

Appendix 1: Community Resource Centres (CRCs) Consultation Report

This report sets out the outcomes following a consultation on the future delivery model for the council's three Community Resource Centres (CRCs).

The online consultation took place between **Thursday 9 November 2023 to 5pm on Monday 18 December 2023** and included the following proposals:

- To develop Cleeve Court residential home into a centre of excellence for dementia care including nursing care.
- To enhance our offer at Combe Lea residential home to enable younger people with more complex needs to remain closer to home.
- To close the remaining 11 places at Charlton House Nursing home and then develop the site to provide alternative care provision and/or housing options that would meet the needs of the local community now and into the future.
- To offer community groups/charitable organisations use of the day centre spaces at the community resource centres at a reduced rental rate if the organisations offer services that are accessible to the care home residents and the community.

Consultation results on plans for Community Resource Centres (CRCs)

The council received 45 submissions on the CRC proposals.

Our thanks go to all those who participated in the consultation.

Results

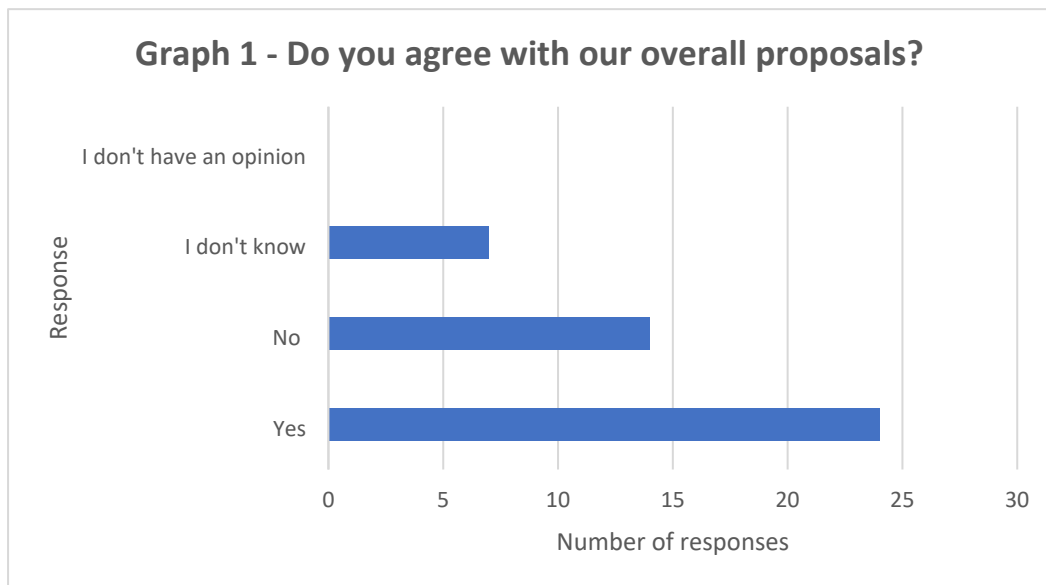
Q1: Do you agree with our overall proposals?

As illustrated in Table 1 and Graph 1 - over half (53%) of responses were positive towards council proposals for CRCs, nearly a third (31%) disagreed and 16% were unsure.

Table 1

Response option	Number of responses	Percentage %
Yes	24	53%
No	14	31%
I don't know	7	16%
I don't have an opinion	0	0%

Graph1



Participants were then invited to provide a comment on the overall proposals. 36 (of 45) respondents completed this part of the consultation.

Support

When considering those who supported the proposals, there was acknowledgement that the council needed to respond to the changing social care landscape, particularly around provision of specialist dementia nursing care. The importance of a stable workforce and its impact on morale, service provision and budget were also recognised.

'the nature of care needs is evolving...This shift, along with the trend of individuals remaining in their homes for longer before requiring care, necessitates a re-assessment of existing services.'

'plans make sense'

'Reduction in temporary and agency staff would allow for continuation of care for residents and good teamwork for staff.'

Don't know

The comments where respondents answered 'don't know' centred on staffing levels, the amount of information provided and requests for further information:

'Need more information'

'we have a poster left in Charlton House that doesn't really explain to the staff what the proposal is.'

'I feel in the past the Homes have not been staffed correctly only manned at a minimum guidelines'

Don't support

Negative responses focused on the impact on staff, residents, and family members if Charlton House was to close. It was felt families would be forced to travel further for visits and there would be a long term under provision if Keynsham was to lose a care home. Any potential future use for Charlton House was felt to be unclear.

'Its unclear how Charlton House will be used'

'how about the staff?'

'It will be further to visit...'

'Charlton House in Keynsham should remain as a residential care home'

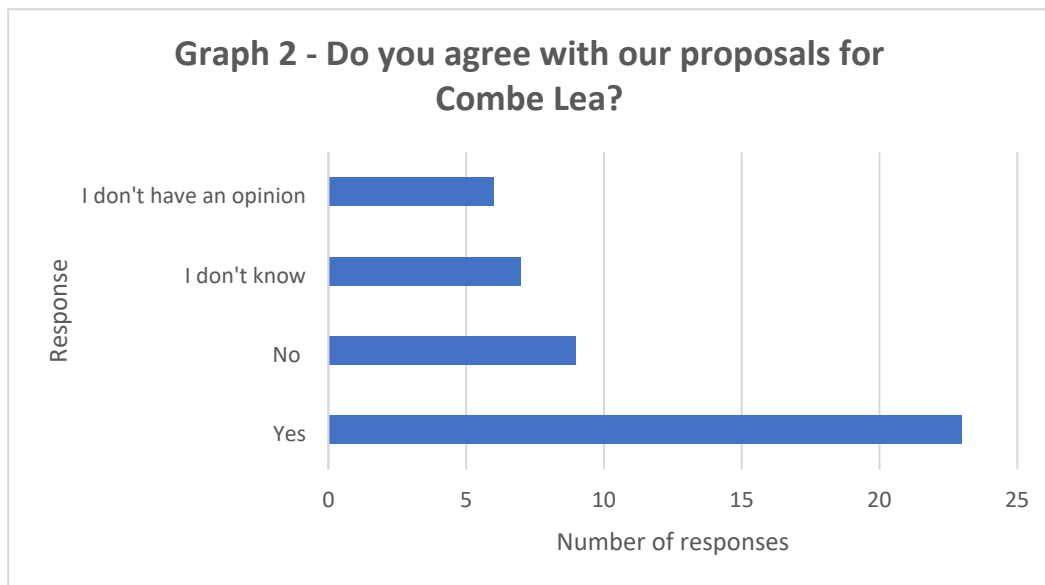
Q2: Do you agree with the proposals for Combe Lea?

As illustrated in Table 2 and Graph 2 - over half (51%) of responses were positive towards council proposals for Combe Lea, a fifth (20%) disagreed and 29% were unsure.

Table 2

Response option	Number of responses	Percentage %
Yes	23	51%
No	9	20%
I don't know	7	16%
I don't have an opinion	6	13%

Graph 2



Participants were then invited to provide a comment on the proposals for Combe Lea. 30 (of 45) respondents completed this part of the consultation.

Support

When considering the supportive responses to the Combe Lea proposals, respondents welcomed the principle of enabling younger people with more complex needs to remain closer to home.

'we are seeing increasing number of younger people with care home needs'

'I think it more beneficial that younger people requiring complex care are living together within their own age group.'

'is a commendable step towards fostering an age-friendly community'

'Its good to see plans for the residential home to remain as it currently is and allow future residents to remain "closer to home"'

Don't know

Respondents when completing this section generally cited a lack of understanding on the proposals.

'I don't understand what will be happening'

Don't have an opinion

Respondents who completed this section felt they had too little personal experience to form an opinion.

I have no personal experience of the residents at Combe Lea

Don't support

Respondents who answered negatively to the Combe Lea proposals felt that staff turnover was already too high and giving additional responsibilities to provide for younger residents would add to stress levels. It was also felt that it would be difficult for older and younger residents to live together.

'staff turnover speaks for itself'

'the added stress on staff would have a detrimental effect on the care standard'

'The very elderly and vulnerable residents, could well be concerned about younger people with varied needs'

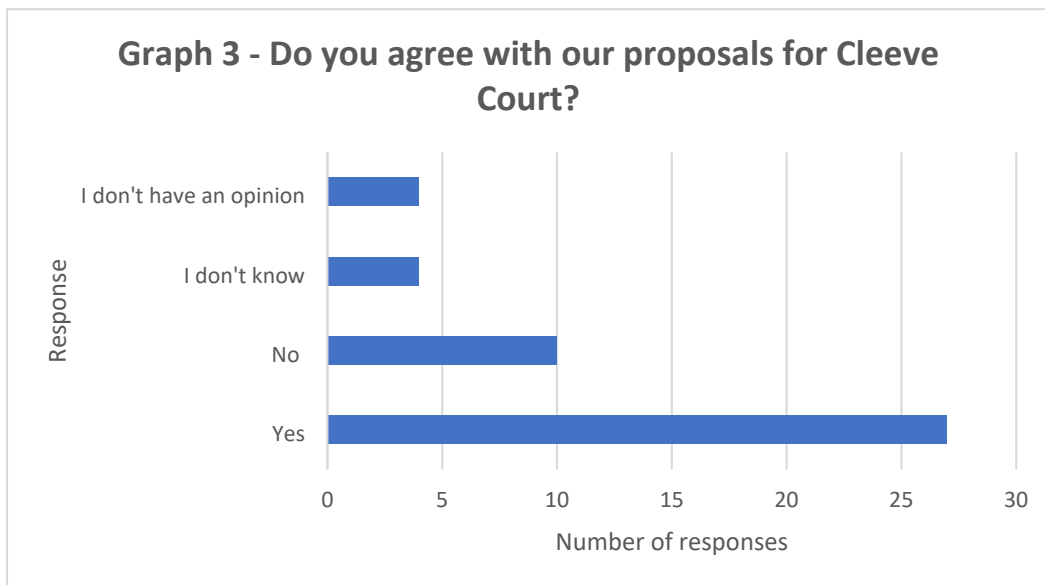
Q3: Do you agree with the proposals for Cleeve Court?

As illustrated in Table 3 and Graph 3 – 60% of responses were positive towards council proposals for Cleeve Court, 22% disagreed and 18% were unsure.

Table 3

Response option	Number of responses	Percentage %
Yes	27	60%
No	10	22%
I don't know	4	9%
I don't have an opinion	4	9%

Graph 3



Participants were then invited to provide a comment on the proposals for Cleeve Court. 34 (of 45) respondents completed this part of the consultation.

Support

The proposal to develop Cleeve Court residential home into a centre of excellence for dementia care including nursing care generated several positive comments.

'A positive proposal with an obvious need'

'Excellent for staff and residents'

'I think specialist dementia care is definitely a great idea.'

Don't know

The main comment generated from this option centred on welcoming the proposal whilst acknowledging the challenge of delivering a centre for excellence.

'the reality of the centre of excellence would mean more training for staff and more accountability from managers'

Don't have an opinion

Those respondents without an opinion felt they had insufficient understanding on Cleeve Court to comment.

Don't support

The respondents who did not agree with the Cleeve Court proposals felt that it would place additional pressure on staff who struggle to deliver existing services and would require further training. The challenge associated with the recruitment of nurses was also highlighted.

'Feel staff would require a lot of training when they are struggling to deliver existing services'

'If the home did not have a good rating last time how can it change from residential to nursing. This would mean staff would need a lot of training'

'Employment of nurses is very difficult'

'what development plans are in place to ensure this works well at Cleeve Court, and does not replicate what has happened at Charlton House?'

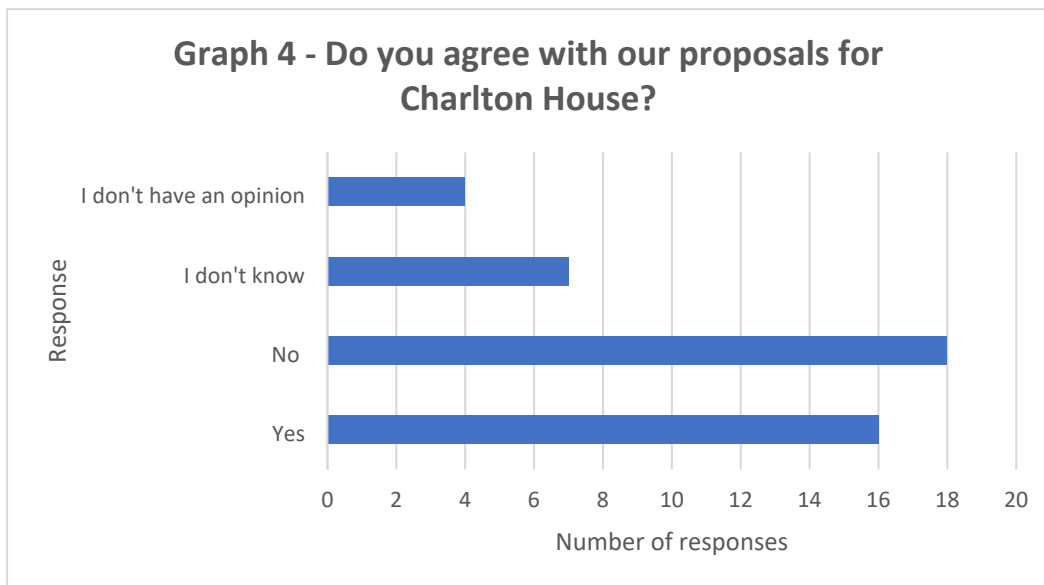
Q4: Do you agree with the proposals for Charlton House?

As illustrated in Table 4 and Graph 4 – 36% of responses were positive towards council proposals for Charlton House, 40% disagreed and 24% were unsure.

Table 4

Response option	Number of responses	Percentage %
Yes	16	36%
No	18	40%
I don't know	7	15%
I don't have an opinion	4	9%

Graph 4



Participants were then invited to provide a comment on the proposals for Charlton House. 33 (of 45) respondents completed this part of the consultation.

Support

When considering the respondents who were positive towards the Charlton House proposals, they noted that delivering services from the home had been challenging and the new model for delivery provided an opportunity to ensure high quality care provision:

'Too small to be viable'

'Closure of Charlton House, in the circumstances described, would be a sensible option in order to be able to address many of the needs of the other two centres.'

I think Charlton House has struggled for a while. The building is tired and the staff demotivated.

Don't know

There were limited comments for this option but some feedback was provided around the importance of thorough consultation:

'I agree that more research and consultation is needed to make sure the council gets it right'

Don't have an opinion

Limited comments for this response.

Don't support

Those respondents who did not support the proposals voiced concern about the impacts of relocating residents, losing the Keynsham based facility and staff having to move to work from the remaining CRCs. The lack of clarity around the future use of Charlton house was also raised.

'provides outstanding care to residents who have lived there for many years.'

'It will be a shame to lose a resource for the elderly population for that side of the authority'

'would be financially unviable for ... staff to relocate to Cleve or Combe

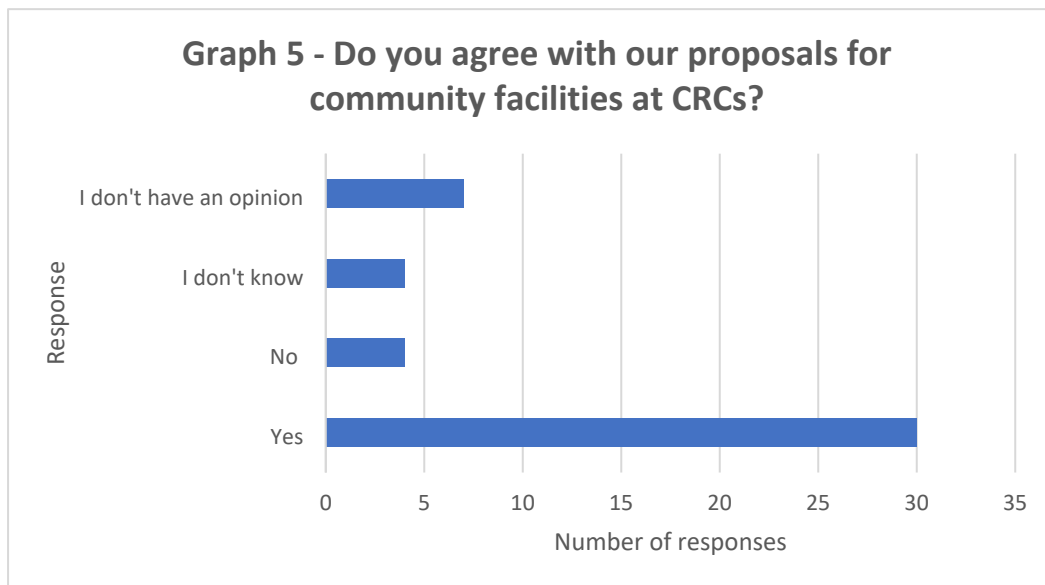
'unclear what Charlton House would be used for... a purpose built building, which is well equipped and has had recent additions of solar panels last March at some cost.'

Q5: Do you agree with our proposals for community facilities at CRCs

As illustrated in Table 5 and Graph 5 – 67% of responses were positive towards council proposals for community facilities at CRCs, 9% disagreed and 24% were unsure.

Response option	Number of responses	Percentage %
Yes	30	67%
No	4	9%
I don't know	4	9%
I don't have an opinion	7	15%

Graph 5



Participants were then invited to provide a comment on the proposals for community facilities at CRCs. 30 (of 45) respondents completed this part of the consultation.

Support

Over two thirds of respondents supported this proposal. This was illustrated within the written responses which identified how the proposal addressed local need, provided opportunity for intergenerational groups and offered benefits to local residents.

'There is a lack of daily facilities in the area so this would be advantageous'

'Yes - this would be the opportunity for intergenerational groups.'

'If it will enhance the life of the residents I am for it'

'I feel that utilising all of the facilities to get the best use is a good idea. Streamlining the facilities to offer opportunities to other groups sounds like a good use of resources.'

Don't know

The only comment received felt the proposal reflected the council's approach to management:

This reads like an admission of bad management.

Don't have an opinion

The only comment received for this option questioned the need for the proposal.

'I can't see the value of this as lots of facilities are already available and under used'

Don't support

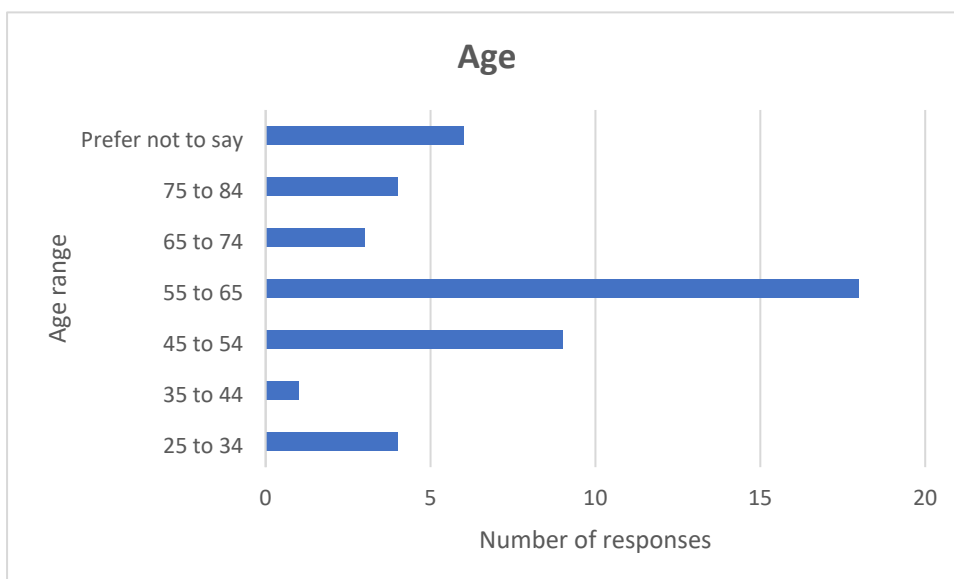
Limited comments other than a feeling that homes should not be used for day centre activities:

'No, I don't agree the homes should be used for ... offering day centres activities.'

Equalities questions

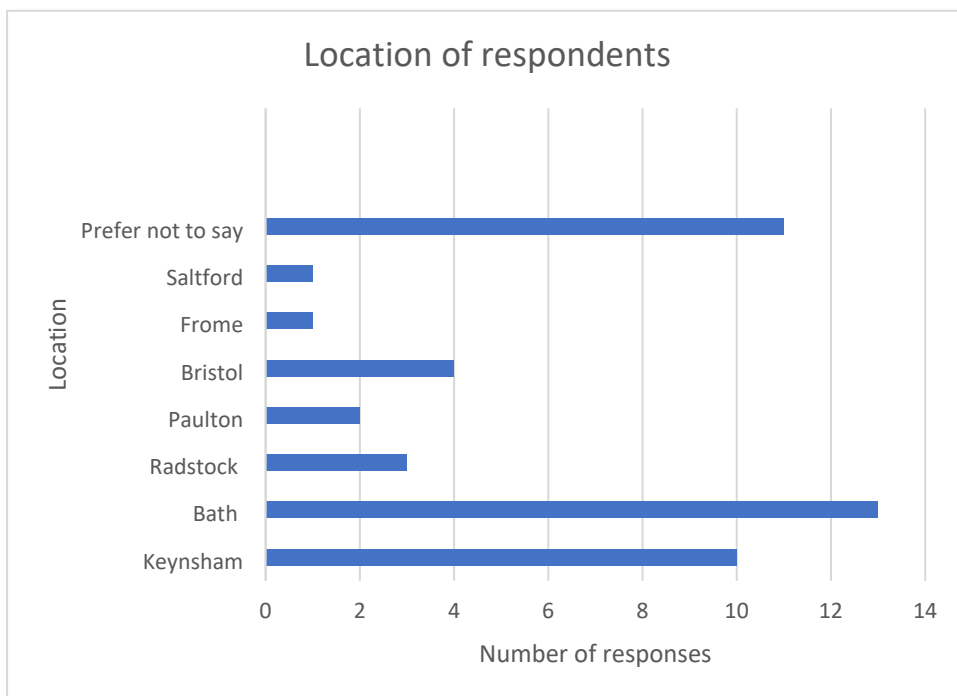
Age

Age range	Number of respondents	Percentage %
25 to 34	4	9%
35 to 44	1	2%
45 to 54	9	20%
55 to 64	18	40%
65 to 74	3	7%
75 to 84	4	9%
Prefer not to say	6	13%



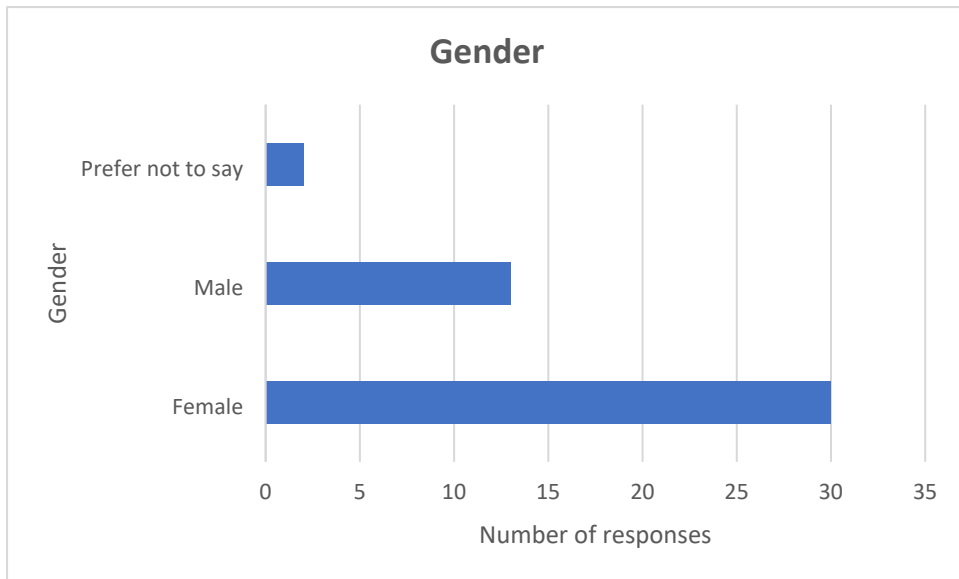
Location

Location	Number of respondents	Percentage %
Keynsham	10	22%
Bath	13	29%
Radstock	3	7%
Paulton	2	4%
Bristol	4	9%
Frome	1	2%
Saltford	1	2%
Prefer not to say	11	25%



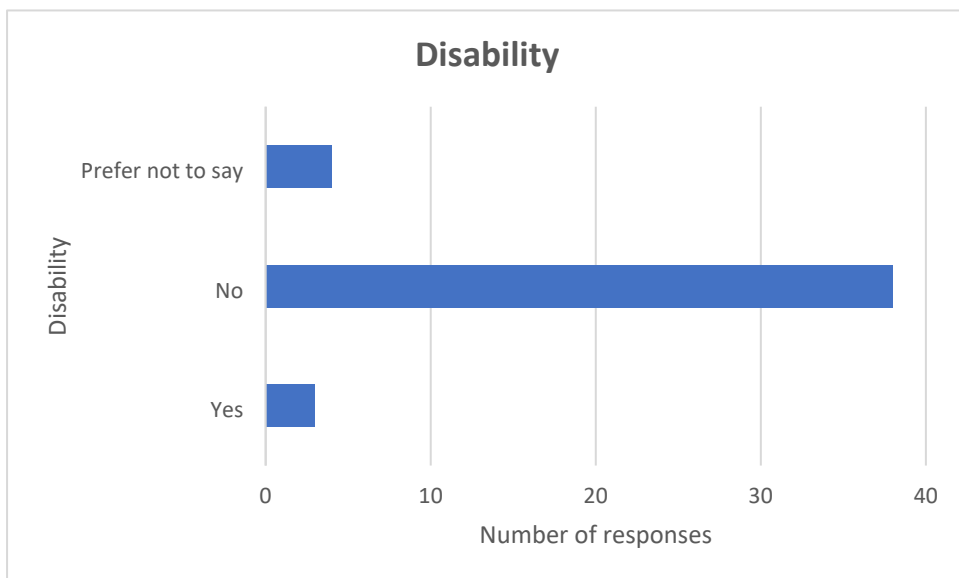
Gender

Gender	Number of respondents	Percentage %
Female	30	67%
Male	13	29%
Prefer not to say	2	4%



Disability

Disability	Number of respondents	Percentage %
Yes	3	7%
No	38	84%
Prefer not to say	4	9%



Ethnicity

Ethnicity	Number of respondents	Percentage %
White British	26	58%
White Irish	3	7%
Prefer not to say	16	35%

