

Appendix 1

Engagement Feedback Summary – ALD 2022 Community Offer

The following information is compiled from the most common feedback received during the various Community Offer Engagement conversations.

Please note, engagement feedback about our Complex Needs Day Services are included in the relevant previous Cabinet papers. Detailed Feedback about Respite (Replacement care) and Residential will be included in the October 2019 Report.

Feedback has been received from people who use services, their carers / relatives, staff who work in the services, Adult Learning Disability Team members and other professionals.

Greenfields

The future...

Service continues 'As Is' – Residential Care provided by the council

- Some people told us they were worried the service would be 'reviewed' again in the future, causing further anxiety and worry.
- Some people told us this option was positive as the residents would stay living together.
- Some people told us there is perceived local need for LD Residential Care in the local Leek area.
- Some people told us the building was not wholly ideal – there is very limited scope for change and improvement in the future.
- Some people told us this would be positive for staff retention and consistency.
- Some people told us it would be positive for the council to maintain a position in the residential marketplace – to provide support in case of an emergency.

Service changes to Supported Living – provided by the council (directly or indirectly) or by the independent market

- All people told us the residents require 24/7 care and support.
- Most people told us that Supported Living was the best option for the current residents – noting the maximisation of independence and income, alongside the perceived benefits of a smaller and personalised accommodation model.

- Some people told us this option was positive as the residents would stay living together – either as a group or in smaller groups together / maintaining contact.
- Some people told us it would be beneficial for all concerned to have a positive outcome that has been discussed for several years, following the lengthy ‘reprovision’ process.
- Some people told us the residents would benefit from new and improved accommodation.
- Some people told us there was a perceived local need for LD Supported Living in the local Leek area.
- Some people told us they feel the independent market could provide the required support.
- Some people told us they were worried about the skills of staff employed in the independent market – as they were not sure about the training provided.
- Some people told us they were worried about the retention of quality staff in the independent market and as part of an LATC.
- Some people told us an LATC may not work because there could be a two-tier workforce.
- Some people told us they were worried the council would select ‘the cheapest’ provider which would impact on quality of care; noting they would prefer a provider was selected on quality not price.
- Some people told us they were worried that the council may not be able to provide support to others in a time of crisis if they did not provide the services directly.

Other ideas / things to think about

- Most people told us a decision and action is needed – as the on-going situation was causing anxiety and worry to all.
- A few people queried if an independent provider could ‘take over’ the building and continue to deliver residential care – concerns about the building and CQC requirements were noted.
- Most people told us it is important for people to stay living together in the central Leek area. A few people queried if other ideas should be explored.

Horninglow Bungalows

What’s working?

- Most people told us most staff were appropriately trained with the right skills, ethos, value and approach – “caring” “more than a job”.
- Most people told us they have ‘piece of mind’ about the quality of the care and support provided.
- Most people told us the bungalows were a ‘home’ to each of the tenants – with each of the properties personalised

accordingly.

- Most people told us the accommodation size, layout and appearance works well.
- Some people told us the service was personalised – including when thinking about new tenants and their compatibility with others and the increase in the skills and independence of some of the tenants.
- Some people told us the tenants have a good relationship with each other and tenants meetings work well – “like family”.
- Some people told us the tenants access the local community (accessible location) and have genuine / positive relationships.
- Some people told us there is continuity of staff – including the agency and casual staff used.
- Some people told us about the multiple ‘Dignity in Care’ Awards won and nominations.
- Some people told us about the links with a local Assistive Technology Call Centre works well.

What’s not working?

- Some people told us the needs of some of the current tenants are changing – so they may need a different model of care and support in future.
- Some people told us the scheme does not wholly operate as they anticipated a Supported Living scheme would.
- Some people told us the current issues around staffing levels, HR Policy and Process does not work well.
- Some people told us ‘compatibility’ based on needs, ages and interests can sometimes be difficult when thinking about ‘voids’.
- Some people told us that the Registered Social Landlord is not always responsive or understanding of needs.
- Some people told us the poor ICT equipment, connectivity and equipment means Assistive Technology cannot be used to the best of its ability to benefit and enhance delivery of care and support.

The future...

The service remains ‘as is’ – Supported Living provided by the council (directly or indirectly)

- Most of the carers / relatives told us they would like the services to continue ‘as is’.
- Some people told us the council should continue to be the direct provider of care and support at Horninglow Bungalows.

The service remains as a Supported Living – provided by the independent market

- Some people told us the independent market could be the provider of care and support at Horninglow Bungalows.
- Some people told us they were worried about the loss of the relationship between Douglas Rd & Horninglow which had benefitted a number of the tenants.
- Some people told us they worried about the skills of staff and retention in the independent market.

Other ideas / things to think about...

- Some people told us the continuity and quality of care is most important for the future.
- Some people told us they would like to offer more 'transitional' Supported Living – including supporting people to move into the community following a period of assessment and support.
- Some people told us there needs to more Supported Living opportunities – different models and varying levels of support.
- Some people told us they would like to build on the community presence and offer opportunities to both the tenants and other people – for example a form of Social Enterprise.
- A few people suggested considering converting the service to a Residential Care Model.