



# Adult Learning Disabilities Overnight Residential Respite Consultation - *Full results summary*

**southampton**  
**dataobservatory** 

Data, Intelligence & Insight Team | *January 2025*

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Southampton City Council undertook a consultation on **Adult Learning Disabilities Overnight Residential Respite**.

This consultation took place between **23/10/24** and **16/12/24**.

The aim of this consultation was to:

- Communicate clearly to residents and stakeholders the proposal and options for Adult Learning Disabilities Overnight Residential Respite.
- Ensure any resident, business or stakeholder who wished to comment on the proposals had the opportunity to do so, enabling them to raise any impacts the proposals may have.
- Allow participants to propose alternative suggestions for consideration which they feel could achieve the objective in a different way.

The primary method of gathering feedback for this consultation was via online questionnaire. Physical paper versions of the questionnaire were also made available, and respondents could also email [yourcity.yoursay@southampton.gov.uk](mailto:yourcity.yoursay@southampton.gov.uk) with their feedback, as well as respond by post.



Southampton City Council is committed to consultations of the highest standard and which are meaningful and comply with the *Gunning Principles*, considered to be the legal standard for consultations:

1. Proposals are still at a formative stage (a final decision has not yet been made);
2. There is sufficient information put forward in the proposals to allow 'intelligent consideration';
3. There is adequate time for consideration and response, and;
4. Conscientious consideration must be given to the consultation responses before a decision is made.



New Conversations 2.0  
LGA guide to engagement



## Rules: The Gunning Principles

They were coined by Stephen Sedley QC in a court case in 1985 relating to a school closure consultation (R v London Borough of Brent ex parte Gunning). Prior to this, very little consideration had been given to the laws of consultation. Sedley defined that a consultation is only legitimate when these four principles are met:

1. **proposals are still at a formative stage**  
A final decision has not yet been made, or predetermined, by the decision makers
2. **there is sufficient information to give 'intelligent consideration'**  
The information provided must relate to the consultation and must be available, accessible, and easily interpretable for consultees to provide an informed response
3. **there is adequate time for consideration and response**  
There must be sufficient opportunity for consultees to participate in the consultation. There is no set timeframe for consultation,<sup>1</sup> despite the widely accepted twelve-week consultation period, as the length of time given for consultee to respond can vary depending on the subject and extent of impact of the consultation
4. **'conscientious consideration' must be given to the consultation responses before a decision is made**  
Decision-makers should be able to provide evidence that they took consultation responses into account

These principles were reinforced in 2001 in the 'Coughlan Case (R v North and East Devon Health Authority ex parte Coughlan<sup>2</sup>), which involved a health authority closure and confirmed that they applied to all consultations, and then in a Supreme Court case in 2014 (R ex parte Moseley v LB Haringey<sup>3</sup>), which endorsed the legal standing of the four principles. Since then, the Gunning Principles have formed a strong legal foundation from which the legitimacy of public consultations is assessed, and are frequently referred to as a legal basis for judicial review decisions.<sup>4</sup>

<sup>1</sup> In some local authorities, their local voluntary Compact agreement with the third sector may specify the length of time they are required to consult for. However, in many cases, the Compact is either inactive or has been cancelled so the consultation timeframe is open to debate

<sup>2</sup> BAILII, England and Wales Court of Appeal (Civil Division) Decisions, Accessed: 13 December 2016.

<sup>3</sup> BAILII, United Kingdom Supreme Court, Accessed: 13 December 2016

<sup>4</sup> The information used to produce this document has been taken from the Law of Consultation training course provided by The Consultation Institute



The agreed approach for this consultation was to use an online questionnaire & paper questionnaire as the main route for feedback; questionnaires enable an appropriate amount of explanatory and supporting information to be included in a structured way, helping to ensure respondents are aware of the background and detail of the proposal and options. An easy read online and paper questionnaire were also available.

Respondents could also write letters or emails to provide feedback on the proposal and options: emails or letters that contained consultation feedback were collated and analysed as a part of the overall consultation.

The consultation was promoted in the following ways:

- Promoted to existing service users
- Letters to the carers and cared for
- 3 sessions held to discuss the consultation

All questionnaire results have been analysed and presented in graphs within this report. Respondents were also given opportunities throughout the questionnaire to provide written feedback on the proposal and options.

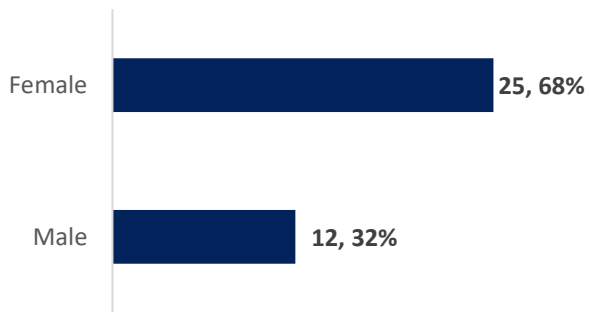


## Total responses

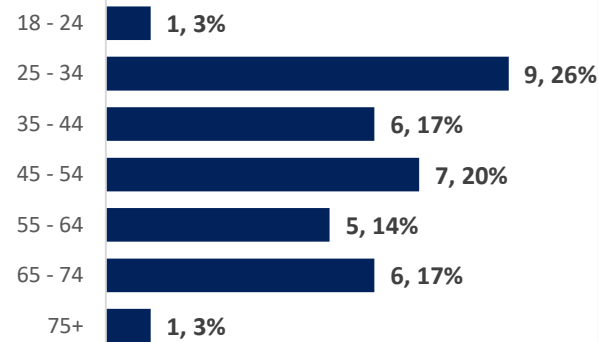
42 survey responses  
38 Standard survey  
4 Easy read survey

Graphs on this page are labelled as percentage (count).

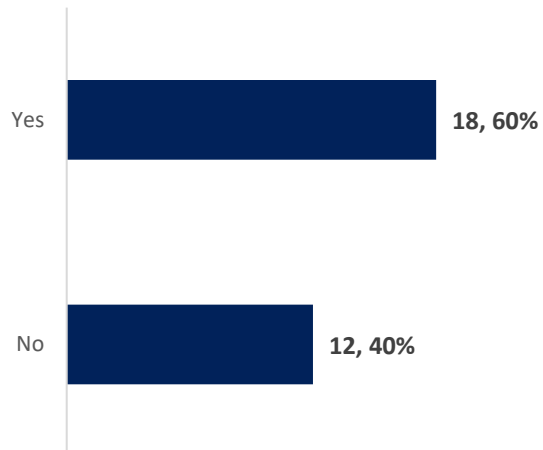
### Sex



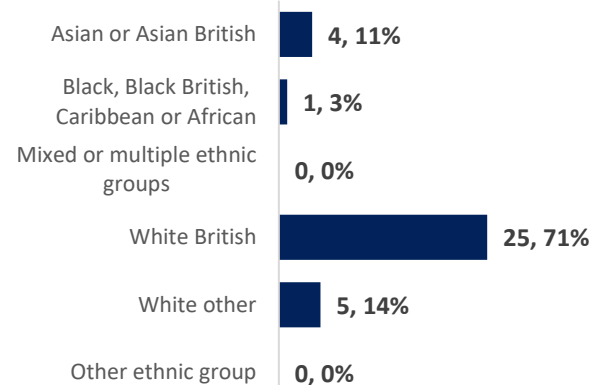
### Age



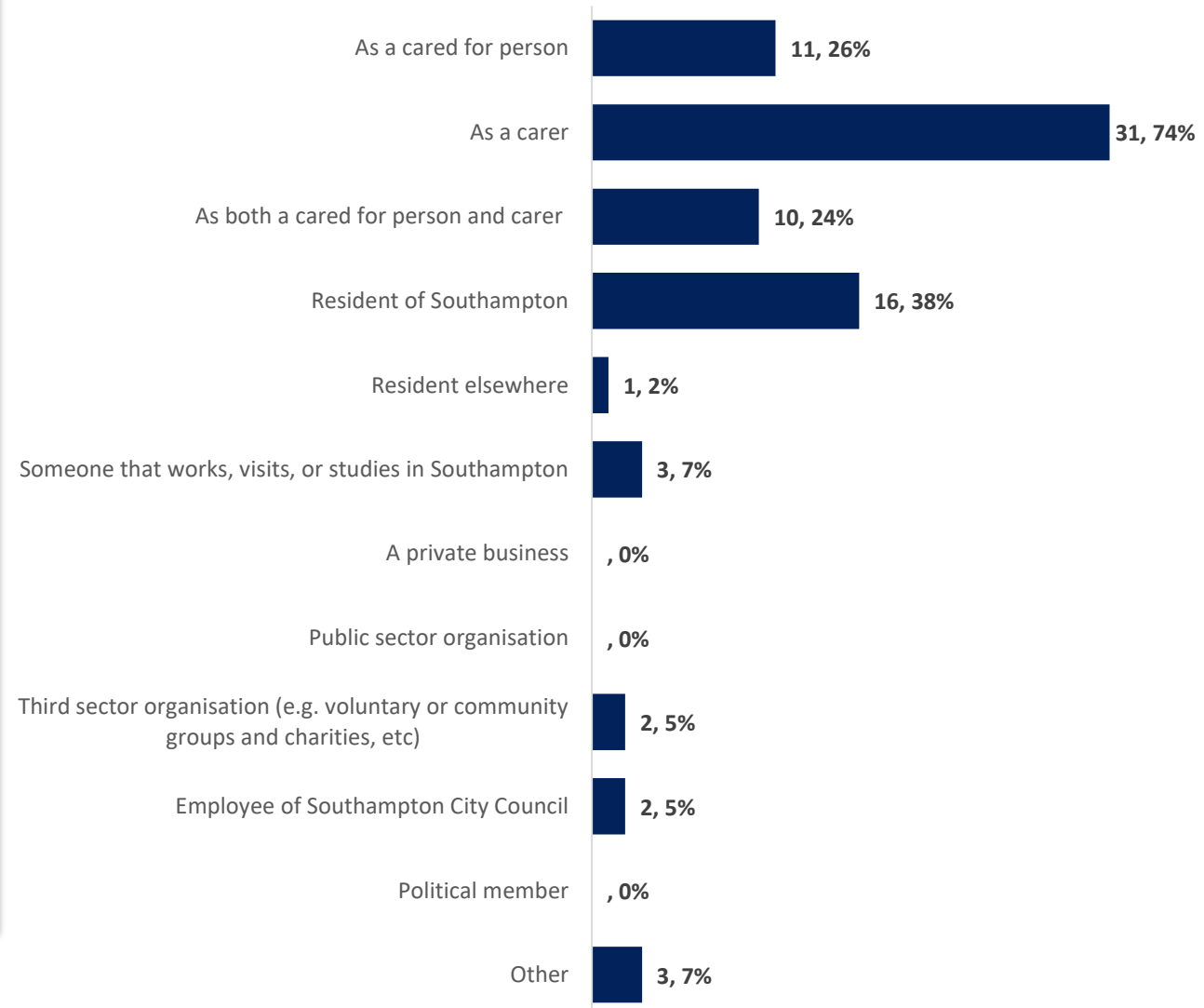
### Disability



### Ethnicity



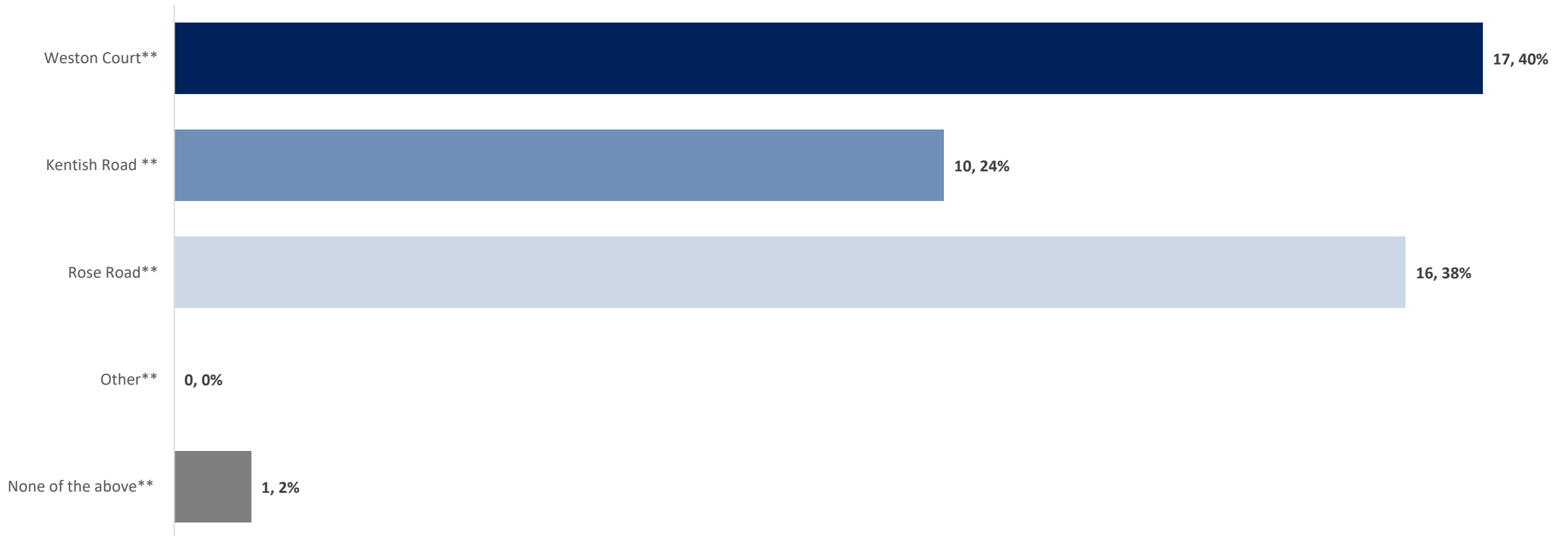
## Interest in the consultation



**Question** | Which of the following overnight respite services do you attend? *Please tick all that apply.*

Total responses | **42**

*Graph on this page are labelled as percentage (count).*



## Key findings:

- **40%** of the respondents attend **Weston Court**, while **38%** attend **Rose Road** and **24%** **Kentish Road**.



## Consultation feedback



Respite services support people with a learning disability and their carers by helping carers to take a break from caring. Overnight residential respite in Southampton is currently provided at Kentish Road (provided by the Council), Rose Road (provided by the Rose Road Association) and Weston Court (provided by Way Ahead).

Like many councils across the country, Southampton is facing significant financial challenges. This means that we need to review how peoples assessed needs are supported. For this consultation, we are focusing on a review of our overnight residential respite service.

We are proposing to maximise the use of our own internal respite provision by providing the majority of overnight residential respite ourselves. We have two potential options on how we propose to do this.

We feel this would provide best value for Southampton residents and help us meet respite needs in the future. Please note, we are not proposing a reduction in the amount of overnight residential respite that we provide.



Currently the council uses some external providers to run overnight residential respite. We are proposing to reduce our use of external providers and instead provide most overnight residential respite ourselves.

We feel this would provide best value for Southampton residents and help us meet respite needs in the future.

The Council will continue to commission some overnight residential respite from Rose Road, specifically for people with more complex needs. For example, if they require nursing support. We are also not proposing any change to respite provision for children up to 18 using Rose Road.

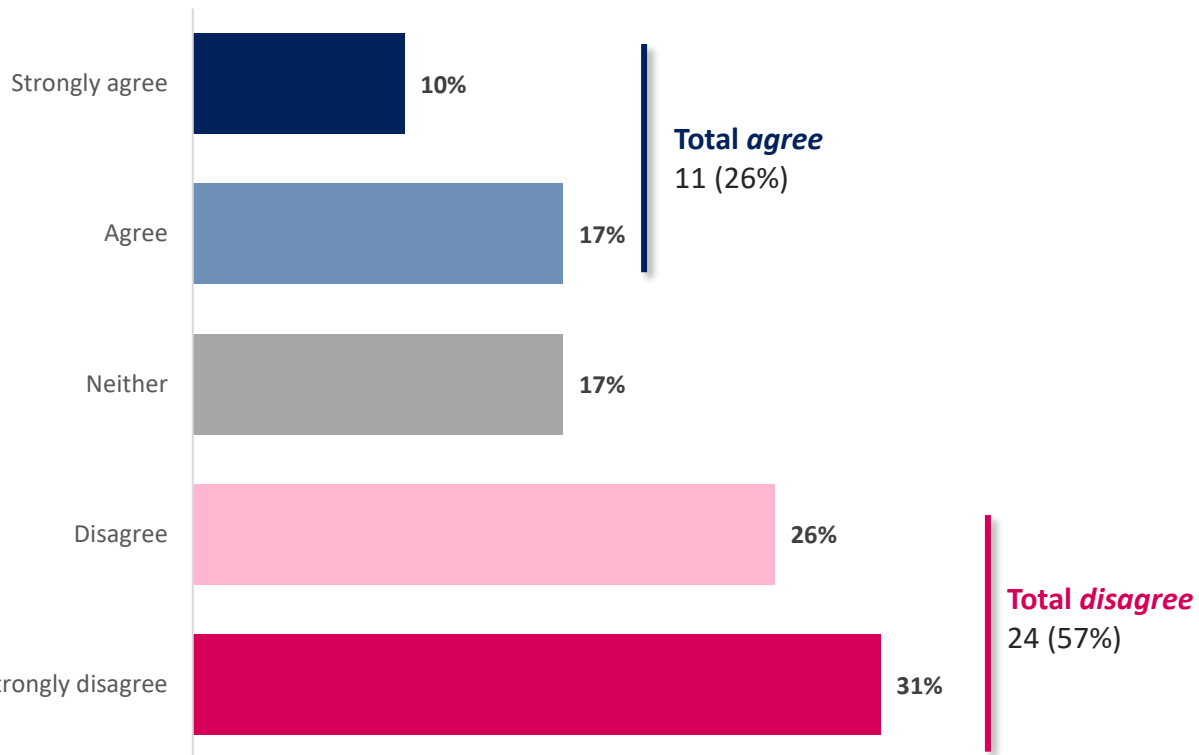
Ultimately, Southampton City Council is looking for feedback on two options that will deliver the majority of overnight residential respite in house.



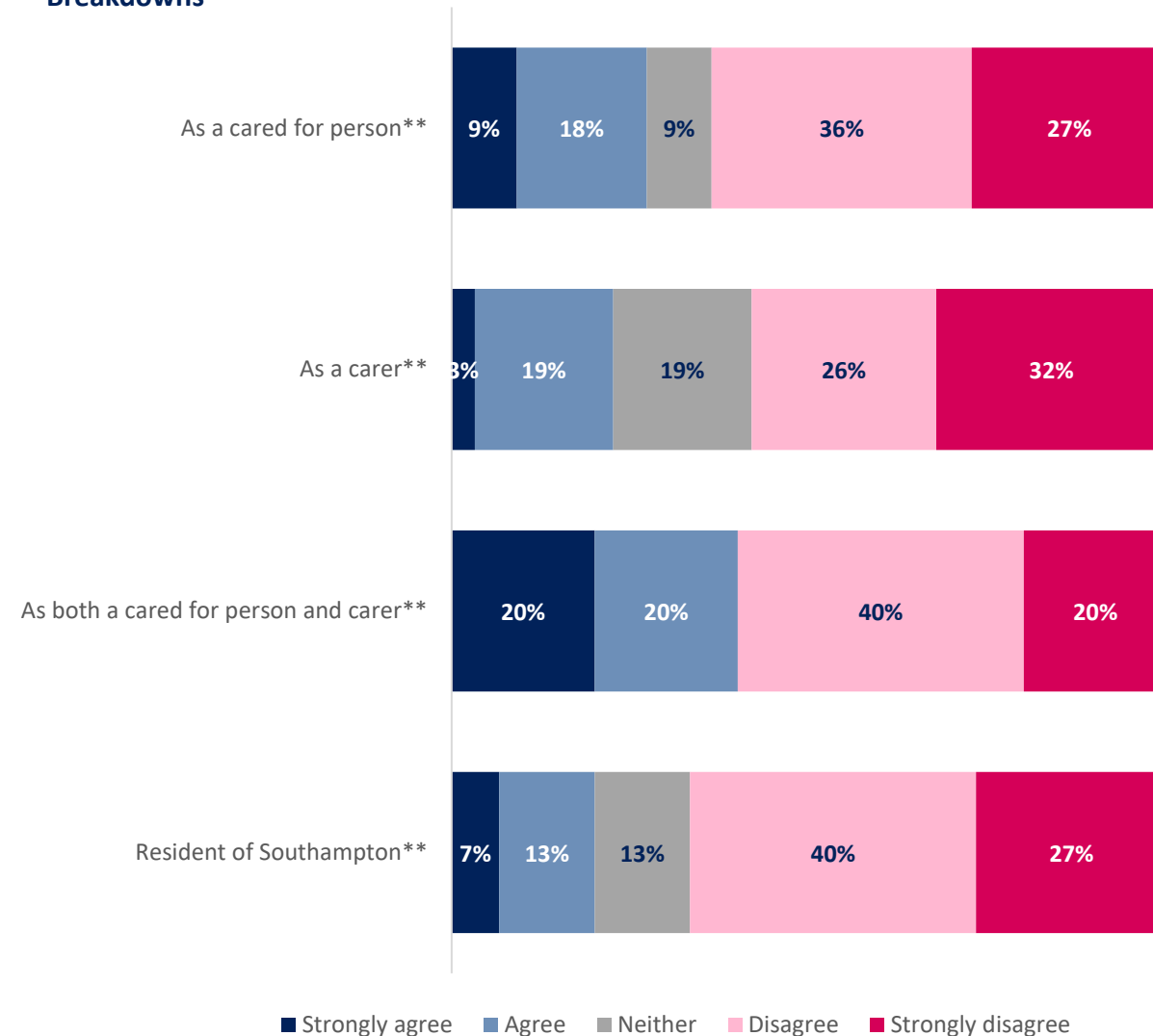
# Proposal to maximise the use of our own internal respite provision

**Question 1** | To what extent do you agree or disagree with the proposal to maximise the use of our own internal respite provision?

Total responses | 42



## Breakdowns



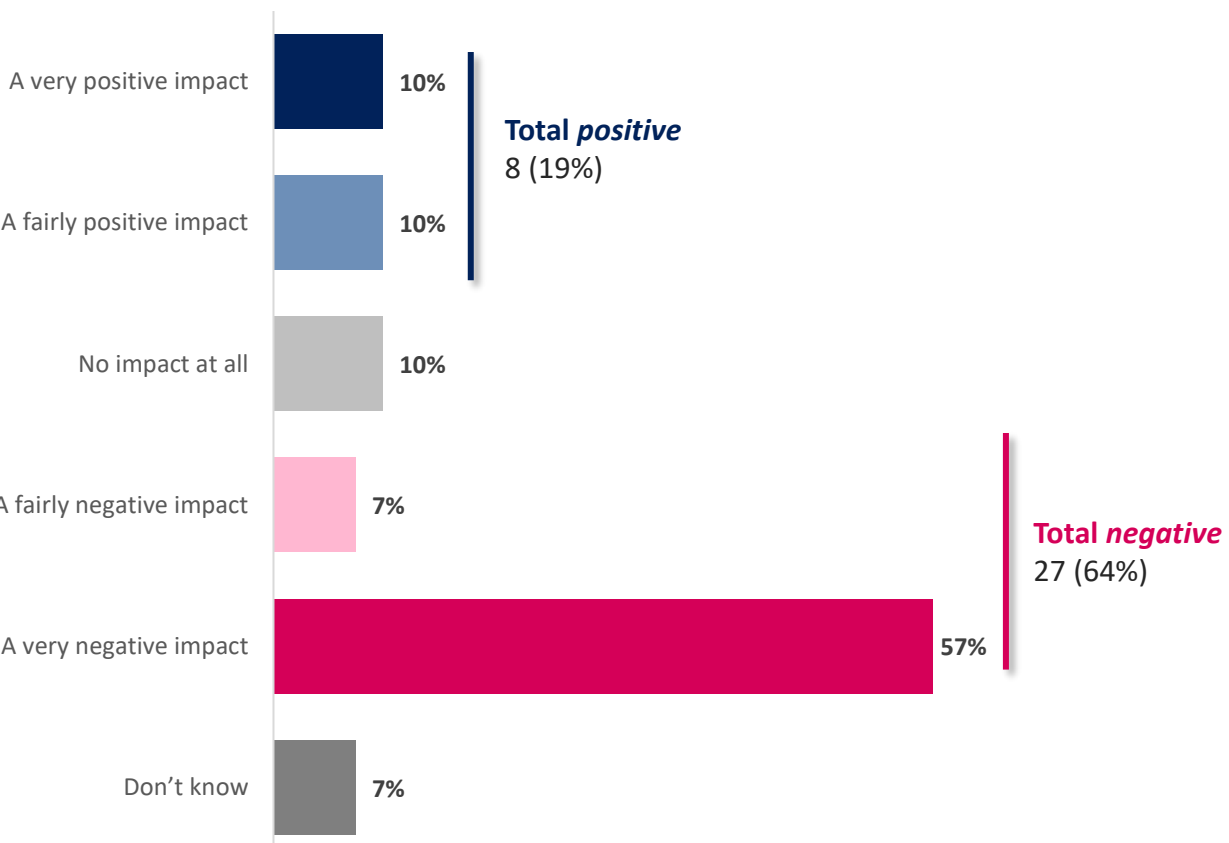
## Key findings:

- 57% of respondents disagree with the proposal to maximise the use of internal respite provision.
- 32% of carers strongly disagreed with the proposal.



## Question 2 | What impact do you feel this may have on you, or your family?

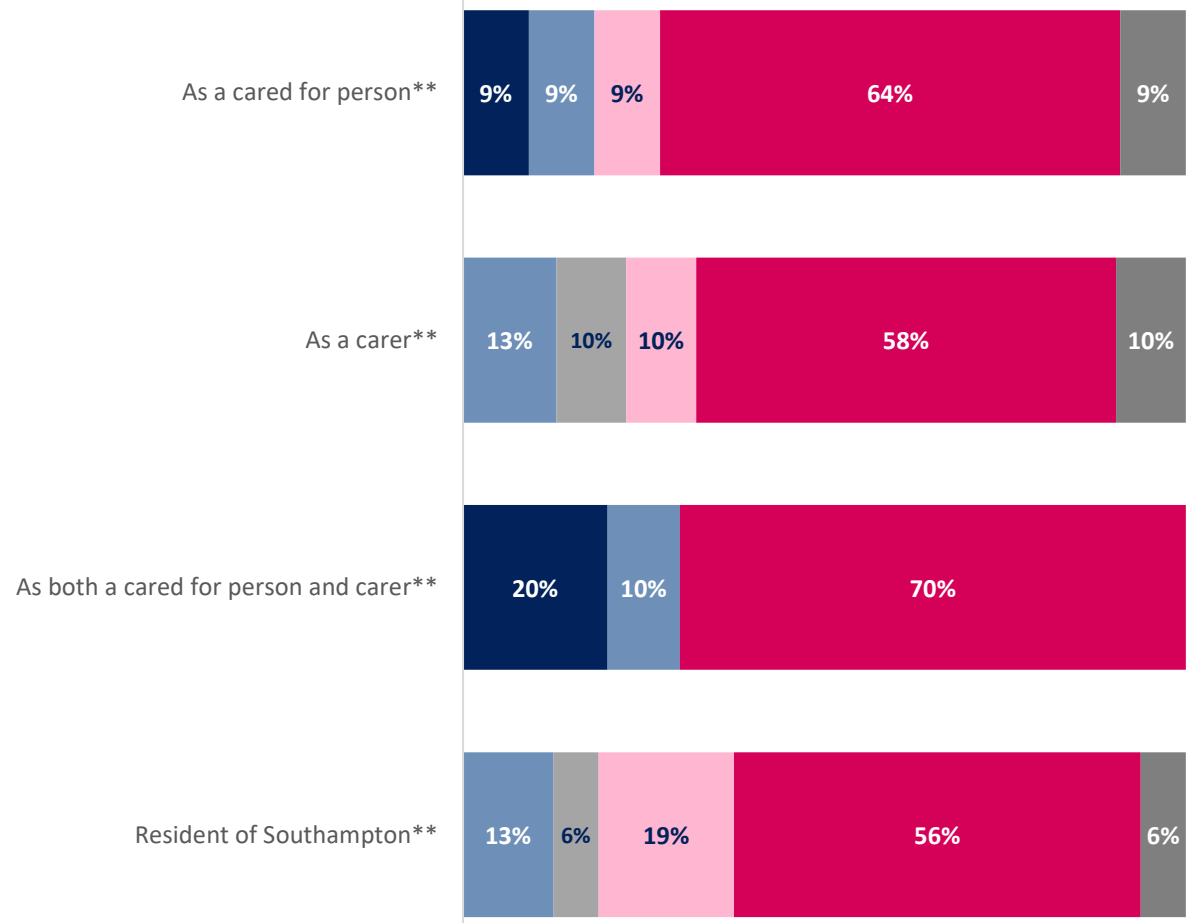
Total responses | 42



### Key findings:

- **64%** said that the **proposal** would have a **negative impact** on them or their family.
- **70% of both a cared for person and carer** said this would have a **very negative impact** on them.

### Breakdowns



■ A very positive impact     
 ■ A fairly positive impact     
 ■ No impact at all  
■ A fairly negative impact     
 ■ A very negative impact     
 ■ Don't know

\*\*Small sample size – less than 50, \*Small sample size – less than 100

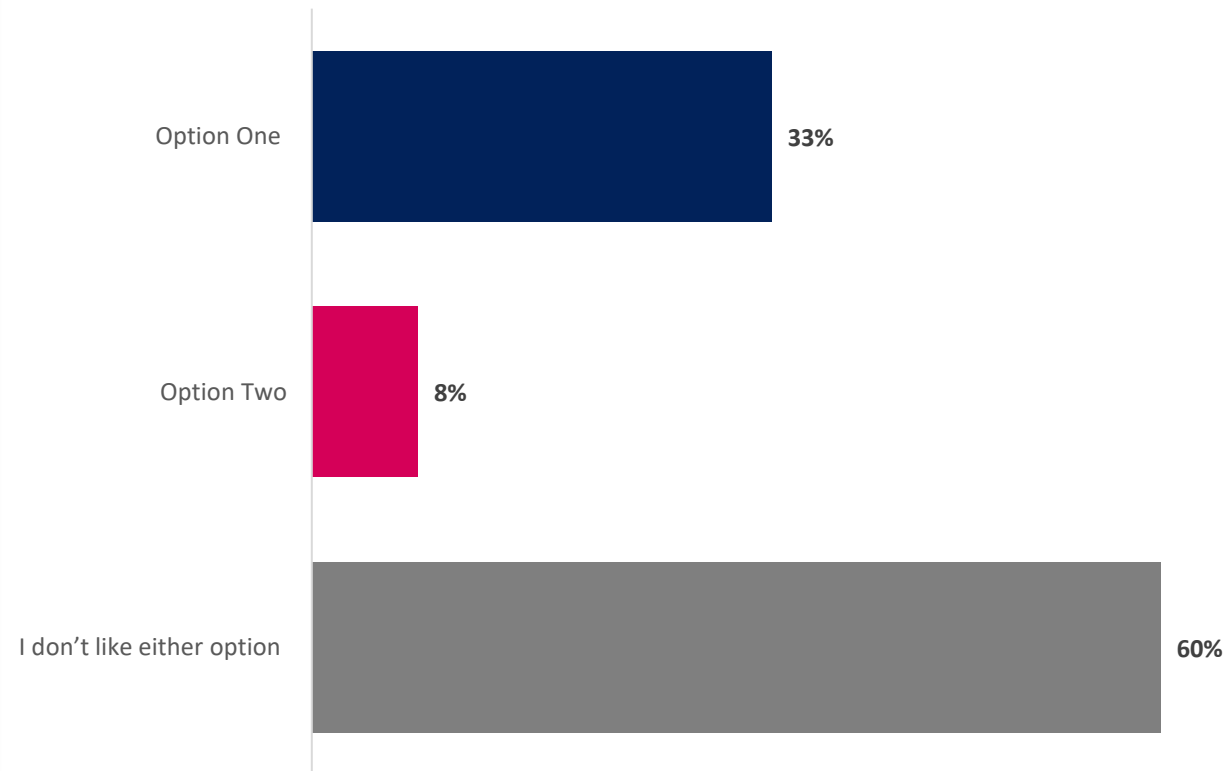


The following table show the two proposed options that would deliver the majority of overnight residential respite in house.

	Option one	Option two
<b>Summary</b>	Southampton City Council would become the provider at Weston Court and run this as well as Kentish Road.  More bed spaces would be available at Kentish Road for those who do not have complex needs and might previously have been cared for at Rose Road.	Services at Weston Court would be stopped meaning the majority of overnight residential respite will be at Kentish Road.  More bed spaces would be available at Kentish Road for those who do not have complex needs and might previously have been cared for at Rose Road and anyone that may have been cared for at Weston Court.
<b>Available overnight residential respite sites (council run or commissioned)</b>		
Weston Court	✓ Continue	✗ No longer provide overnight residential respite
Kentish Road	✓ Continue	✓ Continue
Rose Road	✓ Continue (for those with complex needs only)	✓ Continue (for those with complex needs only)
<b>Registered care provider</b>		
Weston Court	Change to Southampton City Council (instead of Way Ahead)	✗ No longer provide overnight residential respite
Kentish Road	Stay the same - Southampton City Council	Stay the same - Southampton City Council
Rose Road	Stay the same - Rose Road Association	Stay the same - Rose Road Association
<b>Change in the number of overnight beds available (council run or commissioned)</b>		
Overall	↑ Increase	↑ Increase
Weston Court	↑ Increase	↓ No overnight beds available
Kentish Road	↑ More than currently (to accommodate those who would have previously gone to Rose Road)	↑ More than currently (to accommodate those who would have previously gone to Weston Court or Rose Road)
Rose Road	↓ Less than currently (only available for those with complex needs)	↓ Less than currently (only available for those with complex needs)

### Question 3 | Which of the proposed options do you prefer?

Total responses | 40



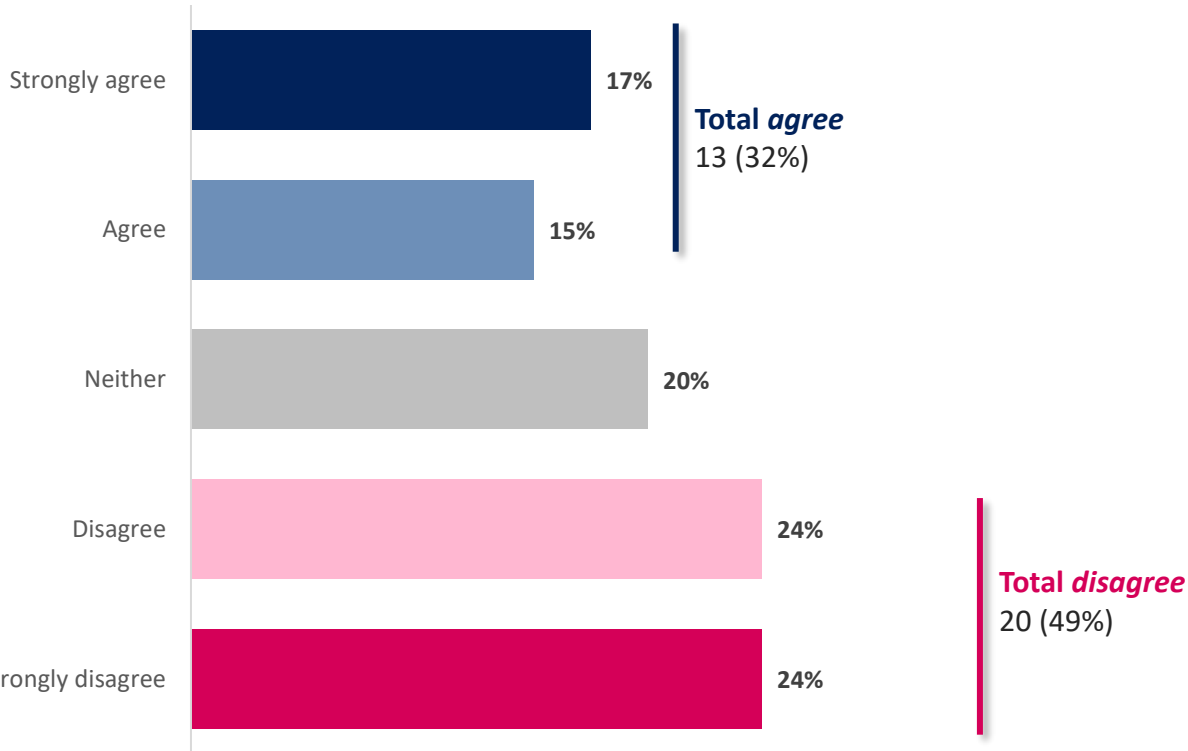
### Key findings

- 60% of respondents did not like either option, however, 33% preferred option one.

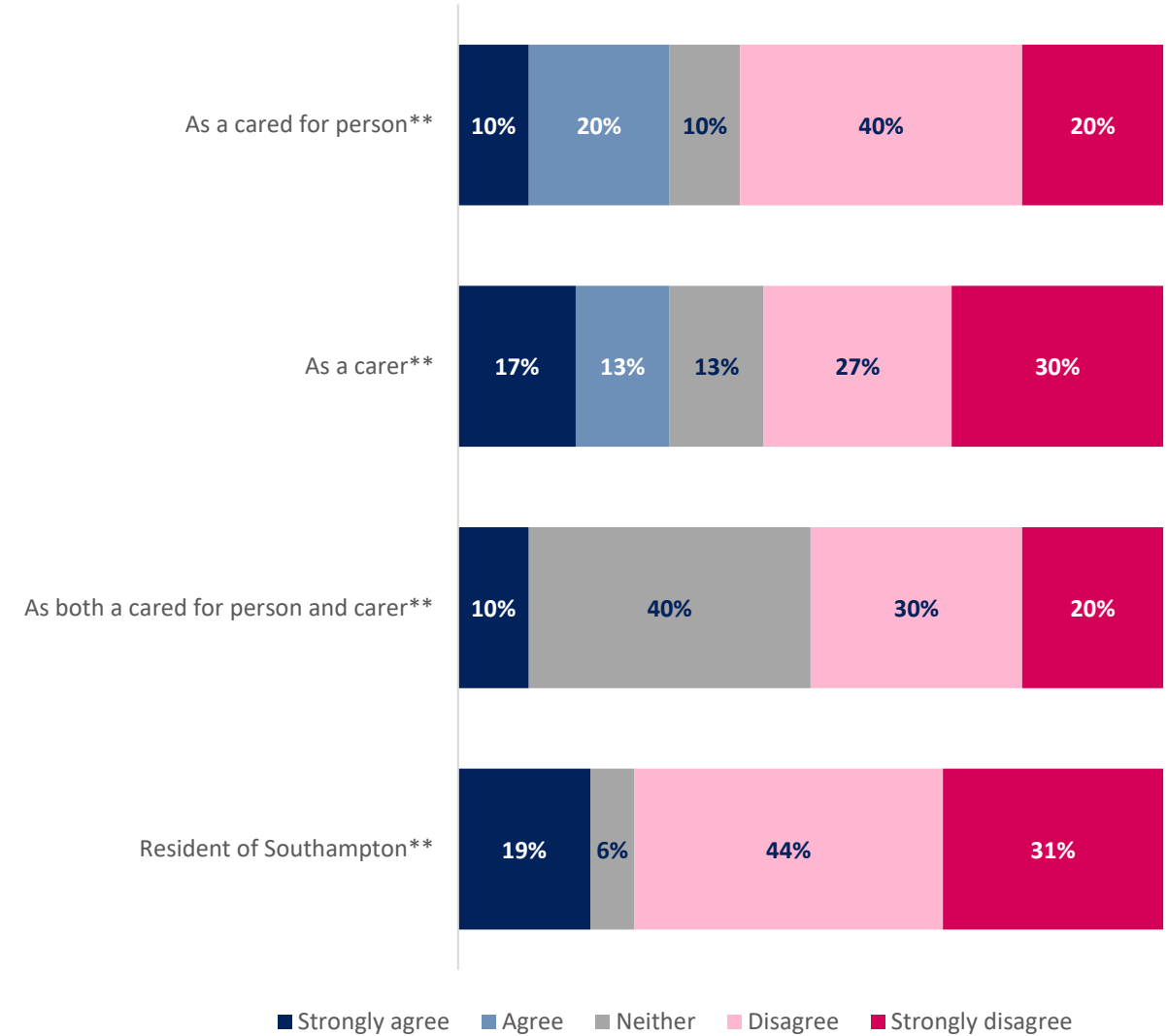
**Question 4** | To what extent do you agree or disagree with the following options?

## Option One

Total responses | 41



## Breakdowns



### Key findings:

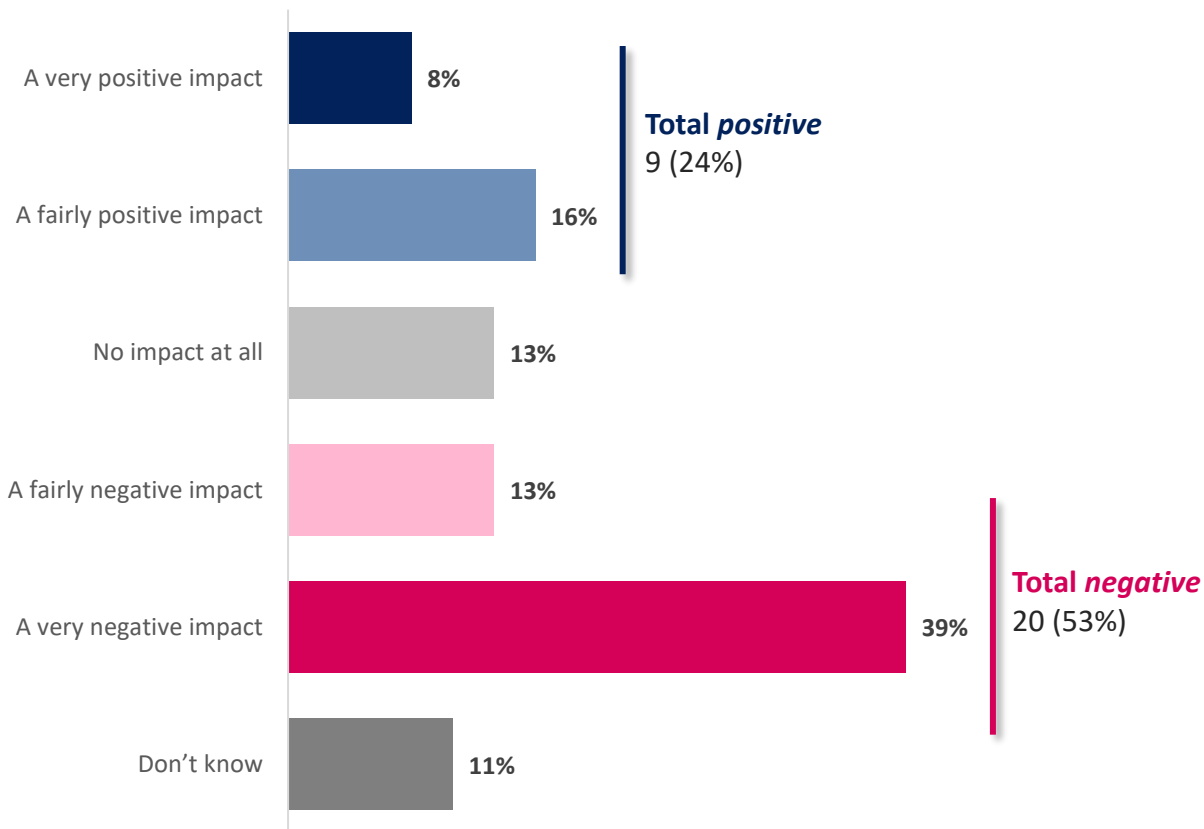
- Just under **50% disagreed** with **Option One**.
- **17% of Carers strongly agreed** with **Option One**.



## Question 5 | What impact do you feel this may have on you, or your family?

### Option One

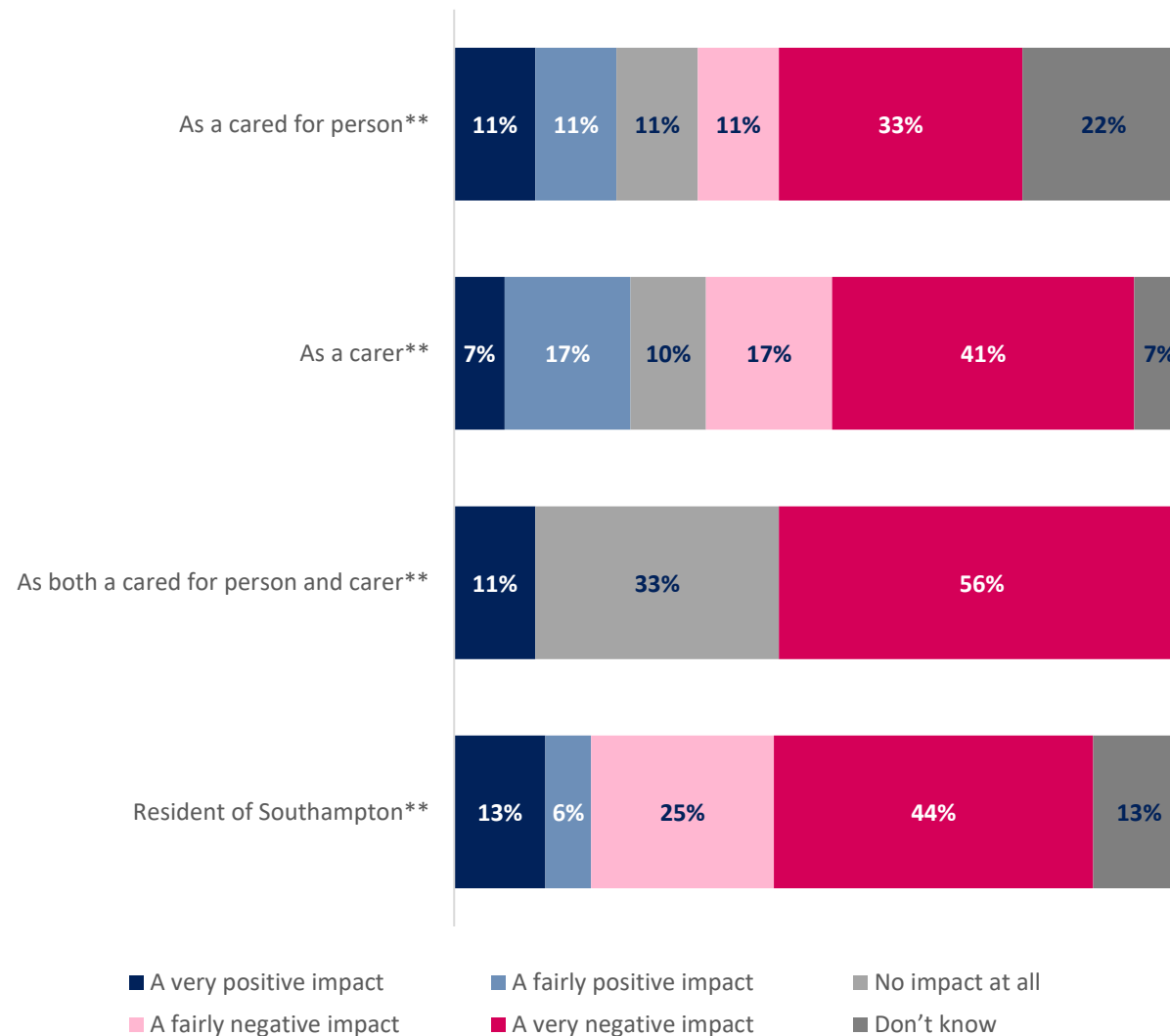
Total responses | 38



### Key findings:

- **53%** said **Option One** would have a **negative impact on them or their family**.
- **69%** of residents of **Southampton** said this would have a **negative impact**.

### Breakdowns

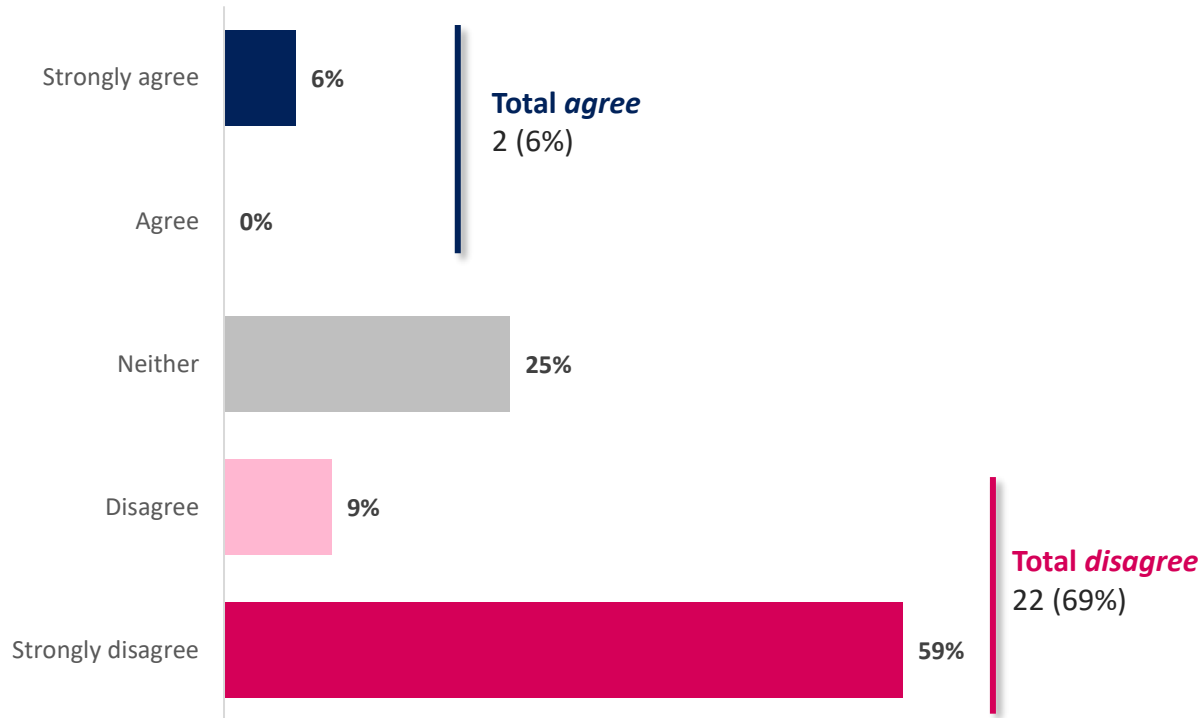


\*\*Small sample size – less than 50, \*Small sample size – less than 100

**Question 4** | To what extent do you agree or disagree with the following options?

## Option Two

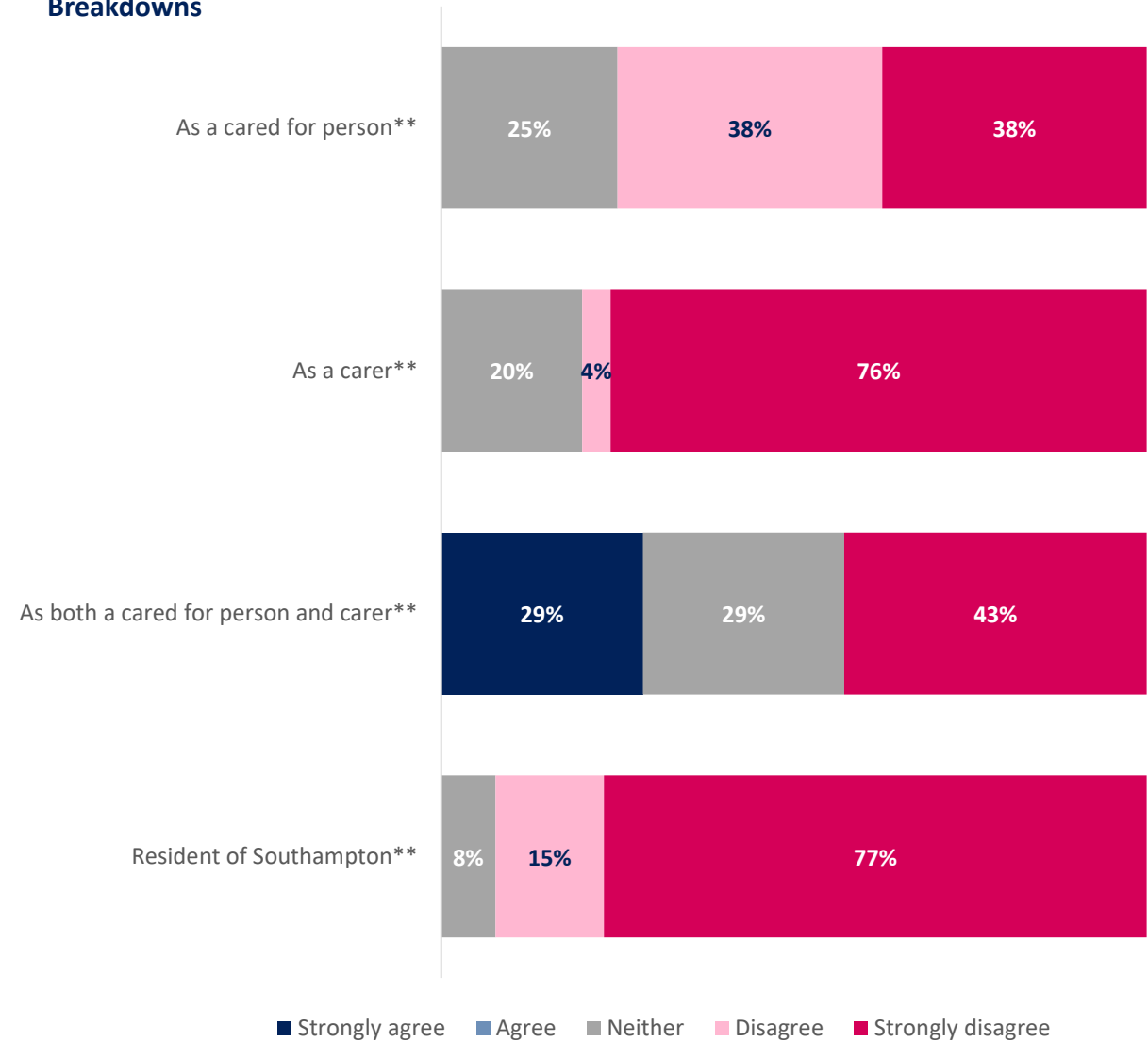
Total responses | 32



### Key findings:

- 69% of respondents disagreed with Option Two.
- Most breakdowns disagreed with Option two.

## Breakdowns



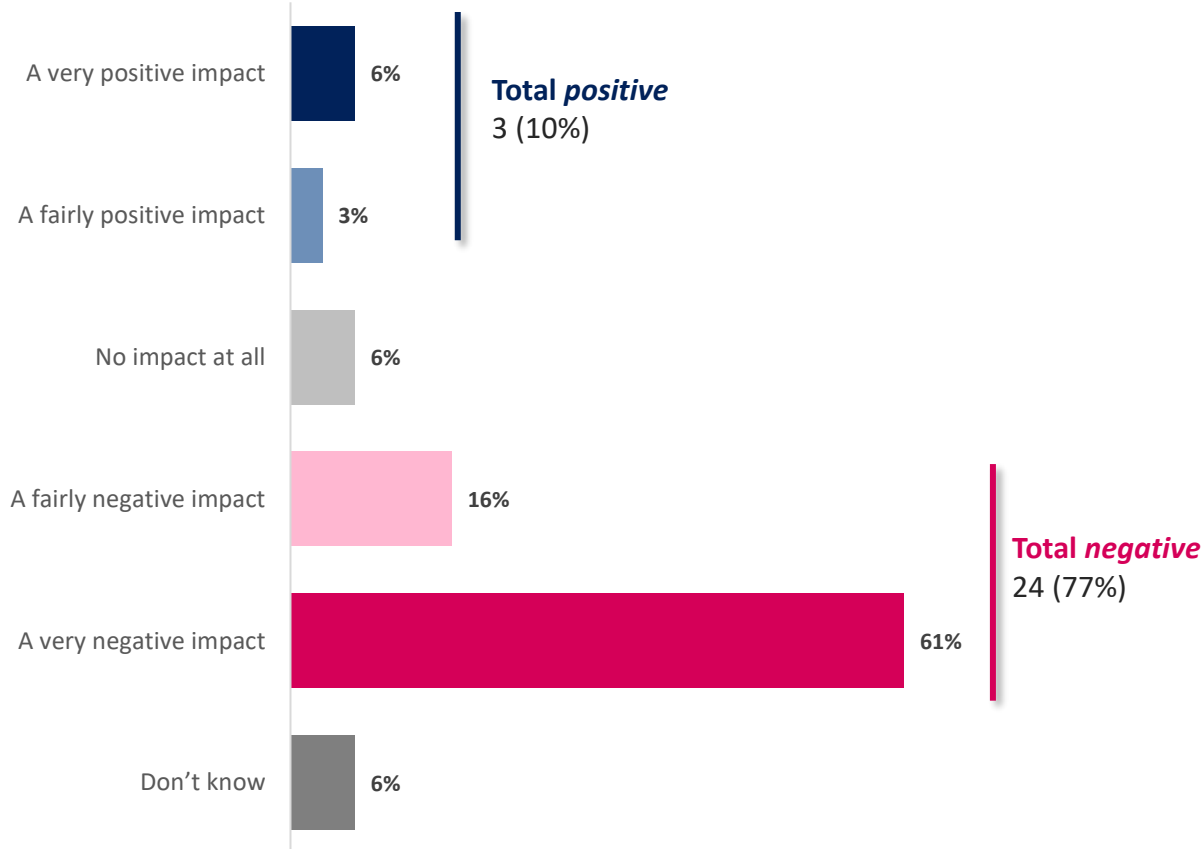
\*\*Small sample size – less than 50, \*Small sample size – less than 100



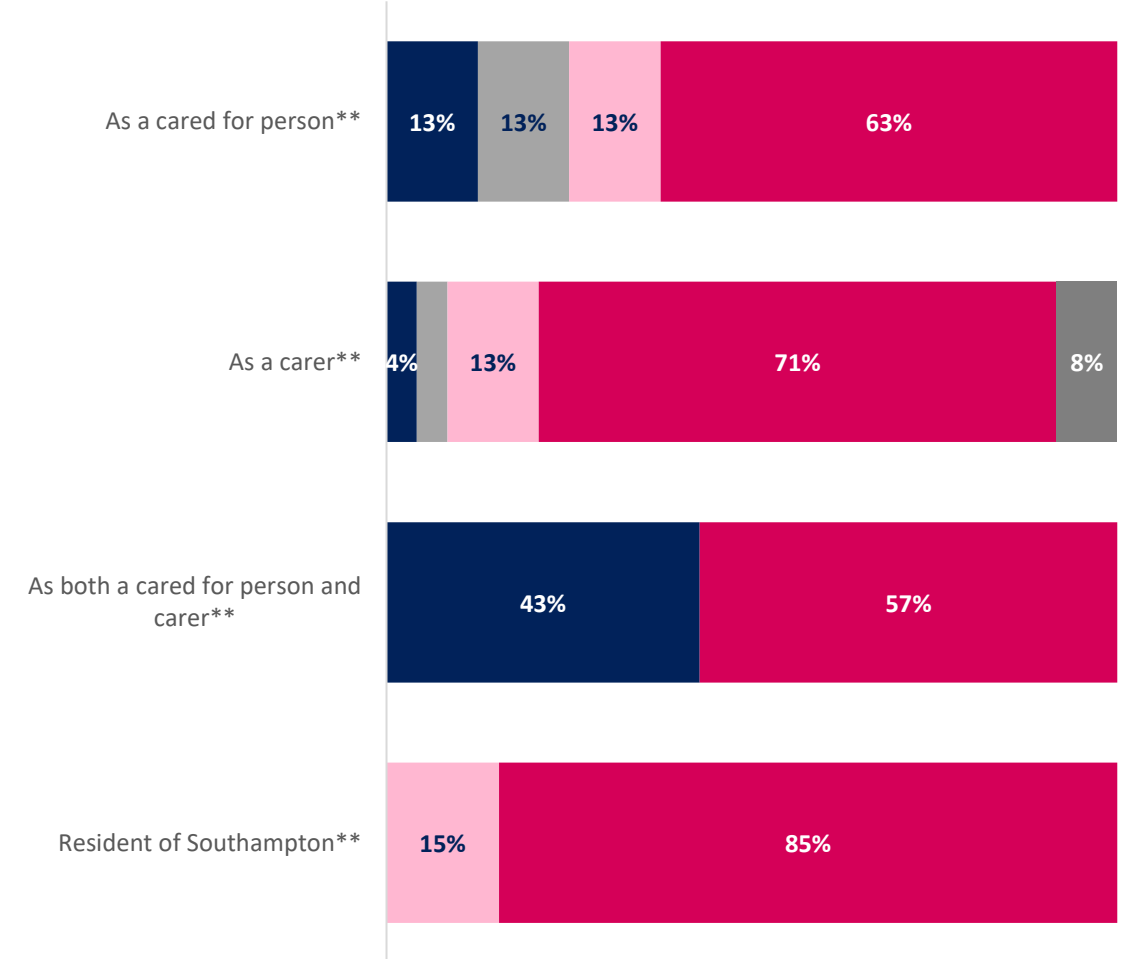
Question 5 | What impact do you feel this may have on you, or your family?

Option Two

Total responses | 31



Breakdowns



■ A very positive impact    
 ■ A fairly positive impact    
 ■ No impact at all  
■ A fairly negative impact    
 ■ A very negative impact    
 ■ Don't know

Key findings

- 77% of respondents said **Option Two** would have a **negative impact on them or their family.**

\*\*Small sample size – less than 50, \*Small sample size – less than 100

*“People with special needs can find change really challenging so being made to move to somewhere new could have a really negative effect on them. I don't think it's right for them all to be made to move over but maybe offer more respite for those that do move over.”*

*“My daughter has struggled over the years with respite. It has taken years for her to settle at Weston Court. Her struggles with respite started \*\* at Kentish Road it was a frustrating, degrading and embarrassing episode that was imposed on her by staff and psychologists, that also took away her dignity. Because of this episode, although she did keep going to Kentish Road afterwards, she has settled into Weston Court and has told me she would definitely not go back to Kentish Road. If the change of management goes through from Way Ahead to the Council I don't think she will want to continue at Weston Court. Way Ahead have always catered to the needs of the individual going to extCouncil,ive them a good time, taking them out and about in the local community and further afield. Even when not booked in to stay for the night they have been included to go to the Theatre or on boat rides etc.... When Covid closed everything, Weston Court were there to offer help and support while Kentish Road closed down! Communication has always been an important thing at Weston Court and all Carers have the Managers mobile phone number and can communicate with her through texts at any time. This has always been a very important part of the Ethos of the Service. Why is it that the Private Providers of Respite and Day services have communications that work and we are able to get through to them whereas the council do not have any easy path of communication and hold us all at "arms length". I do understand about the need to be "professional" but the clientele do not! Parents are being put in an unimaginably difficult position for this so called "Consultation". We are having to deal with the day to day difficulties of life and being given "no choice at all" with the so called options! This came completely out of the blue and where are the figures to back it all up?”*

*“Weston Court have friendly and very helpful staff who have great awareness of individual need and likes and dislikes.”*

*“My daughter is happy at Rose Road and would not like other places.”*

*“I feel closing Weston Court would have a big impact on my son. He enjoys staying at respite there. In his \*\* it gives him a chance to socialise with other young people his age. It's a safe environment for him. Gives him a needed break away from his parents to make him become independent. Gives parents a much needed break too. Also it is local to his address and if he \*\* mum could easily get to Weston Court. \*\* Also, i feel he has been very well cared for there in a safe and secure environment.”*

*“I don't think this will affect our family as unfortunately our daughter is incredibly medically complex, with \*\* and is fully funded at Rose Road by NHS.”*

*“No impact at all as long as we still get number of allocated nights.”*

*“My son \*\* has attended the rose road respite since he was \*\*.And \*\* has very complex needs.Also many of the staff know \*\*.Also \*\* considers the rose road respite as his second home. \*\* would be very distressed to move.And very upset with change. \*\* has been to kentish house before not had a good experience and not met his needs . Also my daughter \*\* is on the list for respite .\*\*.And doesn't like change. They both attend rose road association for outreach. So i feel strongly about moving them .\*\*”*

*“Weston Court respite is managed so well, I don't know why SCC would want to take it back over. You didn't want to run it before but now you are financially in debt you want to ruin all our lives. Our daughter has been with \*\* at respite for \*\* and we all feel safe knowing whose looking after us and if you take it over \*\* will not go as she doesn't like change I don't think you have looked at the bigger picture as some clients don't like change. If you take it on there will be different staff and then they will go off sick and you will have to pay them and get cover when they client wont know. If you could put yourselves in our shoes you wouldn't want it. Also opening Kentish Road to clients from Rose Road no one would be able to get respite as there is not enough spaces.”*

*“I want to stay at Weston Court with \*\* in charge. I like her and the other staff. I don't understand all these happy and sad faces and making decisions. I just want Weston Court to stay the same as it is.”*

*“Weston Court respite service run by Way Ahead has been a first class service for our \*\*daughter. The management and care of staff in an intimate caring environment is second to none. Our daughter \*\* will not cope in a large unit. She went to Kentish road years ago and her behaviour became very challenging and she had to stop. \*\* is so settled at Weston Court . It works so well. I implore SCC considers how removing this wonderful service at Weston Court will impact our vulnerable adults and their parents/carers. Even more so if Weston Court is closed. Please consider keeping Weston Court as it is and definitely keep it open so our vulnerable adults continue receiving a more intimate service challenging, cope with and enjoy.”*

*“\*\* has attended Rose Road since a young child, her behaviour & complex needs have increased as a young adult. She struggles with transitions and change. She needs one to one care during the day and night, where she is up most nights. Without Rose road, the staff, \*\* would has been taken into care, because we would have not coped. To remove \*\* from what she knows and feels like home to her, would effect her greatly!”*

*“My daughter only has been at Rose road in the past, we have booked at other respite places, none of them suited her needs than Rose Road. Rose Road is just note respite to my daughter it is also like family. My daughter has \*\* she would be very unsettled if you take rose rad away from her. My heart says save Rose Road and let them stay.”*

*“Our son currently attends Weston Court who have built up a strong bond and familiarity with him, which he needs due to his complex needs, he does not cope well with instability and constant change which is an occurrence at Kentish Road with the revolving door effect of part time/agency staff. We have been made aware that Kentish Road do not offer valuable enrichment to the service users there, at Weston Court they go out into the community often, providing skills to the service users and showing they have passion to increase the mental wellness of the individuals in their care. If Kentish Road is the only provision we are aware there will be a battle to get the day/nights needed due to the massive increase of service users and this will exponentially grow with more children with SEN needs being identified. Our preferred option would be for the council to find a way to keep Weston Court open in its current guise as we feel for the small amount of saving to the council it would bring, the upheaval and distress to multiple service users and carers (most of whom are parents) would be immense and it is being disregarded.”*

*“Our Daughter currently attends Weston Court, this was after attempting to use Kentish Road. There were many visits to Kentish Road, however our Daughter was unable to settle, and actively pushed against attending - This was a combination of the setting, and the general feel for her. We also had reservations as the multi use building was not homely, there was no clarity on what the service users would do in their stay, It didn't feel person centric which our Daughter needs. It was a distressing time, as we very much needed the respite, but were unable to use the nights allocated to us. We therefore eventually visited Western Court and thankfully were met with a totally different experience. The Team were welcoming, provided a very good overview of how stays would operate, they asked us about our Daughters needs and over a few visits built up a strong bond. The consistency of the team means we know they are able to meet her variable and complex needs. Our Daughter needs stability and consistency and does not cope well with instability and constant change which appears to be an occurrence at Kentish Road with the use of part time/agency staff, and if Kentish Road becomes bigger this would likely become more prevalent. At Weston Court run by the external provider they go out into the community often, provide home skills to the service users and showing they have passion to increase the mental wellness of the individuals in their care. They provide the opportunity for the service users to meet other users during events, and this means we do not worry about "who" is staying at the chosen time, as they have a wider awareness of each other. It is wrong for the city to have a single choice of facility which caters for all, with users aged between 18 to 60 this is unfair to service users, with a wide level of differing needs. The building is large and does not offer the pseudo home environment that Weston Court provides with calm outside space on the doorstep. Our preferred option would be for the council to find a way to keep Weston Court open using the current providers. The fact this is not an option feels incorrect as we feel for the "small amount" of saving to the council it would bring, the upheaval and distress to multiple service users and carer givers (most of whom are parents) would be huge and it is being disregarded.”*

*“The two questions above are impossible to answer accurately with the very limited information provided about how the two proposed options will be run, along with their potential effects on service users. The whole process so far has been very ineffectively managed. Carers are currently in limbo, unable to book respite after March and with no information on how future booking will work or where respite will occur. Learning disabled adults need a great deal of preparation for change and can be set back both mentally and physically if their needs are inappropriately met. It is NOT respite if the damage caused by a bad experience greatly outweighs a brief rest from caring and causes future anxiety for both carer and cared for. The timeframe for the proposed changes is unworkable as each cared for person will need a new assessment of need and several visits to potentially new setting(s) with different personnel to get used to. That also assumes that the respite environment (a combination of facilities, ethos, staffing team, noise and activity level) is suitable which may not be the case especially with Option 2 where there is no choice of setting. If the consultation report is only presented to committee in late January, it is not feasible to restructure staffing and buildings, create a new booking system and make it available to carers, conduct reviews and new assessments of need for the service users, organise familiarity visits etc. by the 1st of April when the booking moratorium is allegedly to be lifted. Organising respite for vulnerable people is not just a numbers game of providing enough beds. Respite needs forethought and a great deal of planning around each individual if it is to work.”*

*“We are concerned that both options will not provide the same level of secure accommodation that is provided at Rose Road. Although our daughter is not classed as having complex needs she needs one to one care, often wakes at night and takes daily medication \*\* Will there be suitable laundry facilities as there are at Rose Road.”*

*“As a parent/carer of a daughter with \*\*, I am very worried about the proposed changes. My daughter doesn't have a lot of speech and her mobility is poor, I feel she will be lost at the bigger service. This would cause a lot of anxiety to us as carers/parents and also to my daughter, the service use, which in itself defeats the object of respite. When my daughter is at Weston Court, I can relax knowing that she is happy and being cared for by the excellent staff who go above and beyond what is expected.”*

*“I have not seen any previous consultations regarding these proposals. As a carer I have not provided any feedback to indicate that i would prefer SCC to be the sole provider for respite care. If SCC became the sole provider for this necessary and important service we are denied our right to make a choice. As a carer, I have not been provided with costings and how SCC will save money. Where is there proof of how SCC will save money to support these proposals. I cannot see how a private run business can be more expensive than SCC who overheads must be considerably higher. Has SCC taken into account the impact this will all have on the individuals who attend the respite services and their carers. SCC imply that they want to meet the needs for overnight respite in the future. With the increase of vulnerable people needing this service, surely SCC should be increasing the capacity and not be looking to cut services.”*

*“Rose road has been providing respite for our son for over 20 years and any change to this routine will have a very negative impact on him. Our son needs one to one care.”*

*“As a parent/carer and the user (person in need of respite), we fear bringing about changes to Weston court respite would be detrimental to our health and well being. We have used other respite before inc Kentish Road which caused chronic distress, provided no rest but left us with more to manage because client user's needs specific and sensitive. Kentish Road had too many mixed needs, with severe challenging behaviours. The client user could not cope. The only place (staff and atmosphere and organised service that is suitable) is Weston Court. The manager and staff all work attentively and personally to ensure they provide a calm, organised, non disruptive environment. The fact it has 3 bedrooms makes it ideal. The current staff work efficiently + effectively bringing true rest and assurance to clients specific needs and rest for both carer's and the client, what is being proposed lacks details and assurances.”*

*“My suggestion as to Weston court and Kentish as they are one. Do not work at present.”*

*“My son likes it to be calm and at Weston court he has that. I have a peace of mind. It is a family from because the workers treat my son as their own.”*

*“I am concerned that this is going to be an exercise that ignores the rights of my young adult to have a safe and consistent environment and that his well being and my ability to care for him will be greatly impacted.”*

*“\*\* Doesn't have a lot of respite now and maybe 2 to 3 nights per month and a maximum of 30 per years. They are always single nights not really a great impact if he remained at Rose road.”*

*We use kentish road and want to continue using this. Very happy with this. What about using Weston Court for emergency use when there's no beds available at Kentish road.”*

*“Receiving this letter with a proposal for changes, came as a shock to us. Why change something that works so well. Is required and needed? It does not appear to be for clients best interest. The letter mentions that the council aims to improve the overnight respite often, yet the proposed options seem to contradict this goal. Weston court provides outstanding level of care for both young people building strong trust and meaningful relationships with both the families and the individuals they serve. The relationships as well as the quality of care, are invaluable and irreplaceable. It's incredibly difficult to find a place that provides such effective support. For my son, his stays at Weston Court are something he eagerly looks forward to; they are essential for his social engagement and happiness, he feels settled, welcomed and fulfilled during his stays, thanks to the exceptional work of the weston court team. The thought of losing them this invaluable service is distressing, and I cannot imagine any other option providing the same level of care, connection and trust.”*

*“As far as we are concerned, we think it might have a fairly negative impact on \*\*, he is \*\* years old and has been going to Rose Road for \*\* years. He has currently \*\* nights of respite a year. \*\* is physically able but has a mental age of \*\* years old. He requires help with dressing, washing, shaving and toiletries. He is unable to prepare foods or drink and ill not ask either. We, as \*\* parents and carers have peace of mind when he is in respite at Rose Road as we now he is well looked after and cared for. He looks forward going to Rose road and is very happy there.”*

*“We have worked very closely with children's and adult social care to get my son to a point of accepting respite, where he presents as safe and well managed by the permanent staff who have worked hard with us and \*\* to provide a nurturing environment. We are aware as a community that Kentish road operate lots of agency staff which creates anxiety with the complex needs' family. When you rely heavily on communication having a high turnover of agency staff, who do not always possess the skills and knowledge to effectively support complex needs this create an unbalance within the client group, this will include a high level of complaints in the future. The staff at Weston court have worked tirelessly to create safe relationships and understanding of the young people there, they have a high level of consistent staffing, there has been a need for agency staff, they have proved time and time again they are the clients 2nd family. Weston court is a small unit which proves invaluable when working with the complex needs of young people, they provide outstanding levels of care and support working strongly alongside human rights and recognising each individuals eligibility elements under the care act 2014. We are aware Kentish road is an adult unit, however we also aware that it is a mixed age, which can prove challenging when the needs are so broad, Weston Court is roughly a more rigid age group but their needs are very similar and capacity is consistent which makes a safer and more manageable environment. Kentish road is a large unit, for a lot of Weston Court this is going to be detrimental to their progress and mental health, this will also mean their challenging behaviour may increase meaning Kentish road will need to increase in staff to manage this, including having good access to support services to manage escalation of aggression and violence, it would be impertinent to share with families how Kentish Road will manage and respond to challenging behaviour of their clients, when they see such high levels of agency staff who are not Southampton Council trained, including in de-escalation and escalation procedures. A lot of clients struggle with change and unfamiliar people and environments, whilst life is full of change, it is social cares responsibility to safeguarding these concerns and provide up to date mental capacity assessments prior to any life changing decisions made without our consent. Losing Weston court (as it is) is going to be distressing to lots of families, this has been an invaluable service, we are aware that many other services are not going to provide the same level of care.”*

*“I disagree because if my daughter is made to move from rose road she will find it extremely difficult and she will then present challenging behaviour. She cannot communicate and doesn’t understand what is being said to her so I cannot explain changes to her so then she hits out at those around her when she isn’t happy about changes.”*

*“Neither option is ideal. The only option to suit our needs is Option 3 to keep Weston Court as it is, run by Way Ahead. I can't find that option!!! My daughter is not at all happy about the 2 options! She got very angry when I told her about the Kentish Road only option and said "me not go there" (actually shouted it)! She is not happy with the potential change of provider in option 1 and I am not sure that we will convince her to go to Respite any more! It is all causing intense emotional distress for the whole family. If option 2 is chosen by the Council then my daughter will no longer have Respite. As a Carer who is now over \*\* I don't know if I will be able to cope with no Respite. I would like to know what has happened to choice? A big thing has been made of people like my daughter having the choice to do things they want to, also to be able to choose going to Council run provisions or Private! It would seem that choice is at the whim of the local authority!”*

*“A respite service must be available on the East side of Southampton. Where there is a Day Service provision on the Eastern side of Southampton, if midweek respite day(S) is taken it will be very difficult with the road and traffic situation in Southampton, to get to and from Kentish Road in a timely manner. Currently, WC will transport individuals to and from a Day Service provision following their overnight stays, will SCC be doing the same?”*

*“As stated before.”*

*“Yes i disagree. Just do not move \*\*and \*\* .Have already expressed reasons why \*\*”*

*“Weston Court needs to stay the same or more beds but we don't want SCC running it as we love the way it's run with WAYAHEAD and don't know why you have to change all the clients respite to anything else that will have a negative impact on them. At least the carers we get are never off sick which SCC will be off and get paid for it!! Also no way will I have any carers come and sleep in my our house!!”*

*“If Weston Court closes and all users go to Kentish it may not be as easy to get the dates as needed for stays if more are using the place.”*

*“Rose road is essential to us as a family and\*\*, with staff who know her behaviours etc. With her needs, \*\*needs the right carers who understand her.”*

*“I feel safe with my daughter going to Rose road, me and family would be unsettled if she went somewhere else. I'm asking you please do not take the safe net for our children.”*

*“Again there is not enough information to make an informed response. Option Two gives no choice of setting. One size very definitely does not fit all when dealing with people with complex needs. Option One is thus slightly preferable but it should be stressed that a suitable environment also depends on the physical layout of the setting, the behaviour of other service users, the ethos of the team running the setting and the skill level and detailed knowledge about a person's needs that the staff on duty have. My son has \*\* and he cannot cope with a noisy, busy environment. In his case he refused point blank to enter Kentish Rd as a building and found Rose Rd too busy and noisy. Carers have been told that cost is a driving factor but no costings have been made publicly available. At the consultation meeting on 27/11 SCC staff informed the meeting that by taking over the running of Weston Court £400,000 would be saved, but were unable to say how. The total cost at Weston Court this year should be around £253,530 so it is difficult to see how this saving comes about on the information provided. I can only discuss the environment at Weston Court with any authority but I can say that the current external providers have provided a superb respite service there. All the staff know how to support service users well and provide a calm, quiet environment where anxious adults have been able to make friends. It is clear that staff retention is good and that staff respect their team leaders. I hope that Way Ahead has been given the opportunity to discuss where savings can be made, as if no significant saving per person per night can be made it is hard to justify losing their expertise. So far, with the very limited information provided, carers cannot make an informed choice about the options, cannot see clear financial justification for the changes, know nothing about how any change will be managed so they can minimise the impact on their loved ones, don't know if what will be provided will be suitable anyway and cannot book respite after March. The whole consultation process with the alleged time scales for change are farcical so far and make a mockery of the idea that respite is supposed to support people with a caring role. Better communication between interested parties with realistic time scales for changes to be made is desperately needed as the process moves forward.”*

*“I like a happy face. I want Weston Court to be run by \*\*I definitely do not want to go back to Kentish Road. How will they increase beds at Weston Court?”*

*“As well as the previous comments in question 1, one of the main reasons why Weston Court works extremely well is that it is a small unit which proves invaluable when working with young adults with complex needs, they provide outstanding levels of care and support working closely alongside Human Rights and recognising each individual's eligibility elements under the Care Act 2014. Kentish Road is a large unit, for a lot Western Court service users this is going to be detrimental to their progress and mental health. A lot of service users struggle with change and unfamiliar people and environments, whilst life is full of challenges and change, it is social care's responsibility to safeguard these concerns and provide up to date mental capacity assessments prior to any life changing decisions made without our consent. Out of the two options provided, option 1 would be preferable to option 2 due to the fact it would still be at Weston Court but we would need assurances that a TUPE option would be available to minimise disruption of rotating/agency staff, and even then there is no guarantee that the staff would chose to stay on when their manager has been released for a council member of staff that oversees Kentish Road and Weston Court.” Warehousing the service users into Kentish Road and leaving Carers with only one option for respite is wrong. It will lead to family breakdowns and will in the end cost Social Care a lot more.”*

*“We would like to use Kentish Road as it is familiar (our loved one used to stay there before the council closed it), and the location is good for us as it is near home. However, other people may wish to use Weston Court for similar reasons. We are concerned whether Kentish Road is able to offer the level of medical care that Rose Road provides.”*

*“Each service user should be assessed individually. What is there criteria for a service user being allowed to stay at Rose Road?Our daughter loves going to Rose Road and we feel we can relax knowing she is safe at Rose Road.”*

*“I would much prefer to have weston court left as it is. It works well for the adults who use it. The small friendly, family atmosphere at Weston Court suits the service users who find the larger centre overwhelming. I don't understand why you would change something that is working well.”*

*“I strongly disagree with the proposed options. Weston court provides a small scale family like environment with continuity as staff who understand the needs of all their clients. It is a very calm and happy place which is virtual for our vulnerable adults who struggle with busy environments due to their sensory needs. If SCC became the registered provider at Weston Court, I firmly believe this would have a very negative impact on everyone who attends. I believe that different staff and agency staff will be used to oversee the respite care and will not provide continuity to those who attend anyone who has any knowledge eg the needs of vulnerable adults who attend Weston Court will surely understand how change affects them. They all need to build relationships and be able to trust people who look after them. The staff at Weston court go above and beyond all expectations. If Weston Court is closed as per option 2, what choice will there be. If Kentish road increases it's capacity of beds, it will not be suitable for many of our vulnerable adults.”*

*“Our son has complex needs and one to one with Rose road. They have been providing him for over \*\* years.”*

*“Please give the option to keep things as they are. Many of the parents/carer's and client users are concerned of the negative impacts any of the proposed changes will bring. Why change something that works so well and which is not available elsewhere and that is greatly needed, according to client's user's specific sensitive needs?”*

*“Ratios staff: service users should not change at either centre (day and night) so extra staff will be required if there were to be more service users. Also, will this mean there will be more service users with more difficult needs going to kentish road + weston this requiring more input from staff.”*

*“Feel my sons complex needs are best met by current provisions it would be very difficult for him to change setting.”*

*“I would like \*\* to stay at Rose Road for the small amount of respite that he has now I can't see that will really impact on your proposals.”*

*“We are happy using Kentish Road, but by closing Weston Court will there be enough beds for everyone, will they need to make more space to accommodate everyone and more staff?”*

*“I would like to express my strong concern about the proposed changes and urge you to reconsider and keep things as they are. The negative impact of these changes would be devastating for young people and families like ours. My son is highly sensitive and vulnerable to noise, and only a calm, peaceful environment works for him. Weston Court provides a home-from-home atmosphere, thanks to the expectational dedication of the team, who work facelessly to meet his complex needs. Their attentive care has made a significant difference in his well being. We had the opportunity to visit Kentish road respite, but my son found it unappealing, describing it as "too boring" and "too noisy" and stating he would not go there. For us, losing Weston Court would not only disrupt his stability but also place unnecessary stress and strain on our family's health and well being. I sincerely urge you to consider the profound impact this decision would have on families like ours and to preserve the invaluable service Weston Court provides.”*

*“We do not agree with both options as we feel they would be disruptive for \*\* and a concern to us. Why change anything when everything is going so well for \*\*at Rose road. Why not apply the changes of respite provisions to newcomers? Maybe suggest a test respite visit at Kentish Road. We are still open minded and have suggested a visit of the facilities at Kentish road and Weston court.”*

- Carers asked if the upstairs of Kentish Road is to be used more often. If so a lift may need to be installed for those with mobility issues. Beccie confirmed that there is no intention to install a lift at the present time.
- Carers were concerned about the process and safety of dispensing controlled drugs at Kentish Road referring to a recent incident involving one of the carer's children. \*\* confirmed that for controlled drugs 2 people should always be present. She advised that \*\*, Registered Manager, is following up this specific concern.
- Carers questioned how either option would be staffed and what the training would be. There was also a question about training for agency staff.
- Carers expressed a strong objection to closing Weston Court as it is popular and even the Council has stated that demand is due to increase and reducing resources seems to be in opposition to that need.
- Carers felt that a service on each side of the city was needed.
- Carers are in favour of a solution that would provide more bed days
- Carers would also appreciate a clearer booking system which provided a fair offer for all carers. Officers suggested that a group could be set up to co-produce what this should look like.
- Some Carers are unhappy about their current allocation and feel that the current Carers assessment is not fit for purpose.
- Carers expressed and acknowledged that the allocation of resources is a complex process.
- Carers requested that the option for adding another emergency bed be investigated and included if feasible
- Carers raised that those directly affected by any changes will need to be helped through the options, results, and changes.
- Carers asked for clarification what defines 'complex'. \*\* clarified those that need specific medical specialist support to meet their needs.
- Carers stated they felt the 'mental capacity' & 'behaviours' of individuals should be considered and felt this was equally 'complex' as physical/health complexities.
- Individuals' epilepsy presentation was felt should also be seen as 'complex'
- Who decides who should move from RR to KR/WC ?
- Who would be involved in the decision process? Would carers be involved?
- Carers stated that their cared for in many cases had been attending Rose Road for many years, had built up rapport with staff that knew them extremely well, understood their 'complexities' and regarded Rose Road as a second family.
- Carers felt Rose Road was a safe place that gave them peace of mind to leave their cared for person there and be able to relax and enjoy their much-needed respite.
- is there any plan to reduce night allocations? Officers confirmed this was not the plan.
- Concern about capacity if WC closed.
- Concern some carers may either reduce nights requested or pull away completely rather than move to a new site.
- Why can't individuals stay at current site with new referrals going to KR or WC? Could the transition be done more on a case by case basis, e.g. some families may want to move, others may not
- Will all individuals have a review prior to any move, if so, will there be capacity to do this within the LD team as reviews have not been carried out and a number overdue.
- Concerns raised regarding lack of consistency, contact and communication between carers and the LD team currently.
- Taking account of the above, how will reviews and transitions be completed and supported and move to KR/WC?
- Carers feel they need to be heard and supported, unless you live our lives, you can't really understand our worries and concerns. We need to feel heard.
- Some carers have no knowledge of KR/WC so it is hard to know what each option really mean.
- Some carers verbalised experiences of other services over the years and the thought of moving their cared for person fills them with dread.
- Concern about the timeframe, will this change happen on the 31<sup>st</sup> March and some individuals be expected to move to new site from 1<sup>st</sup> April 25? It was noted that change will be difficult for the cared for person and the length of transition period needs to take this into consideration.
- The importance of maintaining friendship groups for the cared for person was also highlighted.
- How accessible is Kentish Road for individuals with mobility issues.
- Concern this is just a paper exercise.
- Trust is paramount to carers who are feeling stressed, how will this be achieved.
- Asked how many surveys had been completed (21 so far), carers stated they were waiting to attend the meetings before filling in their surveys (paper copies handed to some present, \*\* offered to send the on-line link directly to anyone that would like it in addition to what people have received so far)
- Some carers asked for an explanation regarding difference between ASC & Heath funding, why does that matter.
- Will those individuals who may need to transfer from Rose Road be given priority for an assessment rather than be placed on the Allocations list, stating some have been on the list and waiting for many months.
- Is there a process to understand future needs for respite and will there be an influx that may reduce ability to meet current user's needs.
- One carer gave her experience of her journey with her cared for person, transferring from Rose Road to Kentish Road, stating although she was reluctant for change at first, it had proved a positive experience and her cared for person had flourished, so change is not always a bad thing.
- Could carers visit Kentish Road/Weston court as they have no knowledge of either.
- If a carer visits either site but did not feel it would meet their cared for needs, would they be able to say no to the move.
- Will current staff at the other sites be transferred over (TUPE) to maintain continuity of care and familiarity for individuals.





- Carers felt this had been thrust upon them suddenly without any warning.
- The original letter said that there had been previous feedback from carers saying that they wanted the Council to provide respite. Carers queried where this had come from. DC explained that this related to the previous Kentish Road consultation. \*\* explained that the letter and survey along with the face-to-face meetings, is the current consultation with the consultation closing on 16<sup>th</sup> December.
- Some carers felt this was not long enough, saying that a number of people had not completed the surveys because until attending one of the meetings they felt they didn't understand what they were being asked to comment on.
- The following comments were made about the current service at Weston Court:
  - Carers felt it offered an excellent service, a home from home.
  - Staff are caring and understand their loved ones and the carers and are flexible in how they work with families.
  - Staff are consistent, never off sick, and there are never any agency staff used.
  - It was stated that Way Ahead staff transport individuals to/from the service to either Day services or to/from home addresses for some people.
  - It was stated that the service invite friends of those staying at the service over for tea, which makes it feel like home.
  - it supports the involvement of other services, health, Physio's etc and refer individuals for other support. \*\* explained that this was the same at other services and part of normal practice and not unique to Weston Court.
- The following concerns/queries were raised about the Council's direct service provision at Kentish Road:
  - Carers asked if Kentish Road regularly use Agency staff.
  - Some carers stated there loved one had tried Kentish Road but did not like it and refused to go there or that they had had a bad experience there and would therefore not want their cared for person to go back. There was therefore a concern that if Weston court closed carers could potentially be left without respite provision.
  - Concern raised by one carer regarding a Medication error for their loved one when they attended Kentish Road, confirmed this was some years ago.
  - Concerns over capacity at Kentish Road to meet carer needs.
  - Concern that weekend availability would be much reduced if everyone had to use Kentish Road.
  - Kentish Road carers present voiced how they find Kentish Road to be a good service, with good staff and management.
- Some carers voiced concern that Care packages would be reduced as part of the assessment process if Weston Court were to close.
- Concern over age profile and friendship groups not being maintained.
- One carer felt that closing Weston Court would be 'warehousing' everyone into one building and this was not choice for carers.
- Carers felt that keeping Weston Court provided a smaller unit for those who struggle with being around larger groups of people and allowed for a more individualised service.
- One carer raised concerns that they would be expected to have a "sitting" service rather than overnight respite in future. \*\* explained that the proposals are not about changing people's allocation of overnight residential respite. This will remain. Sitting services are however being developed as part of a broader offer of respite options for those that would like this type of support as some carers did want more flexibility and greater choice to meet a range of circumstances. A menu of options would become available for carers to pick from. Nobody would be forced into a particular option.
- There were also concerns over the timescales for proper transition if an individual did have to move should Weston Court close. \*\* outlined how the transition process works, and that it would be different for each individual and the timescale could be different for each person.
- Concerns were raised about SCC communication. Communication between carers and SCC staff was an issue, carers unable to contact social workers, up to date assessments had not been carried out.
- Communication during the COVID Pandemic was raised also, with contact numbers either not being answered or phone lines not working. There was a sense that SCC services had 'closed down' during the pandemic, whilst Weston Court maintained contact throughout. \*\* said that this wasn't the case and outlined the support provided by in-house day services to carers, e.g. shopping, medication and prescription pickup, provision of hot meals to those on their own, activity packs, Zoom sessions, weekly calls to check-in on carers. Staff from Kentish Road had to be reallocated to cover other frontline services, such as Holcroft House.
- There was a strong feeling that there is a need for a service on both sides of the city.
- Some carers wanted to know how the costs had been calculated and what the cost of each service compared. Have Way Ahead been giving the opportunity to look at reducing their costs? One carer asked why \*\* had not been invited to the meeting as the meeting was specifically about Weston Court. Officers explained that this was a carers meeting and that separate meetings were being held with the provider, Way Ahead.
- Capacity within the ASC LD team was raised as a potential concern and whether other people would be "deprioritised" as a result of the need to review people affected by the proposals
- There was a question as to whether Staff from Way Ahead would remain if Way Ahead are no longer the provider. Officers explained that TUPE would apply and that would form part of the contractual discussions with the provider and individual staff members. It would be a personal decision for each staff member.
- It was queried whether staff costs would be higher if Way Ahead staff transfer onto SCC T&C's and wouldn't this make it more costly for SCC to run the service? Officers confirmed that under TUPE staff transfer on their existing terms and conditions.
- Concern that bookings have been paused until 31/03/25 which is causing carer stress. A concern that there will be a rush come the end of March with everyone trying to book in at Kentish Road if the decision is to close Weston court. Officers agreed that they would take this back and committed to sending out further information on timescales and bookings.
- Carers asked when will the decision be made and when will they be told. \*\* explained that the consultation closes 16/12/24, a report will be written to include carer feedback from the survey and the meetings. The paper will go to Cabinet in January 2025.