

Consultation on the future of the respite service at Orchard Close, Hayling Island

Public consultation

28 September – 21 December 2018

Information pack

This information, the questionnaire and report can be requested in alternative formats such as easy-read, large print and Braille, by e-mailing:

AS.Consultation@hants.gov.uk

Or by calling:

Tel: 01962 847267



Hampshire
County Council

Alternative formats

To request this information 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

Introduction

Hampshire County Council is seeking the views of service users, the general public, and other interested stakeholders on the proposal to close the respite service at Orchard Close on Hayling Island.

The consultation opens on Friday 28 September 2018 and closes at midnight on Friday 21 December 2018

Why is the County Council making this proposal?

The way social care is provided in England is changing, particularly in the light of the Care Act 2014, which places an emphasis on wellbeing, prevention, early intervention and individual choice. People want more choice and control over their care and new services need to be developed to meet individual needs.

The number of people with complex, long term care needs is also growing, as are the numbers of people looking for alternative ways of receiving respite support. Consequently, there is an increasing need for modern and adaptable respite services.

It is our vision that in-house respite services should be focussed on supporting those people with the most complex care and support needs. We want to encourage people with less complex needs to access appropriate support and services that enable them to integrate more into their local community.

Where building-based respite is required for individuals requiring more intensive support, it is delivered from modern facilities – for example, the recently-constructed Hindson House in Basingstoke, and the new respite facility under construction at Locks Heath. Both of these services have been designed to meet complex needs in a way that Orchard Close, due to its physical layout, cannot replicate. In addition, Orchard Close's location, on Hayling Island can cause access issues, with heavy traffic in the summer time and the service being less popular during the winter months.

Your views are important

It is important to the County Council that the views of service users, the general public and other interested stakeholders, are carefully considered.

The findings from this consultation will be published and presented to the Executive Member for Adult Social Care and Health on **27 February 2019**. Feedback will help to inform any decision by the County Council on the proposal to close the respite service at Orchard Close on Hayling Island.

The Privacy Notice, explaining why we are asking for your information and how it will be used, is included on page 6.

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 proposal;
- 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.

Serving Hampshire – Balancing the Budget consultation

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

Savings options for Adults' Health and Care

The Adults' Health and Care department has a savings target of approximately £56million by April 2019. Savings of this scale mean that we must challenge the way we currently provide services and look at how we can meet people's needs differently.

The County Council currently spends approximately £2.3 million on its in-house learning disability respite services. It is estimated that the proposal to close the respite service at Orchard Close could deliver savings of around £600,000 whilst maintaining a variety of other respite and support opportunities to individuals across the county.

Increasing independence and choice

The County Council's vision is to support Hampshire residents to live long, healthy and happy lives with the maximum possible independence through the application of a strengths based approach.

The Social Care Institute for Excellence defines strengths-based practice as "a collaborative process between the person...and those supporting them allowing them to work together to determine an outcome that draws on the person's strengths". Such an approach aims to ensure the individual's wellbeing, whilst also maintaining their independence and giving them control over the services they receive. It uses the individual's resources, knowledge and skills, as well of those in their community and wider networks, to provide a service that meets their needs.

Providing personalised services is central to a strengths based approach, and direct payments provide one way that this approach can be achieved. Direct payments are where an individual with a personal budget (a set amount allocated to fund their care) arranges and pays for care services, including respite services, themselves. A direct payment allows an individual to influence the services they use to meet their own priorities and has led people to have increased expectations of the services they use.

How to have your say

This information pack contains important information about the proposal which the County Council recommends you read carefully before completing the Response Form; which is also available online at www.hants.gov.uk/orchard

Your data



Privacy notice

Hampshire County Council is seeking to record your views, comments and other information about you through this consultation. The information you provide will only be used to understand views on the proposed changes set out in this consultation. All individuals' responses will be kept confidential and will not be shared with third party processors, but responses from organisations may be published in full. All data will remain within the UK. Responses will be anonymised and summarised in a public consultation findings report. Responses will be stored securely and retained for one year following the end of the consultation before being deleted or destroyed.

Where the information provided is personal information, you have certain legal rights. You may ask us for the information we hold about you, to rectify inaccurate information the County Council holds about you, to restrict our use of your personal information, and to erase your personal data. When the County Council uses your personal information on the basis of your consent, you will also have the right to withdraw your consent to our use of your personal information at any time. Please see our website www.hants.gov.uk/privacy for further details.

You can contact the County Council's Data Protection Officer at data.protection@hants.gov.uk. If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioners Office at ico.org.uk/concerns.

Responding online

You can go online to www.hants.gov.uk/orchard to complete the online questionnaire for this consultation.

Responding by post

To provide your feedback you can use the paper response form. If you were sent a copy of this information pack then you may have received a copy of the response form as well. If you do not have a response form, and would like one, then you can ask for one by emailing AS.Consultation@hants.gov.uk, or by calling 01962 847267.

When you have finished your response, please 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

Please also write **AS Consultation** on the back of the envelope. You do not need to use a stamp.

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

Responding by email

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

Please ensure that all responses are submitted by **21 December 2018**. Any responses received after this date will not be included in the findings report.

Background

The County Council is continuing to review the support services provided in the community and recognises the importance of good quality respite provision for those needing care and their carers.

We would like your views on the proposals to close the respite service at Orchard Close, Hayling Island, and have set out some additional information in the following pages to help you respond.

This covers:

- The Orchard Close building
- How the respite service at Orchard Close is used
- Staff at Orchard Close
- The alternative respite opportunities available

The respite service at Orchard Close

The respite service at Orchard Close is primarily used by adults with learning disabilities. Orchard Close has the capacity to offer up to 13 respite beds per night and offers a year round (365 night) service. Current demand varies by month, with the service being at its busiest during the summer months (July-September). However, the overall usage is 70% of capacity per annum.

Last year 140 people used Orchard Close for respite. Some of these people also accessed the County Council's other existing in-house respite services. These people are between the ages of 19 and 80, with 43% being aged 30 years or under. People from all over Hampshire access Orchard Close, with the highest number coming from areas close to Hayling Island.

The Orchard Close building

The building at Orchard Close was built in 1933; in 1964 it was taken over by the County Council and converted for use as a home offering respite and breaks for people with a learning disability. There is a covenant on the land which specifies that it must be used for services for people with learning disabilities.

Although the home was extended and refurbished in the early 2000s, its layout means that it is unable to accommodate people with more complex care needs or people requiring intensive support, particularly in its first floor rooms. Modern respite facilities, which are specifically designed for such use, such as the recently-constructed Hindson House in Basingstoke or the new respite facility under construction at Locks Heath near Fareham, are better placed to provide this support.

Staffing

There are currently 23 members of staff working at Orchard Close. This includes part time employees, and if the working hours of all staff were added up this would be the equivalent of 17.3 full-time members of staff. Should the decision, following consultation, be taken to close the respite service at Orchard Close, the intention would be to offer the staff alternative employment elsewhere within Adults' Health and Care services, wherever possible. However, it is also proposed to run an exercise allowing staff to express an interest in opting for voluntary redundancy, should the decision be taken in February 2019 to close the respite service at Orchard Close.

Alternative respite opportunities available

The County Council wants people to have choice over how their care needs are met. If a decision is made to close the respite service at Orchard Close then individuals would be supported to access alternatives to traditional respite services, including through the use of direct payments, where appropriate. In-house respite would be prioritised for those with the most complex needs.

As part of this consultation, designated social care staff have been assigned to work on an individual basis with the people who currently use Orchard Close and their families and carers to explore other potential options that they may wish to use, should a decision be taken to close the respite service at Orchard Close. A series of surgery-style events has also been scheduled to allow those people who may be affected to meet with senior managers from Adults' Health and Care. Independent advocacy services are also available for those people who may wish to use them.

Should the decision be made to close the service, this support from social work staff and advocates would continue in the lead up to and during their move to alternative services. This would include familiarisation visits. Friendship groups would also be taken into account should people want to continue to receive respite together.

The County Council offers a number of respite options for Hampshire residents, dependent upon an individual's wishes or requirements. These include:

Building-based respite provision for adults

The County Council would be able to offer building-based respite services at its other in-house respite facilities across Hampshire. Currently these are:

- Hindson House, an 8 bed respite unit, in Basingstoke;
- Jacob's Lodge, an 8 bed respite unit in Totton; and
- Croft House, an 8 bed respite unit in Fareham.

In spring 2019, a new respite service run by the County Council is due to open at Locks Heath, near Fareham. This purpose-built, 8 bed respite service will replace the service that is currently operating out of Croft House. Its environment has been designed to support individuals with the most complex needs in an accessible setting. The County Council is not currently proposing any changes to Hindson House or Jacob's Lodge.

Shared Lives

The Shared Lives scheme is a County Council-run scheme. It is provided by individuals and families in their own homes who want to offer a vulnerable person respite, day care or long-term care. Should the decision be made to close the respite service at Orchard Close, then the Shared Lives scheme would pro-actively recruit carers who could offer respite for people with learning disabilities.

Accessible holidays

There are a number of organisations that provide holidays for people with learning disabilities. These holidays tend to fall into two categories:

- accessible accommodation for people with disabilities; and
- care / support to an individual as part of a wider package.

Where accessible accommodation for people with disabilities is offered as part of a holiday, it may be necessary to purchase additional care to accompany them on holiday so that their usual carer can have respite from their caring responsibilities.

Carer replacement services

There are a number of organisations, both national and local, that offer a carer replacement service. These services offer respite to both the carer and the service user. This involves provision of respite in the home of the service user, allowing the usual carer to take a break whilst the service user stays at home.

Future use of site

During the consultation period, a site assessment will be carried out to assess potential future uses of the Orchard Close site, given the restrictions placed on it by the covenant. These will be carried out in such a way that they are as unobtrusive as possible, in order to minimise any impact on people using Orchard Close and its staff.

Other options which have been discounted

A number of other options have been considered and discounted. These include:

- Maintaining the current service at Orchard Close in its current format; and
- Consulting on the closure of one of the County Council's other existing in-house respite services.

These options would not allow the County Council to maintain its coverage of modern respite facilities across Hampshire, whilst at the same time achieving the estimated required financial savings, as set out in this document.

Thank you for taking the time to read this information pack.

Instructions on how to respond to this consultation are included on page 7 of this document.