

The Future of the Eight Residential Care Homes for Older People Run by Surrey County Council: Consultation Document

The eight care homes are:

Abbeywood, Wharf Road, Ash Vale, GU12 5AX

Barnfield, Upfield, Horley, RH6 7LA

Birchlands, Barley Mow Road, Englefield Green, TW20 0NP

Chalkmead, Deans Road, Merstham, Redhill, RH1 3HE

Heathside, Coley Avenue, Woking, GU22 7BT

Keswick, East Park Avenue, Great Bookham, KT23 3ND

Meadowside, Knowle Park Avenue, Staines, TW18 1AN

Orchard Court, East Grinstead Road, Lingfield, RH7 6ET

Overview

A decision has been made to consult about the future of the eight care homes run by Surrey County Council. We acknowledge that this may bring a difficult period of uncertainty for people living and working in these care homes, especially following COVID-19, and we recognise the care and dedication demonstrated by staff during the pandemic.

The aim of this consultation is to make sure anyone who could be affected by the options being considered has an opportunity to have their say before any final decisions are made. This is a listening exercise, and our overriding priority is the wellbeing of the residents and staff at the homes - we want to involve them fully and sensitively. We believe it is right for us to be asking for people's views on options for the homes to support Cabinet to make the right decisions about their future

This document will aim to explain the background and why we need to consult on the future of the care homes.

A summary for each care home is also available and can be viewed on surreysays.co.uk under the consultation titled 'The Future of the Eight Residential Care Homes Run by Surrey County Council' or, if you prefer, we can send you a version in an accessible format. Our contact details are at the end of this document.

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 future of services delivered at these locations.

Background

The eight care homes were built by Surrey County Council in the 1970s and early 1980s. Surrey County Council initially ran the homes before their management was transferred to Anchor Hanover Trust in the late 1990s on a long-term contract.

On 31 March 2019, the contract with Anchor Hanover Trust ended and the council took back the responsibility for operating the care homes.

Why are we putting forward these proposals?

The way in which individual care needs are met and are delivered has changed considerably since these homes were opened. More people are now living successfully in their own homes with support, and want to remain in their communities, until much later in life.

As a local authority we have also reviewed how we want to deliver care and support in the years ahead and a new vision for care in Surrey is being developed that aims to ensure services meet the future needs and aspirations of an ageing population, so that people can lead independent and fulfilling lives for as long as possible.

We want to invest in services for older people and make sure that investment is made in the best possible way. The county council is already investing in extra care apartments with support staff always on hand. The council is also working to improve choice for people who have advanced or complex conditions by increasing Surrey's provision of more specialist residential care, so those needs can be better met if a person does need to move into a residential care setting.

Since taking back the eight care homes it became apparent that the condition of the buildings has become a concern. The council therefore commissioned independent property surveyors, Savills, to undertake building surveys for each care home. The surveys identified key issues about the internal condition of the buildings.

When built the homes met the needs and expectations of the time, but the bedrooms are small. It is a challenge to accommodate the additional equipment, such as hoists or other mobility aids that many people need to safely get in and out of bed or move around the building. Most bedrooms lack access to any en-suite facilities meaning bathrooms and toilets are shared by the people living in that area of the home. Many people today prefer having their own en-suite facilities, as these afford greater privacy and dignity to the individual. Over the last two years it has also become increasingly evident that shared facilities present a challenge when managing the control of infections such as norovirus, flu and COVID-19.

We want to ensure people living in a care home live in comfort, and in a home where privacy and dignity is maintained.

The building condition surveys concluded that each building is reaching an age where operating costs are higher due to wear and tear with potential failure of the buildings' infrastructure and equipment. The maintenance, or repair, of these problems would be a considerable cost to Surrey County Council, but the

expenditure would not mean modernisation, nor would it make the homes meet current day expectations and be fit for the future.

The surveys also considered the costs of knocking down and rebuilding each home. This option has been excluded as the sites are not large enough to build a care home of a similar size that is able to meet modern expectations.

The survey reports are available in full and can be viewed on surreysays.co.uk under the consultation titled 'The Future of the Eight Residential Care Homes Run by Surrey County Council'. Printed copies can also be requested by contacting the team using the details at the end of this document.

How long is the consultation?

To ensure you have enough time to consider and discuss your thoughts the consultation will be running from 11 October 2021 to 5 January 2022.

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 options will we be considering?

Option 1: Maintain and sustain some or all of the eight residential care homes and continue to meet building compliance standards

Option 2: Modernise and refurbish some or all of the eight residential care homes for older people owned and operated by the council

Option 3: Support residents to move to an alternative care home and close one or more of the residential care homes

We will also be considering any other options that may be proposed as part of the consultation.

What will happen following the consultation?

A report will be written using anonymous feedback from this consultation and we aim to present this to the cabinet of Surrey County Council in February 2022. The cabinet will review the report and make a final decision about the future of each care home.

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

It is important for Surrey County Council to understand your views on this consultation regarding the future of these homes.

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:

Telephone: 01372 832257 (Monday to Friday, between 9am and 5pm)

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')

Email: servicedelivery.info@surreycc.gov.uk

Post: Mr C Hastings, Area Director, Service Delivery Management Team, Fairmount House, Bull Hill, Leatherhead. Surrey. KT22 7AH

Alternatively, if you would like advice from an independent source, please contact Healthwatch Surrey:

Telephone: 0303 303 0023 (local rate number)

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