

Consultation on the proposed closure of Bulmer House and Masters House Day Services

Information Pack and Response Form

Consultation period: 13 November 2017 – 7 January 2018



Hampshire
County Council

www.hants.gov.uk

Alternative formats

To request this information and the questionnaire in another format such as large print, audio or Braille, please contact Hampshire County Council at:

E-mail: AS.Consultation@hants.gov.uk

Telephone: 01962 847267 *

If you have any queries about this consultation, please get in contact with the County Council at:

E-mail: AS.Consultation@hants.gov.uk

Telephone: 01962 847267 *

** Calls from a landline will be charged at the local rate, although mobile phone charges may vary*

Consultation on the proposed closure of Bulmer House, Petersfield, and Masters House, Romsey, Day Services

Introduction

Consultation period: from midday on Monday 13 November 2017 to midnight on Sunday 7 January 2018.

The County Council is asking for service users', next of kin, and other interested stakeholders' views on the proposed closure of Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey. These services are mainly used by people with high-end dementia needs.

The way services are provided is kept under regular review to ensure that the available funding continues to be prioritised on supporting the most vulnerable residents.

The County Council also wants to support people to make their own decisions about the support they need and how they receive it. Residents are increasingly choosing to move away from traditional forms of care to options that meet their own individual requirements.

This trend, combined with the nature of the current provision which operates out of temporary accommodation, has resulted in a decline in the usage of day services at both Bulmer House and Masters House.

In the event that a decision is taken to close either or both services, every person affected would be supported by specialist care managers to access suitable, alternative services that meet their individual needs.

The proposals

The County Council is proposing to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey.

Wherever possible, and in line with its responsibilities, the Adults' Health and Care Department will seek to minimise the impact on vulnerable people.

It is planned that the proposed new Extra Care Housing schemes in Petersfield and Romsey will contain facilities that could be used for day services or similar activities. These schemes could operate as community 'hubs' that offer space for both Extra Care residents and local older people to use for various activities such as lunch clubs or day services.

Why your views are important

It is important to the County Council that the views of the people who use Bulmer House and Masters House, and their families and carers who may be affected by the proposals, are carefully considered - as well as feedback from Hampshire residents and other interested stakeholders.

Your feedback will help to inform a decision by the Executive Member for Adult Social Care and Health, on 13 March 2018, on the future of Bulmer House Day Service and Masters House Day Service.

Background and context

***Serving Hampshire* – Balancing the budget consultation**

Earlier this year, the County Council undertook a countywide consultation with residents to seek views on options for managing the anticipated budget shortfall of £140 million by April 2019.

This shortfall is due to national austerity measures, combined with demographic and inflationary pressures. With less money available and growing demand for council services, especially statutory services, tough decisions will need to be made about what the County Council can and cannot do in the future. The Authority is required by law to deliver a balanced budget and therefore, cannot plan to spend more than is available.

The *Serving Hampshire* – Balancing the Budget consultation included potential options around: reducing and changing services; introducing and increasing charges for some services; lobbying Government for legislative change; generating additional income; using the County Council's reserves; increasing Council Tax; and changing the local government arrangements in Hampshire.

Full details of the findings of this consultation can be found on the County Council's website at: www.hants.gov.uk/consultations. The Adults' Health and Care Department is now pursuing proposals which are in line with the approach preferred by residents in their feedback.

Our commitment to consult

Hampshire County Council is committed to consulting as widely as possible when making decisions. This consultation is undertaken with reference to key consultation principles:

- to consult on key issues and proposals;
- to consult in good time;
- to be inclusive but with clear and appropriate limits;
- to consult using clear, simple information; and
- to ensure responses are taken into account when decisions are made.

How to have your say

This Information Pack contains important information about the proposals which the County Council recommends you read carefully before completing the Response Form.

Responding by post or online

To provide your feedback you can use the consultation Response Form provided as part of this document. Please detach your Response Form and return it to the County Council in the pre-paid envelope provided. If you do not have a pre-paid envelope, please post your response to Freepost HAMPSHIRE.

Alternatively, you can go online to **www.hants.gov.uk/consultations** to complete the Response Form using the online Response Form.

You can also email your response directly to the County Council using the email address **AS.Consultation@hants.gov.uk**

You can request this consultation document in other formats, such as Braille, audio, Easy Read or large print, by emailing **AS.Consultation@hants.gov.uk** or calling **01962 847267***.

Support for current service users from County Council staff

During the course of the consultation, dedicated social work staff will support current service users and their families to explore alternative day service provision, in the event that the services close.

Service users will also have the opportunity to meet on a one-to-one basis with senior managers from the Adults' Health and Care Department to discuss these proposals, as well as alternative services.

This consultation will run for seven weeks from **midday on 13 November 2017 to midnight on 7 January 2018**.

Please note that responses received after this date will not be included in the findings report.

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About Bulmer House Day Service

The Bulmer House Day Service in Petersfield is currently operating from Ramscote Centre, also in Petersfield.

The Day Service provides 12 places over four days per week, for older people with an assessed need for care services.

Bulmer House Day Service is currently running at around 35% of the total number of sessions available. This is the result of people with lower levels of care needs choosing not to attend traditional day services, as well as the nature of the current provision which operates out of temporary accommodation in Petersfield.

The current service users are predominantly from the Petersfield area.

If the decision is made to close the Bulmer House Day Service, the County Council would put in place alternative solutions which meet individual service users' assessed care needs. These would take into account factors such as travelling distance, maintaining friendship groups as well as the suitability of the service.

Alternatives could include services such as day care in a residential setting, or community-based day care.

Staffing

Bulmer House Day Service has a Manager and four other members of staff.

Should the decision be made to close Bulmer House Day Service, staff would be offered other roles working for the County Council. No redundancies are proposed.

About Masters House Day Service

The Masters House Day Service in Romsey is currently operating from Hayter House (the site of the former Register Office), also in Romsey.

Masters House provides 12 places over five days per week, for older adults with an assessed need for care services.

Masters House Day Service is currently running at around 40% of the total number of sessions available. This is the result of people with lower levels of care needs choosing not to attend traditional day services, as well as the nature of the current provision, operating out of temporary accommodation in Romsey.

The current service users are predominantly from the Romsey area.

If the decision is made to close the Masters House Day Service, the County Council would put in place alternative solutions which meet the individual service users' assessed care needs. These would take into account factors such as travelling distance, maintaining friendship groups as well as the suitability of the service.

Alternatives could include services such as day care in a residential setting, or community-based day care.

Staffing

Masters House Day Service has a Manager and six other members of staff.

Should the decision be to close Masters House Day Service, staff would be offered other roles working for the County Council. No redundancies are proposed.

Response Form

Before completing this Response Form, the County Council strongly advises that you read the accompanying Information Pack.

You do not need to answer all the questions – you only need to answer those you feel are relevant to you.

This questionnaire takes approximately 5 to 10 minutes to complete.

Alternatively, you can complete an online Response Form which can be found on the County Council's online consultation page:

www.hants.gov.uk/consultations

You can also email your response directly to the County Council at **AS.Consultation@hants.gov.uk**



Your data

If you provide personal information, this will be treated in accordance with the Data Protection Act 1998. Personal information will be used for analytical purposes only. Hampshire County Council will not share the information collected as part of this consultation with third parties. All individuals' responses will be kept confidential and will not be shared.

Responses from groups or organisations may be published in full. Hampshire County Council will securely retain and store copies of the responses for one year after the end of the consultation process, and then delete the data.

More details on how the County Council holds personal information can be found at: **www.hants.gov.uk/privacy**. Should you require any further information about how your details will be used or stored, please contact the Data Protection Team at **data.protection@hants.gov.uk**

Questions start on the next page...

The proposed service closures

The County Council is proposing to close Bulmer House Day Service in Petersfield and Masters House Day Service in Romsey.

Q.1 To what extent do you agree with the proposal to close Bulmer House Day Service? Please tick one box

- Strongly agree.....
- Agree.....
- Neither agree nor disagree.....
- Disagree.....
- Strongly disagree.....
- Not sure.....

Q.2 To what extent do you agree with the proposal to close Masters House Day Service? Please tick one box

- Strongly agree.....
- Agree.....
- Neither agree nor disagree.....
- Disagree.....
- Strongly disagree.....
- Not sure.....

Questions continue on the next page...

Q.3 Do you have a specific connection with...

Please tick one box

- Bulmer House Day Service.....
- Masters House Day Service
- Both.....
- Neither.....

Q.4 Which of the following statements best describes your connection?

Please tick all that apply

- I use Bulmer House or Masters House Day Service.....
- I am a family member/carer of somebody that uses Bulmer House Day Service or Masters House Day Service
- I, or someone I know, used to use these Services.....
- I am working, or have worked, at Bulmer House Day Service or Masters House Day Service.....
- I am a member of the local community or a local group in Petersfield.....
- I am a member of the local community or a local group in Romsey.....
- Other (please specify in the box below).....

Q.5 Are there any other alternative options that you think the County Council should consider in relation to the proposed closure of Bulmer House Day service or Masters House Day Service?

Please write in the boxes below:

Bulmer House Day Service

Masters House Day Service

Q.6 Please describe what, if any, impact the proposals to close these services would have on you, or someone else.

Please write your comments in the box below. Please do not provide any personal details in your response.

Questions continue on the next page...

Q.7 Do you have any other comments, suggestions or feedback?

Please write in the box below:

About you

The information you provide here will be used for analysis purposes only.

Q.8 Are you...?

Please tick one box

- Male.....
- Female.....
- Other.....
- Prefer not to say.....

Questions continue on the next page...

Q.9 Please indicate your age range.

Please tick one box

- 18 – 34.....
- 35 – 49.....
- 50 – 64.....
- 65 – 79.....
- 80 or over.....
- Prefer not to say.....

Q.10 Please indicate which district of Hampshire you live in.

Please tick one box

- Basingstoke and Deane.....
- East Hampshire.....
- Eastleigh.....
- Fareham.....
- Gosport.....
- Hart.....
- Havant.....
- New Forest.....
- Rushmoor.....
- Test Valley.....
- Winchester.....
- Not sure.....
- I do not live in a district of Hampshire.....
- Prefer not to say.....

Questions continue on the next page...

Q.11 What is your ethnic group?

Please tick one option that best describes your ethnic group or background

- I prefer not to say.....

White

- English / Welsh / Scottish / Northern Irish / British
- Irish.....
- Gypsy or Irish Traveller
- Any other White background, please describe in the box below

Mixed / Multiple ethnic groups

- White and Black Caribbean.....
- White and Black African.....
- White and Asian
- Any other Mixed / Multiple ethnic background, please describe in the box below.....

Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background, please describe in the box below.....

Black / African / Caribbean / Black British

- African
- Caribbean
- Any other Black / African / Caribbean background, please describe in the box below.....

Other ethnic group

- Arab
- Any other ethnic group, please describe in the box below.....

Thank you

Thank you for taking part in this consultation. Your feedback will help to inform the decision on the proposal to close Bulmer House and Masters House to be made by the Executive Member for Adult Social Care and Health on 13 March 2018.

Please post your completed questionnaire, to reach us by **7 January 2018**, using the pre-paid envelope. If you do not have a Freepost envelope, please post your response to: Freepost HAMPSHIRE
