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## ***FULL COUNCIL REPORT***

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Report Author	Jill Bow
Service Area	Supported Accommodation
Exempt/Non Exempt	Non Exempt
Committee Date	25 <sup>th</sup> March 2015

*To: Mayor, Ladies and Gentlemen*

# **PROPOSALS TO DE-REGISTER GLENDERE AND PARK VIEW**

### **PURPOSE OF THE REPORT:**

To seek Council agreement on the proposals to de-register Glendere and Park View and reconfigure the service into two Supported Accommodation establishments.

## **1.0 INTRODUCTION AND BACKGROUND**

- 1.1 Glendere and Park View care homes provide a residential personal care service to young adults and older people with complex learning and physical disabilities. Both establishments are owned by the local authority and are registered as care homes with the Care & Social Services Inspectorate Wales (CSSIW).
- 1.2 In 2012 a review was conducted on the personal care and accommodation service provided to all 7 residents at Glendere and Park View care homes. The aim of the review was to identify and consider potential opportunities to further improve the quality of the service to meet the needs of the residents.
- 1.3 A best interest assessment was conducted which concluded that should the local authority choose to maintain the residential homes as they are then it would have missed an opportunity to enhance the potential for the residents to become independent citizens with increased diversity and quality of life experiences.

- 1.4 As such a business case was developed recommending that the Local Authority leases the accommodation to an external provider and outsources the care and support.

## 2.0 BEST PRACTICE

- 2.1 Services have been changing from residential care home status into supported living services for more than ten years. However there is increasing emphasis being given to ensuring that people who use services should be offered greater choice and control on how their services are delivered.
- 2.2 Increasing attention has been paid in recent years to designing services which support people whilst maximising the choice and control they have over their lives. Commissioners and providers have been involved in developing services which are person centred and which give people the opportunity to exercise a greater range of rights and responsibilities.
- 2.3 Mencap estimates that 38,000 (22%) adults with a learning disability who are known to Social Services across England and Wales are living in Registered Care Homes with 27,000 (16%) living in Supported Accommodation.
- 2.4 A survey conducted by Mencap (2011) showed that most people with a learning disability want to live independently – either by themselves (43%), or sharing a home with friends (30%). The survey showed that 13% want to live with another family in the community and 13% expressed a desire to live in residential care.
- 2.5 A report compiled by the Joseph Rowntree foundation '**Support for living? The impact of the Supporting People programme on housing and support for adults with learning disabilities**' identified areas of good practice in the de-registration of Learning Disability care homes. Individuals involved in the compilation of the report identified advantages in relation to tenure such as:

*'If someone with a learning disability is presenting with some form of difficult, challenging behaviour, often the first response from the support provider is "They'll have to move". Now, they can't just move, they've got an issue with tenancy 'cos we offer the most secure form of tenure and so they've got an assured tenancy agreement.'*

- 2.6 The authors of the report also spoke to staff who had worked in a residential setting and were now working in Supported Accommodation. One said:

*'I actually worked as a domestic for social services and it was a residential home so everything was done for them. So then, when I come in here to work, I expected to be doing everything. And I come in and it was like "What am I supposed to do?" 'Cos I was absolutely amazed. I just presumed that we would have to do everything for them, and you don't. And I've also noticed, as well, these in here are a lot happier than what they are in a residential home.'*

- 2.7 There is a proven track record in the County Borough of an ability to meet complex learning disability needs within a Supported Accommodation setting. We have successfully commissioned several of these establishments.

### **3.0 SUPPORTED ACCOMMODATION MODEL**

- 3.1 Supported living is a concept that was developed as an alternative to institutional care for people with learning disabilities and brought into the UK by the National Development Team for inclusion (NDTi) in the 1990's. The main principles of supported living are that people with learning disabilities own or rent their home and have control over the support they get, who they live with (if anyone) and how they live their lives. Supported living assumes that all people with learning disabilities, regardless of the level or type of disability, are able to make choices about how to live their lives even if the person does not make choices in conventional ways.
- 3.2 Supported living is not a prescriptive model of service design and can look very different for different people. The key to whether it is supported living or not is how much choice and control the person has over their home and life rather than what the service looks like.
- 3.3 There are clear advantages that supported living has over residential care for giving people more choice, control, rights and independence and this should be the primary motivation for enabling more people with learning disabilities to have their own homes. In the current economic climate commissioners also need to think about how they can make long term care and support more affordable.
- 3.4 The option to de-register the schemes would allow an increasingly flexible service to be delivered to the service users. It would ensure that they are able to live more independently due to the enabling focus of supported accommodation settings as opposed to residential care. The service users would be able to access additional monies in terms of housing benefit and additional support service costs being met through other funding streams.

### **4.0 CONSULTATION FEEDBACK**

- 4.1 Consultation was held with unions, staff, families and advocates in relation to the proposed changes. These meetings offered an opportunity to express their views on the proposals. The meetings were constructive and provided an opportunity for all to be briefed on the outlined proposals. The meeting offered staff an opportunity to discuss potential vacancies and raise their concerns.
- 4.2 The primary areas of concern to staff included:
- Concerns regarding the health and wellbeing of the residents.
  - Concerns about registration and quality management of the new provider.
  - Concerns regarding their job security.

These concerns were discussed within the meeting and options were presented to staff including potential vacancies across the organisation, Transfer of Undertaking Protection of Employment (TUPE) and Voluntary Early Retirement/Redundancy

(VER). Staff were also offered an opportunity to visit Supported Accommodation Schemes currently operating within Merthyr Tydfil in order that they could see how these organisations operate on a day to day basis.

4.3 Consultation with families and the advocate took place the same day. The primary area of concern for the families was the potential that the staff team would change and that the new provider would be a 'stranger' to their relatives. It was explained to the families that an appropriate period of transition would take place and that TUPE would apply for the existing staff group.

4.4 In order to alleviate some of the families' concerns visits were arranged to existing Supported Accommodation settings in order that they had an opportunity to ask any questions of the organisation and staff within these establishments. Family members commented on how surprised they were with the quality of the homes stating:

*'I'm pleasantly surprised. It has alleviated some of my concerns.'*

*'It's obvious how passionate and how much the workers care about the people they are looking after.'*

4.5 A further meeting was arranged with families in order that they could express their views on the proposals following a period of time which would allow visits to the schemes and further research by them to be undertaken. Best practice examples were offered to the families at their request.

4.6 Family members that attended the further meeting confirmed they would prefer the service to stay the same, however they accepted that there was a case for change. Another family member agreed that:

*'I think the direction you're going in is great and long overdue but I do have reservations about the level of needs'.*

4.7 Whilst family members agreed that the Supported Accommodation settings were of high quality and demonstrated excellent care and support they still had reservations about the ability of Supported Accommodation to meet their family member's needs. In order to alleviate these concerns further visits are to be arranged to a high complex needs supported accommodation scheme.

4.8 Staff were also offered the opportunity to view a range of supported accommodation within the County Borough. Staff were primarily concerned with whether there would be changes to their terms and conditions and whether they would be able to remain within their established setting.

## **5.0 FINANCIAL IMPLICATIONS**

5.1 The proposal and recommendation to deregister Glendere and Park View will achieve an annual efficiency saving of £74,000. Leasing the building to a supported accommodation provider will generate an annual income of approximately £20,000.

## **6.0 SINGLE INTEGRATED PLAN AND SUSTAINABILITY IMPACT SUMMARY**

- 6.1 The Single Integrated Plan & Sustainability Impact Assessment has been completed and the proposals positively impact on most aspects of the Corporate Plan and Single Integrated Plan, including people, who live and work in Merthyr Tydfil are supported to enjoy a healthier and better quality of life; and people enjoy a vibrant, attractive, safe and sustainable place in which to live, work, play and visit. No negative impacts have been identified.

## **7.0 EQUALITY IMPACT ASSESSMENT**

- 7.1 An Equality Impact Assessment (EqIA) screening form has been prepared for the purpose of this report. It has been found that a full EqIA Report is required. Both forms can be accessed on the Council's website/intranet via the 'Equality Impact Assessment' link.

7.1.1 The positive impacts are a more flexible and enabling service provision, allowing access to additional funding streams both for the residents and to enhance the service. Service users will have increased choice and control over their daily lives, will achieve an increase in their financial circumstances due to being able to access other funding streams, will experience more independent support services geared towards enablement and will also remain in their current home

7.1.2 The negative impacts are a potential change to staffing due to commissioning the service to an external not for profit provider.

7.1.3 Current proposals to address the issues are TUPE arrangements will be discussed with staff subject to the proposal being agreed. Other posts have also been ring fenced for staff members should they wish to stay in the organisation as agreed by the unions.

## **8.0 RECOMMENDATION(S) that**

- 8.1 Deregistration of Glendere and Park View be agreed.
- 8.2 Glendere and Park View be established as supported accommodation with a preferred provider.
- 8.3 If 8.1 is agreed, the Council enter into detailed negotiations with staff about opportunities for redeployment within the Council, TUPE or Voluntary Early Retirement.

8.4 Deregistration of Glendere and Park View will not require the current residents to move from their homes be noted.

**PHIL HODGSON**  
**DIRECTOR OF COMMUNITY SERVICES**

<b>BACKGROUND PAPERS</b>		
Title of Document(s)	Document(s) Date	Document Location
De-registration of Care Homes for Adults with a learning disability - Business Case	December 2014	Community Services
Mencap – The Voice of learning disability	July 2014	Community Services
National Development Team for Inclusion – Feeling Settled Project (Best Practice Guide)	February 2011	Community Services

***Consultation has been undertaken with Corporate Management Team in respect of each proposal(s) and recommendation(s) set out in this report.***