



SURREY
COUNTY COUNCIL

The closure of Arundel House Residential Care Home run by Surrey County Council

**Consultation Document
Large print**

Overview

A decision has been made to consult on the closure of Arundel House Residential Care Home run by Surrey County Council. We acknowledge this may be difficult for people living and working in this service as well as the families of people supported by the staff at Arundel. We want to be clear that this consultation is taking place because of the issues we face with the building and from the start want to recognise the dedication and expertise of the staff in the service.

The aim of this consultation is to make sure anyone who could be affected by the proposal has an opportunity to have their say before the final decision is made.

This document will aim to explain the background to the consultation and why we need to consult on the closure of the care home.

There are many ways to give your feedback. Please choose the option or options that suit you, as detailed at the end of this document. Your views and suggestions are very important and will assist the Cabinet of Surrey County Council to make an informed decision on the closure of the service.

Background

Arundel House in Banstead has the capacity to provide accommodation and personal care for up to 18 people with learning disabilities on a permanent basis and for short-term breaks. There are two supported living facilities on the site, which have the capacity to support five people. Outreach services to people in the community are also provided from a base on the site.

The original two-storey building was built in the 1930s. To the rear there have been various extensions built since the 1980s, most of which are single storey although there is a two-storey area to the east side of the main extension and separate two-storey supported living accommodation within the grounds. All buildings are managed from the main building and the fire alarm system is linked to all areas.

Arundel House is set in its own grounds in Banstead and is close to local services and amenities. The service developed good links with a local church, Scouts, Rangers and a Sunday club which ran activities attended by some of the residents. Nearly all of these are not running currently as some volunteers have retired or because of the impact of Covid. Residents continue to attend day services in the Civic Centre and a weekly club run by Mencap.

The main house is divided into four separate areas. Each area has its own living areas and shared bathrooms. There are 18 single bedrooms, each with their own wash hand basins. There is a fifth area with a communal lounge, dining room, kitchen and staff facilities.

There are nine people currently living in the residential care part of the service and three living in the on-site supported living facilities. The area of the home that is used for short breaks is not currently being used unless there is a critical situation in the community. Eight individuals are supported by the team in their own accommodation in the community. 39 staff work for the service.

Arundel House was last inspected by the Care Quality Commission in March 2019 and was rated 'Good'.

The proposal is to close Arundel House and work with individuals living on the site to move to alternative accommodation.

Why are we putting forward this proposal?

As a county council our ambition is to increase independence and modernise care, so people can lead independent and fulfilling lives in their own homes for as long as possible. We've set out plans for modern supported living accommodation and extra care housing in the community to enable people to live their lives their own way and reduce reliance on residential care. This is contained within our [Accommodation with Care and Support strategy](#)

(<https://mycouncil.surreycc.gov.uk/ielssueDetails.aspx?Ild=31452&PlanId=0&Opt=3#AI25750>).

Arundel House operates effectively with highly trained staff but continuing to provide the service as it is presents challenges operationally and financially. It is no longer able to fully respond to the needs and expectations of people with learning disabilities and their families. It does not fit with our strategic aim to support people to move from residential care to supported living and is not the type of provision we would build now. Commissioners are not choosing to place people at Arundel House due to the accommodation that it offers.

When first used as a care home the building met the needs and expectations of the time. There have been a number of extensions that mean that the service has become an institutional environment. There are long corridors, the bedrooms are small, communal space is limited with kitchen and living areas combined and not large enough to support people with complex needs.

The building environment of Arundel House is not suitable for people coming through the transition from children to adult services because of the layout. It does not meet modern expectations for people to live in a more home like environment as part of the community. The space provided would not be adequate to manage people with complex needs, autism and challenging behaviour without compromising the safety of others living and working in the service. The small communal areas in the units mean that any disruptive behaviour from one individual impacts everyone else and there is limited space for individuals to be on their own apart from in their bedrooms.

There are no en-suite facilities. We recognise that many people but not all prefer having their own en-suite facilities as these afford greater privacy and dignity to the individual.

Current occupancy of the residential service is 50% and of the on-site supported living is 60%. As the residents get older, it is likely that their needs will increase and the environment may no longer be suitable because more space is needed for equipment to support them or because their needs cannot be accommodated at Arundel House. They may need to move to a different service. This has already been the case for two residents in the last two years.

If occupancy decreases further and new placements are not being made the service will not be sustainable and the building will be too large for the number of people living there. Major repairs to the buildings may become increasingly critical so we think we need to make plans about the future and consider what we do now in a planned way rather than in a crisis or emergency situation should any of the infrastructure of the building fail.

Following a review of Arundel House Residential Care Home along with building surveys Surrey County Council's Land & Property department have assessed that substantial investment of £1.3 million is required for ongoing maintenance over the next ten years. In addition, the team have considered four options for the works needed at the home to bring the property up to good condition and to make it fit for the future: repair, refurbish, remodel and redevelop.

Repair and/or refurbishment will not make the property fit for the future as we would still have a large institutional building. Should repairs be undertaken to bring the property up to a good condition, internal refurbishment of areas to modernise the decoration into a comfortable living environment will not deliver the type of building we need for the future.

Remodelling and redevelopment could both deliver what is required from the site to make it fit for the future at a similar cost but would mean the current residents moving out of the building for a substantial period of time whilst the work is completed. We would wish to avoid a double move for individuals. Given the age of the people living at Arundel our aim is that they should only move once so they feel settled within their new accommodation rather than maintain any expectation of returning to the site.

In summary, with the cost of ongoing maintenance over the next ten years alongside the need for current residents to move out for an extensive period whilst any work required beyond minor decoration is completed, we believe that the only viable and best option is the closure of Arundel House. Therefore, we are not consulting on a range of options.

If closure is agreed, the identification of alternative accommodation for individuals currently living on the site would be based on their individual assessed needs and their preferences.

Closure would also mean that the outreach services currently provided to people in their own homes in the community from a base on the site are transferred to other providers.

How long is the consultation?

To ensure you have enough time to consider and discuss your thoughts the consultation will be running from 24 January 2023 until 18 April 2023.

You can complete the consultation survey online or you can request a printed version and return it by post. Details of how to obtain a printed version or other alternative formats can be found at the end of this document.

What will happen following the consultation?

A report will be compiled using anonymous feedback from this consultation and the aim is for it to be presented to the cabinet of Surrey County Council in June 2023. The cabinet will review the report and make a final decision about the future of Arundel House and the services provided from the site.

How to contact us, have your say and send us your feedback

If you would like to contact us to discuss any queries about the consultation or receive any information about this consultation in another format, please contact Surrey County Council using the details below.

You can also use the details below to send us your comments and feedback:

Email: servicedelivery.info@surreycc.gov.uk

Telephone: 01372 832257

SMS (text only): 07527 182861. (This service is for the deaf and hard of hearing only. Please start your text with the words 'care home survey')

**VRS: [Sign Language Video Relay Service](https://www.surreycc.gov.uk/council-and-democracy/contact-us/british-sign-language)
(<https://www.surreycc.gov.uk/council-and-democracy/contact-us/british-sign-language>)**

Textphone (via Text Relay): 18001 0300 200 1005

**Post: ASC Service Delivery, Surrey County Council,
Fairmount House, Bull Hill, Leatherhead, Surrey, KT22 7AH**

Alternatively, if you would like support from an independent source, please contact Healthwatch Surrey.

Telephone: 0303 303 0023

SMS (text only): 07592 787533

Email: enquiries@healthwatchsurrey.co.uk

**Post: Freepost RSYX-ETRE-CXBY, Healthwatch Surrey
GF21, Astolat, Coniers Way, Burpham, Guildford, Surrey,
GU4 7HL**