

Summary of feedback to Southampton City Council's Consultation regarding potential deregistration of three residential homes – families / informal carers

1. Introduction

This is a summary of the responses from families of adults with learning disabilities living at three residential homes to the two options outlined in the consultation.

The two options were:

- The homes remaining as residential care
- The homes becoming supported living homes

2. The consultation feedback overall

A completed feedback form was received from 8 family members although not all questions were answered by everyone. Two family members of one resident returned forms expressing different preferences. Both views are taken into account in this summary.

Families of people living at all three homes completed feedback forms. Not all of the questions were answered by every family member.

Four family members were supportive of the homes becoming supported living homes, three people preferred for them to remain as residential care and one person did not express a preference as they were unsure.

3. Themes

The main themes which emerged were:

- Family members wanting to minimise the level of change in the homes and disruption this could cause to their loved one. There was a difference of opinion about whether this would be achieved through the homes remaining as residential homes and the contract being tendered or them deregistering and becoming supported living.
- Those in support of deregistration as well as some of those whose preference was for the homes to remain as residential care requested assurance that the right level and quality of support would continue to be in place for their family members should deregistration go ahead.
- Concerns about how deregistration may affect the benefits their family member could access and whether there would be sufficient support in place for benefit applications to be made and payments set up, including through appointeeship.
- Questions around whether there would be changes to transport arrangements for family members if deregistration were to go ahead.
- A number of family members completed and returned the forms partway through the consultation period and indicated in their response that their family member hadn't had an assessment or they hadn't been able to speak to a social worker. This was because most assessments took place towards the end of the consultation period however by the end of the consultation all current residents had received an assessment.

Full Responses

The following are the full anonymised responses to the questions in the feedback form:

| | |
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| 1. | Have you spoken to the Southampton City Council social worker? |
| Yes | 5 |
| No | 3 |

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| 2. | Has your family member / cared for person had their needs assessed? |
| Yes | 4 |
| No | 2 |

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| 3. | Were you offered a carers assessment? |
| Yes | 2 |
| No | 1 |

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| 4. | Were any concerns or worries identified in relation to the proposed changes? |
| Yes | 5 |
| No | 0 |

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| 5. | Are you clear how concerns or worries would be managed in relation to the proposed changes? |
| Yes | 5 |
| No | 2 |

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| 6. | Were you given the chance to say what you think is important to your family, so that it could be recorded? |
| Yes | 7 |
| No | 1 |

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| 7. | Have you spoken to an advocate from Choices Advocacy? |
| Yes | 2 |
| No | 6 |

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| 8. | Have you been supported by Dimensions during the consultation in respect to what is important to your family member? |
| Yes | 6 |
| No | 2 |

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| 9. | For example, were you offered the opportunity to see other Supported Living schemes or speak to people (and their families) who live in supported living homes? |
|-----------|--|

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| Yes | 3 |
| No | 4 |

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| 10. | Were your views about the other schemes recorded and shared with Choices Advocacy and the Council's Care Manager? |
| Yes | 1 |
| No | 4 |

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| 11. | Did you understand the information provided about the consultation? |
| I understood it | 6 |
| I understood most of it | 1 |
| I did not understand it | 0 |

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| 12. | Did you have an opportunity to say that things were clear or not? |
| Yes | 6 |
| No | 1 |

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| 13. | How well have we engaged and listened to you to gain your views? |
| Very well | 3 |
| Fairly well | 1 |
| Not very well | 2 |

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| 14. | Were all your questions answered? |
| Yes | 2 |
| No | 3 |

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| 15. | We always value people's feedback - would you have liked anything to have been done differently? |
| Yes | 2 |
| No | 5 |

| | |
|---|---|
| 16. Which is your preferred option? | |
| The home remaining as a residential care home | 3 |
| The home becoming a supported living home | 4 |
| Unsure | 1 |

Comments in relation to question 16 were:

Unable to state which one due to lack of information. Supported Living could provide a better environment but do not know if it will be paid for and what [my family member's] assessment will provide.

17. Those who responded were asked why they had chosen their preferred option

Those who chose residential care as their preferred option:

I don't feel the correct level of care can be offered in supported living.

Family member is unable to do anything by himself.

Because the chosen option works. If you are aware of the needs of the clients at [residential home] you would not be sending questionnaires like this. [My family member] is happy and well looked after. I don't think [my family member] would cope with changes.

Those who chose supported living as their preferred option:

Given the information, advocate is of the view that client would choose supported living.

I oppose a change of service provider.

I can see that [my family member] will more likely have a greater number of options for her care in the future. The possibility that the care contract would be put out to tender and could result in a change to who administers [my family member's] care could be too disruptive.

As long as [my family member's] needs are supported.