Q12. What was your age at your last birthday?					
300 people answered this question. The minimum age was 19 and the maximum age was 90.					
This gave an age range of 71 and an average age of 54.					
Count	Sum	Mean	Minimum	Maximum	Range
300	3258	54.3	19	90	71

Q13. A disabled person is someone who has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities. Do you consider yourself disabled?



Q14. If you do consider yourself disabled, what type of disability do you have? (Please select all that apply)



Q15. What is your ethnic group?

