# **Consultation Survey – Screen Reader and Printable version**

## The Future of the Eight Residential Care Homes for Older People, Run by Surrey County Council

## About this survey

This consultation survey is to capture people's views on the future of eight residential care homes for older people owned and operated by Surrey County Council. This is a listening exercise, and our overriding priority is the wellbeing of the residents and staff at the homes who we want to involve fully and sensitively. We welcome the views and opinions of everyone and any responses received will help us take into account the public's views when making a decision.

**It is important that you read and consider the supporting information before completing this survey.  This additional information, in a range of formats, can be found in the related documents at the bottom of this page.**

The 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

Information has been prepared explaining why we need to consult on the future of these care homes. There is a consultation document, a factsheet about each care home and a detailed report on each building written by Savills, an independent firm of surveyors.

Factsheets about each care home and a printable version of this survey are also available in Easy Read format from our main Surrey Says survey page

Surrey County Council will be considering three options together with any other options that may be proposed as part of this consultation. These options are:

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

Examples of things to consider for this option are:

* No significant changes to the building or service
* Remains challenging to accommodate people with complex care needs
* Shared bathing and toilet facilities would continue to impact on privacy and the control of infections
* Please refer to the consultation document and factsheets about each care home for more information at the bottom of this page

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

Examples of things to consider for this option are:

* Major refurbishment or reconfiguration, including addition of en-suite facilities
* Residents may need to be moved from the homes to enable works to be completed
* Please refer to the consultation document and factsheets about each care home for more information at the bottom of this page

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

Examples of things to consider for this option are:

* The council would work closely with residents and their families to find an alternative care home
* Residents’ needs would be reassessed before working with other providers of care to secure alternative, quality services
* Surrey County Council will support staff to be redeployed or to find alternative employment externally
* Please refer to the consultation document and factsheets about each care home for more information at the bottom of this page

**Please consider all the additional information in the documents** provided on our main [Surrey Says site](file:///\\surreycc.local\deptwide\ASC\Service%20Delivery\In%20House%20Homes%20-%20Restricted\OP%202020\02%20Comms%20and%20engagement\Consultation\Consultation%20survey\surreysays.co.uk) under the consultation titled ‘The Future of the Eight Residential Care Homes Run by Surrey County Council’ before completing this consultation feedback survey.

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 5 working days prior to the meeting on the [Surrey County Council website](https://mycouncil.surreycc.gov.uk/ieListMeetings.aspx?CommitteeId=120) . 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](mailto:servicedelivery.info@surreycc.gov.uk)
* The cabinet will discuss the feedback from the consultation and cabinet will then take a decision about the future of each home. This will take place in February 2022
* 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).

## Supporting Information

The following documents are available on our main [Surrey Says site](file:///\\surreycc.local\deptwide\ASC\Service%20Delivery\In%20House%20Homes%20-%20Restricted\OP%202020\02%20Comms%20and%20engagement\Consultation\Consultation%20survey\surreysays.co.uk) under the consultation titled ‘The Future of the Eight Residential Care Homes Run by Surrey County Council’

* Consultation document
* Factsheets outlining the survey findings and the options for each home

## Questions about you

### **1.Which home or homes you are commenting on?**

Abbeywood, Ash Vale: Yes/No

Barnfield, Horley: Yes/No

Birchlands, Englefield Green: Yes/No

Chalkmead, Merstham: Yes/N

Heathside, Woking: Yes/No

Keswick, Great Bookham: Yes/No

Meadowside, Staines-upon-Thames: Yes/No

Orchard Court, Lingfield: Yes/No

### **2. What is your connection with the home/s?**

I live at this home permanently

I used to live at this home

I live at this home temporarily or use it for respite care

I use, or have used, day care at this home (Keswick and Barnfield only)

I am a family member / carer of someone who lives or used to live at this home

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

I am, or used to be, a member of staff at this home

I am a volunteer, or have volunteered at this home

I live in the local community

I prefer not to say

Other – please state below:

Please state your answer:

## Questions about the proposals

If you have not already done so, please read all the documents relating to this survey, **before** answering the questions in this section. Please refer to the **Consultation Document** and **Fact Sheets which can be found on** our main [Surrey Says site](file:///\\surreycc.local\deptwide\ASC\Service%20Delivery\In%20House%20Homes%20-%20Restricted\OP%202020\02%20Comms%20and%20engagement\Consultation\Consultation%20survey\surreysays.co.uk) under the consultation titled ‘The Future of the Eight Residential Care Homes Run by Surrey County Council’**.** There are also independent surveyor reports available to view in the same place.

### **3.To what extent do you agree with the following statement:**

Having considered the information, I understand why a consultation is taking place:

* Strongly agree
* Agree
* Neither agree or disagree
* Disagree
* Strongly disagree

Please state your answer:

If you disagree or strongly disagree with this statement, please explain why.

### **4.To what extent do you agree with the following statement:**

The documents provided have given me enough information regarding this consultation:

* Strongly agree
* Agree
* Neither agree or disagree
* Disagree
* Strongly disagree

Please state your answer:

If you disagree or strongly disagree with this statement, please explain why:

### **5****.To what extent do you agree with the following statement:**

The information provided alongside this consultation outlines the options for each of the care homes.

The three options are:

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 this consultation.

### **5.1 Thinking about option 1, ‘Maintain and sustain some or all of the eight residential care homes and continue to meet building compliance standards’, how positive or negative would the effects of implementing this option be?**

* Very positive
* Positive
* Neither positive nor negative
* Negative
* Very negative

Please state your answer:

Please tell us why:

### **5.2 Thinking about option 2, ‘Modernise and refurbish some or all of the eight residential care homes for older people owned and operated by the council’, how positive or negative would the effects of implementing this option be?**

* Very positive
* Positive
* Neither positive nor negative
* Negative
* Very negative

Please state your answer:

Please tell us why.

### **5.3 Thinking about option 3, ‘Support residents to move to an alternative care home and close one or more of the residential care homes’, how positive or negative would the effects of implementing this option be?**

* Very positive
* Positive
* Neither positive nor negative
* Negative
* Very negative

Please state your answer.

Please tell us why.

### **5.4 Is there anything else you want to tell us about the proposals to review the future of these older people’s care homes?**

### **5.5 Would you like to be contacted about this consultation?**

Yes or No

Please state your answer:

If wish to be contacted, please provide your name, e-mail address, postal address or telephone number and tell us how you would prefer to be contacted.

## The following questions will help us with equality monitoring. Completion is optional but this information will help inform the consultation report and the equality impact assessment.

### **6.a. What is your sex?**

Male, Female:

Or prefer not to say

Please state answer:

### **6.b. Is the gender you identify with the same as your sex registered at birth?**

Yes or No, or Prefer not to say

Please state your answer:

### **7. 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 specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Prefer not to say

Please state your answer:

### **8. Do you consider yourself to have a disability? Are your day-to-day activities limited because of a health problem or disability, which has either lasted or is expected to last at least twelve months? And is that limited a lot, or limited a little?**

Yes - limited a lot

Yes - limited a little

No

Prefer not to say

Please state your answer:

### **9. What is your age range?**

Under 65

65 to 84 years old

Over 85

Prefer not to say

Please state your answer: