

## **Wiltshire Council**

### **Cabinet**

**14<sup>th</sup> September 2010**

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**Subject:                    Redevelopment of The Paddocks Care Home**

**Cabinet member:   Councillor John Thomson – Community Services**

**Key Decision:        Yes**

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#### **Executive Summary**

The Orders of St John Care Trust (OSJCT) deliver residential care on behalf of Wiltshire Council at The Paddocks, Trowbridge. The quality of care provided by OSJCT is good although it is restricted by the physical constraints of the building. This 30 bed unit is no longer considered fit for purpose by the relevant authorities and would need to be modernised to conform to modern standards. However, this is not possible due to the lay-out and limited footprint of the existing building.

The strategic direction in Wiltshire is to reduce the number of residential care places and to increase opportunities such as extra care in order to maximise the choice, control and independence of older people. There is a requirement to increase nursing and dementia care to meet current and projected demand.

The purpose of this report is to seek a decision to develop a 66 bed facility on the existing Paddocks site, following a consultation period with the residents and their families. The new facility will provide purpose-built accommodation for older people with dementia.

Current residents of The Paddocks will need to relocate for a maximum period of 2 years. A number of options for this reprovision have been offered to residents and staff are working closely with individuals during this transitional period. Full care assessments will be undertaken and a risk management strategy put in place for residents.

The current proposal is for OSJCT to fund this development; however funding would only be accessible if the site was within their ownership. Therefore a land swap is proposed to facilitate the transfer between The Paddocks site and land at Old Sarum. This enables this development to occur whilst providing land for development in relation to the recently awarded Public Finance Initiative for dementia.

#### **Proposal(s)**

Members are asked to:

a) Agree the redevelopment of The Paddocks to provide dementia care,

- following a consultation period with the residents;
- b) Approve the financial implications of delivering this proposal:
- I. Short term increase in care costs for those who relocate into extra care, to be offset by longer term reduction in costs.
  - II. Fit out costs for the building for relocated residents, to a maximum of £70,000;
  - III. Land swap: Negotiations are ongoing and the final sum has not yet been agreed.
- c) To delegate authority to the Director of Community Services and the Director of Resources to agree the final sum for the land swap between The Paddocks and Old Sarum if required. In the event that a part cash payment is necessary, it would be funded from within the Adult Care Capital Programme and the land swap would not be completed until it had been demonstrated that funding was available.

### **Reason for Proposal**

Demographic projections indicate there will be significant growth in the 65+ age group in Trowbridge from 7,210 in 2007 to 12,580 in 2026 (74.5% increase). Additionally, the number of people aged 50+ with dementia in Trowbridge will increase by 85% by 2026. It was identified in the Accommodation Strategy for Older People that there is an adequate supply of residential care but an identified shortage of dementia and nursing home provision in Wiltshire.

The Paddocks is a 30 bedded home which was built in the 1970s. The bedrooms do not have en-suite facilities and communal space is very limited. Due to its current condition and design, this building is no longer considered 'fit for purpose' as the space standards preclude the provision of care to people with high level needs.

The focus of national policies (*Putting People First; National Housing Strategy for an Aging Society; Our Health Our Care Our Say*) support older people to remain independent, healthy and active. This proposal offers opportunities for greater independence, choice and control for the current residents of The Paddocks, with one option being to move into their own apartment within the Trowbridge Extra Care Scheme. People will continue receiving appropriate levels of care, but with the focus on reablement, people will be supported to become more independent. The redeveloped facility will deliver a purpose built environment that encourages people who require specialist support to maximise their potential.

Orders of St John Care Trust are prepared to fund this development through private borrowing, provided that the Council agree to purchase services as part of our existing long term block contract agreement. This is permissible within the terms of our existing arrangements.

**Sue Redmond**  
**Corporate Director, Department of Community Services**

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**Key Decision:       Yes**

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### **Purpose of Report**

1.    The purpose of this report is to seek approval to redevelop the existing residential care home site at The Paddocks, Trowbridge for dementia care following a consultation with current residents.
2.    To seek approval for the financial implications of this proposal.
3.    To delegate authority to the Director of Community Services and the Director of Resources to agree the final sum for the land swap between The Paddocks and Old Sarum if required.

### **Background**

4.    Wiltshire County Council transferred the operation of The Paddocks and 17 other residential care homes to OSJCT in 1999 and 2000. The Council retained ownership of the buildings but awarded OSJCT a 25 year lease on all of the properties until September 2025. A renegotiated contract in 2005 recognised that in order to continue to deliver the same or improved level of service and standard of care in the longer term, that some homes would require significant refurbishment or redevelopment during the contract term.
5.    The Paddocks is a 30 bedded home which was built in the 1970s. The bedrooms do not have en-suite facilities and communal space is very limited. Due to its current condition and design, this building is no longer considered 'fit for purpose' as the space standards preclude the provision of care to people with high level needs.
6.    There is a significant amount of land with this property, and is suitable for extension. Planning permission was granted in 2001/02 to build a new home on the same site. This permission has now lapsed, although it is anticipated that this would have set a precedent with the planning authority.
7.    The focus of national policy (*Putting People First; National Housing Strategy for an Aging Society; Our Health Our Care Our Say*) supports older people to live life to the full, to remain independent, healthy and

active. This represents a shift from dependency to wellbeing and independence.

8. Demographic projections indicate there will be significant growth in the 65+ age group in the Trowbridge area:

<b>Age Group</b>	<b>2007</b>	<b>2026</b>	<b>% Increase</b>
65 – 74	3,800	6,050	59.2
75 – 84	2,470	4,480	81.4
85+	940	2,050	118.1

9. The number of people aged 50+ with Dementia in Trowbridge is also expected to increase:

<b>Dementia</b>	<b>2007</b>	<b>2026</b>	<b>% Increase</b>
Aged 50+	605	1,120	85.1

10. Peter Fletcher Associates were commissioned in 2007 to undertake data collection and analysis to support the development of an Older People's Accommodation Strategy. Their report identified that in Wiltshire there is an adequate supply of care home provision but a shortage of dementia and nursing home provision, especially when considering future trends and demographic projections. They recommend Wiltshire Council works with providers to decrease placements in residential care whilst maintaining diversity and service quality, with future emphasis on the development of more nursing and dementia provision.
11. An Accommodation Development Strategy setting out the direction for development and care provision across Wiltshire over the next ten years will be presented to Cabinet in October. The proposal for The Paddocks is included within the overarching Development Strategy but it is a self contained development that will assist the Council to change the shape of care accommodation.

### **Main Considerations for the Council**

12. The proposal is for the development of a 66 bed care home on the existing Paddocks site. The new facility will provide purpose-built accommodation for older people with dementia. It is acknowledged that there is a lack of such facilities across Wiltshire, and an increasing demand due to the aging population.
13. In order to facilitate this development it will be necessary for the current residents to relocate in the interim. Wiltshire Council and OSJCT have sought residents and families views with regard to this proposal, including the re-provision of care and accommodation. A dedicated social worker will be assigned to The Paddocks to undertake a full assessment of each resident and to work with people and their families to identify options which will deliver the right level of care and support for them. Options will include relocating to another residential care home – operated by OSJCT or another provider within Wiltshire or in another county – or moving to the

new extra care scheme in Trowbridge. Residents will also have the option to return to The Paddocks following the redevelopment if they wish.

14. OSJCT care staff, Wiltshire Council Adult Care Team, other Health professionals and advocates will be available to provide appropriate and person centred support to residents through this transition. Training opportunities will be provided to OSJCT staff to provide them with the tools, skills and techniques to maximise the independence of residents through promoting and supporting reablement and the teaching of life skills.
15. The new extra care development at the Rutland site is scheduled to open in Spring 2011. This provides an opportunity for residents of The Paddocks to relocate, offering a number of benefits:
  - a. Each person has their own apartment offering two bedrooms, lounge, bathroom and kitchen. This offers greater independence, control and choice, whilst still receiving appropriate levels of care and support.
  - b. Excellent communal facilities – a restaurant area, lounge, IT suite, activities room and library.
  - c. Friendships can be maintained as the group moves ‘en masse’.
  - d. It is envisaged that many of the care staff from The Paddocks will transfer to the extra care scheme, providing continuity of care.
  - e. Wider engagement with the community – members of the public are invited to access some facilities within this scheme.
  - f. Transfer of this group would contribute to full occupancy of the extra care scheme at opening, making best use of this resource and achieving best value.
16. The current proposal is for OSJCT to fund this development; however funding would only be accessible if the site was within their ownership. Therefore, a land swap opportunity is being explored in principle for land recently purchased by OSJCT at Old Sarum. The site at Old Sarum will provide land for Wiltshire Council to develop nursing and dementia care homes as part of the recently awarded Department of Health Public Finance Initiative. Land in the Salisbury area is at a premium and this trade with The Paddocks provides acceptable opportunities for both Wiltshire Council and OSJCT.

### **Consultation with Staff, Residents and their Families**

17. The Council and OSJCT have been consulting with staff, residents and their families throughout August to seek their views on the proposals. A range of group and one-to-one meetings have been held and information packs distributed with further details. 65% of the residents and / or their families have attended the consultation events or attended one-to-one meetings.
18. The consultation meetings have been very interactive and the initial feedback demonstrates that people are naturally concerned about the welfare of the residents through the transition, the level of care they would receive in a different environment and their safety. However, the need to

redevelop The Paddocks appears generally accepted, with the two new facilities recognised as being of great benefit for residents and the local community.

19. One family member said, "The quality of care at The Paddocks is excellent. If the same quality of care is provided at the new extra care facility then there will be no problem". The full account of comments, questions and answers raised at the consultation meetings has been attached at Appendix One for information.
20. If this proposal is approved, consultation will continue with the staff, residents and their families throughout the transition to ensure that everybody is kept informed and their views are taken into account.

### **Environmental and Climate Change Considerations**

21. The architects responsible for this development are committed to scheme design and specification that maximises current best practise, and are very experienced in care home design (one recent example being Athelstan House in Malmesbury). The new building will conform to enhanced sustainable building regulations due to come into force in October 2010 and it is anticipated the design will achieve a BRE Environmental Assessment Method (BREEAM) rating of at least 'very good'. OSJCT will be encouraged to take a green approach to energy and water use, considering energy efficiency, renewable energy technology and Carbon Reduction Commitment, maximising savings in lifetime operating costs and carbon emissions. It should be noted that as this building will be owned by OSJCT, carbon emissions will not count towards the Wiltshire Council Carbon Reduction Commitment. However, if the land swap does not go ahead, contingent liabilities would include the transfer of Carbon Reduction Commitment to Wiltshire Council.
22. Due consideration will also be given to climate change adaptation, for example through natural ventilation and tree planting, to future-proof the building design in a changing environment.
23. A Transport Strategy will be developed following approval for this development. The site is on the main route into Trowbridge, with reasonable public transport links and within walking distance from the town centre and local housing estates.

### **Equalities Impact of the Proposal**

24. This proposal promotes independence, choice and control. Relocation options offer opportunities for greater community engagement, involvement and inclusion in a purpose built, modern facility.
25. Views will be taken into account, for example agreeing neighbours, choosing colour schemes, with people being consulted on an individual basis to ensure rights are maintained.

## **Risk Assessment**

26. Good stakeholder engagement and management is essential to ensure a successful transition. During the consultation period, residents and families have been offered numerous opportunities to discuss options with management and staff from Wiltshire Council / OSJCT with detailed information provided in verbal, written and pictorial formats. Wiltshire Council Corporate Communications have also been available to help.
27. There are common misconceptions over the risk to people being moved from care homes. Full care assessments will be undertaken and a risk management strategy put in place for every resident. This careful planning combined with extensive consultation and appropriate selection of care re-provision will significantly mitigate the risk of adverse effects being encountered as a result of this transition.
28. There is a slight risk that planning permission may be refused. However, permission was granted in 2001/02 to build a new home on the same site. Although this permission has now lapsed, it is anticipated that a precedent would have been set with the planning authority.

## **Financial Implications**

29. In the event that the majority of residents relocate to the extra care facility, it is anticipated that care costs will increase in the short term to support the successful transition from residential to extra care. However, these costs will reduce as people regain skills and independence, creating longer term savings. Although the exact requirements will not be known until each resident has undergone a comprehensive needs assessment, it is estimated that 3 additional staff (2 during the day and 1 at night) would be required to supplement OSJCT's existing staff complement. Over the anticipated two years development period, this would cost approximately £152,000. It is important to note, that some individuals may relocate to other care homes due to their assessed needs, which may also result in an increase in care costs.
30. Due to their transition from a residential care establishment into an extra care environment, residents will not possess the usual furniture and equipment required to furnish their new home. Therefore, the Council will make a capital contribution to a maximum of £70,000 towards the internal fit out of the property.
31. Negotiations are ongoing and the final sum has not yet been agreed. In the event that a part cash payment is required, it would be funded from within the Adult Care Capital Programme. The land swap would not be effected until after this sum had been agreed with the Director of Community Services and the Director of Resources and it had been demonstrated that funding was available.

## **Legal Implications**

32. The main legal implications that have developed from case law are as follows:
- a. It is important that the authority is transparent in its decision making process.
  - b. There should be a written procedure for care home closures
  - c. Proper consultation must be carried out at all stages, including when proposals are still at a formative stage.
  - d. Generally, it is not essential to carry out a full assessment of needs and risk assessment prior to consultation. However, a detailed assessment should be carried out before consultation if the residents have exceptional special needs, which are far greater than the average person with learning disabilities.
  - e. Human Rights: Decisions to close care homes engage human rights and in particular Article 8, the right to respect for private and family life, so there needs to be evidence of:
    - a clear recognition of the interests
    - the matters relied on by way of justification of an interference with those interests
    - an appropriate balancing exercise to ensure that the principle of proportionality is observed
  - f. In most cases the consideration can be done on a generalised basis by looking at the interests of residents as a whole and does not, in the absence of special circumstances, require an individual balancing exercise by reference to an assessment of the needs of each individual resident.
  - g. However, where a 'promise for life' has been made and the resident views the possible loss of her accommodation as life threatening, the authority should carry out a detailed consideration as to whether such interference with human rights is justified
  - h. Where no 'promise for life' has been given and the council is finding alternative accommodation for the residents, the council can establish justification for interference with the right, where its decision involves a balance of competing claims on the public purse in the allocation of economic resources.
33. Addendum to legal advice  
It is the opinion of DCS officers that a 'promise for life' has been not been given due to the nature of the accommodation to be reprovisioned.

### **Options Considered**



34. Do Nothing.  
Due to the age of the building, the limited space standards and lack of ensuite facilities, The Paddocks is in need of redevelopment to ensure that it is able to attract people who fund their own care. If nothing is done the service may become financially prohibitive and OSJCT could give notice to withdraw care provision. OSJCT have the right to withdraw their services from a Wiltshire Council owned property if the building is no longer considered fit for purpose. This would require Wiltshire Council to step in to provide care support or organise an unplanned relocation of residents. This risk is eliminated by the development of the new facility. This option is therefore considered unviable.
35. Identify an alternative site for development.  
Land is difficult to acquire that has been identified as suitable for development within the current local development framework and would require further outlay of capital. This option is therefore considered unviable within the current economic climate.
36. 2-phase redevelopment of The Paddocks.  
Although this option would provide an opportunity for residents to remain at The Paddocks whilst the first phase of building work is undertaken, there are significant cost implications to this approach with contract value estimated to be 15-20% greater than with a single phase project. In addition, quality of life for residents would be affected with the consequences of effectively living on a building site for more than 2 years. Safety of the residents is also a key consideration. This option is therefore considered unviable.
37. Single phase redevelopment of The Paddocks and relocation of residents.  
This offers cost effective redevelopment and ensures the safety and comfort of residents. Careful consideration will be given to the re-provision of care for each resident. The opportunity for some to utilise the new extra care scheme in Trowbridge has benefits for both the residents and Wiltshire Council, and supports the strategic direction of the Accommodation Development Strategy to maximise the use of extra care. This is the preferred option.

## **Conclusions**

38. The building from which residential care is delivered at The Paddocks is no longer considered fit for purpose and requires re-development. The strategic direction in Wiltshire is to reduce the number of residential care places and to increase opportunities such as extra care in order to maximise the choice, control and independence of older people. There is also a requirement to increase nursing and dementia care to meet current and projected demand.
39. The proposal to redevelop The Paddocks and relocate the current residents meets the requirements outlined above, offering benefits to residents, the Council and the wider population.

40. Members are asked to:
- a. Agree the redevelopment of The Paddocks to provide dementia care, following a consultation period with the residents;
  - b. Approve the financial implications of delivering this proposal:
    - I. Short term increase in care costs for those who relocate into extra care, to be offset by longer term reduction in care costs ;
    - II. Fit out costs for the building for relocated residents, to a maximum of £70,000;
    - III. Land swap: Negotiations are ongoing and the final sum has not yet been agreed.
  - c. To delegate authority to the Director of Community Services and the Director of Resources to agree the final sum for the land swap between The Paddocks and Old Sarum if required. In the event that a part cash payment is necessary, it would be funded from within the Adult Care Capital Programme and the land swap would not be completed until it had been demonstrated that funding was available.

**Sue Redmond**  
**Corporate Director, Department of Community Services**

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Date of report: 19<sup>th</sup> August 2010

### **Background Papers**

The following unpublished documents have been relied on in the preparation of this report:

Wiltshire's Older Peoples' Accommodation Strategy – Report by Peter Fletcher Associates, 2007

### **Appendices**

Appendix One Comments, Questions and Answers from Consultation Meetings with Residents and their Families

## Appendix One

### Comments, Questions and Answers from Consultation Meetings with Residents and their Families

**Q It would have been beneficial to have received the Information Packs to read before the meeting.**

A Thank you for your comment, this point is taken on board and we apologise for this not being the case.

**Q Are residents going to be split up?**

A There is enough space in the new Extra Care facility for everyone to move in, if they wish.

**Q Who owns the Extra Care facility?**

A Bedfordshire Pilgrims Housing Association (BPHA) own the facility, Wiltshire Council own the land and the care will be provided by The Orders of St John Care Trust (OSJCT).

**Q You have said that there will be no extra costs to residents. Are we going to get bogged down by bureaucracy?**

A The Council will provide support and will keep things as simple as possible.

**Q What will the Extra Care flats be like?**

A These are bigger units which will be fully furnished, all with two bedroom, kitchen, lounge and shower room. Although they are two bedrooms, people are not expected to share (unless they want to).

**Q Will you get planning permission to redevelop The Paddocks?**

A Planning permission had previously been granted but has now lapsed, mainly due to us not being able to find a suitable solution for interim care for the residents. This lapsed planning permission sets a precedent so we are confident of obtaining permission in the future. We are in discussions with the Planning Department to ensure any points are taken into account and plans for the new care home will be made available once these are finalised. The decision to redevelop The Paddocks has not yet been taken. A paper which will incorporate comments and feedback from this Consultation with residents and their families will be submitted to the Council's Cabinet in September when a decision will be taken.

**Q Will the new Paddocks be a care home or nursing home?**

A It will be a care home targeted for people with dementia and will incorporate good practice design for any care home, e.g. sympathetic colour scheme, garden design, etc. We appreciate that initially this will cater for people with a mix of care needs as we accommodate those people who wish to move back and this will be taken into consideration when choosing rooms.

**Q The extra care sounds like it's more for people who live independently. What about communal facilities?**

A Extra care is designed to be a 'home for life' and be able to cater for people as their needs change. There is a communal dining area and the Catering Team from The Paddocks will be moving across to provide meals in the same way as they do now, if that is what people choose. There is also a communal lounge, activity room, IT suite and library.

**Q Why are all the flats 2-bedroom?**

A Older people have said that they prefer 2-bedroom homes as this gives greater space and allows flexibility e.g. allowing couples with differing needs to remain living together, space for relatives to stay, etc.

**Q I'm concerned over the risk to my mum using the kitchen in the flat.**

A Full assessments will be carried out and detailed care plans produced to identify any risks on an individual basis. Safeguarding measures will be put in place as appropriate such as deactivating cookers. Although staff will be supporting residents in their own homes, we will try to manage routine and mirror the practice of The Paddocks as far as possible.

**Q Will there be a problem moving people, changing routine, etc?**

A We will take time to prepare for the move, involving staff, health and social care professionals, residents and families to plan effectively.

**Q What will the new Paddocks look like?**

A There will be bigger bedrooms, each with an en-suite, and better communal facilities. Designs are being discussed with the Planning Department and plans will be made available once these have been finalised. Visits can be arranged to other similar schemes elsewhere in Wiltshire to give a sense of what the new Paddocks will feel like.

**Q How many rooms in the new Paddocks?**

A The current proposal is in the region of 60, although the number may reduce depending on planning requirements. This makes the development affordable, benefiting from economies of scale. However the design of the building will be such that it is divided into wings and won't seem so large.

**Q What is happening with the development at Semington?**

A The planning application has been submitted and if it is successful then we will be progressing both developments.

**Q Will the new Paddocks be exclusively for people with dementia?**

A Initially this will cater for people with a mix of care needs as we accommodate those people who wish to move back. However, the home will move towards full dementia care over time.

**Q Staff are already very busy at The Paddocks – how will they cope in a new environment?**

A We recognise that staff will be providing the same care and support but in a larger environment, and it is likely that we will need to employ more

people. Additional staffing costs will be met by the Council. Ultimately we will need two staff teams, one for the extra care and one for the new Paddocks so OSJCT will be recruiting.

**Q Will the extra care have telephones?**

A All apartments will have access to telephone facilities.

**Q Planning permission was obtained before to redevelop The Paddocks – why was this allowed to lapse?**

A It was not financially viable to run the home down and at the time there wasn't a suitable alternative for the residents. The Council has been working with Members to provide additional facilities to meet growing demand for specialist facilities as the population grows older. The opening of the extra care facility provides an excellent opportunity to move the residents and staff together whilst The Paddocks is redeveloped.

**Q Will people have their own apartment at the new Paddocks?**

A If residents choose to move to extra care, they will have their own apartment. Care will continue to be provided by OSJCT. If residents move back to the new Paddocks they will have a larger bedroom with en-suite facilities.

**Q How safe will my mum be?**

A Full assessments will be carried out and detailed care plans produced to identify any risks on an individual basis. Safeguarding measures will be put in place as appropriate such as deactivating cookers or making use of assistive technology. Although staff will be supporting residents in their own homes, we will try to manage routine and mirror the practice of The Paddocks as far as possible and care will be tailored to individual need. The extra care scheme has progressive security which restricts access for non-residents.

**Q Will the new Paddocks be extra care?**

A No, it will be a care home specialising in dementia care.

**Q Will all residents be able to move back to the new Paddocks once it has been redeveloped?**

A Everybody who is currently resident at The Paddocks will be given the opportunity to move back to the newly developed facility if they wish.

**Q If a resident moves to another care home can they move back to the new Paddocks?**

A Yes

**Q Is there an age limit in extra care?**

A There is no upper age limit. Extra care is aimed primarily but not exclusively for older people and may include people with a learning disability or physical impairment. However a panel will meet to review all applications and will agree who will move in. There is a minimum care requirement of 10 hours per week.

**Q Will there be someone in the extra care facility who will dispense medication?**

A Yes, the level of care will be the same as The Paddocks.

**Q Is the site plan available for the new Paddocks?**

A Designs are being discussed with the Planning Department and plans will be made available once these have been finalised.

**Q Does the extra care facility have lifts?**

A Yes, the building has two lifts, one at either end.

**Q Will rooms at the extra care facility be big enough for wheelchairs?**

A Yes, the building has been designed to be fully accessible for people using wheelchairs.

**Q Will the front doors be locked?**

A During the day some communal facilities will be open to the general public. However, a progressive privacy system is in place which will use a key fob/bracelet. Access to living areas is restricted and not accessible to the public.

**Q Who pays the gas/electric/water bills?**

A Normally in extra care some bills will be covered by the service charge whilst others are billed direct to the tenant. However residents relocating from The Paddocks will not receive any bills. We will look to utilise benefits to offset charges and any additional costs will be met by the Council. This is valid for the period of relocation only and will be reviewed if someone chooses to remain in extra care following the redevelopment of The Paddocks. If a tenant chooses to have a telephone line in their apartment, bills will need to be met by the individual on the same basis as at The Paddocks.

**Q Will there be a piano or organ for activities?**

A There is an activity room or other communal lounges where this could be accommodated. This will be considered when planning the activities programme for the new facility.

**Q The literature in the information pack implies the new Paddocks is extra care.**

A Please accept our apologies if we have caused confusion. The new Paddocks scheme will be a care home. This has been taken on board and we will review our literature.

**Q Who will look after my relative if they move into extra care?**

A The staff team from The Paddocks will be moving to the extra care facility – care, night, catering and housekeeping staff.

**Q I am concerned about isolation – will my relative be sat behind a closed door all day?**

A No, we will make sure people have the opportunity to mix with their friends and neighbours. We will compensate for the change in environment in

how we structure activities and promote companionship. A variety of activities will be encouraged, both general and friendship specific, e.g. facilitating coffee mornings in individual apartments between friends. It is likely we will increase the hours of the activity co-ordinator.

**Q Although we were told that self-funding residents would pay only the fees for The Paddocks while at the temporary facility, I cannot see this anywhere in writing. It would be helpful to have this commitment in writing please.**

A Assurances are given that the move to extra care will be at no extra cost to the individual, subject to there being no change in their level of care need. In addition, apartments will be fully furnished by the Council for residents moving across from The Paddocks. Should an individual choose to move into another care home, financial assistance will be provided up to the Council's published fee band levels. This will be reiterated to all residents and their families in up-dated letters.

**Q Once The Paddocks has been redeveloped, will the staff that transferred to the extra care facility move back to the new Paddocks?**

A All staff will be given the opportunity to move back to the new Paddocks if they wish. However, some may choose to remain working at the extra care facility and individual preferences will be accommodated wherever possible. It is expected that additional staff will need to be recruited once both facilities become operational.

**Q If my mum relocates to the extra care facility, can she remain there if she wishes to do so once the new Paddocks is built?**

A Yes, if she chooses to remain at the extra care facility she may do so. However, discussions may need to be had surrounding the fees payable.

**Q How firm are the proposals? Will this definitely happen?**

A The Council and OSJCT are seeking your views on the proposals prior to Council Member approval being sought in September. If approval is granted for the redevelopment, the funding has already been identified and it is anticipated that work could commence on site in Summer 2011.

**Q Will these proposals be affected by the Autumn Spending Review?**

A No, funding for the extra care scheme has already been received and the Orders of St John Care Trust are funding the redevelopment of The Paddocks and therefore it should not be affected by the Autumn Spending Review.

**Q I am concerned about the public access to the communal facilities at the extra care facility. Will it be possible for people to target the vulnerable residents of the scheme?**

A Each resident of the scheme will have a comprehensive risk assessment completed. Additionally, appropriate safety measures will be put in place and will be constantly monitored by the staff. This may include staff being stationed within the communal areas or creating an additional lounge within the residents part of the scheme.

**Q My mother has mild dementia. Will it be possible for her to leave the scheme from the communal areas?**

A The safety of the residents is paramount and therefore the Council and OSJCT will ensure that the scheme is as safe for the residents as The Paddocks. Each resident will have a comprehensive risk assessment completed, and this will outline the interventions required. This may include additional staff support being provided or the use of assistive technology.