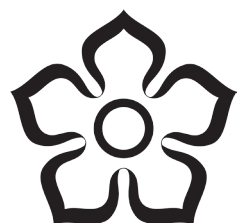


Leicester City Council

Elderly persons' homes

Frequently asked questions



Leicester
City Council

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Section 1 – Update on proposed changes

1) Who might be affected?

Residents and staff in the council's eight elderly persons' home could be affected by the proposed changes.

Staff at Brookside Court intermediate care home could also be affected though there are no permanent residents at Brookside.

2) What are the proposed changes?

The proposals for change are in two phases. Phase one is later in 2013 and phase two is not until 2015.

The council has not made a decision about phase one or phase two yet –the city mayor and his team will make a decision about phase one in the next few months.

Phase One - Elizabeth House, Herrick Lodge and Nuffield House

What could happen if change was agreed?
The council would close Elizabeth House, Herrick Lodge, and Nuffield House later in 2013. If change was agreed we would support all residents to help them find another home that meets their needs. The homes would close only when all residents had moved. Staff would also be offered support to find another job. This could include redeployment in another job in the council. They would also be offered interview training and counselling.

Phase One - Abbey House and Cooper House

What could happen if change was agreed?
The council would put Abbey House and Cooper House up for sale later in 2013. If change was agreed and the sales were successful residents would be able to stay in the homes. The homes would be owned and run by a new organisation. Staff would be able to stay working at the homes.

Phase Two - Arbor House and Thurncourt

What could happen if change was agreed?

The council would put Arbor and Thurncourt Cooper House up for sale (a decision about this would not be made until 2015).

If change was agreed and the sales were successful residents would be able to stay in the homes. The homes would be owned and run by a new organisation. Staff would be able to stay working at the homes.

Phase Two - Preston Lodge

What could happen if change was agreed?

The council would close Preston Lodge (a decision about this would not be made until 2015).

If change was agreed we would support all residents to help them find another home that meets their needs. The homes would close only once all residents had moved.

Staff would also be offered support to find another job. This could include redeployment in another job in the council. They would also be offered interview training and counselling.

Phase Two – Brookside Court (intermediate care home)

What could happen if change was agreed?

If change was agreed the council would close Brookside Court

The council is considering developing a 60 bed intermediate care facility in the city. Brookside Court would close once this is available

There are no permanent residents in Brookside. If change happens the council would make sure that there was no disruption to short term residents.

Staff would be offered support to find another job. This could include redeployment in another job in the council. They would also be offered interview training and counselling.

3) What if the final decision is to close the home I live in?

A dedicated team would be set up to work with you and your family or representative. The council has a lot of experience of helping people move to new homes for all sorts of reasons.

We would work with you so that we can understand any worries or concerns you may have about moving and do our best to support you through the changes. We would look at where you would like to move to and what is important to you about moving.

We would also arrange visits for you and your family or representatives to look at different homes. Everything would be planned with you, and support would be provided both during the planning stage, during the move and after you have moved.

The council will ask the Alzheimer's Society to provide support for any resident who has mental health needs but no relatives or friends to help them.

4) What if the final decision is to sell the home I live in to a new owner?

It could take up to 18 months to sell the homes from a decision being made.

If the council is successful in selling the homes, they would be owned and run by a new organisation. You would be able to stay at the home. Staff would also be able to stay working at the home.

If change goes ahead we would meet with residents and their families to explain the next steps.

5) What support is available to the staff working in the homes?

We know that staff will also be concerned at this time. Senior managers will be available to support them and talk through their worries.

We will write to staff to tell them how we will work with the trade unions to make sure their views are heard. Managers will also meet with staff on an individual basis to discuss their views.

6) How will the council keep me up to date with what is happening?

As soon as we know any final decisions about the future of your home, we will write to you again. Your home manager will then meet with you to explain what is planned.

In the meantime if you have further questions about the proposed changes, or feel worried and want to talk with someone, please do not hesitate to speak to your home manager (contact details on next page)

Home manager contact details

Home name	Manager	Tel
Abbey House	Sam Holiday	0116 231 2350
Arbor House	Lisa Hall	0116 273 9033
Brookside Court	Linda Grant	0116 221 1595
Cooper House	Simon Woodroffe	0116 278 2341
Elizabeth House	Leonie Emery	0116 287 1031
Herrick Lodge	Rajesh Parekh	0116 253 1304
Nuffield House	Ann Forde	0116 254 1363
Preston Lodge	Paul Morris	0116 262 2159
Thurn Court	Phillip Odell	0116 241 3126

Section 2 - How did the council come up with the proposed changes?

7) Why does the council think that change is necessary?

Across the country there have been changes in demand for residential care.

Local authorities are finding that people are going into residential care much later in life than in previous years because there are now different types of services to help people stay at home.

This has resulted in the number of people going into residential care falling across the country, both in council run homes and independent sector homes.

Residential care will always be needed for some older people and the vast majority of care homes are run by the independent sector with only a small number directly provided by councils.

8) Why is the council finding it difficult to run the homes?

In Leicester the council decided to go out to consultation in 2011. It felt that change was needed for a number of reasons:

- The number of people choosing council run homes is falling compared to previous years.
- Even when homes are full, it costs the council around £214 more per week to place someone in a council run home rather a home run by the independent sector.

- All eight council homes are not fully occupied. The council loses income when homes are not full.
- Council homes need a great deal of money spending on them because they were built about 40 years ago on average. In planned maintenance alone around £7.5m needs to be spent over the next 15 years to keep the homes in good order.
- Additional money would be needed to upgrade the homes to modern standards (including providing en suite bathrooms which many people will expect in the future).

The council needs to develop a range of new services for older people, and feels that continuing to run the eight homes is not something it can continue to do in the long term.

In Leicester there is a strong independent sector market which is regulated in the same way as council homes and the majority of older people are choosing to take up places in these homes.

9) What consultation has previously taken place?

In 2011 a public consultation was carried out asking for comments on three proposals:

1) To close all or some of the homes and re-invest in intermediate care services.

Intermediate care services are services that are provided for about six weeks to people who need extra help to remain independent at home (for example, after a fall).

2) To sell or lease some or all of the homes as going concerns to independent voluntary sector social enterprise providers.

3) To reduce the number of homes by closing those with (or when they have) low occupancy, and not having any more admissions to those homes.

Feedback from the 2011 consultation indicated that residents and relatives did not want the homes to close.

However, many people said that if change was necessary they would prefer the homes to be transferred to another organisation as a going concern.

A copy of the consultation findings is available from the council. If you would like a copy, please telephone our helpline on 0116 252 8301.

10) What has happened since the last consultation?

The executive considered a report on the findings from the consultation in January 2012.

A letter was sent to all residents in the homes in February 2012 to tell them that the executive had made an announcement about the homes.

The announcement said that:

- Change is necessary but needs to be carefully introduced and planned over the next few years.
- The executive still has final decisions to make but it is likely that the council will continue as a direct provider of residential care for the next few years and almost certainly up to 2014/2015.
- The council will start work on developing a better understanding of what real interest there might be for taking on the management and ownership of the homes.

11) What interest was there in buying / leasing the homes?

The council contacted 350 organisations asking if they would be interested in running the care homes either as owners or leaseholders.

We contacted all care home operators in Leicester and Leicestershire and organisations that had been in touch with the council during the 2011 consultation. We also contacted 25 of the major UK providers of residential care.

Eight organisations expressed an interest and had individual meetings with council officers to discuss this in more detail. Both local and national organisations took part.

The results were that:

- All eight organisations were interested in some but not all of the homes
- Some were interested in the larger homes that were capable of expansion
- None were interested in Herrick Lodge due to its low occupancy and high costs
- All of the organisations preferred ownership to leasing
- Most of the organisations expressed an interest in only one of the homes

