



**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**MUNICIPAL YEAR 2020 /21**

**SPECIAL OVERVIEW & SCRUTINY COMMITTEE**

**MODERNISATION OF THE COUNCIL'S RESIDENTIAL CARE HOME SERVICE  
FOR OLDER PEOPLE**

**1<sup>st</sup> DECEMBER 2020**

**REPORT OF THE SERVICE DIRECTOR OF DEMOCRATIC SERVICES &  
COMMUNICATIONS**

**1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to provide the Overview & Scrutiny Committee with the opportunity to consider the outcome of the consultation on the preferred options for the future of the Council's eleven residential care homes for older people and to pre-scrutinise the recommendations to be considered by Cabinet on December 3<sup>rd</sup> 2020.

**2. RECOMMENDATIONS**

It is recommended that:-

- 2.1 Members undertake pre scrutiny on the contents contained within the attached Cabinet Report, prior to consideration by the Cabinet
- 2.2 Request the Service Director – Democratic Services & Communications to facilitate the feedback of the comments, observations and/or recommendations of the Overview & Scrutiny Committee to the meeting of the Cabinet scheduled to consider this matter on the 3<sup>rd</sup> December 2020; and
- 2.3 Overview & Scrutiny Committee continue to receive regular progress updates in relation to this matter and where required provide feedback to the Cabinet to ensure that Scrutiny continues to contribute to these proposals.

### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 To provide further opportunity for scrutiny to contribute to this matter and where appropriate make comments, observations and/or recommendations to Cabinet in respect of these proposals

### **4. BACKGROUND INFORMATION**

- 4.1 Members will recall that at the Cabinet meeting held on the 21<sup>st</sup> November 2018, a report was presented advising of the findings of the independent review into the modernisation of residential care and day care in Rhondda Cynon Taf.
- 4.2 Following detailed consideration of the report, a number of recommendations were agreed including that a 12 week consultation on the future service delivery model for the Council's Residential care Homes and day care for older people.
- 4.3 In September 2019 Cabinet considered the outcome of the consultation and determined a further consultation on the preferred option to retain a level of residential care home provision focussed on complex needs (including dementia), residential reablement and respite care. It proposes that seven Council residential care homes are to be retained and four Council residential care homes to be decommissioned.
- 4.4 The outcome of this consultation process, alongside Officer recommendations, will be considered by Cabinet on December 3<sup>rd</sup> 2020.

### **5. OVERVIEW & SCRUTINY INVOLVEMENT**

- 5.1 Scrutiny has played a key role in the considerations of these proposals, providing comment and observations in advance of Cabinet discussions. This process has provided the opportunity for scrutiny and non-executive members to engage in this key decision.
- 5.2 [In 2018](#), Scrutiny committed to undertaking the pre-scrutiny of the consultation feedback prior to Cabinet's decision and further agreed to receive regular progress updates relating to the matter. It also proposed to involve the members of the Health and Wellbeing Scrutiny Committee.
- 5.3 The comments arising from the pre-scrutiny exercise held on the [22<sup>nd</sup> July 2019](#) were provided to Cabinet for its consideration at its meeting on the [11<sup>th</sup> September 2019](#). Scrutiny raised a number of key issues that Cabinet should consider, such as recognising the importance of choice and independent living within the community, and the importance of residents being able to access care locally. Throughout these discussions, Scrutiny has sought confirmation that the Council is unable to meet the changing needs of our residents through the existing residential model and has also expressed the need to ensure that the assessment processes to access the respective care provision are consistent and simple to support individuals and their families.

- 5.4 Scrutiny has been engaged at a number of important points in the council's considerations and has been afforded the opportunity to further comment on the future service delivery model for the Council's Residential Care Homes and day care for older people throughout the process.

## **6. SCRUTINY & CHALLENGE**

- 6.1 To facilitate committees considerations, the Group Director, Community & Children's Services will be invited to present to the feedback receive through the consultation process and the recommendations to be presented to Cabinet on the 3<sup>rd</sup> December. This will provide the opportunity for members to pre-scrutinise the content of the Cabinet report (attached at Appendix 1) and for the comments and/or recommendations of the Overview & Scrutiny Committee to be subsequently presented to Cabinet, alongside the proposed recommendations and information to support their decision.
- 6.2 An invitation has been extended to the responsible Cabinet Member, Cllr Geraint Hopkins, Cabinet Member for Adult Community Services & Welsh Language, to attend this meeting of the Overview & Scrutiny Committee.
- 6.3 An invitation has also been extended to members of the Older People's Advisory Group to make representations to the committee. Members of the Health & Well-being Scrutiny Committee will also be invited to attend in line with the previous arrangements made to support in engagement in this matter.
- 6.4 Members may recommend for the Service Director – Democratic Services & Communications to facilitate the reporting of the comments, views and/or recommendations of the committee to the Cabinet meeting.

## **7. EQUALITY AND DIVERSITY IMPLICATIONS**

- 7.1 Equality and diversity implications will be considered as part of the Overview & Scrutiny Committee's feedback and comments and any subsequent implementation arrangements.

## **8. FINANCIAL AND RESOURCE IMPLICATIONS**

- 8.1 Financial and resource implications will be considered as part of any feedback and subsequent implementation arrangements.

## **9. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT**

9.1 The Modernisation of Residential Care and Day Care for Older People supports two of the [Council's corporate priorities](#), namely:

- People - promoting independence and positive lives for everyone
- Living within our means - where services are delivered efficiently to achieve value for money for the taxpayer

9.2 The proposals in the Cabinet report would allow the Council to effectively meet the requirements of both the Social Services and Wellbeing (Wales) Act 2014 and Wellbeing of Future Generations (Wales) Act by providing a model of care that is sustainable for the future and effectively meets the needs of an ageing population with more complex needs.

## **10. CONCLUSION**

10.1 The undertaking of pre scrutiny by the Overview & Scrutiny Committee in this important decision strengthens accountability and assists Cabinet in taking this key decision.

10.2 The Overview & Scrutiny Committee continues to identify engagement on proposals on the future service delivery model for the Council's Residential Care Homes and day care for older people, as part of its forward work programme. In line with the agreed work programme the Health & Wellbeing Scrutiny Committee will continue to receive updates on the progress of the delivery of the Council's Extra Care Housing programme.

**LOCAL GOVERNMENT ACT 1972**

**as amended by**

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**LIST OF BACKGROUND PAPERS:**

**SPECIAL OVERVIEW & SCRUTINY COMMITTEE**

**MODERNISATION OF THE COUNCIL'S RESIDENTIAL CARE HOME SERVICE  
FOR OLDER PEOPLE**

**1<sup>st</sup> DECEMBER 2020**

**REPORT OF THE SERVICE DIRECTOR DEMOCRATIC SERVICES &  
COMMUNICATIONS**

## APPENDIX 1



## RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

### CABINET

3<sup>RD</sup> DECEMBER 2020

### MODERNISATION OF THE COUNCIL'S RESIDENTIAL CARE HOME SERVICE FOR OLDER PEOPLE

#### REPORT OF THE GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES, IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR G HOPKINS

**AUTHOR:** Neil Elliott, Director of Adult Services

#### 1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is for Cabinet to consider the outcome of the consultation on the preferred options for the future of the Council's eleven residential care homes for older people and to make further recommendations that, if agreed, will increase the number of retained Council residential care homes to **nine**, including Garth Olwg and Ystradfechan and redevelop Danymynydd and Bronllwyn to meet identified need for additional accommodation with care and support, including extra care housing.

#### 2. RECOMMENDATIONS

It is recommended that Cabinet:

##### 2.1 Considers:

- the responses to the consultation on the future service delivery model for the Council's residential care homes;
- the information provided in this report;
- the Equality Impact Assessment;
- the comments, observations and/or recommendations arising from the pre-scrutiny undertaken by the Overview & Scrutiny Committee on the 1<sup>st</sup> December 2020.

- 2.2 Determines whether to proceed with the preferred option to retain residential care home provision, at the seven Council residential care homes detailed below, which would be refocussed on complex needs (including dementia), residential reablement and respite care:

- Clydach Court, Trealaw
- Ferndale House, Ferndale
- Pentre House, Pentre
- Tegfan, Trecynon
- Troedyrhiw, Mountain Ash
- Cae Glas, Hawthorn

- Parc Newydd, Talbot Green
- 2.3 Determines whether the Council should retain the two residential care homes at Garth Olwg, Church Village and Ystradfechan, Treorchy, which would be refocussed on complex needs (including dementia), residential reablement and respite care. NOTE: This would be an amendment to the preferred option consulted upon which was to decommission these two residential care homes and would increase the number of retained care homes to nine.
  - 2.4 Determines whether the Council should proceed with the preferred option to decommission Danymynydd, Porth as a residential care home for 30 beds and at the same time considers a further proposal to redevelop the site to provide for a new 60 bed extra care housing scheme in line with the Council's Strategy to modernise accommodation options for older people and deliver extra care housing, as outlined in paragraph 6.4 of the report. Danymynydd residential care home currently has no residents living there.
  - 2.5 Subject to 2.4 above, agrees to a further report being presented to Cabinet setting out a costed redevelopment proposal for Danymynydd at the January 2021 Cabinet meeting.
  - 2.6 Determines whether the Council should proceed with the preferred option to decommission Bronllwyn, Gelli as a residential care home for 12 beds and considers the redevelopment of the site to provide specialist accommodation with care to support people with learning disabilities in adulthood and older age to meet changes in need and demand, as outlined in paragraph 5.16 of the report. Bronllwyn residential care home currently has no residents living there.
  - 2.7 Subject to 2.6 above, agrees to a further report being presented to Cabinet setting out a costed redevelopment proposal for Bronllwyn at the February 2021 Cabinet meeting.
  - 2.8 Subject to 2.1 – 2.7 above, agrees to a further report being presented to Cabinet setting out a comprehensive modernisation programme for the Council's **nine** residential care homes proposed to be retained.
  - 2.9 Subject to 2.1 – 2.7 above, agrees to immediately recommence permanent admissions to the Council's **nine** residential care homes proposed to be retained.
  - 2.10 Subject to 2.4 above, agrees to a further report being presented to Cabinet at its January 2021 meeting setting out the proposal for the re-provision of learning disability and autism day services currently delivered at Danymynydd in line with service models and need.
  - 2.11 Subject to 2.6 above, agrees to a further report being presented to Cabinet at its February 2021 meeting setting out the proposal for the re-provision of older people day services currently delivered at Bronllwyn in line with the new service model agreed by Cabinet on 11<sup>th</sup> September 2019.

### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 The Social Services and Wellbeing Act (Wales) 2014 imposes market shaping duties upon the Council and guidance provides that local authorities are required to ensure that there are sufficient, quality services available in the area and that these services are sustainable.
- 3.2 In line with these duties, Rhondda Cynon Taf Council continues to review the residential care home provision that it delivers internally and has consulted on preferred options for a future service delivery model. Officers consider that doing nothing is not a viable option and without re-designing the way that the service is provided, it will not be possible to meet people's changing expectations and needs within the resources available.
- 3.3 The consultation undertaken on the preferred options and the information provided in this report will assist Cabinet when considering the future service delivery model for the Council's residential care homes in accordance with recommendations set out above.
- 3.4 Previous reports to Cabinet have highlighted changing needs and expectations, including:
- people are living longer with more life limiting and complex conditions and want greater choice in how their care is provided. The Council is committed to developing a wider range of options for supporting individuals and in particular those with complex care, including dementia;
  - difficulty of existing care homes to accept the range of referrals and complexity of need being presented unless the current facilities are upgraded to the modern standards identified for dignified care delivery. To complete the required level of works, residents would need to temporarily relocate, potentially meaning two moves;
  - demand for adult social care is increasing, but the demand for traditional residential care is decreasing and less residential care will be needed in the future, as more people will receive care in their own homes, including extra care housing and other supported housing schemes;
  - an over-provision of residential care and sufficient alternative provision of the required type and quality in Rhondda Cynon Taf to meet current and forecast demands but retaining some residential care offer would ensure that the Council meets its commitment to maintaining an in-house offer of provision in the local residential care home market.
- 3.5 Whilst, the above continues to remain the case, increasing further the number of Council residential care homes, by a proposal outlined below to retain Garth Olwg and Ystradfechan, would ensure that the Council can offer medium term capacity and market sustainability as the impact of the Covid-19 pandemic on care home provision remains uncertain. However, the proposal to

decommission residential care home provision at Danymynydd and Bronllwyn has led to a further option being developed following the consultation that would enable redevelopment of the sites to meet identified strategic priorities and need for extra care housing for older people and alternative accommodation with care for people with a learning disability.

#### **4. BACKGROUND**

- 4.1 The need to modernise and continually improve adult social care services is a key priority for Rhondda Cynon Taf.
- 4.2 The Cwm Taf Joint Commissioning Statement for Older People's Services (2015-2025) (the 'Commissioning Statement') approved by the Cabinet in February 2016 acknowledged that care needs and expectations are changing and that there is a need to ensure that services are safe, appropriate and fit for purpose. The Commissioning Statement identifies the need to make very different choices and avoid over reliance on residential care settings and the development of extra care housing is identified as a key alternative model of community-based accommodation with care and support in order to enhance the health, wellbeing and independence of older people. Without modernising our offer increasing demand, changing expectations and financial pressures will challenge the ongoing viability and suitability of Rhondda Cynon Taf's model of adult social care provision.
- 4.3 In response, the Council developed its Strategy to modernise accommodation options for older people and deliver extra care housing in Rhondda Cynon Taf. This was approved by Cabinet in November 2016 and it gave a commitment to review and reshape the care market to increase the options available for people needing accommodation with care and support and deliver a viable alternative for people who are able to remain independent with support.
- 4.4 In September 2017, Cabinet approved a £50m investment plan to develop, in total, 300 extra care beds across Rhondda Cynon Taf and to deliver modern accommodation options to meet the needs and changing expectations of the growing older population. At this meeting, Cabinet also approved a comprehensive review of residential care homes (and day care services) for older people in order to determine future improvement opportunities for service delivery in line with the Council's strategy for accommodation for older people.
- 4.5 In November 2018, Cabinet considered the results of an independent review (by Practice Solutions Ltd) in respect of the future service delivery model for the Council's residential care homes (and day care services) and approved consultation on the proposal to retain a level of residential care home provision focussed on providing complex care and respite and based on the market share and need required in each of the Rhondda, Cynon and Taf geographical areas.
- 4.6 In September 2019, Cabinet considered the outcome of the consultation on the proposal to retain a level of residential care home provision and approved a further consultation on the preferred option to retain a level of residential care

home provision focussed on complex needs (including dementia), residential reablement and respite care, as follows:

Proposed seven Council residential care homes to be retained:

- Clydach Court, Trealaw
- Ferndale House, Ferndale
- Pentre House, Pentre
- Tegfan, Trecynon
- Troedyrhiw, Mountain Ash
- Cae Glas, Hawthorn
- Parc Newydd, Talbot Green

Proposed four Council residential care homes to be decommissioned:

- Bronllwyn, Gelli
- Ystradfechan, Treorchy
- Danymynydd, Porth
- Garth Olwg, Church Village

and to receive a further report on conclusion of the consultation.

4.7 The rationale and drivers shaping the preferred options approved in previous reports to Cabinet relating to the future service delivery model for the Council's residential care homes are summarised as follows:

- Council's residential care homes have served their communities well and are popular homes with good standards of care, provided by committed staff.
- Aspiration for and of older people to have a wider choice of appropriate accommodation and support options with, as much as possible, support being delivered in their own homes or in care environments like extra care housing and other supported accommodation with care.
- Positive impact that high quality modern care environments can have both on the ability of staff to deliver the best possible care and the experience of older people in receipt of care, especially for people who require specialist dementia care.
- Need for the most efficient and effective model of services.
- Council's residential care home buildings that are becoming less suitable for the level of frailty and complexity of support needed that we now see in our care home population.
- Current and forecast need is for more complex care (including dementia care), reablement, respite care or short breaks for carers and nursing care.

- Impact of older people exercising choice now on the occupancy levels in our care homes.
- Over-provision of residential care beds – the current capacity is not required in its current form and forecasts show that less residential care will be needed in the future geographical market share across Rhondda, Cynon and Taf areas.

## 5. CURRENT RESIDENTIAL CARE PROVISION IN RHONDDA CYNON TAF

- 5.1 As previously reported, longer term trends show a decline in the total number of placements in care homes, with a drop in local use since 2010/11, in Rhondda Cynon Taf, reflecting people’s choice to remain independent and living at home for as long as possible. This is consistent with national and regional priorities and the Council’s aim of providing care and support to people in their own homes wherever possible.
- 5.2 There are currently 37 care homes with a total of 1,449 registered beds for older people in Rhondda Cynon Taf. This is an increase on the previously reported figure in September 2019 (36 care homes and 1,429 registered beds), which is primarily attributable to the recent opening in June 2020 of Fairfields Care Home in Trealaw, which is registered for 19 residential and residential dementia beds.
- 5.3 The Council operates 11 residential care homes with 333 registered beds, of which 145 beds are for people with dementia. The external market provides circa. 486 residential beds (including approximately 219 residential dementia beds) and circa. 630 nursing beds (including approximately 125 nursing dementia beds) in a total of 26 residential and nursing care homes.
- 5.4 In the report to Cabinet in September 2019, the average occupancy of the Council’s residential care homes in August 2019 was 77% (71 vacancies) and external care homes was 96% (46 vacancies). Occupancy levels across the care home sector have continued to reduce as shown in the table below:

Month	Council Beds		External Beds	
	% Occupied	Vacancies	% Occupied	Vacancies
September 2020	53%	157	79%	206
February 2020	69%	102	94%	63
August 2019	77%	71	96%	46
March 2019	79%	76	93%	81
March 2018	83%	57	88%	135
March 2017	89%	27	88%	67
March 2016	98%	8	92%	75

- 5.5 Occupancy levels have reduced significantly since the last report to Cabinet. Whilst this will be attributable to less people being admitted to residential care

homes across the sector, occupancy will have also been affected by previous Cabinet decisions to restrict permanent admissions in Council care homes pending the outcome of the ongoing consultation and more recently the COVID-19 pandemic in 2020.

- 5.6 As Cabinet will be aware, in March 2020, Cwm Taf Morgannwg University Health Board asked the Council to create additional temporary step-down recovery beds to support an anticipated surge in patients that would be admitted to hospitals as a result of COVID-19 and need to be discharged from a hospital setting. In response the Council used Danymynydd and Bronllwyn to create dedicated additional bed capacity. Both these homes had the lowest number of residents, which therefore minimised the change required for the smallest number of residents. All residents were moved safely following discussion with their families and carers.
- 5.7 However, the anticipated surge in demand for additional bed capacity did not materialise and only a very small number of admissions were made to both Danymynydd and Bronllwyn during the height of the pandemic. It was therefore decided that due to the reduced demand/need, and in the best interest of the residents and staff, to relocate the temporary residents living there at the time to other residential care home settings. This was deemed to be the best course of action and enabled the service to utilise resources more effectively and provide further additional support to other Council residential care homes. This decision was made in consultation with residents and families and they were supportive of the relocation.
- 5.8 Both Danymynydd and Bronllwyn continue to remain available and are considered for new patient admission based on need and in line with existing policy and guidance and could provide contingency for any additional surge capacity that may be required as part of ongoing winter pressures.
- 5.9 While occupancy levels are currently adversely impacted by the COVID-19 and notwithstanding the potential impact on care homes in both the short and medium term in terms of need and demand and ongoing sustainability, which is uncertain currently, there is clear evidence that there remains an over-provision of care home beds in Rhondda Cynon Taf.

#### Physical Care Home Environment

- 5.10 As Cabinet will be aware from previous reports, whilst the Council's residential care homes are in dated buildings, the quality of the care provided by our staff is very good. The homes were built over 40 years ago and were not designed to meet the current expectations of accommodation. This has become even more important an issue in managing infection control in light of the Covid-19 pandemic, making isolation more difficult, particularly in dementia care units due to the layout, room sizes and shared toilet facilities.
- 5.11 Modern purpose-built care homes are designed to be dementia-friendly and have a bigger space standard to support mobility/hoisting needs. They also have en-suite facilities, so people are more able to toilet themselves or with

support. This is clearly a very important part of maintaining someone's sense of dignity and independence.

- 5.12 Any significant redevelopment of the existing buildings would require significant investment. Further reports would need to be prepared setting out costed refurbishment programmes for the retained care homes. It could mean fewer people would be supported in the Council's residential care homes and some people currently living there would have to move into alternative accommodation, whilst others could experience disruption whilst any works were being completed requiring the temporary relocating of residents as the nature and extent of the remodelling work may require temporary closure.

#### Needs and Demand

- 5.13 For those people who are no longer able to stay at home and may require accommodation with care, which includes people with complex health needs (including dementia), the Council wants to provide excellent services in modern buildings that meet people's expectations and allow our staff to provide the best possible care.
- 5.14 The Council is aware that there are increasing levels of dependency and frailty of older people now entering residential care meaning that we need to have an appropriate environment to meet their needs. Many people are requiring more complex nursing care rather than residential care and the Council is also needing to respond to those changing demands.
- 5.15 As previously reported to Cabinet on 11<sup>th</sup> September 2019, analysis was completed to gain a better understanding of the forecast demand for extra care housing and care home provision in Rhondda Cynon Taf and compare this to the existing provision. To do this, the "More Choice, Greater Voice" forecast model was used as the baseline model for predicting demand and it was concluded that:

*"The Council's drive to increase extra care housing will be key to shifting the balance away from institutional residential care and allow some of the existing Council residential care homes to be replaced due to projected residential care home surplus capacity. However, there was a need to continue to stimulate the market to provide additional extra care housing and nursing care home provision if overall projected shortfalls in provision are to be avoided into the future to meet the needs of the rising older population."*

- 5.16 In addition, analysis undertaken to inform the development of an accommodation with care and support strategy for people with learning disability, which is due to be presented to Cabinet in February 2021, identified an increased need for dedicated specialist care accommodation and older people accommodation with care and support to meet the specific needs of people who have both a learning disability and an age-related condition. Initial analysis also identified need for:

- Bespoke specialist accommodation that meets the specific needs now and in the future of people with learning disabilities that live in specialist hospital settings who could be supported to live within the community, where there is the assessed need;
- Accommodation with care and support that meets specific needs of young people with a learning disability each year who transition into adulthood;
- Accommodation with care and support that provides opportunity for people who are in residential care settings, (many out of county) who could be live more independently in the Community, where there is the assessed need;
- Larger units of supported accommodation for people with a learning disability replacing smaller units where there is the need and demand.

The accommodation with care and support strategy would provide for a number of potential scheme options for the proposed redevelopment at the Bronllwyn, subject to Cabinet approval of recommendations set out in paragraphs 2.6 & 2.7 above.

#### Local Provision and Choice

- 5.17 As Cabinet will be aware, it is important that there is choice locally for those who want to stay in the area and therefore an assessment of the market had been completed, based on the availability of care home provision within 5 miles of each of the Council's residential care homes and included in the 11<sup>th</sup> September 2019 Cabinet report. The analysis indicates that overall there are other care home providers locally within a 5 mile radius of the Council's residential care homes who are able to support people who need good quality residential care. It is also worth noting that with the exception of Ferndale House (5.2 miles) all other Council residential care homes are within a 5 mile radius of an existing or proposed future extra care scheme. The analysis is summarised again for Cabinet's information at Appendix A.

#### **6. EXTRA CARE HOUSING DEVELOPMENTS**

- 6.1 The Council's Strategy to modernise accommodation options for older people and deliver extra care housing, approved by Cabinet in November 2016, seeks to increase the housing and care options available to people living in Rhondda Cynon Taf. Through the implementation of the Council's strategy and providing an increased range of provision, the Council would reduce its reliance on longer term residential placements. The Strategy initially set out to provide 300 extra care units for older people by 2025, although more recent analysis included in the 11<sup>th</sup> September 2019 report to Cabinet forecasted an updated need of 650 units by this date.
- 6.2 The table below provides information of the extra schemes open in Rhondda Cynon and those planned for development together with some additional progress commentary:

Scheme	Units	Comments
Ty Heulog, Talbot Green	40	Opened in June 2016. Scheme full and with waiting list.
Maesyffynnon, Aberaman	40	Opened in May 2020. Currently 22 tenants living there - allocation list being assessed and carefully managed during Covid-19 pandemic.
Cwrt yr Orsaf, Pontypridd	60	Construction of the new state-of-the-art facility began during summer 2019 and has remained ongoing during the whole of the COVID-19 pandemic and whilst experiencing some impacts and delays, the works have progressed well. The majority of the work to be completed is now internal and is where the biggest impact of the current COVID-19 measures will be experienced and it is with some caution that we are reporting an anticipated completion date of August 2021.
Porth Development	60	Initial development options for the Council's Bronwydd site are not feasible due to planning restrictions. Other options have been explored with the preferred option being the redevelopment of the Danymynydd care home site – further detail is provided below.
Treorchy Development	60	Development options continue to be considered with Linc Cymru and the Health Board, although progress has been delayed due to COVID-19 and prioritisation of the above schemes. Development discussions with partners will restart in 2021/22 and reports to Cabinet will follow once options for development have been fully developed.
Mountain Ash Development	40	Initial development options on land near Miskin Road are not feasible. Progress has been delayed due to COVID-19 and prioritisation of above schemes. Development discussions with partners will restart in 2021/22 and reports to Cabinet will follow once options for development have been fully developed.

6.3 In the context of the Council's Strategy to modernise accommodation options for older people and deliver extra care housing, and the review of the Council's residential care home provision, officers working closely with Linc Cymru have considered potential options for the redevelopment of Danymynydd in Porth.

6.4 An initial proposal for the redevelopment of Danymynydd is summarised below:

- Phase 1 - demolish the empty care home and construct brand new state of art 60 bed extra care home. Facilities will include dining areas, a communal kitchen, lounge areas, a hair salon/SPA, communal landscaped gardens and an integrated day care unit.
- Phase 2 - build supported housing for people with social care needs on the Bronwydd Office car park behind Danymynydd.

Draft drawings of the redevelopment proposals are included as Appendix D to this report.

- 6.5 Subject to Cabinet approval of the recommendation set out in paragraph 2.4 above regarding the redevelopment of Danymynydd, officers will continue to work with Linc Cymru to develop these proposals further, complete all relevant site investigations and prepare a business case for the redevelopment proposal. A further report will be presented to Cabinet before 31<sup>st</sup> January 2021.

## **7. CONSULTATION**

- 7.1 Practice Solutions Ltd, Abercynon, were recommissioned to undertake an independent consultation on the preferred option to retain a level of Council residential care home provision in Rhondda Cynon Taf as agreed by Cabinet in September 2019.
- 7.2 The consultation took place over a period from 30<sup>th</sup> September 2019 to 20<sup>th</sup> December 2019 in order obtain as many views as possible from interested stakeholders to inform the Cabinet in its decision making regarding its preferred option.
- 7.3 In addition to the consultation events, questionnaires were used to obtain people's views regarding the preferred options for the future of the Council's residential care homes. In total 310 questionnaire responses were received together with 13 letters, 8 emails and a petition signed by 1020 people to keep Garth Olwg open. In summary:
- 47% of respondents to the questionnaire were members of the public, 23% were relatives of the residents, 18% were staff and 7% were residents.
  - 53.4% of respondents disagreed with the Council's preferred option, with 41% agreeing with the preferred option and the others stating, "don't know".
  - 57.3% of respondents said that the preferred option would impact on them or their family whilst 42.7% said they would not be impacted by the preferred option.
  - 40.5% of respondents agreed with the criteria that the Council used to inform the preferred option whilst 42.9% said 'No'. 16.6% of respondents selected 'Don't Know'.
- 7.4 Detailed consultation reports were compiled and a summary of the main themes that emerged in the consultation, including a Council response are provided and are available as Appendix B.
- 7.5 Overall, there is no majority support for Cabinet's preferred option for the future of the Council's residential care homes and to retain a level of residential care home provision, as set out in paragraph 4.6 of this report. The overwhelming message from older people and their families can be simply summarised as

wanting all Council residential care homes to remain open. A consistent range of reasons were given for opposition to decommission:

- The importance of retaining a local service to meet local need, allowing people now and in the future to maintain social connections with local friends and family. The impact on families in having to travel further to visit their relatives has been mentioned in respect of all of the homes.
- Belief that demand for residential care is higher than is claimed, and likely to grow in future, meaning the proposal to close is misguided.
- The negative impact closure would have on the health and wellbeing of current residents.
- Concerns that extra care is unable to meet the needs of people living in residential care homes and that a focus on providing care at home leads to isolation for older people.
- Staff and the Council's services received high praise for the quality of care delivered, and respondents expressed concerns that they would not receive a similar quality of care from an independent provider.
- Some adverse comments about the physical facilities within the homes were made, but generally the view was that the quality of the staff was paramount.
- Some family members expressed concern about the stress of moving their relatives and how frail they were to be moved so late in life, and others felt that older people should have a choice about where to live (and die) that were very specific to their locality.

7.6 Officers have addressed the key themes and concerns collated from the consultation feedback and provided mitigation where possible. There were no concerns put forward that could not be mitigated. The Equality Impact Assessment, appended at Appendix C to the report, should also be taken into consideration by Members when considering the above themes arising from the consultation exercise.

## **8. PREFERRED OPTION - FUTURE SERVICE MODEL FOR THE COUNCIL'S RESIDENTIAL CARE HOMES**

8.1 At its meeting on 11<sup>th</sup> September 2019, Cabinet agreed to:

- retain a level of provision for residential care homes which were focused on providing complex care, short term residential reablement and respite; and
- base the level of provision retained on a determination of the market share and need required in each of the Rhondda, Cynon and Taf geographical areas.

8.2 As Cabinet will be aware, an evaluation was undertaken to determine the Council residential care homes to be proposed for decommissioning or retaining and an evaluation matrix used to assess each home against the following themes and criteria:

<p><b>Building suitability</b></p> <ul style="list-style-type: none"> <li>• Current building compliance assessment</li> <li>• Redevelopment potential of existing home to meet Care Inspectorate Wales new build standards</li> </ul>	<p><b>Location</b></p> <ul style="list-style-type: none"> <li>• Availability of internal residential provision in area</li> <li>• Availability of alternative residential provision in area</li> <li>• Availability of extra care housing provision in area</li> </ul>
<p><b>Current cost of placement</b></p> <ul style="list-style-type: none"> <li>• Actual Council cost per occupied bed per week</li> </ul>	<p><b>Current level of use</b></p> <ul style="list-style-type: none"> <li>• Current occupancy levels</li> <li>• How well the care home already meets the requirements of the proposed future service</li> </ul>

8.3 Each element of the established criteria was given a weighting based on its perceived overall significance to the proposal. Each care home was then awarded a score of up to 5 against the individual criteria elements and that score weighted appropriately. Each home could attract a maximum weighted score of 190. The higher the overall weighted score achieved by a particular care home the more likely it would be to deliver the proposed model.

8.4 The outcome of the evaluation and the recommended preferred option agreed by Cabinet for consultation on 11<sup>st</sup> September 2019 is shown below:

<b>Care Home &amp; Evaluation Score</b>	<b>Recommended Preferred Option - (pre-consultation)</b>	<b>Recommended Preferred Option - (post-consultation)</b>
<p><b>Bronllwyn</b> Score = 86.0</p>	<p>Decommission home when suitable alternative placements are available in area - est. Summer 2020</p>	<p>Decommission Bronllwyn, Gelli and redevelop the site to provide alternative accommodation with care to support people with learning disabilities in adulthood and older age to meet changes in need and demand. Cabinet to receive a report setting out a costed redevelopment proposal by 28<sup>th</sup> February 2021. Please note that Bronllwyn is currently empty as per reasons outlined in Section 5 above.</p>
<p><b>Garth Olwg</b> Score = 106.0</p>	<p>Decommission home when Pontypridd extra care scheme is opened - est. Summer 2021</p>	<p>Amend preferred option to decommission Garth Olwg, Church Village and retain residential care home, refocussed on complex needs</p>

		(including dementia), residential reablement and respite care.
<b>Ystradfechan</b> Score = 110.0	Decommission when Treorchy extra care scheme is opened - est. early 2023	Amend preferred option to decommission Ystradfechan, Treorchy and retain residential care home, refocussed on complex needs (including dementia), residential reablement and respite care.
<b>Danymynydd</b> Score = 110.5	Decommission home when Porth extra care scheme is opened - est. late 2022	Decommission Danymynydd, Porth and redevelop the site to provide a new extra care housing scheme in line with the Council's Strategy to modernise accommodation options for older people and deliver extra care housing. Cabinet to receive a report setting out a costed redevelopment proposal by 31 <sup>st</sup> January 2021. Please note that Danymynydd is currently empty as per reasons outlined in Section 5 above.
<b>Clydach Court</b> Score = 112.0	Retain	Retain
<b>Troedyrhiw</b> Score = 115.0	Retain	Retain
<b>Pentre House</b> Score = 117.0	Retain	Retain
<b>Cae Glas</b> Score = 125.0	Retain	Retain
<b>Parc Newydd</b> Score = 125.0	Retain	Retain
<b>Tegfan</b> Score = 139.0	Retain	Retain
<b>Ferndale House</b> Score = 148.5	Retain	Retain

- 8.5 Taking into account the outcome of the consultation, previous rationale to support reported preferred options and the supporting information included in this report, it is recommended that the Cabinet agree the revised preferred model for the future service delivery model for the Council's residential care homes, as outlined in the table in paragraph 8.4 above, and in particular the redevelopment proposals for Danymynydd and Bronllwyn, which are currently empty and would not require the transfer of any residents. However, the redevelopment of Danymynydd and Bronllwyn sites would require the re-provision of learning disability/autism day services and older people day services currently being delivered at these sites respectively and the Cabinet will receive further reports setting out proposals for revised day service offers as recommended in paragraphs 2.10 & 2.11 above.
- 8.6 This preferred option would allow the Council to deliver a model that is sustainable for the future and enables people to maximise their independence, remain in their own home for longer and effectively meet the needs of an ageing

population with more complex needs and the need of vulnerable adults, are consistent with the priorities set out in the Statement of Commissioning Intent for Older People; Accommodation and Extra Care Strategy and Care Home Market Position Statement and in line with the principles of the Social Services and Wellbeing (Wales) Act 2014.

- 8.7 There will be ongoing consultation and engagement with older people, carers, residents and all other key stakeholders, subject to Cabinet approval, on the redevelopment proposals outlined in Section 2 above.

## **9. EQUALITY AND DIVERSITY IMPLICATIONS**

- 9.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

- 9.2 The Council's Equality Impact Assessment process ensures that due regard is paid to the above.

- 9.3 An Equality Impact Assessment (EqIA), informed by the consultation feedback, has been completed and has informed the final recommendations set out in this report. A copy of the EqIA is included at Appendix C. Cabinet should have regard to the assessment when reaching its final decision.

- 9.4 It has been acknowledged in previous reports to Cabinet that proceeding with the preferred options for the future service delivery model for the Council's residential care homes would impact on existing and future residential care home residents. Due to the nature of the people group, there would be a disproportionate impact on older people and people with a range of disabilities. The key potential impacts of the preferred options on people with protected characteristics particularly older people and carers are set out in the EqIA. Alongside these, a number of mitigating actions have been proposed.

- 9.5 Further EqIAs will be completed, subject to Cabinet approval, for the redevelopment proposals at Danymynydd and Bronllwyn and will be included as part of future reporting to Cabinet as outlined in Section 2 above.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 The proposals set out in this report have the primary focus of delivering improved quality of care and support outcomes for Rhondda Cynon Taf residents. Whilst the financial implications are a secondary consideration, the proposals for change should provide more cost-effective solutions to the current arrangements and these would be explored post consultation and when

Cabinet takes a final decision on the future of the Council's residential care home provision.

- 10.2 Notwithstanding this, there is a growing demand for and pressure on adult social care services and any potential financial contribution these proposals would make to the Council's Medium Term Financial Plan would be used to maintain these essential care and support services.
- 10.3 The capital funding to deliver the proposal for potential investment in new facilities at Danymynydd and Bronllwyn would be considered by Cabinet early in 2021 and will be included, if approved, in the Council's three year capital programme for 2021-2024. In doing so, the Council will continue to explore and maximise all available sources of finance to support the timely delivery of the strategy.

## **11. PRE-SCRUTINY & THE INVOLVEMENT OF THE OVERVIEW & SCRUTINY COMMITTEE**

- 11.1 Scrutiny has played a key role in considering these proposals, providing comment and observations in advance of Cabinet discussions. This process has provided the opportunity for scrutiny and non-executive members to engage in this key decision.
- 11.2 In 2018, Scrutiny committed to undertaking the pre-scrutiny of the consultation feedback prior to Cabinet's decision and further agreed to receive regular progress updates relating to the matter. It also proposed to involve the members of the Health and Wellbeing Scrutiny Committee at every opportunity.
- 11.3 The comments arising from the pre-scrutiny exercise held on the 22<sup>nd</sup> July 2019 were provided to Cabinet for its consideration at its meeting on the 11<sup>th</sup> September 2019. Scrutiny raised a number of key issues that Cabinet should consider, such as recognising the importance of choice and independent living within the community, and the importance of residents being able to access care locally. Throughout these discussions, Scrutiny has sought confirmation that the Council is unable to meet the changing needs of our residents through the existing residential model and has also expressed the need to ensure that the assessment processes to access the respective care provision are consistent and simple to support individuals and their families.
- 11.4 On the 1<sup>st</sup> December 2020, the Overview and Scrutiny Committee was provided with the opportunity to pre-scrutinise the recommendations and information contained within this report. Subject to the agreement of the Scrutiny Committee, feedback will be provided by the Service Director Democratic Services and Communications in advance of Cabinet's considerations of this report.

## **12. LEGAL IMPLICATIONS AND LEGISLATION CONSIDERED**

- 12.1 There is a legal requirement to publicly consult and consult with staff affected by proposals resulting in changes to current and future provision of services.

- 12.2 Where consultation is undertaken it should be done when proposals are at a formative stage; give sufficient reasons for any proposal so that respondents can make an informed response and allow adequate time for consideration and response. Cabinet would then be required to give consideration to the outcome of the consultation process prior to any decision(s) being made on any proposals.
- 12.3 Any future provision of services would need to be considered in accordance with the Social Services and Wellbeing (Wales) Act 2014. Local Authorities have a general duty under the Act to promote wellbeing. This duty applies when considering decisions in respect of an individual but also when considering broader strategic issues that do not relate to an individual. In doing so, the overall purpose is to produce a sustainable and diverse range of care and support services to deliver better, innovative and cost-effective services and support and promote the wellbeing of every person, and carer, with the need of care and support. The recommendations made in Section 2 above and consideration of future options aims to deliver the highest standards of care and support and is consistent with the above duty.
- 12.4 In addition, the Social Services and Wellbeing (Wales) Act 2014 and accompanying Part 4 Code of Practice sets out that where an Authority has carried out an assessment which has revealed that the person has needs for care and support then the local authority must decide if those needs meet the eligibility criteria, and if they do, it must meet those needs. The recommendations put forward in this report will allow the Council to ensure that going forward Rhondda Cynon Taf can meet all eligible needs.
- 12.5 Any employment issues that arise would need to be considered in conjunction with Human Resources and in accordance with the Council's Management of Change Policy when making changes that affect staff. As previously agreed by Cabinet, there will be no compulsory redundancies through implementation of these proposals.

### **13. LINKS TO CORPORATE AND NATIONAL PRIORITIES AND THE WELLBEING OF FUTURE GENERATIONS ACT**

- 13.1 This report supports two of the Council's corporate priorities, namely:
- People - promoting independence and positive lives for everyone; and
  - Living within our means - where services are delivered efficiently to achieve value for money for the taxpayer.
- 13.2 The proposals in this report would allow the Council to meet the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Wellbeing of Future Generations (Wales) Act 2015. By providing a model of care that meets the needs of an ageing population, including those with more complex needs that is sustainable and increases focus on preventative services, which promote choice, wellbeing and independence, the wellbeing goals of a Wales of cohesive communities, a healthier Wales and more equal Wales are supported.

13.3 Due regard has also been made to the five ways of working, included in the Wellbeing of Future Generations (Wales) Act 2015. The following is a summary to show how the five ways of working to achieve the wellbeing goals have been considered in this report:

- Long Term – social services is demand led and there is a requirement to meet the needs of people in the longer term and, because of rising demographics and increasing complexity, the remodelling and transformation of services continues to be a priority as we seek to achieve long term sustainable change to our care and support offer;
- Prevention – the report highlights the work to date to address the needs of older people by reducing reliance on traditional services such as residential care home provision and move to a model focussing on the need to develop more prevention and early intervention services, including extra care housing and other alternative supported accommodation with care models;
- Integration – the implementation of the proposal requires the Council to work with partners, particularly within Health and Housing, to ensure care and support for people and support for carers is provided. The report evidences the work to date and the future plans to integrate service delivery for the benefit of residents;
- Collaboration – the models of care and support outlined in this report are developed with current and new partner organisations, including third sector organisations and wider communities;
- Involvement – the key stakeholders are the people who use social care. There has been considerable engagement and consultation with people in the development of strategies that have informed the proposed models outlined in this report. If these proposals are agreed by Cabinet then further involvement will be undertaken to ensure that all stakeholders have an opportunity to shape care and support provision to ensure benefits and wellbeing opportunities are maximised.

## 14. **CONCLUSION**

14.1 Officers consider that doing nothing in respect of each proposal is not a viable option. Without exploring the potential for re-designing the way that adult care is provided, it will not be possible to meet people's changing expectations and increasing demand within the resources available. It is imperative, within the context of the Social Services and Wellbeing Act (Wales) 2014, that the Council continues to reduce reliance on traditional services such as residential care homes and moves to a model that is sustainable for the future, and effectively meets the needs of an ageing population with more complex needs, whilst focusing on preventative services, which promote choice, independence and wellbeing.

- 14.2 The extensive consultation exercise undertaken by the Council has demonstrated the strength of feeling from a range of people. The Council's residential care homes are clearly highly significant for the people who live in them. There is no majority support for Cabinet's initial preferred option for the future of the Council's residential care homes and to retain a level of residential care home provision, as set out in paragraph 4.6 of this report. The overwhelming message from older people and their families can be simply summarised as wanting all Council residential care homes to remain open. However, it has been possible to respond to all concerns raised during the consultation and put forward appropriate mitigation, where possible.
- 14.3 Taking into account the outcome of the consultation, previous rationale to support reported preferred options and the supporting information included in this report, officers consider that the recommendations put forward in this report for the revised future service delivery model for the Council's residential care homes, as outlined in paragraph 8.4 above, and in particular the redevelopment proposals for Danymynydd and Bronllwyn, are in line with current policy direction and current and future need in Rhondda Cynon Taf.



**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET**

**3<sup>RD</sup> DECEMBER 2020**

**REPORT OF GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES, IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR HOPKINS**

**MODERNISATION OF THE COUNIC'S RESIDENTIAL CARE HOME SERVICE FOR OLDER PEOPLE**

**Background Papers:**

Social Services and Wellbeing Act (Wales) 2014  
Cabinet – 11<sup>th</sup> September 2019

**Officer to contact:** Neil Elliott, Director of Adult Services

APPENDIX A		Council Care Homes within 5 miles		Independent Sector Care Homes within 5 miles					
	Care Home	Residential Beds	Care Home	Residential Beds	Residential EMI Beds	Nursing Beds	Nursing EMI Beds	Total Beds	
RHONDDA	<b>Bronllwyn Residential Home</b> Gelli	Pentre House 29 Ystradfechan 24 Clydach Court 35	Mill View 7 Ty Pentwyn 8 Glyncornel Tailiesin 14 Zoar 17 Ty Ross 8 Ty Nant Ty Porth 16 Fairfield 6	7 3 3 4 12 2 13 21 13	27 26 17 4 25 18			37 34 17 18 29 35 31 81 19	
	<b>Registered Beds 12:</b> 11 x Permanent Beds 1 x Respite Bed	<b>88</b>		<b>76</b>	<b>68</b>	<b>139</b>	<b>18</b>	<b>301</b>	
	<b>Pentre House Residential Home</b> Pentre	Bronllwyn 12 Ystradfechan 24 Clydach Court 35	Ty Pentwyn 8 Mill View 7 Glyncornel Ty Ross 8 Tailiesin 14 Zoar 17 Ty Nant Fairfield 6	8 3 3 2 4 12 13	26 27 17 25 25 18			34 37 17 35 18 29 31 19	
	<b>Registered Beds 29:</b> 28 x Permanent Beds 1 x Respite	<b>71</b>		<b>60</b>	<b>47</b>	<b>95</b>	<b>18</b>	<b>220</b>	
	<b>Ystradfechan Residential Home</b> Treorchy	Bronllwyn 12 Pentre House 24 Clydach Court 35	Ty Pentwyn 8 Ty Ross 8 Mill View 7 Glyncornel Tailiesin 14 Fairfield 6	8 2 3 3 4 13	26 25 27 17 25			34 35 37 17 18 19	
	<b>Registered Beds 24:</b> 22 x Permanent Beds (8 EMI) 2 x Respite	<b>71</b>		<b>43</b>	<b>22</b>	<b>95</b>	<b>0</b>	<b>160</b>	
	<b>Ferndale House Residential Home</b> Ferndale		Mill View 7 Glyncornel Ty Porth 16	7 3 21	27 17 44			37 17 81	
<b>Registered Beds 26:</b> 25 x Permanent Beds (10 EMI) 1 x Respite			<b>23</b>	<b>24</b>	<b>88</b>	<b>0</b>	<b>135</b>		
RHONDDA	<b>Clydach Court Residential Home</b> Trealaw	Danymynydd 30 Bronllwyn 12 Pentre House 29 Ystradfechan 24	Tailiesin 14 Ty Porth 16 Ty Nant Glyncornel Zoar 17 Mill View 6 Ty Pentwyn 8 Fairfield 6	4 21 13 3 12 31 26			18 81 31 17 29 37 34 19		
	<b>Registered Beds 35:</b> 30 x Permanent Beds (30 EMI) 5 x Respite	<b>95</b>		<b>67</b>	<b>63</b>	<b>118</b>	<b>18</b>	<b>266</b>	
	<b>Danymynydd Residential Home</b> Porth	Clydach Court 35	Ty Porth 16 Ty Nant Tailiesin 14 Glyncornel Zoar 17 Mill View 6 Fairfield 6	21 13 4 3 12 31 13	44 18		81 31 18 17 29 37 19		
	<b>Registered Beds 30:</b> 29 x Permanent Beds (29 EMI) 1 x Respite	<b>35</b>		<b>59</b>	<b>63</b>	<b>92</b>	<b>18</b>	<b>232</b>	
	CYNON	<b>Tegfan Residential Home</b> Trecynon		The Laurels 17 Ysguborwen 10 Oakwood 5 Meadowlands The Beeches 4 Cwmaman 16	2 27 33 33 41			19 78 41 47 45 49	
		<b>Registered Beds 46:</b> 44 x Permanent Beds (15 EMI) 2 x Respite			<b>52</b>	<b>62</b>	<b>118</b>	<b>47</b>	<b>279</b>
		<b>Troedyrhiw Residential Home</b> Mountain Ash		Maesteg House 6 The Willows Aberpennar 10 Cwmaman 20 Meadowlands The Beeches 4 The Laurels 17	5 46 37 28 47 41			11 46 47 48 47 45 19	
<b>Registered Beds 26:</b> 25 x Permanent Beds (8 EMI) 1 x Respite				<b>57</b>	<b>35</b>	<b>78</b>	<b>93</b>	<b>263</b>	

TAF	<b>Cae Glas Residential Home</b> Hawthorn	Gartholwg	30	Duffryn Ffrwdd	45	10	37		92
			<b>30</b>	The Hollies	14		27		41
	<b>Registered Beds 39:</b>			Pontypridd	9	14	35		58
	36 x Permanent Beds (8 EMI)			Aspen House	8		30		38
	3 x Respite			Penrhos	10		7		17
				Ty Gwynno	11	18	17		46
					<b>97</b>	<b>42</b>	<b>153</b>		<b>292</b>
	<b>Gartholwg Residential Home</b> Church Village	Cae Glas	39	Penrhos	10		7		17
		Parc Newydd	36	Pontypridd	9	14	35		58
<b>Registered Beds 30:</b>		<b>75</b>	Duffryn Ffrwdd	45	10	37		92	
27 x Permanent Beds			The Hollies	14		27		41	
3 x Respite			Aspen House	8		30		38	
			Ty Gwynno	11	18	17		46	
				<b>97</b>	<b>42</b>	<b>153</b>		<b>292</b>	
<b>Parc Newydd Residential Home</b> Talbot Green	Gartholwg	30	Penrhos	10		7		17	
		<b>30</b>	Llantrisant	9		29		38	
<b>Registered Beds 36:</b>				<b>19</b>		<b>36</b>		<b>55</b>	
34 x Permanent Beds									
2 x Respite									

# **Modernisation of Residential Care for Older People**

**AN ANALYSIS OF CONSULTATION BY  
RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**Practice Solutions Ltd**

Geoff Sherlock, Glenda George  
and Steve Milsom

January 2020

## INDEX

	Page
1. Introduction	3
2. Background	3
3. Consultation Methodology	5
4. Summary	7
5. Care Home Residents and their Relatives	8
6. Residential Care Services – Staff	17
7. Public Consultation	19

## 1. Introduction

- 1.1 This Report provides an analysis of findings from the consultation on Rhondda Cynon Taf County Borough Council's (the Council) proposals to modernise the residential care it provides itself to older people. This report covers the consultation undertaken with care home residents, their relatives, Council staff directly involved in service delivery and also through Public "Drop In" events. This was part of wider public written consultation undertaken by the Council. The full period for all of this consultation was between 30 September 2019 and 19 December 2019.
- 1.2 The meetings were led by Practice Solutions and all meetings were attended by Senior Managers from Adult Social Care.
- 1.3 The views expressed in this report directly represent the views of those attending the series of consultation meetings and responding to the consultation with the public and do not cover the responses to questions and further information provided by Council officers.

## 2. Background and Rationale

- 2.1 The need to modernise and continually improve Adult Social Care Services is a published key priority for Rhondda Cynon Taf Council. A number of factors have influenced the development of this policy including:
  - Welsh Government Policy – including the Social Services and Wellbeing (Wales) Act 2014 and Regulation and Inspection (Wales) Act 2016
  - Cwm Taf Regional Plan 2018 to 2023
- 2.2 The Council developed its Strategy to modernise accommodation options for older people and deliver Extra Care housing in Rhondda Cynon Taf which was approved by Cabinet in November 2016 and gave a commitment to review and reshape the care market to:
  - Increase the options available for people needing accommodation with care and support; and
  - Deliver a viable alternative for people who are able to remain independent with support.
- 2.3 In September 2017, the Council's Cabinet agreed a £50m investment plan to develop, in total, 300 Extra Care beds across Rhondda Cynon Taf and to deliver modern accommodation options to meet the needs and changing expectations of the growing older population. This policy decision began to address the trend over recent years where the balance of care has shifted from residential care to more community-based options, including Extra Care. Despite this trend, there remains an over reliance on residential care in RCT where the largest proportion of people aged 65 or over in Wales is placed in residential care.

An independent review of residential and day care services for older people was commissioned in 2018 and undertaken by Practice Solutions Ltd, Abercynon. In light of the

independent Report, the Council's Cabinet agreed at a meeting on 19 November 2018 that officers should, for Residential Care:

- initiate a 12-week public, resident and staff consultation on future options for the Council's Residential Care Homes. The three options being considered by the Council and the subject of the consultation were:

**Option 1:**

Continue with existing arrangements

**Option 2:**

Phased closure of council Care Homes, with residents moving to Extra Care or the independent sector

**Option 3: (The Council's preferred option)**

Retain a level of provision of Residential Care Homes which are focussed on providing complex care and respite.

The level of provision retained would be based on a determination of the market share and need required in each of the Rhondda Cynon and Taf geographical areas.

- 2.4 At a meeting of the Council's Cabinet on 11 September 2019, Members considered the outcome of the consultation on the preferred options for the Council's residential care homes. The Cabinet agreed to initiate a further 12 week period of public, staff and resident consultation on the preferred option for the future of the Council's residential care homes, i.e. that the Council retains the level of provision of residential care homes, as set out below, focused on complex needs, residential reablement and respite care which is based on a determination of the market share and considered need required in each of the Rhondda, Cynon and Taf geographical areas:

**CARE HOMES PROPOSED TO BE RETAINED**

- Clydach Court Residential Care Home, Trealaw
- Ferndale House Residential Care Home, Ferndale
- Pentre House Residential Care Home, Pentre
- Tegfan Residential Care Home, Trecynon
- Troedyrhiw Residential Care Home, Mountain Ash
- Cae Glas Residential Care Home, Hawthorn
- Parc Newydd Residential Care Home, Talbot Green

**CARE HOMES PROPOSED TO BE DECOMMISSIONED**

- Bronllwyn Residential Care Home, Gelli
- Ystrad Fechan Residential Care Home, Treorchy
- Dan y Mynydd Residential Care Home, Porth
- Garth Olwg Residential Care Home, Church Village

### 3. Consultation Methodology

- 3.1 The Council's Research and Consultation Unit developed in liaison with Practice Solutions Ltd, a comprehensive methodology to implement the Cabinet decisions on a consultation for modernising residential care services.
- 3.2 The aim of the consultation was to gather as many views as possible from residents, their relatives and the public to inform the Council in its decision making as to the future provision of residential homes for Older people in each of the geographical areas of Rhondda Cynon Taf. The consultation took place in Care Homes, meetings open for staff to attend, at Public "Drop in" Events and was planned to take place over a period from 15 October to 21 November 2019. The consultation with the public was to be undertaken between 30 September and 19 December 2019. The main features of the approach to consultation were;
- Letter and Information pack sent to a database of all Council Care Home Residents/relatives (11 homes)
  - Presentations and Question and Answer Sessions at all Council run Care homes for residents, and families
  - 3 events for consultation with staff affected
  - Letters sent to all staff affected
  - "Drop In" Events for the Public.
  - Information Pack also contains Questionnaire to be returned to Council
  - Dedicated consultation email address and free post facility
  - "Have Your Say" Public Consultation on Council's Web Site
  - Advocacy service promoted and available to all service users and their families. A representative of the advocacy service attended each consultation event.
- 3.3 Practice Solutions Ltd, Abercynon, were commissioned to undertake an independent consultation with residential service staff, care home residents and their families. These events were designed to provide more information about the option for change proposed and to give an opportunity for discussion and debate in group sessions.
- 3.4 Members of the Councils Senior Adult Social Services Management Team - including the Group Director and Director for Social Services attended the events. The Council undertook separately a public consultation exercise through their web site and ran 3 "Drop In" Events across the County and findings from these are summarised in this report. Details of the events held during the period from 15 October to 21 November 2019 including the numbers of people attending each event are set out below:

<b>Week</b>	<b>Date</b>	<b>Venue</b>	<b>No of Attendees</b>
Week 1 Staff	15 October	Ystrad Sports Centre	13
	17 October	Sobell Sports Centre, Aberdare	0
	18 October	Llantrisant Sports Centre	16
Week 2	21 October	Dan Y Mynydd	9
	22 October	Ystrad Fechan	9
	23 October	Bronllwyn	4
	24 October	Garth Olwg	34
Week 3	28 October	Clydach Court	6
	29 October	Ferndale House	4
	30 October	Pentre House	16
	31 October	Tegfan	10
Week 4	4 November	Troedyrhiw	25
	5 November	Cae Glas	4
	6 November	Parc Newydd	12
Week 5 - Public "Drop In" Events	7 November	Ystrad Sports Centre	1
	19 November	Llantrisant Sports Centre	1
	21 November	Sobell Sports Centre, Aberdare	3

## 4. Summary

4.1 This consultation on modernising care home services run by the Council has been completed in Autumn 2019 and covered all of the relevant Council settings in which residential care and support is currently provided. It has engaged a significant number of care home residents, families and staff members as well as members of the public.

4.2 Whilst acknowledging the need for services and facilities to be modernised for the future, there was a common response that the care and support currently provided by the Council was highly regarded and that the impact of any change on individuals and communities should be minimised. A summary of the main themes that emerged in the consultation covers:

- Putting residents and their families at the centre of the modernisation process and ensuring timely and effective communication with them about the detailed implications for individuals as well as the general programme of change was seen as essential. Early information about the options and choices the residents would have for the future was requested.
- Where Care Homes were proposed to be retained, residents and relatives want to see detailed information about how the changes will affect them. Were people to be re-assessed and those who may not meet “Complex care needs” be moved to Extra Care? Members of the senior management team present were able to re-assure people that there were no plans to re-assess people in the homes proposed for retention or move current residents to Extra Care facilities.
- In respect of Care Homes proposed to be de-commissioned transparency about the basis of evaluation used and the rationale for the decision is requested to be made available.
- In respect of refurbishment of homes that are proposed to be retained, information is wanted about what that might entail, when it might be planned and completed for each home. Advice on the implications of refurbishment of a home for residents was sought and particularly when and how it might be completed and whether any temporary moves would be required.
- In respect of Extra Care, further awareness and understanding is needed in respect of the programme and timing for new facilities to be built as well as the detailed operation of the service, how the care and support is delivered and the facilities available and their suitability for residents impacted by decommissioning and residents in other homes. Information at a level of detail about how the transition to Extra Care would be undertaken and the timetable for homes to close was wanted.
- Staff were highly praised across all Care Homes and their role was essential in transition to new arrangements for Care Homes in the Borough.
- There was strong resistance to decommissioning of two of the four care homes proposed – Garth Olwg and Ystrad Fechan – from residents, families and staff. Positive cases were put forward for these homes to be retained.

## 5 Care Home Residents and their Relatives

- 5.1. Events were organised at each of the 11 Council run Care Homes for Older People. They were attended by both residents and relatives. Following a short presentation from Practice Solutions Ltd to set the scene an “open question and answer” session was undertaken on each occasion. The main themes that emerged in discussion are set out below.

The issues raised for Care Homes it was proposed to retain were generally common across all events and covered:

### CARE HOMES PROPOSED TO BE RETAINED

#### Re-assessment of residents

- If these homes were to be retained, residents and relatives want to see detailed information about how the changes will affect them. For example, would a re-assessment of all residents’ care needs be undertaken to look at whether they might be suitable for Extra Care? If so, what criteria would be used to assess levels of independence?

#### De-commissioning of homes

- Further information was requested on the care homes that were to be closed and the number of people and the timescales involved. Advice was sought on the intended placement plan for residents to be moved and how this might impact on the remaining Council run Care Homes. How would vacancies be filled and what would happen where no places were available at the time? There were concerns expressed for the future placement of residents, especially those with dementia, who are displaced from their current home and the need to find them a suitable placement.
- As the list of homes to be retained were only proposals at this stage, there was some concern that further closures might be identified in the light of further budget cuts or that decisions on closures might be changed, particularly where the published “assessment mark” was not much better than for a home identified for closure.

#### Extra Care

- More information about the operation of Extra Care was requested. This covered for example confirmation that couples could be accommodated together, how it is paid for, whether individuals’ homes would need to be sold, the furnishing of flats, whether people with dementia could be accommodated etc.

*“moving people from a care home will be expensive, my mother currently has a profile bed in this home”*

- The staffing arrangements for Extra Care was raised including the level of support provided, how safeguarding was ensured and whether existing staff would be able to transfer with residents they look after currently. The intended delivery of the care to residents in Extra Care and whether the Council would be involved was discussed.

- The criteria an individual would need to meet to be independent enough to live in an extra care facility was questioned and also whether residents with complex needs in the care homes would be suitable to transfer.

*“I don’t understand Extra Care, people at Clydach have dementia; are people with my mother’s needs (dementia) eligible for Extra Care?”*

- It was suggested activities must be available in Extra Care to ensure a good quality of life and a community-based environment created as there is potential for loneliness and isolation to exist in Extra Care homes where individuals could remain all day in their own flats.
- The location and the timescales for the opening of Extra Care facilities being built would be essential information for relatives to assess the position of their family member.

### **Refurbishments**

- Information was sought about the Councils plans for refurbishing the care homes that are retained including what that might entail, how it would be funded, when it might be planned and completed for each home.
- The implications of refurbishment of a home for residents was discussed. There were concerns about whether residents would need to move out, if so where to and assurance that they would be able to return when improvements were complete. It was suggested that the extent of any change and disturbance for residents would need to be minimised.

*“With regard to en-suites, will they be monitored as that is where the accidents happen. The things that are important to us such as having en-suites, aren’t as important to the older generation. They grew up with big families and smaller houses, sharing a bathroom isn’t a big deal to my mother.”*

### **Relationships between, Carers, Residents and Families**

- Positive comments were made about the staff in the care homes and the standard of care that was provided, and the quality of life enabled. Concerns were expressed about whether sufficient staff are available given the increasing levels of care needed.
- The compassion shown by staff towards residents, the dignity displayed, the good relationships and support shown for relatives were all praised. There were concerns expressed about the future employment of the staff in a modernised care service.

*“The staff here are wonderful, my wife has been here 18 months, I come down every day to see her, she is well cared for, the food is excellent, the staff are very caring, they look after people like they are their own families.”*

### **Permanent Residency**

- The confirmation of the position of current permanent residents in homes to be retained was sought and that they won’t be impacted by closure of the other homes. Concerns were raised that in the future further closures might be planned whereas residents wanted to be assured they have a “home for life”.

- The position of residents who were being cared for on a respite basis was raised and clarification sought. Individuals who are receiving respite care but wanted to remain permanently in the home wanted reassurance they would not be moved elsewhere.

*“My mother is on temporary respite, she was going to go into Extra Care, but she likes the company, she has friends here, Extra Care won’t be suitable for her as she has dementia and does forget things, she doesn’t want to go into a flat on her own……she is worried that she would need to move out straight away. I worry about her safety.”*

### **Activities**

- The importance of daily activities in the Care Homes to improve quality of life was emphasised. The planning and co-ordination of activities was thought to work well including “dementia singing” and keep fit. The residents benefit from maintaining networks including with the community and for the confidence it gives them.

### **Positive Feedback**

- A number of residents and relatives expressed their pleasure that their care home would not be closing but had concerns it was not yet a final decision. The need for clarity and certainty about the future of the homes was called for. The positive features of the care homes, the environment and the quality of care provided was stressed.

*“This place is like an oasis, I was in a dark tunnel before coming here, I’m really happy here.”*

## **CARE HOMES PROPOSED TO BE DECOMMISSIONED**

5.2 The issues raised for Care Homes it was proposed should be decommissioned were more specific to each of the four care homes concerned so are covered separately below.

### **Bronllwyn**

#### **Positive attitude to Extra Care**

- There was a positive reaction to Extra Care and in particular the independence it provided including having separate bathrooms and facilities. Nevertheless, support from staff was seen as essential. There were some concerns expressed that residents in this care home had a high level of care needs including dementia and that they would not be suitable for Extra Care.

#### **Moving to a new home**

- Whilst the residents were happy in Bronllwyn some were concerned about becoming isolated and lonely and were wanting to get taken out e.g. shopping - residents do not want to put pressure on their families for this. In the process of transition to a new home, support was needed for residents who have no family representatives. Further information about the options and choices the residents would have for the future was requested.

## Dan y Mynydd

### Moving residents to Extra Care or existing care homes

- Whilst the provision of new Extra Care facilities for the future was welcomed there were concerns about meeting the needs of residents in Dan Y Mynydd now. The right solution was needed for each individual as any change and disruption to pattern and routine can cause worry, upset and distress.
- More detailed information was requested about the options and choices available to residents and their families. In particular the planning of any move and its timing would be important. Some might want to move with friends, others might want to move earlier if a suitable place became available. Location of new accommodation would be a key factor. The availability of Social Worker support for the transition would be essential.

### High standards of care & specialist care

- Assurances were sought that the same high standards of care and appropriate environment would be available in any new accommodation provided to residents as in Dan Y Mynydd. Specialist Dementia support was provided (Butterfly) and it was important that this should continue to be available. Extra Care was not considered to be suitable for residents in this care home.
- Comparisons were made with care and facilities available in a nearby Care Home. There were comments made that no one wanted to see any “backward steps” in the care, facilities or home-like environment provided in Dan Y Mynydd. In the interim before closure, it was suggested that investment in the building and environment was still required to meet current standards.

*“Home is the key word in the discussion, this is their home, this building offers a home environment, the ambience and the feel here is different to any other care home I’ve been to, there is a homely atmosphere it would be a shame to lose it”*

### Relationships with staff, residents and other families

- The quality of care and commitment shown by staff was praised and there were concerns expressed for their future employment. It was suggested that ideally, the staff should move with the residents. Staff were also important for families and provided help and support. The friendship groups that had been formed in the home between residents were also important to maintain. Good communications with and support for families in the future would be essential. Notification of any decisions must be made to residents and their families first before any wider dissemination.

*“There is a huge reliance on the staff here, our relatives can’t communicate the same way as they could before, we know and trust everyone here. It’s the fear of the unknown, we are like a family, I know all the staff and residents by names, I leave here happy that I am entrusting my relative in the care of the staff here”*

## Ystrad Fechan

### Evaluation

- Concerns were raised about the evaluation criteria used to propose that this Care Home should be de-commissioned. The rationale for the decision was questioned. It was agreed that a full copy of the evaluation that had been included in the Council Cabinet paper would be sent to the home so that anyone could read it.

### Hold on placements

- Concerns were expressed about the requirement to put a temporary hold on placements into all of the Council homes whilst this modernisation agenda was considered. This had caused a “massive strain” on residential care homes and difficult decisions for some families

### Environment / location

- Comparisons were made with Pentre House and it was suggested that Ystrad Fechan had a better design, location and environment including grounds, was more accessible and could be refurbished for less money. It was also more feasible to integrate the home with local health facilities.

### Independent Sector

- Concerns were raised about the quality of care and standards of facilities available in the independent sector. It was suggested that the quality of Council Care Homes was much higher. There was reluctance to consider the private sector as an option for care of relatives in Ystrad Fechan.
- The lack of sufficient Nursing Homes in the Borough and the increasing demand for this type of care, especially for Dementia was raised. It was suggested that the Council should be working closely with the Local Health Board to increase the provision of Nursing Homes.

### Extra Care

- Questions were raised about the plans to build Extra Care in the Borough and the locations chosen. It was felt that it was essential that these new facilities are integrated with the community. It was suggested that there would be sufficient demand for Extra Care from people currently at home to fill the new facilities and that there was no need to close any of the residential care homes where the level of care needs was higher.
- The future planning of local care and support for people with dementia was raised and it was suggested that plans for use of the grounds of Ysbyty George Thomas could include facilities for this group. The suitability of Extra Care generally for people with dementia was raised and issues such as the level of care required, dependency criteria and the provision of meals for those who could not cook for themselves questioned. For residents in the dementia wing at Ystrad Fechan a higher ratio of staff would be needed. Isolation was also a concern, as currently staff ensure residents participate in activities in the

home and are part of the “family” and as a result, residents have formed lasting friendships.

*“With Extra Care – somebody will give personal care, and then would they be left in their own flat as that carer will go – they could be left for hours. As you just said, I come here all times of the day and my father in law in bed, but he’s encouraged to come down – but odd occasion he has said no – then my father in law would be there all day. He interacts with them all here.”*

- Concerns were raised about the provision of security and safeguarding for the residents if they were in Extra Care. It was suggested that access around the facility would be less controlled and more open, with scope for wandering greater than in Ystrad Fechan. This would be a worry for families who did not live close to the new facilities.

### **Alternative options**

- One option suggested was the development of a “care village” where a resident could remain even when their care needs escalated as on-site facilities were available. This had a number of benefits and would be suitable for RCT. Another suggestion was to site Extra Care next to Ysbyty George Thomas to integrate care provision. It was felt important that the “Butterfly” model for dementia care was made available in all relevant care homes.

### **Next Steps**

- The decision-making process and transition to Extra Care or new Care homes for individuals was raised including the details of how assessments and placements would be made, the timing and the impact that would have on the continued operation of Ystrad Fechan. Continued investment in maintaining the home was called for.
- The proposed timetable for closure of Ystrad Fechan in 2022 was not long away and early dialogue with residents and their families would be needed and was requested. It was felt important that any decisions about the future of the home are communicated to residents and families first before any wider communication.

## Garth Olwg

### Complex Care

- There was concern about the definition of the term “complex care”, and how it will be used in the decision-making process about the future care arrangements for residents. Clarity was needed on the criteria used to assess “complex care”, how that is used in undertaking assessments and who would complete them. It was suggested that all the residents at Garth Olwg had high level care needs and were dependent on the care home and its staff. The request was that this “professional term” should be expressed in plain English. Doubt was also expressed as to whether the residents here would be suitable for extra care, and if that was the case, they then should be able to transfer to another local authority residential care home.

### Proposal – based on the evidence presented

- There was significant and passionate opposition to the decision made that Garth Olwg should be included on the list of homes that it is proposed should be decommissioned. It was contended that the evidence presented as the rationale for the decision was not valid. In particular, it was suggested that the suspension of placements for permanent residents in Council homes had distorted the analysis in respect of Garth Olwg so that the figures were at a much lower base. The analysis should also reflect that all the residents had now become permanent residents of the area as well. Only allowing respite care admissions suggested the figures were being manipulated. It was alleged that a prior decision had been taken to close the care home as the land could then be sold off to the Comprehensive School across the road.
- Concerns were expressed that the potential decommissioning of Council run care homes was all about saving money and managing the impact of austerity and the pressures on Council budgets. The notion of supporting vulnerable older people who regarded Garth Olwg as their “home for life” had not been given any priority it was suggested.

### Staff at Garth Olwg

- The good quality of care and support provided by the staff was highly praised and concerns expressed for their future employment. The staff had demonstrated a strong level of commitment to the residents and treated them with dignity and as if they were family members. Examples were given where staff had been instrumental in improving individuals condition and their lives since they had entered Garth Olwg. The residents wanted to keep their carers what ever happened in the future.

### Alternative options for Garth Olwg

- Whilst the need to modernise social care was recognised, no one was prepared to accept as a matter of principle that Garth Olwg should close. Examples were given where material impacts on individuals would result. There was no confidence in the quality of care or standard of accommodation that would be available in the Private Sector. It would also affect the ability of families to visit their relatives where they did not drive and were dependent on Public Transport.

- Proposals were made that Garth Olwg might be utilised for more respite care, day services, luncheon club, social interaction – community facilities within easy travelling distance. However, these facilities were wanted in addition to a care home not instead of. It was also suggested that the home could be refurbished to include en-suite facilities.

### **Extra Care – Pontypridd**

- Information was sought on the building programme for the Extra Care at Pontypridd and how and when individuals would be assessed for a placement. Comments were made that the location was not very suitable for older people – i.e. up a hill and near busy traffic and the railway station.
- Clarification was requested on arrangements for the operation of Extra Care including staffing numbers and delivery of domiciliary care. Availability of facilities such as meals, laundry, help if falls occur, staff on duty at night, hospital visits, GP arrangements, etc. were also raised.
- There was one example provided of where Extra Care works well to meet people's needs and provides a good option with a range of facilities. However, it was advocated that it must not be seen as a panacea for all circumstances and was regarded as a very different service to that provided at Garth Olwg.

### **Domiciliary / Independent care**

- Observations were made about the quality and efficiency of domiciliary care delivered in people's own homes and perceived deficiencies such as late calls and the experience levels of staff. The cost of private sector care homes was also of concern including the need in some cases to pay top up fees which families could not always afford.

### **Fees / Costs**

- There was discussion about the implications of moving into a care home or into Extra Care in respect of costs and fee levels for individuals. Clarity was requested in respect of costs and capital allowances involved in transferring into a private care home. Also, for Extra Care issues around sale of home, charging for domiciliary care, communal costs, own budget management etc. were raised. The rules on savings levels, income from pensions, benefits etc. and how that compared to care homes were explained.

*“We need to talk about the residents here..... They are paying a reasonable amount, the private sector can be more, but they still paying a reasonable amount of money, great care provision here – it's their home.”*

### **Decommissioning**

- If the Council Cabinet decides to decommission Garth Olwg, families want to be fully involved in the decision making and the alternatives for their relatives. Information was sought about how any closure would be managed, whether it would be phased, how and when residents would be assessed and options examined, impact on staff. The need to maintain friendship groups would be important to the residents.

- It would be deeply regretted by residents and their families if Garth Olwg were to be closed but transparency about the rationale for the decision, the costs involved and how the buildings would be utilised for the future was sought. The home was regarded highly as a part of the community and a closure decision would be opposed strongly. Early notice was requested about when and where the Cabinet meeting to make the decision on decommissioning was to be held.

## 6. Consultation with Staff

- 6.1 Consultation events were organised for staff working at all Council care homes to facilitate discussion about the proposals to modernise care homes in the Borough. The response from staff is summarised below.

### Staff Event at Ystrad Sports Centre

#### **New Buildings / Refurbishments**

- Questions were raised about the building programme and its timetable for Extra Care and in particular the facilities planned for Aberdare and Porth. Clarity was also sought on whether Ferndale House would be refurbished or – the preferred option for staff of a new build. The current building is regarded as outdated and would be difficult to bring up to standard. Current residents are concerned that a refurbishment might mean a temporary move whilst the work was undertaken that turns into a permanent move. The important issue was that a Care Home remained in Rhondda Fach valley. The availability of land had to be considered but convenience of location was also important.

#### **Specialist Care**

- Concerns were raised about the dependency levels of residents transferring from homes that are decommissioned and the implications for staff who were themselves getting older. Views were expressed about the need for managing specialist care such as dementia separately from less dependent clients. This is a consideration for registration requirements but also in respect of staff's ability to provide personalised outcome focused care. This had already been recognised in the management of Clydach Court.

#### **Empty beds**

- Concerns were raised about the period of transition to Extra Care and that a reduction of beds and clients in some homes is likely to occur. It was important that staff are consulted and kept informed during this process. The continued viability of some homes that would have fewer residents was a worry. It was suggested that empty beds could be used as a "step down" to manage the delayed hospital discharges problem.

#### **Providing high standards of care**

- There were comments that staff continue to provide high standards of care that had been verified by Inspection Reports. Staff form strong attachments to residents including providing palliative and end of life care and do their best to meet their needs and some residents have suggested that staff should stay caring for them if any move is necessary.

### Staff Event at Llantrisant Sports Centre

#### **Community**

- Staff were very concerned about the decision to include Garth Olwg on the list of homes it was proposed should be decommissioned and questioned the rationale for selection. This had produced an "outcry" in the community and staff who had shown strong commitment to the home including for emergency situations were dismayed.

## **Extra Care**

- Confirmation was sought as to whether the Council would be providing the Domiciliary Care at the Pontypridd Extra Care facility and if the Garth Olwg residents could transfer to that location. Clarification about specific services and roles such as provision of meals and “handy man” support was sought.

## **Providing high standards of care**

- Garth Olwg provides a high-quality care home that is well managed, with dedicated staff and appreciated by family, and residents. Staff wanted to see it kept open. They had a good reputation which should be considered. There would be a strong protest against closure including a petition. A public meeting was to be held on 4th November 2019.

## **New Buildings / Refurbishments**

- It was suggested that investment in refurbishment of Garth Olwg could be made to create ensuite facilities although this may affect the size and number of rooms available. There was also room to extend into the grounds on the site. Facilities such as laundry, café and hairdressers are already available.
- As Garth Olwg is a two-storey building, there is sufficient scope to provide specialist care in different areas including as at present in respect of learning disability, dementia, frailty and palliative care

## **Empty beds**

- The temporary halt to permanent admissions to RCT Care Homes had resulted in vacancies at Garth Olwg and clients being turned away even though they would normally have a waiting list. Residents receiving Respite Care want to stay at the home but are not able to be accommodated. The application of this rule had been difficult but also needed to be implemented consistently across all Care Homes.

*“We have a resident (respite) whose been told she has to go back home, she’s upset she’s just lost her husband, she was told this by her social worker. She cries through the night she doesn’t want to go back home”*

## **Private Care Homes**

- Some negative perceptions of private residential care were asserted, but also an example of a very positive experience of a private care home caring for a relative given. Social workers were said to be promoting a particular private care home but information on each home and its facilities was needed.

## **Other Issues Raised**

- It has been rumored that Garth Olwg will close because the local school needs the land.
- There were concerns that there is a lack of sufficiency in the availability of care packages for people living in their communities.
- Staff don’t always have sufficient time to talk to the residents.

## 7. Public Consultation

- 7.1 The Public Consultation period ran for 12 weeks from 30 September to 20 December 2019 and was undertaken by the Council's Consultation Unit. The questionnaire was designed by the Consultation Unit and members of senior Adult Social Services staff together with Practice Solutions Ltd. It was promoted online and through social media and a paper copy was sent to all of the key stakeholders including residents, service users, relatives and staff. Paper copies were also available at the events in the homes, as well as at the public events and on request through a dedicated contact number. A freepost address was also provided. A dedicated email address was set up.
- 7.2 There were 310 responses to the Residential Services questionnaire which were received together with 13 letters, 8 emails and a petition signed by 1020 people to keep Garth Olwg open. A summary of the outcome of consultation with the public shows that for Care Homes, 47% of respondents to the questionnaire were members of the public, 23% were relatives of the residents, 18% were staff and 7% were residents.
- 7.3 A comprehensive analysis of the questionnaire and written responses received has been produced by the Council's Consultation Unit and is available at Appendix 1. The Executive Summary of the Report is set out below.

### EXECUTIVE SUMMARY

- This section provides a summary of the main findings.
- The report presents the findings of a consultation on proposals to modernise Rhondda Cynon Taf residential care services for older people. The report covers the questionnaire responses that were received online or in paper format, as well as any other written submissions.
- The consultation period ran for 12 weeks from the 30th September to the 20th December 2019.
- 310 responses to the Residential Services questionnaire were received.
- 53.4% of respondents disagreed with the Council's preferred option, with 41% agreeing with the preferred option and the others stating, "don't know".

**The comments received on whether respondents agreed with the preferred option can be summarised under a number of key themes, as follows;**

- **Agree with preferred option (n=28)** - Comments showing agreement with the Council's preferred option
- **Agree – Ferndale House support for home (n=27)** - Comments agreeing with proposal and showing support for retaining Ferndale House
- **Disagree – Closure of 3 homes in Rhondda (n=11)** - Comments disagreeing with proposal due to quantity of homes to be decommissioned in Rhondda area
- **Disagree – Need more homes / beds not less (n=31)** - Comments disagreeing with proposal as belief that there should be no reduction in places

- Disagree – Garth Olwg praise for home / quality (n=32) - Comments showing support for quality of care in Garth Olwg
- **Disagree – Garth Olwg impact on community (n=29)** - Comments indicating a detrimental impact to the community should Garth Olwg close
- **Disagree – Impact on resident / closure upheaval / general disagreement (n=26)** - Potential impact on residents that moving / closure would bring and general comments disagreeing with proposal

**Respondents were asked to provide alternative suggestions; these comments can be themed as follows;**

- **Modernise homes (n= 30)** - Comments agreeing with modernization of homes
- **Keep homes open (n=35)** - Comments against closure of any homes
- **Garth Olwg support (n=22)** - Comments supporting Garth Olwg against closure
- **Ferndale house – build new home (n=16)** - New premises suggested for Ferndale House with potential sites identified
- **Ferndale house – respite provision / expand provision (n=16)** - Continue to provide respite provision and expand number of residents to improve socialisation levels

### **Impact of preferred option**

- 57.3% of respondents said that the preferred option would impact on them or their family whilst 42.7% said they would not be impacted by the preferred option. The comments received can be categorised as follows;
- Home being retained having a positive impact (n=10) - Residents pleased with proposal to retain their home
- **Staff – potential job loss / financial impact (n=24)** - Impact of job loss / financial impact or travel distance to new location unachievable
- **Community – impact of closure on community (n=35)** - Potential loss of option for home in future for self or relative / loss of a local home
- Relatives – concern about impact of move / closure on resident (n=27) - Concern that closure would have negative impact on residents
- **Travel – distance to travel / ability to travel (n=32)** - Potential closure increasing travel time / ability to access public transport
- Respondents were asked to identify which, if any, home their views related to. 49.2% of respondents selected 'Garth Olwg' and 25% selected Ferndale House.

### **Evaluation matrix criteria**

- Respondents were also asked whether they agreed with the criteria that the Council used to inform the preferred option (Building suitability/geographical area/current level of use/current cost of placement), 40.5% of respondents agreed with the criteria whilst 42.9% said 'No'. 16.6% of respondents selected 'Don't Know'.

- Of those that selected 'No' respondents were asked to provide comments indicating what else the council should have considered. The themes that emerged in this section have been categorised as follows;
- **Community Views / Residents' needs** - The views of the public and service users should be considered including the current and future requirements of communities
- **Impact of closure on the community (n=20)** - The impact closure of home would have on residents / the wider community
- **Reasons for statistics – occupation figures (n=17)** - The perceived bias of figures on restriction of places during consultation
- **Travel distance / Public transport links (n=16)** - The distance to travel to alternatives / availability of public transport



# The Modernisation of Residential Care Services for older people Consultation

An analysis of the questionnaire  
and written responses

January 2019



## Contents

	Page
EXECUTIVE SUMMARY	24
INTRODUCTION	26
BACKGROUND	26
METHODOLOGY	27
RESULTS	28
Questionnaire Results	28
Other Responses – Residential Care	48

## EXECUTIVE SUMMARY

This section provides a summary of the main findings.

The report presents the findings of a consultation on proposals to modernise Rhondda Cynon Taf residential care services for older people. The report covers the questionnaire responses that were received online or in paper format, as well as any other written submissions.

- The consultation period ran for 12 weeks from the 30<sup>th</sup> September to the 20<sup>th</sup> December 2019.
- 310 responses to the Residential Services questionnaire were received.
- 53.4% of respondents disagreed with the Council's preferred option, with 41% agreeing with the preferred option and the others stating, "don't know".

**The comments received on whether respondents agreed with the preferred option can be summarised under a number of key themes, as follows;**

- Agree with preferred option (n=28) - Comments showing agreement with the Council's preferred option
- Agree – Ferndale House support for home (n=27) - Comments agreeing with proposal and showing support for retaining Ferndale House
- Disagree – Closure of 3 homes in Rhondda (n=11) - Comments disagreeing with proposal due to quantity of homes to be decommissioned in Rhondda area
- Disagree – Need more homes / beds not less (n=31) - Comments disagreeing with proposal as belief that there should be no reduction in places
- Disagree – Garth Olwg praise for home / quality (n=32) - Comments showing support for quality of care in Garth Olwg
- Disagree – Garth Olwg impact on community (n=29) - Comments indicating a detrimental impact to the community should Garth Olwg close
- Disagree – Impact on resident / closure upheaval / general disagreement (n=26) - Potential impact on residents that moving / closure would bring and general comments disagreeing with proposal

**Respondents were asked to provide alternative suggestions; these comments can be themed as follows;**

- Modernise homes (n= 30) - Comments agreeing with modernization of homes
- Keep homes open (n=35) - Comments against closure of any homes
- Garth Olwg support (n=22) - Comments supporting Garth Olwg against closure
- Ferndale House – build new home (n=16) - New premises suggested for Ferndale House with potential sites identified
- Ferndale house – respite provision / expand provision (n=16) - Continue to provide respite provision and expand number of residents to improve socialisation levels

## Impact of preferred option

- 57.3% of respondents said that the preferred option would impact on them or their family whilst 42.7% said they would not be impacted by the preferred option. The comments received can be categorised as follows;
- Home being retained having a positive impact (n=10) - Residents pleased with proposal to retain their home
- Staff – potential job loss / financial impact (n=24) - Impact of job loss / financial impact or travel distance to new location unachievable
- Community – impact of closure on community (n=35) - Potential loss of option for home in future for self or relative / loss of a local home
- Relatives – concern about impact of move / closure on resident (n=27) - Concern that closure would have negative impact on residents
- Travel – distance to travel / ability to travel (n=32) - Potential closure increasing travel time / ability to access public transport

Respondents were asked to identify which, if any, home their views related to. 49.2% of respondents selected 'Garth Olwg' and 25% selected Ferndale House.

## Evaluation matrix criteria

Respondents were also asked whether they agreed with the criteria that the Council used to inform the preferred option (Building suitability/geographical area/current level of use/current cost of placement), 40.5% of respondents agreed with the criteria whilst 42.9% said 'No'. 16.6% of respondents selected 'Don't Know'.

Of those that selected 'No' respondents were asked to provide comments indicating what else the council should have considered. The themes that emerged in this section have been categorised as follows;

- Community Views / Residents' needs - The views of the public and service users should be considered including the current and future requirements of communities
- Impact of closure on the community (n=20) - The impact closure of home would have on residents / the wider community
- Reasons for statistics – occupation figures (n=17) - The perceived bias of figures on restriction of places during consultation
- Travel distance / Public transport links (n=16) - The distance to travel to alternatives / availability of public transport

## INTRODUCTION

This report presents the findings of a consultation on proposals to modernise Rhondda Cynon Taf residential care services for older people. The report covers the questionnaire responses that were received online or in paper format, as well as any other written submissions.

Section 2 outlines a brief background to the reasons for the consultation.

Section 3 provides a brief methodology.

Section 4 presents the findings.

## BACKGROUND

At a meeting of the Council's Cabinet on 11 September 2019, Members considered the outcome of the consultation on the preferred options for the Council's residential care homes. The Cabinet agreed to initiate a further 12 week period of public, staff and resident consultation on the preferred option for the future of the Council's residential care homes, i.e. that the Council retains the level of provision of residential care homes, as set out below, focused on complex needs, residential reablement and respite care which is based on a determination of the market share and considered need required in each of the Rhondda, Cynon and Taf geographical areas:

### CARE HOMES PROPOSED TO BE RETAINED

- Clydach Court Residential Care Home, Trealaw
- Ferndale House Residential Care Home, Ferndale
- Pentre House Residential Care Home, Pentre
- Tegfan Residential Care Home, Trecynon
- Troedyrhiw Residential Care Home, Mountain Ash
- Cae Glas Residential Care Home, Hawthorn
- Parc Newydd Residential Care Home, Talbot Green

### CARE HOMES PROPOSED TO BE DECOMMISSIONED

- Bronllwyn Residential Care Home, Gelli
- Ystrad Fechan Residential Care Home, Treorchy
- Dan y Mynydd Residential Care Home, Porth
- Garth Olwg Residential Care Home, Church Village

## METHODOLOGY

The consultation period ran for 12 weeks from the 30<sup>th</sup> September to the 20<sup>th</sup> December 2019.

The full consultation methodology is outlined in the main report (Practice Solutions).

The questionnaire was designed by the consultation team in liaison with Practice Solutions and senior Adult services staff.

The questionnaire was promoted online and through social media and a paper copy was sent to all of the key stakeholders, including, residents, service users, relatives and staff. Paper copies were also available at the events in the homes, as well as the public events and on request through a dedicated contact number. A freepost address was also provided.

A dedicated email address was set up and all written submissions were welcomed and are included in this report where relevant.

310 responses to the questionnaire were received. The results are outlined in this report.

In addition, the following responses were received;

- 13 Letters
- 8 Emails
- 1 online petition with 1020 signatures

*Note: A large number of responses were received, and a copy of the full comment responses will be shared with Councilors and Senior Officers as part of the reporting process to inform decision making.*

## QUESTIONNAIRE RESULTS

Respondents were asked whether they agreed with the preferred option. 53% of respondents said they did not agree and 41% agreed.

Counts Analysis % Respondents	
Base	307 100.0%
Do you agree with the preferred option?	
Yes	126 41.0%
No	164 53.4%
Don't Know	17 5.5%

The table below shows the responses to this question broken down by each home. A large number of responses were received relating to Garth Olwg. This is reflected in the themes of comments for subsequent questions.

Counts Analysis % Respondents	Total	Do you agree with the preferred option?		
		Yes	No	Don't Know
Base	247	99 40.1%	138 55.9%	10 4.0%
If your views relate to any residential care home in part...				
Parc Newydd, Talbot Green	17	4 23.5%	12 70.6%	1 5.9%
Pentre House, Pentre	13	3 23.1%	8 61.5%	2 15.4%
Tegfan, Aberdare	34	27 79.4%	6 17.6%	1 2.9%
Troed-y-Rhiw, Mountain Ash	18	9 50.0%	7 38.9%	2 11.1%
Ystrad Fechan, Treorchy	25	1 4.0%	23 92.0%	1 4.0%
Bronllwyn, Gelli	23	1 4.3%	21 91.3%	1 4.3%
Cae Glas, Hawthorn	12	2 16.7%	8 66.7%	2 16.7%

Clydach Court, Trealaw	15	6 40.0%	8 53.3%	1 6.7%
Dan Y Mynydd, Porth	18	3 16.7%	14 77.8%	1 5.6%
Ferndale House, Ferndale	62	50 80.6%	10 16.1%	2 3.2%
Garth Olwg, Church Village	122	5 4.1%	111 91.0%	6 4.9%

Respondents were asked to provide comments in support of their chosen answer. The following themes have been identified from the answers and a selection of comments is provided.

Number	Theme	Detail	No. of comments
1	Agree with preferred option	Comments showing agreement with the Council's preferred option	28
2	Disagree – Closure of 3 homes in Rhondda	Comments disagreeing with proposal due to quantity of homes to be decommissioned in Rhondda area	11
3	Disagree – Need more homes / beds not less	Comments disagreeing with proposal as belief that there should be no reduction in places	31
4a	Disagree – Garth Olwg praise for home / quality	Comments showing support for quality of care in Garth Olwg	32
4b	Disagree – Garth Olwg impact on community	Comments indicating a detrimental impact to the community should Garth Olwg close	29
4c	Disagree – Garth Olwg praise for staff	Comments showing support for the care provided by staff	11
4d	Disagree – Garth Olwg alternatives not suitable	Comments highlighting the affect closure would have and the perceived unsuitability of alternatives e.g. private homes / extra care	15
5	Disagree – Impact on resident / closure upheaval / general disagreement	Potential impact on residents that moving / closure would bring and general comments disagreeing with proposal	26
6	Agree – Preferred option is best but with caveats	Acknowledgement that preferred option has benefits but concern about how closures would be managed	5
7a	Agree – Ferndale House support for home	Comments agreeing with proposal and showing support for retaining Ferndale House	27
7b	Agree – Ferndale House increase occupancy	Comments agreeing with proposal but identifying a desire to increase numbers in Ferndale House to improve social interaction	7
8	Modernise buildings	Comments identifying a desire to modernize residential care homes	10
9	Other	Miscellaneous comments	12

### **Agree with preferred option (n=28)**

A number of comments were made in support of the preferred option. These comments indicated a preference for the modernisation of the service and an agreement with the information provided in the report and the approach outlined.

Some comments included:

*“Well balanced report with impact statements and alternative provision throughout. Decommission dates are sensible – not rushed, to ensure alternative provision for users is available.”*

*“The proposed closures are homes that are old and do not have the proper facilities.”*

*“This option would reduce the need to relocate people as their condition changes.”*

*“Residential homes are very dated and are in need of modernisation. We have to move with the times people pay a lot of money for care so they should have the best for their well-being. Gone are the days of sharing bathrooms, we are not just thinking of now but for the future for our families and ourselves. If homes need to close then so be it – it could have been any one of us. You have to start from somewhere to be able to move forward even though people don't like change.”*

### **Disagree – Decommissioning of 3 homes in Rhondda (n=11)**

Some respondents disagreed with the preferred option based on the locations of the homes proposed to be decommissioned. The number of homes proposed to be decommissioned in the Rhondda area were felt to be disproportionately high compared to other areas across the borough.

*“3 homes to be decommissioned in the Rhondda and no guarantees of replacements.”*

*“No, the cuts fall disproportionately on the Rhondda. I understand funding for authorities have been cut, however Rhondda people should have a fair share of the budget.”*

*“Reduction in support and homes in Rhondda. No reduction only increases in Cynon. Why?”*

*“3 closures in RCT up valley in Fach, one care home for all of Treherbert, Treorchy down to Tonypany. It's not going to be adequate enough spaces for all the residents. Not good enough when you're closing perfectly good care homes, jobs too.”*

### **Disagree – Need more homes / beds not less (n=31)**

A number of comments indicated disagreement with the proposals based on the belief that future demand for residential beds will increase due to an ageing population.

*“We need more care homes. Not enough support, facilities or services in the community.”*

*“There are too few care homes as it is... where are the residents going to be placed?”*

*“We need more homes for an ageing population not less, what are we paying council tax if it is not to look after our old age people?”*

*“I don’t think any homes should be decommissioned, we have a very large elderly population and it may be worth considering where such residents will go if they need emergency care too, and how we already fail to place people in suitable care already.”*

*“The reduction in any care homes will have a devastating impact for the older people in RCT.”*

*“I think a more robust mapping exercise should have taken place based on current and future generations of vulnerable, older people’s needs which is in the Taf Ely area.”*

### **Disagree – Garth Olwg praise for home / quality (n=32)**

A number of comments praised the quality of care and showed support for Garth Olwg. These comments indicated that the home is valued within the community and respondents disagreed with the proposal to decommission this home in particular.

*“Garth Olwg is a valued resource within the community, the care delivered by the staff is exceptional and residents are so content there.”*

*“Garth Olwg is known locally as being one of the best care homes in our area and to see it close would be a huge loss to many people!”*

*“Garth Olwg Residential Home is one of the best run homes I have ever visited.”*

*“Garth Olwg is an essential facility servicing out local area. We wholly disagree with the planned closure.”*

*“Garth Olwg has a fantastic reputation, the residents all speak highly of the care and attention provided, the staff are brilliant! We oldies always say, ‘if and when I can’t look after myself, I’ll go to Garth Olwg’ because I know I’ll feel safe and be well looked after.”*

### **Disagree – Garth Olwg impact on community (n=29)**

Respondents felt that the decommissioning of Garth Olwg would have a detrimental impact on the communities in the local area. These comments indicated that the home is used by local people, who live in the vicinity and showed concern for the future residents of the area, as there had been an increase in housing development.

*“Please do not decommission Garth Olwg Residential Care Home, Church Village – it’s a vital place for the elderly in our community.”*

*“There’s a huge percentage of elderly residents in Church Village and it would be catastrophic to shut the Garth Olwg Care home. I do not agree with shutting any care homes as the local residents need care and safety and protection with adequate care provision.”*

*“Garth Olwg is a care home for people that live in this vicinity. Why would you place them out of the only area some of them have ever known and either grown up in or lived here for many years?”*

*“Feel the need for Garth Olwg to remain open due to large area covered and all the new properties which have been built in the area.”*

*“Llantwit Fardre as an area has seen extensive growth in its population, and you should be looking to double the existing facilities in this area, not cutting them out completely.”*

*“Though I recognize the need to refer residential care in the County Borough, I believe that Garth Olwg Residential Care Home needs to be retained. The area that includes Church Village, Tonteg, Llantwit Fardre is continually growing and no alternative has been proposed by the Council.”*

### **Disagree – Impact on residents / closure upheaval / general disagreement (n=26)**

Comments were made disagreeing with the preferred option due to the specific impact this would have on residents and relatives. There were a number of comments that showed general disagreement with the preferred option also.

*“The residents wish to remain where they have made friends and integrated into the community, they have made friends with other residents and staff and the closure will have a detrimental effect on their mental health.”*

*“Upheaval and ‘worry’ and uncertainty effect on elderly frail residents.”*

*“I love the openness and space and the facilities at Garth Olwg. My anxiety is high, and I couldn’t live in a small room. The space at Garth Olwg means I can walk around outside, the shop and post office are close, the people here in wheelchairs can’t get out so much. If I have to go in on my own, I will have a breakdown like before.”*

*“Disruption to the residents who reside at Garth Olwg. Residents will be anxious / stressed not knowing where they will be relocated.”*

### **Agree – Ferndale House support for home (n=27)**

Another theme that emerged in this section was support for the preferred option, as the proposal included the retention of Ferndale House. A number of comments were made in support of Ferndale House outlining its importance to the local community and the satisfaction of residents and their relatives.

*“The choice to save Ferndale House is the right one.”*

*“I came in a home because the family was struggling looking after me. I wouldn’t go anywhere else only Ferndale.”*

*“We want Ferndale House to stay open it is very much needed.”*

*“I agree as Ferndale House is the only residential home within Rhondda Fach which provides care for the local community, which is extremely important to the local community to stay within the area.”*

*“Ferndale House is more than just a Residential Home. It provides vital links between the residents and local school pupils which must be allowed to continue.”*

*“Ferndale House should remain open for our local community because it is a vital asset. It’s the only facility left.”*

Respondents were asked to provide any suggestions or alternative options to the preferred option set out by the Council. The themes identified are shown below;

Number	Theme	Detail	No. of comments
10	Modernise homes	Comments agreeing with modernisation of homes	30
11	Keep homes open	Comments against closure of any homes	35
12	Garth Olwg support	Comments supporting Garth Olwg against closure	22
13a	Ferndale house – build new home	New premises suggested for Ferndale House with potential sites identified	16
13b	Ferndale house – respite provision / expand provision	Continue to provide respite provision and expand number of residents to improve socialisation levels	16
14a	Changes to service model – expand building use	Current homes should be expanded to include day services / community services	8
14b	Changes to service model – improve council management of service	Comments indicating a change to the management of the service would be efficient	5
15	Build more homes	Comments suggesting more homes should be built not closed	9
16	Rhondda provision – keep homes open	Retain homes in Rhondda	4
17	Other	Miscellaneous	28

### **Modernise homes (n= 30)**

There were a number of comments that suggested that all homes should be modernised. These comments focused on the retention of council run homes and investing in them by suggesting ways to improve homes individually.

*“Modernise the homes that will be retained.”*

*“Keep the homes open and invest money on employing more staff and modernisation of buildings which already exist which have potential.”*

*“Why not invest in these facilities and upgrade them.”*

*“Update and improve care homes and protect those that you are responsible for looking after who are unable to look after themselves.”*

*“Modernise the building it has plenty of potential to extend, lots of ground. Move residents from one part of the building to another. Reduce the 30-bed home to a 20+ room then you can have your en-suites.”*

### **Keep homes open (n=35)**

A general theme that continued in this section was to keep all homes open. These comments provided support for all homes however there was a particular focus on those homes proposed to be decommissioned.

*“Keep these homes open.”*

*“We just need to keep them open.”*

*“The homes should not be decommissioned. Keep them open and do not allocate new homes in other areas if the budget will not allow. Utilise the homes available.”*

*“Keep them all open as we are an ageing population and more beds will be needed not less.”*

*“Find the funds to keep them all open. Given that the provision of care is set to increase, we should be preparing to meet the need.”*

### **Garth Olwg support (n=22)**

Once again there were a number of specific supportive comments for the retention of Garth Olwg. These comments again praised the quality of the home, staff and care provided and the requirement for a home in the local area.

*“Garth Olwg has a great reputation and is a great asset in church village. People who have lived in the area all their lives should be able to stay in the same area.”*

*“Keep Garth Olwg open to facilitate dignified quality of life in a friendly professional facility that operates to the very highest standards. I have seen this myself and will forever owe a debt of gratitude to Garth Olwg.”*

*“Garth Olwg, an area of high population and an area which will continue to see its population increase should be retained.”*

*“Leave Garth Olwg open it’s a good building. Things are working right here, no trouble at Garth Olwg...”*

### **Ferndale house – build new home (n=16)**

There were a number of comments that indicated that Ferndale House should be retained but a new premise built in its place. These comments indicated possible alternative sites in the locality.

*“Continue to offer a respite provision. Look for land in the locality to build a single storied modern facility with individual en-suites. Outside spaces that individuals can access safely.....Schools that are closing (Llyn Y Forwyn) possible site for modern facility.”*

*“Consult RCT planning department to look at the availability of land in the Rhondda Fach locality that have potential for redevelopment (Llyn-y-Forwyn primary school site). Plan to build a single storey modern facility with individual en-suite rooms; communal areas and outside space which is accessible to all service users where they can enjoy outside space safely and independently.”*

*“A new build would be lovely and necessary and will need to be local and not in another valley.”*

*“Contact RCT planning to see what availability of land is in the locality. Maerdy infant school has not long been demolished.”*

*“Find land – you have people in land development they know where the land is. Ferndale House deserves a new home.”*

#### **Ferndale House – respite provision / expand provision (n=16)**

Further to the comments supporting the retention of Ferndale House another theme that emerged in relation to this home was the desire to expand current services and to ensure adequate respite provision is provided.

*“Continue to provide specialist day services extending hours or weekend provision.”*

*“Continue to provide respite provision as this has been proved to be a much-needed facility for relatives to go away with the knowledge that their relatives are looked after.”*

*“I think Ferndale House should be an EM1 with respite as dementia is increasing and the demand is high.”*

*“Increase the occupancy levels at Ferndale House, extend day centre provisions.”*

*“As a member of staff, we need now to increase occupancy levels to improve individuals’ social interaction, continue to provide day centre opportunities, looking at weekend provision in place, also respite.”*

57% of respondents said that the preferred option would impact upon them or their family. Of those who selected ‘yes’ they were asked to provide further comment to detail what impact the preferred option would have. The themes are detailed below.

Counts	
Analysis %	
Respondents	

Base	302 100.0%
Would the preferred option impact upon you or your family?	
Yes	173 57.3%
No	129 42.7%

The table below shows the breakdown of each home in relation to the above question.

Counts Analysis % Respondents	Total	Would the preferred option impact upon you or your family?	
		Yes	No
Base	242	159 65.7%	83 34.3%
If your views relate to any residential care home in part...			
Parc Newydd, Talbot Green	18	9 50.0%	9 50.0%
Pentre House, Pentre	13	8 61.5%	5 38.5%
Tegfan, Aberdare	34	22 64.7%	12 35.3%
Troed-y-Rhiw, Mountain Ash	18	11 61.1%	7 38.9%
Ystrad Fechan, Treorchy	25	13 52.0%	12 48.0%
Bronllwyn, Gelli	23	14 60.9%	9 39.1%
Cae Glas, Hawthorn	12	5 41.7%	7 58.3%
Clydach Court, Trealaw	16	9 56.3%	7 43.8%
Dan Y Mynydd, Porth	19	10 52.6%	9 47.4%
Ferndale House, Ferndale	57	40 70.2%	17 29.8%
Garth Olwg, Church Village	120	73 60.8%	47 39.2%

## Impact themes:

Number	Theme	Detail	No. of comments
19	Home being retained having a positive impact	Residents pleased with proposal to retain their home	10
20	Relatives / Friends – Happy home is staying	Pleased with proposal to retain home with minimal impact for relative / friend – can continue to visit	15
21	Staff – potential job loss / financial impact	Impact of job loss / financial impact or travel distance to new location unachievable	24
22	Community – impact of closure on community	Potential loss of option for home in future for self or relative / loss of a local home	35
23	Relatives – concern about impact of move / closure on resident	Concern that closure would have negative impact on residents	27
24	Travel – distance to travel / ability to travel	Potential closure increasing travel time / ability to access public transport	32
25	Other	Miscellaneous	9

### Home being retained having a positive impact (n=10)

These comments were made in support of the preferred option and indicated that there will be a positive impact if the proposals were taken forward. Residents in the homes proposed to be retained were happy with the proposal and relatives were pleased that their relative would remain in the same home.

*“Good that we will have enough council homes.”*

*“My family rely on me coming to a home that I feel safe and happy. So, thank you for making the right decision to keep Ferndale House open.”*

*“Yes, the preferred option would have an impact on myself and my family as we need these services in the Upper Rhondda Fach.”*

*“For Tegfan to be retained it impacts me and my family not only my parents... Tegfan and the facilities have been amazing, and I don’t know what we would do if it closed down.”*

### Staff – potential job loss / financial impact (n=24)

A number of comments were made indicating the potential impact the preferred option would have on staff. These comments highlighted the perceived financial impact on staff if jobs were lost and the impact home closures could have on travelling to a new work place.

*“My family depends on my income. Personal impact if needing to travel would impact on my caring role in my personal life.”*

*"I have lived in the village all my life. 95% of the time I walk to work especially when it's been snowing. I have never failed not to turn up, my family understand how much I love my job at Garth Olwg."*

*"Financially, as an employee it would have an impact."*

*"I would lose the job I love to do; with amazing staff and management I have around me."*

*"If I were to lose my job, I am the only wage earner in my family. I am worried and concerned."*

### **Community – impact of closure on community (n=35)**

There were a number of comments indicating that the preferred option would have an impact on local communities and the future choice that residents would have should they require care. This was particularly prevalent for the communities surrounding Garth Olwg.

*"In the future my elderly family had hoped to go into Garth Olwg when they are no longer able to manage within their own homes."*

*"Being from the locality there is a possibility in the future should my parents or myself need care I would need to be placed in an unfamiliar area with less flexible transport links."*

*"It will have a big impact to our community."*

*"As most people in the community I have relatives who may require this support in the future. It's not just thinking about ourselves today but others in the future. Once these facilities are lost, they will never be replaced."*

### **Relatives – concern about impact of move / closure on resident (n=27)**

There were also comments concerned about the impact the proposals may have on residents of the homes proposed to close. The potential impact to residents' health and well-being was outlined in these comments.

*"My father who is a regular user of Bronllwyn and Ystrad Fechan residential care home receiving respite care, giving us much needed rest, will not be able to use these."*

*"I visit patients in Garth Olwg, who absolutely love their home and would be devastated to leave. In my opinion this would have a detrimental effect on their health well-being and quality of life."*

*"Potentially more than 1 move if there are no spaces in the Rhondda. At my mother's time of life, the extra emotional turmoil cannot be emphasized enough."*

*"My wife and I would have to provide additional comfort and support to a frail blind lady who is very happy with the present arrangement."*

### **Travel – distance to travel / ability to travel (n=32)**

A strong theme emerged surrounding respondents concern about the proposals impacting their ability of relatives to visit care homes. These comments highlighted the reliance on public transport or close distance to residential homes as an important factor when choosing a home. These comments indicated that decommissioning homes and the possible relocation of relatives to homes further away would impact on their ability to visit as frequently or as easily.

*“As all my family members live in the Church Village area closure of such a lovely residential home would directly impact them due to the fact, they would have to travel further away to get the care they require.”*

*“Can’t drive – wouldn’t be able to get anywhere else.”*

*“Local people who visit the home and village would be unable to see their families. Some are elderly they don’t drive. Only one bus service in the area.*

*“I am 75 and my husband 76 lives 2 bus journeys away at the top of the Rhondda. I visit daily with a round trip of 2 hours each day to give him his yea. If he was living in Garth Olwg, I could walk there in 10 minutes.”*

Respondents were asked to identify which home (if any) that their views related to. Respondents were able to select more than one home if applicable. The results show the majority of respondent’s views related to Garth Olwg (120 respondents).

Counts Analysis % Respondents	
Base	248 100.0%
If your views relate to any residential care home in part...	
Parc Newydd, Talbot Green	18 7.3%
Pentre House, Pentre	13 5.2%
Tegfan, Aberdare	34 13.7%
Troed-y-Rhiw, Mountain Ash	18 7.3%
Ystrad Fechan, Treorchy	25 10.1%
Bronllwyn, Gelli	23 9.3%
Cae Glas, Hawthorn	12 4.8%
Clydach Court, Trealaw	16 6.5%

Dan Y Mynydd, Porth	19 7.7%
Ferndale House, Ferndale	62 25.0%
Garth Olwg, Church Village	122 49.2%

In developing the proposals each care home had been scored using an evaluation matrix based on a number of factors detailed in the outline of the preferred option. Respondents were asked whether they agreed with the criteria used to inform the preferred option. The results show that 40.5% of people said they agreed with the criteria, 16.6% were unsure and 42.9% disagreed.

Counts Analysis % Respondents	
Base	296 100.0%
Do you agree with the criteria that the Council used to inform the preferred option? (Building suitability/geographical area/current level of use/current cost of placement)	
Yes	120 40.5%
No	127 42.9%
Don't Know	49 16.6%

Of those that selected 'No' comments were requested to indicate what respondents felt that the council should have considered. A number of emerging themes have been outlined overleaf.

Number	Theme	Description	No. of comments
26	Option to build more / modernise current homes	Current homes should be modernised	8
27	Community Views / Residents needs	The views of the public and service users should be considered including the current and future requirements of communities	18
28	Praise for homes – decommissioned	A recognition of the quality / good reputation of the homes proposed to close	4
29	Impact of closure on the community	The impact closure of home would have on residents / the wider community	20
30	Location of alternative homes / Extra Care schemes	The location of the homes / the alternatives if closed e.g. Extra Care	11

31	Reasons for statistics – occupation figures	The perceived bias of figures on restriction of places during consultation	17
32	Travel distance / Public transport links	The distance to travel to alternatives / availability of public transport	16
33	Other	Miscellaneous	7

### **Option to build more / modernise current homes (n= 8)**

One theme that emerged was that the council should have considered building more homes / Extra Care facilities. These comments also suggested modernizing all homes instead of decommissioning some homes.

*“As previously stated, the option to modernise the current building.”*

*“Build more homes to cover the ones being closed.”*

*“Far from closing Garth Olwg the authority should be considering extra care to be added to the area. I cannot see how two extra care facilities can be added within the Aberdare, Cwmaman, Mountain Ash triangle which already appears to be well catered for.”*

*“The council could consider modernizing the building and offer different types of care.”*

### **Community Views / Residents’ needs (n=18)**

One theme emerging in this section was that some respondents felt that the council should consider the views of the community and the needs of residents. There were comments that highlighted the needs of residents in local communities would possibly change over the years due to a shift in demographics and requested that these be considered in relation to the preferred option.

*“Local people’s feelings and the impact the closures will have on them both now and in the future.”*

*“In addition, they should take into consideration – public opinion, ratings and user satisfaction surveys, Care Council inspection results, family opinion.”*

*“The voice of the people who work care and the families of the residents that will be affected by these closures.”*

*“People who have grown up here, local families.”*

*“The needs of the older people and the future older people.”*

### **Impact of closure on the community (n=20)**

A number of comments highlighted the possible impact the preferred option may have on the community and suggested that this should have been considered as part of the proposal. The impact of a possible home move to residents and the resulting impact on relatives and the decommissioning of a local home all emerged as reasons to consider this criterion.

*“...closing of care homes is not acceptable due to the increasing needs of citizens... I work in care and see the heartbreak...worry...stress for the individual and family that face closure/move of their residents.”*

*“The big change that the elderly would undertake moving it would possibly kill some of them as they have lived in the homes for a long time.”*

*“The impact it will have on those residents currently in the homes that are destined for closure.”*

*“They have not really looked into the effect it will have on the community. Staff residents and their family that this will have if Garth Olwg closes.”*

*“The increasing elderly population in these areas.”*

*“Should have considered new and emerging demand looking at the age profile in its communities and mapped potential demand and not looked at existing supply of residential homes and their current locations. Those homes were built 30+ years ago when the ageing population of Rhondda and Cynon valley was different...These people are now retired pensioners needing more social care and support to live independently at home or have respite care break as a facility locally where safe.”*

#### **Location of alternative homes / Extra Care schemes (n=11)**

Some comments suggested that the council should consider the implications of decommissioning the homes and the resulting availability in the locality for residents. This also included Extra Care facilities.

*“Residents can only be placed in a home which can meet their personal requirements. This may not be in the area they previously lived.”*

*“The criteria of the closure being linked to the opening of Extra Care facilities in that area is dependent on the residents being suitable for Extra Care. It would have been helpful to see how many ex-residential home residents have successfully moved to the existing Extra Care facilities.”*

*“Not convinced that geographical area has been fully thought through.”*

#### **Reasons for statistics – occupation figures (n=17)**

One other theme that emerged was a perceived bias of the figures presented in the full report. These comments focused on the dates used as comparison and the restriction placed on admissions to council homes during the consultation period.

*“Current level of use – this is not a true reflection of usage as for some time local authority homes have been stopped from accepting permanent residents or new respite clients in order to bring down the figures of occupancy. Most homes had waiting lists up to that point.”*

*“Occupancy levels are only compared from one month in 2018 to one month in 2019. Surely this is not the most accurate way to determine long term occupancy levels. Choosing 2 single months only could provide vast difference in % occupied beds for a number of reasons.”*

*“.....The fact that before this process started RCT stopped taking permanent residents at Garth Olwg. Therefore, the placement levels worked on are questionable.”*

### **Travel distance / Public transport links (n=16)**

A number of comments indicated that there should also have been consideration to the distance to travel and public transport links available to residents and relatives of the homes proposed to decommission.

*“Care & residential homes should be in villages or towns so residents who can get about some way with help can walk around a little.”*

*“Look carefully at how people can conveniently travel to visit residents, public transport is inconvenient in places especially Llantwit Fardre – Hawthorn – maps do not give a true picture of difficulties.”*

*“The ability of elderly relatives to visit their family members. Travelling by bus in the dark and cold winter months put a strain on elderly families who wish to visit loved ones.”*

*“Links to public transport – these are elderly people who rely on public transport to get about & maintain social contacts & awareness. Proximity to local facilities (shops, libraries, doctors’ surgeries, hospitals).”*

Respondents were asked to identify in what capacity they were responding to the survey. 47% of respondents who answered this question selected they were a member of the general public.

Counts	
Analysis %	
Respondents	
Base	296 100.0%
Are you a?	
Resident of a residential care home	21 7.1%
Relative/Partner/friend of a resident in a Council run residential care home	68 23.0%
Advocate for a resident of a Council run residential care home	5 1.7%
Member of general public	139 47.0%

Staff member	52 17.6%
Other (Please state)	31 10.5%

## Equalities Impact

Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people because they may have particular characteristics. The full set of results will be used to inform the Equality impact Assessment.

Respondents reported the following impacts;

### Age – Residents

*“Because of my age to move me to another place would be heartbreaking.”*

*“Being my age, my home is where my heart is.”*

*“At my age 97 I do not want to move home from where I am – very happy.”*

*“aged 82 easier for me to visit local home.”*

### Age – Future Needs

*“I am 74, there is a possibility that in the future I will need this.”*

*“Age – I might well need Garth Olwg home for the elderly in the future I am now 73 years of age.”*

*“Age. I would be very unhappy if I needed residential care to be placed in a home in the valleys. My family would not be able to visit as regularly.”*

### Religion – Local congregation

*“It makes a huge difference to congregation members to have their minister and fellow church members visit them regularly. This would be a lot harder if the home was closed and residents moved further away.”*

*“I am a member of Salem Baptist Church, Tonteg and from time to time we have members who have taken residence at Garth Olwg if they were further afield it may mean that there would not be many, if any, visitors thus isolating the person in the home they are in.”*

## Gender

*“To make a happy home all genders live here. I am happy.”*

*“I am happy with other genders being in the same home as me. I am happy mixing with different identities.”*

*“I enjoy where I live there are all genders which I enjoy. Doesn’t matter what identity you are.”*

## Disability

*“Disability – I will not be able to travel to visit my father when he is receiving respite care.”*

*“Disability (self); I have severe disabilities, including a brain injury. I am likely to develop Alzheimer’s or Parkinson’s on top. As I have autism, I don’t like change. Therefore, when the time comes, I need a care home with the provision that Garth Olwg offers it should be available to me.”*

## No impact

*“I do not believe any of the above would be affected as RCT is a LGBTQ equal opportunities provider and has a Welsh language policy. My religious beliefs would be considered as part of my advanced and individual care plan. The need to maintain relationships would be met by remaining close to family and friends who have access to public transport.”*

*“They would be unaffected under the authorities’ equality policy.”*

*“They would have no direct effect on me currently.”*

Under the Welsh Language measure 2011 and the Welsh Language Standards, the Council has a duty to look at how its decisions impact the Welsh language. Respondents were asked how they felt the proposal could impact opportunities for people to use and promote the Welsh language and if in any way it treats the Welsh language less favorably than the English Language.

The following are a selection of comments made;

## Positive

*“The proposal to keep Ferndale House open will allow the pupils from the local Welsh medium primary to continue their weekly visit to the home. It has been a real success story for both the pupils and residents and is vital for the Welsh speaking residents to be able to converse in their chosen language.”*

*“Positive as staff members can speak the Welsh language which can make the workplace an easier and more flexible to work and reside.”*

*"I agree that both Welsh and English could be used on any literature and perhaps staff could also use some Welsh words when answering the telephone e.g. good morning, good afternoon and good evening."*

### Negative

*"Negative. People in this area do speak Welsh and is strongly promoted i.e. Garth Olwg School, Learning Centre, etc."*

*"When 90% of the staff can't speak Welsh, even conversational Welsh, it impacts on elderly or disabled people."*

*"Many people in Llantwit Fardre speak Welsh. Closing Garth Olwg would reduce access to Welsh language speaking opportunities, especially for people who already live in Llantwit Fardre and may need to use Garth Olwg."*

*"It treats those less favorable whom speak Welsh."*

*"If the council closes its residential home in a certain area and relies on the private sector to meet the demand, there is a consequence for welsh language provision as the private sector does not have to provide to the same welsh language standards as the council and its welsh language policy."*

### Not important/Money should be spent elsewhere

*"The welsh language act is in force however it appears that measures are only put into practice because the council has to abide by the law. No real emphasis on truly supporting the act."*

*"Too much emphasis on the Welsh Language. Too much money being spent pandering to the ones who want Welsh on every leaflet etc."*

*"Far too much money is spent on promoting this ideology by our masters."*

*"There is no point in promoting the Welsh language in these care and residential homes as most of the staff are not local or welsh speaking."*

### No impact

*"No impact on Welsh language as most people in Wales do not speak Welsh."*

*"I don't believe the proposal impacts in any negative way to promote the Welsh language."*

*"The proposal does nothing to impact the Welsh language."*

## Other Responses – Residential Care

A number of written responses were received in addition to the questionnaire responses and discussions at the various meetings. A summary of the responses is shown in the table below. The full responses have been shared with Cabinet Members and Senior Managers to inform decision making.

Organisations	Summary
Age Connects Morgannwg	<p>Response from Trustees of and Advisors to the board of Age Connects Morgannwg.</p> <p>Outlines requests for further information on a range of issues, under the following headings (see full response for detail);</p> <ul style="list-style-type: none"> <li>• Restrictions on Admissions</li> <li>• Options for care</li> <li>• Extra Care</li> <li>• Private Sector Care</li> <li>• Integrated Care</li> <li>• Cost of service changes</li> <li>• Respite Care</li> <li>• Day Care</li> <li>• Managing the Change</li> </ul>
GMB and Unite Trade Unions Joint Submission	<p>With question 1 yes, we agree with the homes that are proposed to remain open but would make the following comments on the homes that are proposed to be decommissioned.</p> <p>Ystrad Fechan and Dan y Mynydd are different to the other two as they are next door the designated sites of the extra care facilities for their areas.</p> <p>These two homes could be used to undertake specialist Dementia care as part of the extra care facilities which would be run by the council. This would help with the anticipated increase in dementia sufferers.</p> <p>Garth Olwg is different from the other 3 homes because of its location and the proximity of other providers around it. The home can be used to cover the West/Central Taff area which is not covered very well by other care homes.</p> <p>If we look at the area from Brynna ward to the Tonteg ward not including the two Tonyrefail and Gilfach Goch wards there is a population of 52,205*1. There are only 3 homes (one RCT ran) with access to public transport with a total number of 70 residential beds (TY Heulog -40, Park Newydd – 21 and Penrhos – 9) with 9 registered EMI beds. This is a total of 79 beds. The Llantrisant home which is between Llantrisant and Tonyrefail has 6 registered Residential beds but is not accessible by Public transport. This will be a total 85 beds covering a population of 52,205*1 which is one bed for every 614.18 persons. This is extremely high compared to the Pontypridd area of one bed to 160.72 per person. If we add Gartholog into this that would give 21 more beds which will bring the ratio down to one bed for 492.5 every person.</p> <p>With the removal of Garth Olwg, there would be only one private home (9 residential and 9 EMI beds) from Park Newydd in Talbot Green to Cae Glass in Hawthorn or Duffryn Ffrwydd in Nantgarw. This would leave a population of 24,141 with just 18 beds which is a ratio of one bed to 1,341.16 persons.</p>

	<p>Garth Olwg would be the same as Park Newydd with 21 beds and just one bed less the Cae Glass (22 Beds) but Garth Olwg has the lowest estimation of the development costs (£1.65m) to conform with correct standards.</p> <p>In conclusion GMB and Unite Unions would request that support will be given to retain the 7 homes that have been identified to stay open and also to support Garth Olwg to be retained as a dedicated dementia care setting, we believe there is a need in the area for this service. We would also like to support that Dan-y-Mynydd and Ystrad Fechan homes become dedicated dementia care wings of the extra care facilities.</p> <p>*1 – Source: 2018 Estimate UK National Statistics (Website)</p>
Save Care Homes and Centres (SCHAC) – RCT	<p>SCHAC - save care homes and day centres RCT campaign. We have been campaigning against the proposed closures of RCT residential care homes and day centres since February 2019. We totally reject that these closures are necessary, and we have made the case that they will reduce needed residential care infrastructure at a time when evidence points to an increased demand over the foreseeable future.</p> <p>(see full response for detail);</p>
RCT OPAG (Older Persons Advisory Group)	<p>Agree with some reservation. Some of the care homes are in need of modernisation. We have concerns that in bigger homes such as extra care they may be clinical in approach and will not give the personal care and attention provided in current care homes.</p> <p>Members want to remain in their homes as long as possible.</p>
Rhondda 50+ Forum	<p>Covering letter with response via questionnaire</p> <p>Although we agree in principle with the preferred option, as we can recognise that we must move forward and some care homes need to be modernized, however we have concerns that in bigger homes such as extra care they may be clinical in approach and will not give the personal care and attention provided in current care homes.</p>
Taff Ely 50+ Forum	<p>Agree with some reservation. Recognise the need for modernisation, but still concerns about extra care and isolation/loneliness.</p>
Llantwit Fardre Community Council	<p>The Care home (Garth Olwg) has served the community since 1996 and is a lifeline for many of our very vulnerable elderly residents.... This home is not just a lifeline to the elderly, but also their families.</p> <p>There are 42 dedicated members of staff who have provided excellent support and care for the elderly over many years. The proposal to close the home would not just have a detrimental effect on the wellbeing of the elderly but the staff as well as you would be taking away their incomes.</p> <p>We trust that you reconsider the matter in favour of the concerns of the many individuals including Members of this Community Council.</p>
Llantrisant Community Council	<p>Members were pleased to read the RCTCBC preferred option in its consultation on the modernisation of Residential Care for older people was to retain Parc Newydd in Talbot Green.</p> <p>However, Llantrisant Community Council is strongly opposed to the proposed decommissioning of the Garth Olwg site. Members consider it to be unreasonable for local residents to have to travel to Pontypridd to access residential care. With the population increasing in its ward, this Council believes that investment in the Garth Olwg facility would be a better option for its local residents. To secure its long-term future this Council suggests creating a much-needed dementia specialist service at the site. Furthermore, as services in our local hospitals are downgraded and media reports of 'bed blocking' due to difficulties in finding suitable arrangements for those needing extra care and care home provision continue to make the headlines suggests that the current level of residential care is not meeting demand.</p>

<b>Individual (Letters)</b>	<b>Main themes</b>
Leanne Wood (AM)	<p>Objection to the Consultation.</p> <p>Leaves 70 residents uncertain about their future and care, stress and many are frail.</p> <p>I implore you to stall the decision on the future of these care homes until the Welsh Government can take a more strategic approach to care.</p>
Cllr Lewis Hooper (Tonteg ward)	Number of questions asked regarding the proposals on behalf of residents, in relation to Garth Olwg.
Staff Letter	<p>Objection to the proposal to decommission Garth Olwg</p> <p>Does not object to extra care and thinks it is positive for the Council to move forward with the modernisation of new amenities, but it is not suitable for everyone.</p>
Member of Golden Oldies – Garth Olwg	Objection to the proposal to decommission Garth Olwg
Relative letter via Owen Smith MP	Objection to the proposal to decommission Garth Olwg
Relative 1 – Garth Olwg	Objection to the proposal to decommission Garth Olwg
Relative 2 – Garth Olwg	Objection to the proposal to decommission Garth Olwg
Relative 3 – Garth Olwg	Objection to the proposal to decommission Garth Olwg
Resident – Garth Olwg	Objection to the proposal to decommission Garth Olwg
Resident 2 – Garth Olwg	Objection to the proposal to decommission Garth Olwg
General email – Garth Olwg	Objection to the proposal to decommission Garth Olwg
General letter – Garth Olwg	Objection to the proposal to decommission Garth Olwg

**Petition – 1020 Signatures (i-petition) received via email 17/11/19**

**Save Garth Olwg Residential Care Home**

Garth Olwg is an excellent facility which has served the community since 1966. This home is a lifeline for the very vulnerable elderly residents who are no longer able to manage in their own homes. Relocating the residents of Garth Olwg will have a very negative impact on the most vulnerable members of our community and also to the 42 dedicated members of staff who have given excellent care and total commitment to them. To remove the residents away from their current home is unfair and cruel.

**A summary of the main themes that emerged from the consultation, including officer responses, is provided below.**

**Putting residents and their families at the centre of the modernisation process and ensuring timely and effective communication with them about the detailed implications for individuals as well as the general programme of change was seen as essential. Early information about the options and choices the residents would have for the future was requested.**

A dedicated team of social care practitioners will be allocated specifically to work alongside care home residents and their relatives should Cabinet decide to decommission any care home. These practitioners will carry out full care assessments for all residents and these will generate an up-to-date person-centred care and support plan for each resident. The care and support plans will help to ensure that residents, their families and the social work staff, are fully informed of their care needs when residents come to make decisions on future accommodation, should the home be decommissioned. This will enable a full understanding of people's preferences for their future care, enabling beds to be reserved in the alternative accommodation.

Arrangements will be made to ensure that residents are fully supported to move to alternative accommodation. Staff from the home would assist residents in their moves if required to do so by relatives or residents and would be encouraged to visit after each move to ensure that the residents are settling in and their needs are fully understood.

**Where Care Homes were proposed to be retained, residents and relatives want to see detailed information about how the changes will affect them. Were people to be re-assessed and those who may not meet "Complex care needs" be moved to Extra Care? Members of the senior management team present were able to re-assure people that there were no plans to re-assess people in the homes proposed for retention or move current residents to Extra Care facilities.**

All residents, if wanted, will have an opportunity with their relatives to meet with social care staff (supported by staff from the care home in which they live) to discuss any matters of concerns they have, including their individual assessed need and, if appropriate, alternative accommodation options.

However, there will be no requirement for residents to move from any retained Council residential care home, unless residents want to or until such a time as their assessed needs change and an alternative placement is required.

**In respect of Care Homes proposed to be de-commissioned transparency about the basis of evaluation used and the rationale for the decision is requested to be made available.**

An objective set of evaluation themes and criteria were used to assess the options that reflected the priorities agreed by Cabinet Members, issues highlighted from the consultation exercise and endorsed by the Overview and Scrutiny Committee.

Individual weightings were allocated that reflected the relative importance of selection criteria as part of the evaluation exercise. The weightings were driven by location and the availability of accommodation with care provision in the geographical areas of Rhondda, Cynon and Taf and once these were set determined the weighting to be given to all criteria.

The evaluation exercise applied the same criteria to each home. Issues of maintaining the wellbeing of residents for example would have been pertinent to each Council care home, so would not have altered the outcome of the evaluation exercise and therefore was not used. Other aspects that were taken into consideration:

- For building suitability: we used the property consultants' assessments, details of which were provided in the Cabinet report.
- For geographical location: we used 5 mile radius and other contract information to determine the scores and weighting, details of which were provided in the Cabinet report.
- Occupancy: we used current and future home registered beds together with contracting information held on previous and current actual occupancy levels, details of which were provided in the report.
- Unit costs: we used unit cost per homes over two financial years preceding restriction on beds to determine average cost.

**In respect of refurbishment of homes that are proposed to be retained, information is wanted about what that might entail, when it might be planned and completed for each home. Advice on the implications of refurbishment of a home for residents was sought and particularly when and how it might be completed and whether any temporary moves would be required.**

Arrangements will be made to ensure that residents and their relatives are fully informed in assessing and developing options for future refurbishment, but only once Cabinet has determined their preferred option for the future of the Council's residential care homes.

All residents will have an opportunity with their relatives to inform the refurbishment options of retained Council residential care homes and they will also be consulted on any future decisions prior to any approval by the Council's Cabinet.

**In respect of Extra Care, further awareness and understanding is needed in respect of the programme and timing for new facilities to be built as well as the detailed operation of the service, how the care and support is delivered and the facilities available and their suitability for residents impacted by decommissioning and residents in other homes. Information at a level of detail about how the transition to Extra Care would be undertaken and the timetable for homes to close was wanted.**

The Council is committed to providing the best possible service to those who need it, and Cabinet has previously agreed a £50m investment to develop new extra care facilities promoting independence, wellbeing and choice to improve the range of options available to our communities by developing five new extra care facilities across the County Borough.

Extra care is a tried and tested alternative for people and is suitable for single people or couples, where one or both have need of more supportive accommodation. Extra care allows people to live in a one or two-bedroom apartment in a communal setting and can provide a home for life with on-site care and support services that increase or decrease as needs change.

Each of our developing sites will be purpose built, fully accessible and offer a full range of facilities with a programme of regular activities to help tenants stay active and healthy and will include community activities and events, helping to retain links with the local community. The aim is to deliver what people want i.e. to live as independently as possible in their own homes.

As part of this process, a dedicated team of social care practitioners will be allocated specifically to work alongside care home residents and their relatives should Cabinet decide to decommission any existing care home to assess people and determined where extra care can meet their assessed needs.

**Staff were highly praised across all Care Homes and their role was essential in transition to new arrangements for Care Homes in the Borough.**

Rhondda Cynon Taf Council is proud of the level of care its staff provides. There has been investment in the workforce and their skills and capabilities are valued.

Following the public consultation and only when the Council is in a position to make decisions which will affect staff, there will be a separate staff consultation exercise during which the Council's Management of Change procedure will be followed. The Council's Human Resources Department will work closely with the Service and Trade Unions in order to support staff through the changes at the appropriate time. It is important to note there will be no compulsory redundancies of staff.

Staff would have the opportunity and be encouraged, where possible, to be redeployed and relocated with residents to a retained Council residential care home. In such cases, staff from the residential care home would also assist residents in their moves if required to do so by relatives or residents and would be encouraged to visit after each move to ensure that the residents are settling in and their needs are fully understood.

**There was strong resistance to decommissioning of two of the four care homes proposed – Garth Olwg and Ystrad Fechan – from residents, families and staff. Positive cases were put forward for these homes to be retained.**

It is clearly positive that the residents of the Council's residential care homes are well settled and content with their accommodation and good quality care. The Council has been acutely conscious of the depth of feeling aroused among care home residents, families, local communities and staff. The overwhelming message from people and their families can be simply summarised as wanting all Council residential care homes to remain open and it is a testament to the skills and commitment of the staff at these homes that this is the case and the residents are happy there.

Whilst the reasons offered in the consultation response have some validity in themselves, they have to be set in the wider context of the current and future needs and expectations of our communities.

Officers consider that the recommendations put forward in this report are appropriate when taking into consideration all relevant factors and themes arising from the consultation process.

## EQUALITY IMPACT ASSESSMENT – MODERNISATION OF RESIDENTIAL CARE HOMES

### 1. INTRODUCTION

The Equality Act 2010 places a General Duty on public bodies, which includes a statutory requirement to undertake Equality Impact Assessments (EIAs). Under the Public Sector Equality Duty (PSED), in carrying out their public functions public bodies are required to give due regard (i.e. give appropriate weight) to the need to:

- Eliminate unlawful discrimination harassment and victimisation;
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not;
- Foster good relations between people who share a relevant protected characteristic and those who do not.

In proposing changes to community services, Local Authorities should have particular regard to Principle 18 of the United Nations Principles for Older Persons, (part of the LA duties under the Social Services and Well-being (Wales) Act 2014) which states that older people should be treated fairly regardless of age, gender, racial or ethnic background, disability or other status, and be valued independently of their economic contribution to society.

This full EIA addresses the requirement under the Equality Act 2010 to publish an assessment of impact in order to be transparent and accountable i.e. the Council's consideration of the effects that their decisions, policies or services have on people on the basis of the defined 'protected characteristics'. Whilst deprivation does not constitute a 'protected characteristic' it is relevant because people from protected groups are more likely to experience it and because there are such high levels of deprivation in our local communities, which are among the most deprived in Wales.

The need for the collection of evidence to support decisions and for engagement mean that the most effective and efficient impact assessment is conducted as an integral part of policy development and service re-design, with the assessment being commenced at the outset. These will help to eliminate discrimination, tackle inequality, develop a better understanding of the community, and target resources effectively. The Duty to undertake EIAs is in the context of these Council proposals, there in particular to support older people who may face 'double' or 'multiple' discrimination on the grounds of age and e.g. disability or sexual orientation or ethnicity.

## 2. THE CONTEXT - RESIDENTIAL CARE MODERNISATION

The expectations of legislation, regulators, society and most importantly service users themselves, as to what is demanded from residential care has changed over the last decade and will shift significantly further in the next few years to come. Accommodation has to meet higher standards and offer dignity and privacy including en-suite facilities that we all expect in our lives now. Also, the experience of life in a care home must be more shaped to improve our well-being and quality of life and our own preferred outcomes as well as engage us and offer more choice and control in decisions affecting us.

In determining its strategy and policies for Adult Social Services the Council has decided to review its residential services for older people to examine the options to best meet the needs and well-being of its older population now and in the future within its available and planned resources. The Council developed its Strategy to modernise accommodation options for older people and deliver extra care housing places in Rhondda Cynon Taf which was [approved by Cabinet in November 2016](#) and gave a commitment to review and reshape the care market to:

- Increase the options available for people needing accommodation with care and support; and
- Deliver a viable alternative for people who are able to remain independent with support.

Alongside development of early intervention and prevention and care and support services in local communities, the Cabinet agreed in [September 2017](#), a £50m investment plan to develop, in total, 300 Extra Care beds across the Councils area to deliver modern accommodation options for older people. The Council are implementing these plans with an Extra Care facility opened in Talbot Green another being built in Aberaman and plans progressing for 4 other facilities in strategic locations at Porth, Pontypridd, Treorchy and Mountain Ash.

An independent review of residential and day care services for older people was commissioned in 2018 and undertaken by Practice Solutions Ltd, Abercynon, in order to determine future opportunities for service delivery in line with the Council's strategy for accommodation for older people and provision of extra care.

The main findings of the review were to recommend the following preferred options:

Phased decommissioning of all the Council's care homes as part of planned programme of transformation in line with the implementation of the Council's extra care development programme and Cwm Taf care home market position.

Phased decommissioning of the Council's day services as part of a planned programme of transformation in line with the proposed new service model

The rationale for these conclusions included the declining use of the Council's residential care homes with available unfilled places increasing and impacting on the cost efficiency of homes. Significantly, whilst the standard of care in Council run homes was regarded highly, there was an obvious deficit observed against the published benchmarks for the environment in care homes because of the outdated accommodation currently in use. The telling example of this is the lack of availability of en-suite facilities in nearly all rooms.

In light of the independent Report, the Council's Cabinet agreed at a meeting on 19 November 2018 that officers should:

- initiate a 12-week public, resident and staff consultation on the future service delivery model for the Council's residential care homes and specifically on their proposed alternative preferred option that the Council retains a level of provision of Residential Care Homes which are focused on providing complex care and respite. The level of provision retained would be based on a determination of the market share and need required in each of the Rhondda, Cynon and Taf geographical areas;
- on commencement of the consultation process a policy to restrict admissions to the Council's residential care homes, was introduced, other than in exceptional circumstances where an appropriate alternative placement that can meet the assessed need is not available. This is in order to minimise any potential impact on service users until such time as the Cabinet considers the results of the consultation exercise and any decision it may take in relation to the proposal;
- Initiate a 12-week public and staff consultation on the options regarding the future of the Council's day service provisions for older people and specifically on the proposed preferred option, of a phased decommissioning of the Council's day services as part of a planned programme of transformation in line with a proposed new service model.

In the context of these proposals, the term "complex care needs" includes for example, people who are bed bound, and/or i. have dementia, ii. where

manual handling was needed, iii. require feeding or iv. have complex medication regimes.

At a meeting of the Council's Cabinet on 11 September 2019, Members considered the outcome of the consultation on the preferred options for the Council's residential care homes and day care provision. The Cabinet agreed to initiate a further 12 week period of public, staff and resident consultation on the preferred option for the future of the Council's residential care homes, i.e. that the Council retains the level of provision of residential care homes, as set out below, focused on complex needs, residential reablement and respite care which is based on a determination of the market share and considered need required in each of the Rhondda, Cynon and Taf geographical areas:

### **CARE HOMES PROPOSED TO BE RETAINED**

- Clydach Court Residential Care Home, Trealaw
- Ferndale House Residential Care Home, Ferndale
- Pentre House Residential Care Home, Pentre
- Tegfan Residential Care Home, Trecynon
- Troedyrhiw Residential Care Home, Mountain Ash
- Cae Glas Residential Care Home, Hawthorn
- Parc Newydd Residential Care Home, Talbot Green

### **CARE HOMES PROPOSED TO BE DECOMMISSIONED**

- Bronllwyn Residential Care Home, Gelli
- Ystradfechan Residential Care Home, Treorchy
- Danymynydd Residential Care Home, Porth
- Garth Olwg Residential Care Home, Church Village

## **3. RESIDENTIAL CARE PROPOSALS**

The Council's agreed policies are leading to service models for the delivery of care for older people which have an emphasis on supporting older people to remain at home longer. The Cwm Taf Joint Market Position Statement for Older People acknowledged that in the context of the ongoing modernisation of Adult Social Care Services, the care home sector is not expected to grow significantly over the next 10 years, although there will be need to ensure that we can meet more complex needs for nursing and dementia care in high quality facilities.

Implementation of the Council's Strategy to modernise accommodation options for older people is expected to result in further reductions in care home admissions (currently the highest proportionately in Wales) as a key objective of the strategy is to replace high cost residential services with extra care housing and deliver more effective services with better outcomes for residents.

However residential care homes dealing with more complex needs such as dementia, occupy an important position in the spectrum of services commissioned and provided for older people by Rhondda Cynon Taf Adult Social Care. Residential care homes offer an important choice for people who are not able to stay living in their own homes due to their complex needs and will continue to play an important part in Rhondda Cynon Taf's modernisation of Adult Social Care Services.

Refocusing internal provision so that it focuses on complex care, and residential respite, would allow the Council to provide better services and care for its residents. It would also provide market certainty for the external market surrounding the commissioning of standard residential care but still be commissioned to provide complex care if they choose to access it in the external market.

By concentrating its resources on fewer discreet specialisms, the Council would ultimately provide a better service for residents in Rhondda Cynon Taf with complex needs because it would be in a position to upskill staff to better meet these needs and consequently provide a higher quality service. If the Council no longer focus on the delivery of standard residential care it would need fewer beds to deliver a service that focuses on residential reablement, respite and complex needs based on current demand and projected future growth in demand.

#### **4. UNDERSTANDING THE DEMOGRAPHIC PROFILE**

##### **Gender**

Women are expected to live longer than men so may need more access to services if they become increasingly frail. Women are more dependent on public transport and the importance of providing locally based care services within community settings as far as possible is an important element of our service plans.

The profile of residents in care homes shows a large majority are female which indicates the need to take account of differing needs of male residents in for example achieving a good quality of life.

In respect of staff, for residential care we have 471 females and 40 males (2019).

##### **Age**

The age profile of our population is similar to Wales but with slightly higher proportions of children under 5 years old and in the 20-44-year age group and slightly higher proportions of people aged 60 and over.

Current projections in the Cwm Taf Population Assessment see a rise in the total resident population of Cwm Taf (80% of whom live in Rhondda Cynon Taf) to 298,600 by the year 2033. This is primarily due to an

increase in the older population. By 2030, the number of people over 65 years will increase by 30.4% and people over 80 years by 71.3%. The number of residents aged 75 years and over is projected to rise from 23,300 (7.9% of total population) in 2013 to 37,100 (12.4% of total population) in 2033.

Overall, our population is living longer and the increase in elderly population is likely to result in an increase in the prevalence of chronic conditions such as circulatory and respiratory diseases and cancers. The proportion of the population aged over 75 who live alone is higher in Rhondda Cynon Taf than other parts of Wales. All these factors will have implications for the number of people who may need care and support.

The Cwm Taf Population Needs Assessment says:

“The services we commission to support our older citizens and their carers’ are often already stretched. It has been estimated that if these services simply increase to keep pace with demographic change, this will result in a near doubling of care costs by 2026. We know that we have to adopt a new approach to use our resources as wisely as possible.”

The age profile of the staff in our residential care homes is nearly 60% over 50 years old and this raises issues for the stability and capacity of the work force in the medium term. It may also mean that some members of staff will want to take the opportunity of any service changes to take retirement. Our approach to work force planning and the close involvement of the Trade Union in engagement about these proposals will take these factors into account and ensure transparency and fairness.

## **Disability**

The Cwm Taf Population Needs Assessment suggests that there are around 3,280 people in Rhondda Cynon Taf with a physical or sensory disability in the Region. However, it has been contended that this figure is substantially under-estimated because of the resistance to formal diagnosis and all that entails.

People who have a disability are twice as likely as people without a disability to have no access to a car (Office for Disability Issues 2009). Disabled people are also less confident in using public transport because of physical access issues but also because of staff attitudes (Framework for Action on Independent Living 2012). This is therefore an issue in respect of on-going and future public transport arrangements to the location of care homes for visiting purposes, where a proportion of relatives will also be disabled.

The numbers of people with sensory impairments will increase with age. Such people may have difficulty accessing services and participating in activities that promote their health and wellbeing or social inclusion as well

as maintaining independent living. It will also mean that increasing numbers who have complex care needs will have a sensory impairment.

Physical and sensory disability is highly prevalent amongst residents of care homes and it is therefore an important factor to take into account in modernisation of these services, particularly in relation to access but also how care and support is provided on a day to day basis and the equipment provided. Regular training for staff and use of up to date equipment wherever possible ensures we meet the needs of people with disabilities.

## **Health**

In relation to Rhondda Cynon Taf, the County has 17 areas where health deprivation was in the highest 200 for Wales according to the Welsh Index of Multiple Deprivation (2019).

Public Health Wales say (2017):

“Rhondda Cynon Taf has a health profile that is largely worse than the Welsh average. The majority of small areas in Rhondda Cynon Taf are deprived compared with the average for Wales however, there are some pockets of relative non-deprivation. There is a growing older population that will impact on the demand for health services in the future”

“Rhondda Cynon Taf has a poor life expectancy for males and females, poor educational attainment and worse alcohol consumption and obesity levels compared with the Wales average. It also has a worse rate than Wales for premature death from heart disease.”

The data from Public Health Wales shows that for Rhondda Cynon Taf female and male life expectancy, mental health, high body mass index, death from all causes, death from heart disease and cancer are all significantly worse than the Wales average. Analysis of this information would suggest that these adverse factors are likely to mean additional pressures on social services and an on-going need for provision to deal with complex care needs in old age in accommodation with care.

## **Ethnicity**

Cwm Taf has lower representation from ethnic groups other than white than Wales as a whole. However, in RCT there are Polish, Portuguese and Czech people living in the local community and their access issues, along with those from an ethnic minority background, will need to be considered in terms of language issues and availability of transport to care settings. However small the number of care home residents from an ethnic minority background, their language and cultural needs will need to be catered for.

In respect of Residential Care Homes, 2 members of staff have classified themselves as Asian and 1 as “other”. In Day Centres, 2 members of staff

have declared their ethnicity as “other” (2019). Our recruitment of staff to these services will endeavour to increase the number of people who are not White in our Social Services Workforce with the aim to match at least the % of people from an ethnic minority in our local population.

Actions in our Strategic Equality Plan demonstrate our commitment to encouraging a more diverse workforce.

### **Marriage and Civil Partnership**

The number of people who are married or in a same-sex civil partnership living in Rhondda Cynon Taf is the same as for Wales as a whole.

For the majority of people, including older people, losing a long-term partner as a result of bereavement can be a life changing event that has a significant impact on their health and wellbeing and on potentially their care needs.

These factors need to be taken into account in delivering residential care services e.g. accommodating married couples together in care homes, visiting arrangements for people in care, emotional support, advocacy, complimentary care planning for couples receiving respite, need for care on death of spouse.

### **Religion**

There is a lower representation in every religious group in Cwm Taf than is seen in Wales as a whole. Higher than average proportions of the population stated that they had no religion.

However, it is important that services take cultural needs into account in providing a good quality of life for those in care homes and that this is integrated into the operation of the care homes and day centres. People must have a choice in whether or how they observe their religious beliefs.

### **Sexuality and transgender**

Research by Travis and Argosy (2011) on LGBT+ Older Adults in long term care found the following good practice should be adopted in care homes:

- Assess overall readiness to care for LGBT+ in welcoming and safe environments that recognize LGBT history, culture, challenges, and strengths.
- Understand variations and nuances in the “coming out” processes for LGBT+ older adults.
- Honour LGBT+ partners and families of choice.
- Respect the diversity within the LGBT+ community.
- Know protections and legal rights for LGBT+ residents in long-term care facilities.

Some evidence suggests lesbian, gay and bisexual and transgender people, are perhaps more likely than other groups to face hostility and misunderstanding and are more likely to experience poor mental health.

The Isolation to Integration report found that gay men and lesbians are at greater risk of becoming lonely and isolated as they age because they are more likely to live alone and have less contact with family. They are more likely to find it difficult to take the decision to move into residential care and to maintain their identity and independence in the new setting.

It is also recognised that these groups find it particularly difficult in how they access services and their dignity and respect must be protected in receiving care in both care home and community settings.

Through good systems as well as training and awareness raising with staff the Council will ensure that these issues are handled sensitively and effectively and responses to these needs are automatically part of the way care and support is provided

### **Deprivation**

Rhondda Cynon Taf has areas of significant deprivation and far too many people still experience poor health. The Welsh Index of Multiple Deprivation (WIMD) (2019) shows that overall 2 of the top 10 most deprived Wards in Wales are in the County; 4 Wards in the top 50 and 17 Wards are in the top 200 most deprived areas. The County includes socio-economically deprived areas, with concentrations of low levels of employment and educational attainment. These factors, along with other aspects of the physical environment, impact on the lifestyles of people living in the area

Higher levels of deprivation are evident in every category compared with the rest of Wales and this has implications for access to transport and health generally. This is likely to have a knock-on effect in respect of the levels and trends of people with complex care needs who over time would need support from the Council through its modernised services. Whilst it is not possible to predict with any accuracy how that translates to numbers of people, it is probably fair to say that the levels of support required by people with complex care needs will not be reduced and may rise.

### **Welsh Language**

In Cwm Taf, 12.3% of adults and 8.9% of children are able to speak Welsh. The proportion of those who are able to understand, speak and/or write Welsh varies within this. It is possible that the elderly or confused may prefer or need to communicate in Welsh and every effort will be made to accommodate this in line with the “More than Just Words” Strategy for Social Care in Wales. We are ensuring as far as we can, Welsh speakers receive care services in their first language, using existing skills and

resources and for example providing staff training to improve their Welsh. We are committed to delivering the 'Active Offer' required by Welsh Government Guidance (i.e. providing a service in Welsh without someone having to ask for it) and are providing help and support to our staff to achieve this aim.

In respect of staff in residential care homes we know that (in 2019) 20 are Welsh speakers and 243 are not. A further 248 did not provide information. This suggests about 4% of care home staff speak Welsh.

To help increase the supply of Welsh speakers in our workforce:

- All advertised roles (since 01/2018) now include Welsh Language Level 1 as an essential criterion on job descriptions. - See [recent advert here](#) for a 'Casual Care / Domestic Assistant' at Parc Newydd Care Home. If you download the job description, you'll see this policy decision in action.
- If individuals do not hold Welsh Language Level 1 skills then they are not barred from applying, they simply need to attend a corporate Welsh language session which lasts 2 hours and provides them with the basics to achieve level 1 on the Council's framework.
- The Council's Welsh Language Skills framework is available to view [here](#).
- Training is made available to care staff.
- Staff who wish to progress from Level 1 are offered corporate training via our internal tutor or signposted to an external provider in the community (whose delivery times may better suit the individual).
- Residential Services have received bespoke sessions, tailored to the needs of their Welsh speaking residents, for example at Pentre House, during October and November 2018 and delivered by our in-house tutor.
- The house received 3 sessions and 14 members of staff attended, they all achieved advance Level 1 (which means they met the corporate Level 1 requirements, but also had additional tutoring on specific work-related phrases).
- In addition, all Welsh Speaking staff on a level 4 and 5 (fluent on the Council's Welsh Language Skills Framework) receive a corporate lanyard with the 'Welsh speaker' logo on it. This raises awareness amongst staff and residents of their linguistic abilities (increases use of the Welsh Language).

- All Council's Social Services are mandated to record the language preference of all who use their services, at their first point of contact. This will be important if as a result of these modernisation proposals some services are transferred to the Private Sector. We will need to consider when decisions about the future are known, how to respond as there is a possible reduction in Welsh language skills of staff in changes to the delivery models which could result in fewer staff being employed by the local authority.

## **Human Rights**

At its most basic, care and support offer protection of people's right to life under Article 2 of the European Convention by ensuring their most fundamental physiological needs, such as eating, taking medication, getting up in the morning and going to bed at night are met. But for those who require it, and those with whom they share their lives, the availability and organisation of care and support also determines whether they enjoy a number of other important human rights including freedom from inhuman and degrading treatment (under Article 3 of the Convention) and the right to respect for private and family life (under Article 8). These rights are underpinned by some important human rights principles: dignity, autonomy and respect which have to be taken into account in delivering residential services.

The United Nations Principles for Older Persons and Convention on the Rights of Disabled People are also both enshrined in Welsh legislation (see the Social Services and Well-being (Wales) Act 2014 and related Code of Practice). The Council therefore have a duty both at the general level of Human Rights and at the specific client services level to be able to demonstrate that it has given due regard to these Conventions/Principles, have taken action to codify them against service delivery policies and procedures and ensure staff receive training on them. Essentially, the Council is able to demonstrate how it has had regard to the UN Principles when making decisions about identifying an individual's needs and providing services to meet those needs.

## **5. EQUALITY PROFILE OF STAFF WHO MAY BE AFFECTED BY THESE PROPOSED CHANGES**

It is important that if as a result of these proposals staff are required to relocate or work differently, their personal characteristics and circumstances are taken into account, particularly if their journey is more difficult or their work pattern changes e.g. their age and family commitments.

We will need to consider the implications of any new service models for our staff. Appropriate organisational change policies should be taken into account in dialogue with Trade Union side.

There are over 547 staff working in residential care (2019). The age profile of staff is predominantly over 50 years old with only 226 or 41% under that age. There are also a wide range of circumstances of staff to be taken into account e.g. approaching retirement, caring for children/elderly relatives, couples working in these facilities, single householders, dependence on the employment etc. The impact on other protected characteristics of staff are covered above in the relevant section above.

## 6. THE ENGAGEMENT EXERCISE

Research (Robinson, Glasby and Allen 2013) about utilising best practice in local authority decommissioning of social care services contended that:

- Difficult decommissioning decisions require strong leadership and wider stakeholder engagement and support.
- Having supporting evidence and information was integral to successful outcomes
- A clear transparent decision-making process was important for legitimisation of decisions.

### Methodology and Responses

A comprehensive methodology to implement the Cabinet decisions on a consultation for modernising residential care services was designed.

The aim of the consultation was to gather as many views as possible from residents and their relatives and the public to inform the Council in its decision making as to the future provision of residential homes for older people in each of the geographical areas of Rhondda Cynon Taf. The consultation took place in care homes, meetings open for staff to attend, at public “drop in” events and was planned to take place over a period from 15 October to 21 November 2019. The consultation with the public was to be undertaken between 15 October and 20 December 2019. The main features of the approach to consultation were:

- Letter and information pack sent to a database of all Council care home residents/relatives (11 homes)
- Presentations and question and answer sessions at all Council run Care homes for residents, and families
- 2 events for consultation with staff
- 3 “drop in” events for the public
- Information pack also contains questionnaire to be returned to Council
- Dedicated consultation email address and free post facility
- “Have Your Say” public consultation on Council’s Web Site
- Advocacy service promoted and available to all service users and their families. A representative of the advocacy service attended each consultation event.

Practice Solutions Ltd, Abercynon, were commissioned to undertake an independent consultation with residential service staff, care home residents and their families. These events were designed to provide more information about the option for change proposed and to give an opportunity for discussion and debate in group sessions.

Members of the Council's Senior Adult Social Services Management Team - including the Group Director and Director for Social Services attended the events. The Council undertook separately a public consultation exercise on their web site and ran 3 "Drop In" Events across the County

The consultation engaged a significant number of care home residents and their families – 133 in total - as well as 29 staff members, and in addition to members of the public - see below. Whilst acknowledging the need for services and facilities to be modernised for the future, there was a common response from residents, their families that the care and support currently provided by the Council was highly regarded and that the impact of any change on individuals and communities should be minimised. A summary of the main themes that emerged in the consultation covers:

- Putting residents and their families at the centre of the modernisation process and ensuring timely and effective communication with them about the detailed implications for individuals as well as the general programme of change was seen as essential. Early information about the options and choices the residents would have for the future was requested.
- Where care homes were proposed to be retained, residents and relatives want to see detailed information about how the changes will affect them. Were people to be re-assessed and those who may not meet "Complex care needs" to be moved to extra care? Members of the senior management team present were able to re-assure people that there were no plans to re-assess people in the homes proposed for retention or move current residents to extra care facilities.
- In respect of care homes proposed to be de-commissioned transparency about the basis of evaluation used and the rationale for the decision is requested to be made available. Information at a level of detail about how the transition to extra care would be undertaken and the timetable for homes to close was wanted.
- In respect of refurbishment of homes that are proposed to be retained information is wanted about what that might entail, when it might be planned and completed for each home. Advice on the implications of refurbishment of a home for residents was sought and particularly when and how it might be completed and whether any temporary moves would be required.

- In respect of extra care further awareness and understanding is needed in respect of the programme and timing for new facilities to be built as well as the detailed operation of the service, how the care and support is delivered and the facilities available and their suitability for residents impacted by decommissioning and residents in other homes.
- Staff were highly praised across all care homes and their role was seen as essential in transition to new arrangements for care homes in the Borough.
- There was strong resistance to decommissioning of two of the four care homes proposed – Garth Olwg and Ystradfechan – from residents, families and staff. Positive cases were put forward for these homes to be retained.
- Where the issues raised were not appropriate to be dealt with through these proposals or were linked to specific operational delivery of services, we have passed the information to other relevant officers to inform their actions and plans.
- In relation to public consultation there were 310 responses to the Residential Services questionnaire which were received together with 13 letters, 8 emails and a petition signed by 1020 people to keep Garth Olwg open. A summary of the outcome of consultation with the public shows that for Care Homes, 47% of respondents to the questionnaire were members of the public, 23% were relatives of the residents, 18% were staff and 7% were residents. This is in addition to the consultation with residents of care homes, their families and staff – see above.
- 53.4% of respondents disagreed with the Council's preferred option, with 41% agreeing with the preferred option and the others stating, "don't know". Nearly 50% of respondent's comments related to objections to the closure of Garth Olwg.
- 57.3% of respondents said that the preferred option would impact on them or their family whilst 42.7% said they would not be impacted by the preferred option.

## **7. POTENTIAL POSITIVE AND NEGATIVE IMPACTS IDENTIFIED**

### **Care Homes**

#### **Positive:**

- Standard of care provided in Council residential care homes was highly regarded.

- Extremely positive comments were made about the quality of the staff, their dedication and dignity shown to residents, the high standard of the care and support as well as the food provided.
- A temporary halt on admissions to Council residential care homes has been implemented to ensure fair and even-handed decision taking.
- Relatives and residents must continue to be part of any decision-making process and to be fully consulted about the impacts.
- General recognition about the need to improve care homes for the future.
- There was a positive reaction to the availability of extra care and in particular the independence it provided including having separate bathrooms and living arrangements with availability of care and support and central facilities.
- Society's expectations of a care home are changing and higher quality of facilities are sought.
- Staff generally agreed that care homes should be refurbished and modernised but wanted to keep their residential home open.
- The "Butterfly" dementia model of care was praised by relatives whose kin had dementia and staff wanted to see the model used more extensively by the Council.

**Negative:**

- Concerns about the temporary halt to new entrants meant that homes are being earmarked for closure and that the numbers of residents would reduce so the homes are no longer financially or operationally viable.
- In respect of homes that it is proposed should be decommissioned, there were concerns that the evidence presented as the rationale for the decision should be fair, accurate and valid and that the suspension of placements for permanent residents in Council residential care homes should not distort the analysis.
- Concerns about the implications of refurbishment of any home for residents including about whether residents would need to move out, if so where to, and assurance that they would be able to return when improvements were complete.
- Concerns about the position of current permanent residents in homes to be retained and that they won't be impacted by closure of other homes. Concerns were also raised about residents who were being

cared for on a respite basis but wanted to remain permanently in the home.

- Concerns about staffing arrangements for extra care including the level of support provided, how safeguarding was ensured and whether existing staff would be able to transfer with residents they look after currently.
- Concerns about care being transferred to the private market as a result of the plans being consulted about. It was suggested that the quality of Council residential care homes was much higher. The cost of private sector care homes was also of concern including the need in some cases to pay top up fees which families could not always afford.
- There were concerns expressed about the continuity of care being disrupted where individuals needed to be transferred.
- Concerns about the impact on staff including potential job loss and financial impact and travel distance to new location unachievable. There were also concerns about the impact of home closure on communities and the potential loss of option for home in future for self or relative.
- Relatives were concerned about impact of a move / closure would have on residents and that it would be negative and that for visits it would mean increased travel time and reduced ability to access public transport for them.
- There was uncertainty about what “complex care” means in the consultation papers and how that would be defined and affect the decision-making process about individual’s placement.

## **8. PLANS TO ALLEVIATE ANY NEGATIVE IMPACT**

In respect of Care Homes:

- A temporary halt on admissions to Council residential care homes has been implemented
- A small number of people have however been offered permanent and interim placements during the period of restricted admissions because of their specific care needs and/or circumstances.
- In addition to these in-house placements, all other people who were assessed as needing residential care were placed in an independent sector care home that met their assessed need.

- Comprehensive assessment process was completed for all individuals impacted and their care and well-being needs identified and care plans formulated.
- Revisions to care plans as required.
- Planned implementation of proposals over the period to 2025 to coincide with availability of alternative care options including extra care and private sector places.
- A programme of refurbishment of care homes that are retained.
- Further information about and visits to extra care facilities to increase understanding and awareness of the benefits of the care model and how it operates.
- Further information and advice about the options and choices the residents would have for the future.
- Close engagement of residents and their families on an on-going basis including provision of further information and advice, advocacy service made available and a supporting communications plan.
- Development of dialogue with Private Care Sector about current and future provision and quality requirements

## **9. MITIGATION**

We will implement an action plan to mitigate the negative impacts on services users that have been identified including:

- Implement a clear service delivery model for the County that takes into account the implications of any care homes it is planned to decommission and accompanying rationale, encompassing private care homes, Council residential care homes and extra care.
- Take account of concerns raised during the consultation e.g. transition impacts on residents, comparative fees and costs for individuals and their families, transport, travel distances, community cohesion, staffing issues, availability of support services etc.
- Develop a clear implementation plan with timescales that is co-ordinated with the planned opening of new extra care as well as any other modernisation of care homes to be undertaken to achieve the desired service model.
- Use a cohesive communications process to raise awareness and understanding of the extra care model and how it operates on a day to day basis.

- Consult further on implementation of agreed care home model with services users, their families, representative bodies and the public.
- Instigate a dialogue with the local private sector care market as how best to maintain stability and ensure availability of sufficient capacity for standard and more complex residential care in the short and medium term. Compliance with the duty to develop a market oversight regime introduced by the Regulation and Inspection of Social Care Act 2016 would be an outcome of the process. Updating and changes to the Rhondda Cynon Taf Care Home Market Position Statement would also be required.
- Utilise best practice guidance in the re-provisioning of social care to ensure the appropriate level of support for individuals whose care and/or location is impacted by the modernisation proposals is tailored to their needs and in full liaison with families.
- Older people's health, safety and protection during a period of transition to new care settings are of central importance and Rhondda Cynon Taf will ensure each individual is given a personalised approach and care plan in ensuring the best possible outcomes are achieved. This will involve the families of the residents/service users. Advocacy and representation are seen as important services that will be made available to help service users express their views.
- the supply of a well-motivated, high quality and qualified workforce is essential to the current and future provision of these care services. Therefore, a transparent process of engagement with staff and their Union representatives will be undertaken throughout the transition period to the new service model for care homes.
- An overall implementation communications plan to ensure there is effective information, advice, assistance and advocacy available that mitigates the stress and anxiety for individual care clients, families and staff, any changes of provision like this will create

## **10. SUMMATION – GENERAL DUTY**

### **Due Regard to 3 elements of general equality duty**

This Equality Impact Assessment is representative of a real attempt to address the following questions:

- Does this service change help to eliminate discrimination?

There is no perception that the way services are currently provided is in any way discriminatory. Indeed, residential care homes are highly praised by respondents to the engagement. The changes will help to ensure that in the future that there continues to be no discrimination in the way

services are provided by providing additional skills training to staff supporting people with complex care needs.

- Does this service change help promote equality of opportunity?

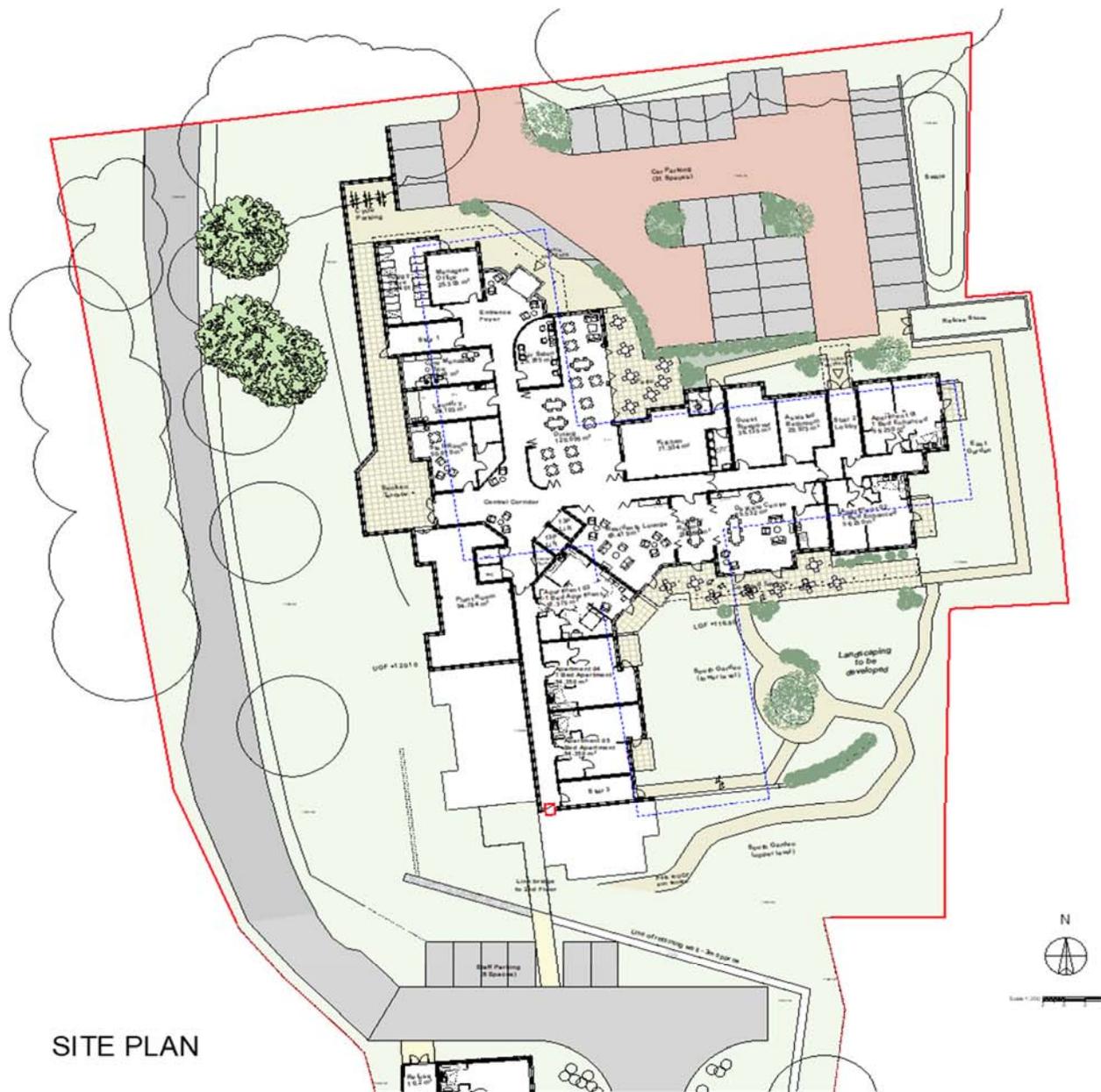
These changes will result in more equitable responses for people living in the Council area as a whole by improving the quality and quantity of early intervention and prevention services. It will also improve service responses for those in residential care by providing modernised facilities and staff who can focus on and be trained more effectively those with complex care needs

- Does this service change help foster good relations between people possessing the protected characteristic and those that do not?

Staff will be better trained to meet individual needs and where services are also designed to meet them, this can minimise problems for and between people. By the Council focussing its efforts on complex care it will result in a more level playing field for people in the community with protected characteristics in accessing care and support.

## **11. MONITORING ARRANGEMENTS**

The impact of the proposals will be closely monitored and careful consideration will continue to be given to the points highlighted in this equality impact assessment at each stage of the decision-making process and its implementation



SITE PLAN

[www.quattrodesign.co.uk](http://www.quattrodesign.co.uk)

**NOTES**  
 This drawing is the copyright of Quattro Design Architects Ltd and should not be reproduced or copied in any form without written permission. Once signed drawings have been issued for construction, they are not to be altered in any way without the written permission of Quattro Design Architects Ltd.

**REVISIONS**  
 01/10/20 1:200 (Drawing Issues)  
 08/10/20 1:200 (Final Design Configuration)  
 09/10/20 1:200 (Final Design Configuration)  
 10/10/20 1:200 (Final Design Configuration)  
 11/10/20 1:200 (Final Design Configuration)  
 12/10/20 1:200 (Final Design Configuration)  
 13/10/20 1:200 (Final Design Configuration)  
 14/10/20 1:200 (Final Design Configuration)  
 15/10/20 1:200 (Final Design Configuration)  
 16/10/20 1:200 (Final Design Configuration)  
 17/10/20 1:200 (Final Design Configuration)  
 18/10/20 1:200 (Final Design Configuration)  
 19/10/20 1:200 (Final Design Configuration)  
 20/10/20 1:200 (Final Design Configuration)  
 21/10/20 1:200 (Final Design Configuration)  
 22/10/20 1:200 (Final Design Configuration)  
 23/10/20 1:200 (Final Design Configuration)  
 24/10/20 1:200 (Final Design Configuration)  
 25/10/20 1:200 (Final Design Configuration)  
 26/10/20 1:200 (Final Design Configuration)  
 27/10/20 1:200 (Final Design Configuration)  
 28/10/20 1:200 (Final Design Configuration)  
 29/10/20 1:200 (Final Design Configuration)  
 30/10/20 1:200 (Final Design Configuration)  
 31/10/20 1:200 (Final Design Configuration)

**DRAWING TITLE**  
 Proposed Site Plan

**PROJECT**  
 Dan-Y-Manydd, Porth

**CLIENT**  
 Linc RHONDA CYMRU TM

**SCALE** 1:200@A1  
**DATE** February 2020

**Quattro design architects**

**DRAWING NO.** 6405-P-0100  
**REV** C

Matthew's Warehouse, High Oldways St  
 Gloucester Quays, GL2 9DQ T: 01452 434234





**NOTES**  
This drawing is a copyright of Quattro Design Architects and no part of it may be reproduced without the written permission of Quattro Design Architects. It is to be used for the project and location only and is not to be used for any other purpose without the written permission of Quattro Design Architects.

**REVISIONS**  
NO. DATE BY  
1 01/2021 Dan V. Manyas  
2 02/2021 Dan V. Manyas  
3 02/2021 Dan V. Manyas  
4 02/2021 Dan V. Manyas

**Accommodation Schedule**  
 LGF = 1422.4m<sup>2</sup> - 5 Apartments (5no. 1B) - inc. plant room  
 UGF = 1546.9m<sup>2</sup> - 20 Apartments (23no. 1B & 2no. 2B)  
 FF = 1416.7m<sup>2</sup> - 18 Apartments (16no. 1B & 2no. 2B)  
 SF = 1416.7m<sup>2</sup> - 18 Apartments (16no. 1B & 2no. 2B)

Total Apartments = 61 (55no. 1B & 6no. 2B)

Total GIFA = 5802m<sup>2</sup>

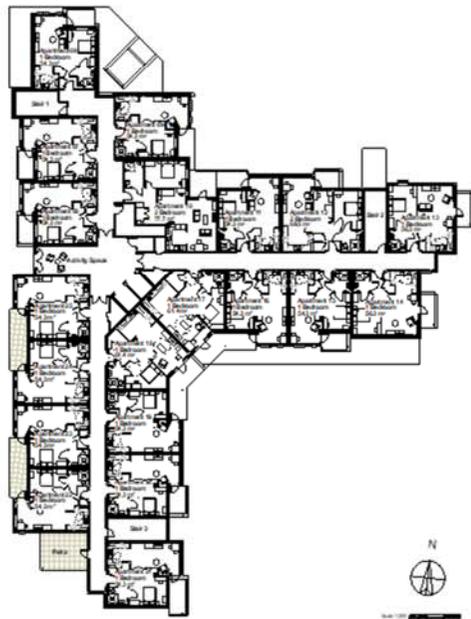
Internal floor space to apartments = 3486m<sup>2</sup>  
 Ratio 61/39



LOWER GROUND FLOOR PLAN



FIRST FLOOR PLAN



UPPER GROUND FLOOR PLAN



SECOND FLOOR PLAN

**DRAWING TITLE**  
Proposed Floor Plans

**PROJECT**  
Dan-V-Manyas, Porth

**CLIENT**  
**linc** 

**SCALE** 1:200 (A1)  
**DATE** February 2021

**Quattro**   
design architects

**DRAWING NO.** 6405-P-0200  
**REV** B

Quattro Design Architects Ltd. Registered in England. No. 11205888. Registered Office: 10, The Quadrant, Porth, Cornwall PL20 9JL. Tel: 01323 810000. Email: info@quattrodesign.co.uk



GROUND FLOOR PLAN

**Accommodation Schedule**  
 GF = 313m<sup>2</sup> - 4 Apartments (4no. 1B)  
 FF = 313m<sup>2</sup> - 4 Apartments (4no. 1B)  
 SF = 313m<sup>2</sup> - 4 Apartments (4no. 1B)

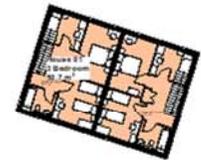
Total Apartments = 12

Total GIFA = 939m<sup>2</sup>

Internal floor space to apartments = 652m<sup>2</sup>  
 Ratio 69/31



FIRST & SECOND FLOOR PLAN APARTMENTS



FIRST FLOOR HOUSE PLAN

[www.quattrodesign.co.uk](http://www.quattrodesign.co.uk)

**NOTES**  
 The drawing is the copyright of Quattro Design Architects Ltd and shall not be reproduced or used in any part without written permission. Only spatial dimensions to be used for construction. Check all dimensions twice. Any discrepancies should be reported to the ADDRESS as soon as possible.

**REVISIONS**  
 REV. DATE - DRAWN - CHECKED - NOTES  
 - 16/10/20 - NEM - Drawing Created

**DRAWING TITLE**  
 Proposed Floor Plans - Phase 2

**PROJECT**  
 Dan-Y-Manydd, Porth

**CLIENT**  
 Linc  

**SCALE** 1:200@A1  
**DATE** February 2020

**Quattro**  
 design architects

**DRAWING NO.** 6405-P-0210  
**REV** -

Matthew Warehouse, High Orchard Street  
 Gloucester Quays, GL2 5DY T: (01452) 424234