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

**Consultation survey
Large print and printable version**

About this survey

Surrey County Council is consulting on the proposal to close Arundel House Residential Care Home in Banstead, owned and operated by Surrey County Council. Our overriding priority is the wellbeing of the residents and staff who we want to involve fully and sensitively. We welcome the views of everyone and any responses received will help us when making a decision.

It is important that you read and consider the consultation document before completing this survey, which explains why we are consulting on the closure of the care home. This additional information is available in a range of formats.

We would like to assure people that if the closure is agreed:

- **The council would work closely with residents and their families to find alternative accommodation**
- **Residents' needs would be reassessed before working with other providers of care to secure alternative, quality services**
- **Surrey County Council would support staff to be redeployed or to find alternative employment**
- **Please refer to the consultation document for more information**

If you have any queries about the survey and / or require this survey in hard copy or a different alternative format, please contact us through one of the methods listed at the bottom of the survey and we will do our best to assist you.

What we will do with responses to this consultation:

- **The responses will be collated, and a report will be prepared for the council's cabinet. All the responses will be kept anonymous.**
- **The cabinet report will be published before the cabinet meeting and will be available on the Surrey County Council website 5 working days prior to the meeting. The report will be in the Public Reports pack of the relevant meeting. Printed copies will also be available 5 working days prior to the meeting and can be obtained by contacting servicedelivery.info@surreycc.gov.uk**
- **The cabinet will consider the feedback from the consultation and cabinet will then take a decision about the closure of the home. We will aim to take this to the June 2023 cabinet meeting.**
- **We will also use the feedback to inform our Equalities Impact Assessment**
- **The demographic information you share will only be used within Surrey County Council. In accordance with the Data Protection Act 2018 this detail will only be used for statistical analysis purposes. You can find out more on how the council uses and safeguards information and data in the information and privacy section of our website: https://www.surreycc.gov.uk/council-and-democracy/your-privacy**

The consultation document is available on our main Surrey Says site under the consultation titled 'Consultation on the closure of Arundel House Residential Care home run by Surrey County Council.'

Questions

1. Do you feel you adequately understand why we are proposing that Arundel House closes?

Yes

No

Don't know

Please state answer:

2. Do you agree or disagree that we should close the service, with a commitment to support people to move to other appropriate services?

Agree

Disagree

Don't know

Please state answer:

3. Is there anything else you want to tell us about the proposal to close Arundel House residential care home?

Please state answer:

4.What is your connection with the home?

I live at this home permanently

I used to live at this home

I live in supported living on the Arundel House site

I receive support in my home in the community from staff based at Arundel House

I am a family member / carer of someone who lives at Arundel House

I am a family member / carer of someone who used to receive a service from Arundel House

I am a family member / carer of someone who lives in supported living on the Arundel House site

I am a family member / carer of someone who receives support in the community from staff based at Arundel House

I am a friend of someone who lives or used to live at this home

I am a volunteer, or have volunteered at this home

I am a member of staff

I live in the local community

I prefer not to say

Other – please state

Please state answer:

5. What is your sex?

Male

Female

Prefer not to say

Please state answer:

6. Is your gender identity the same as the one you were assigned at birth?

Yes

No

Prefer not to say

Please state answer:

7. What is your ethnic group?

White – British, English, Northern Irish, Scottish or Welsh

White - Irish

White - Gypsy or Irish Traveller

Any other White background

White and Black Caribbean

White and Black African

White and Asian

Any other mixed or multiple ethnic background

Asian or Asian British - Indian

Asian or Asian British - Pakistani

Asian or Asian British - Bangladeshi

Asian or Asian British – Chinese

Any other Asian background

Black or Black British - Caribbean

Black or Black British - African

Any other black British, Caribbean or African background

Arab

Prefer not to say

Other ethnic group (please specify)

Please state answer:

8. Do you have a long standing illness or disability (physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities)?

Yes

No

Prefer not to say

Please state answer:

9. What age group are you in?

Under 65

65 to 84 years old

85 and over

Prefer not to say

Please state answer:

Thank you for completing this form.

Please submit your responses by 18 April 2023.

You can submit the form in the following ways:

Complete the online survey on Surrey Says https://www.surreysays.co.uk/adult-social-care-and-public-health/arundel-house-closure

By email to: servicedelivery.info@surreycc.gov.uk

Telephone: 01372 832257

SMS: 07527 182861 (for the deaf or 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

Textphone (via Text Relay): 18001 0300 200 1005

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