

# Closing Arundel House Residential Care Home

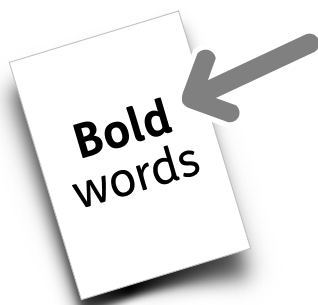
What do you think?



easy  
read

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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

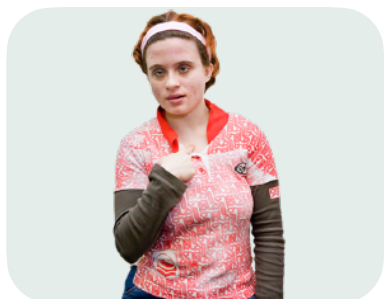
# Introduction



Surrey County Council is thinking of closing Arundel House Residential Care Home.



This document explains why we are thinking about closing this home.



Before we make the final decision, we want to know what you think.



Please tell us what you think by answering the questions.



We need your answers by **Tuesday 18 April 2023**.

# Arundel House Residential Care Home



Arundel House is in Banstead.



It has space for 18 people with a learning disability. People can live there or stay for a short break.



It was originally built in the 1930s. Some new parts were added in the 1980s.



It is close to local services and shops.



Some people who live at Arundel House go to day services in the Civic Centre and a weekly club run by Mencap.

## The main house



There are 4 separate areas in the main house. Each has its own living areas and a shared bathroom.



There are 18 single bedrooms, each with their own hand basins.



There is another area with a lounge, dining room, kitchen and rooms for the staff.

# People at Arundel House



At the moment 9 people live in the main house and 3 people in the supported living places in the grounds.

At the moment no-one is going to Arundel House for a short break.



The staff team also support 8 people to live in their own homes in the local community.



39 staff work for the service.

## A good service

Arundel House was checked by **the Care Quality Commission** in March 2019. They said it was good.

**The Care Quality Commission** checks on all health and social care services for the Government.



# Why close Arundel House?



We want people with a learning disability to live more independently in their own homes.



People prefer to live in their own homes in the local community.



Arundel House is not suitable for people who need a lot of support.



The rooms are too small and the corridors are too narrow.



It will not be suitable for the people who live there as they get older and need more support.



There are shared bathrooms. These days people prefer to have their own bathroom.



At the moment half the spaces at Arundel House are being used.

If people leave, the building will be too big for the people living there.



The buildings at Arundel House will need a lot of repairs over the next 10 years.



We have looked at whether we could improve the building to make it more suitable for people. This would be very expensive.



# If Arundel House closes



If we decide to close Arundel House, we would:



- work with you and your family to find a new place for you to live.



- meet with you to work out the best way to support you in the future.



- help the staff to find a new job with the council or somewhere else.

# What do you think?



**Question 1:** Do you understand why we are thinking about closing Arundel House?

Yes

No

Don't know



**Question 2:** Do you agree or disagree with closing Arundel House and moving people to another service?

Agree

Disagree

Don't know



**Question 3:** Is there anything else you would like to tell us about our idea to close Arundel House?

A large, empty rounded rectangular box with a thin dark border, intended for a user to provide an answer to the question above.



**Question 4:** What is your connection to Arundel House?

I live at Arundel House

I used to live at Arundel House

I live in supported living in the grounds of Arundel House

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

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

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

I am a family member or a carer of someone who lives in supported living in the grounds of Arundel House

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

I am a friend of someone who lives or used to live at Arundel House

I am a volunteer, or have volunteered at Arundel House

I live in the local community

I prefer not to say

Other – please say:



**Question 5a:** What is your sex?

Male

Female

Prefer  
not to  
say



**Question 5b:** Is your gender the same as the one you were given when you were born?

Yes

No

Prefer  
not to  
say



**Question 6:** What is your ethnic group?

- White British
- White Irish
- Mixed: White & Black Caribbean
- Mixed: White & Black African
- Mixed: White & Asian
- Indian
- Bangladeshi
- Pakistani
- Black: African
- Black: Caribbean

Chinese

Other - please say

Prefer not to say



**Question 7: Are you disabled?**

Yes

No

Prefer not to say





**Question 8:** How old are you?

Under 65

65 to 84 years old

85 and over

Prefer not to say

# Thank you



Thank you for your answers.



Please send your answers back to:

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



You can also tell us what you think by:

- phone: 01372 832257
- SMS: 07527 182861

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



- Textphone (via RelayUK):  
18001 0300 200 1005

You can also tell us what you think by:



- VRS: Contact the council in British Sign Language - Surrey County Council:  
[www.surreycc.gov.uk/council-and-democracy/contact-us/british-sign-language](http://www.surreycc.gov.uk/council-and-democracy/contact-us/british-sign-language)

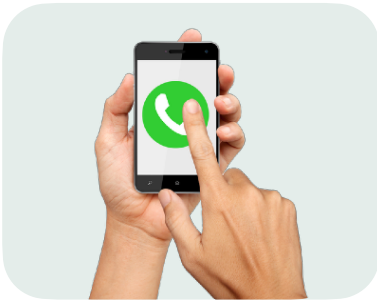


- email:  
[servicedelivery.info@surreycc.gov.uk](mailto:servicedelivery.info@surreycc.gov.uk)



## If you need support to say what you think

If you need support to say what you think from someone who is independent, you can contact Healthwatch by:



- phone: 0303 303 0023
- text: 07592 787533



- email:  
enquiries@healthwatchsurrey.co.uk



- post -you don't need to put a stamp on the envelope:  
Freepost RSYX-ETRE-CXBY  
Healthwatch Surrey GF21  
Astolat  
Coniers Way  
Burpham  
Guildford  
Surrey  
GU4 7HL

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