



# **NORTHAMPTONSHIRE COUNTY COUNCIL EXECUTIVE SUMMARY**

## **Proposed Future Of Ecton Brook Care Home For Older People & Proposed Future Of Five Older People Care Homes Operated By Olympus Care Services**

### **Consultation Analysis Reports**

**March 2016 – June 2016**

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## 1 Introduction

Northamptonshire County Council's (NCC) Adult Social Care Services wants to be able to ensure it is in a position to offer real choice for older people, relating to their housing, care and support needs; and their wider health and wellbeing. However it must be able to do this within a realistic budget, which means that difficult choices about investment have to be made following consultation with the appropriate stakeholder groups.

In early 2016, the Council approved Northamptonshire's Accommodation Strategy for Older People 2016-2021. In addition it was agreed to commence a consultation on the proposed closure of Ecton Brook and the future of the five remaining Car Homes.

Ecton Brook is a medium sized Care Home based in Ecton Brook community in the east of Northampton and is operated by Olympus Care Services (OCS). It is one of six homes operated by Olympus Care Services on behalf of the Council. Designed and built in the 1970s with shared facilities; Ecton Brook Care Home has 46 bedrooms. It is now in a position which requires considerable investment or an alternative approach for it to meet the needs of the people who are living there and future needs of prospective residents.

The Council wanted to seek views on its proposals on the future of Ecton Brook Care Home. It wanted to hear about the experiences of customers who reside or have resided at the Care Home. This report is a summary of the analysis of the consultation results received.

In order to carry out some of the preliminary scoping work to consider the best way to meet future need of the adult population who may need support as they get older, the Council's Adult Social Care Services wished to review the current and likely future usage of 5 Older People Care Homes operated by Olympus Care Services (OCS). These homes are wholly-owned by the NCC. These Care Homes are:

- Boniface House Care Home, in Brixworth;
- Evelyn Wright House Care Home, in Daventry;
- Obelisk House Care Home, in Northampton;
- Ridgway House Care Home, in Towcester; and
- Southfields House Care Home, in Northampton.

We wanted to seek the views on its proposals to help influence the future design and delivery of services currently provided at these 5 Care Homes. It wanted to hear about the experiences of customers who reside or have resided at the Care Home. This report is the analysis of the consultation results received.

## 2 Background

The Council's Commissioners have developed a number of different future approaches for each consultation. Both consultations sought the views for both Ecton Brook and the five remaining Olympus Care Homes on three proposals and/or views on any other alternative proposal that should be considered. The three proposals are:

- A. Proposal 1** - would be to make no change to the existing facilities, and for Ecton Brook Care Home to continue to operate in the same manner that it does now. This would mean no investment in new facilities or staffing.
- B. Proposal 2** - would be to redevelop and refurbish Ecton Brook Care Home. This would mean some upheaval and building works. This would make a re-developed Care Home comparable to similarly sized care homes in both quality and design. It is likely that in order to affect the necessary changes that residents would have to either be relocated from one section of the home to another whilst building work is undertaken or leave Ecton Brook Care Home during refurbishment.
- C. Proposal 3** - would be a planned closure of the Ecton Brook Care Home. This would mean a phased move for residents out of the home. Olympus Care Services and Northamptonshire County Council would work with residents, families and representatives and other parties to address resident's needs during the move.

As a result of the above there was an identifiable need to consult and engage with:

- Residents
- Families
- Carers
- Staff providing the current service
- Other affected parties/stakeholders.

The aim of the consultation was to gain stakeholder feedback on experience of life in Ecton Brook Care Home, gain an understanding of future aspirations and priorities on options to influence future service design, and ascertain how best to mitigate impact of proposals.

The delivery of this consultation was supported by the service provider Olympus Care Services (Olympus).

As part of the consultation individual meetings were held with residents and families with those residing in Ecton Brook. Within the five remaining homes, meetings were held with regard to the overall strategic future, a DVD was commissioned which highlighted the proposed future

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environments based on national demographics, best practice and facilities seen as at the cutting edge of services within this service user group. Alternative proposals discussed at each of the aforementioned Care Homes are highlighted in the Cabinet Report and in this Executive Summary conclusion.

The alternative five were not consulted on closure; however they were given an alternative third proposal as below:

- C. Proposal 3** - would be to sell or lease the Care Home(s) to the market as a going concern so it can be run by a new provider or to facilitate alternative provision.

### 3 Consultation Methodology

The following outlines the methods and events used to generate the material/ data for analysis.

The consultation was conducted by the Engagement Participation and Involvement Team within Northamptonshire County Council, who carried out the consultation in compliance with NCC's Consultation and Engagement Policy and Standard of Required Practice.

Identified stakeholders included residents, resident's family carers, Olympus and NCC employees, Councillors, business suppliers, locally operating business and community organisations, interested members of the public, plus others. Due to the breadth of potential stakeholders a questionnaire was devised. Olympus actively promoted the consultation within the Care Home and distributed paper copies of the questionnaire on behalf of NCC to the residents and/or their family carers of Ecton Brook Care Home. Olympus also offered all residents the opportunity to have an advocate assist them if they so wished.

A copy of the questionnaire and details of the consultation, including access to the Equality Impact Assessment, was made available on a dedicated internet web page on NCC's consultation register, which is where all of the Council's consultations are published: [www.northamptonshire.gov.uk/consultationregister](http://www.northamptonshire.gov.uk/consultationregister).

The online questionnaire was open to all. However, it was set up in a way which distinguished respondents who were residents and/or their family carers, who were able to answer specific questions about their experience of the care provided within Ecton Brook Care Home.

The questionnaire was broken down into two main sections. Firstly, to gain an understanding including quantitative and qualitative data, of residents/ their families experience of the Care Home. Secondly, to gain an understanding of future aspirations and priorities on options to influence future service design, and ascertain how best to mitigate impact of proposals.

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An offer was made to translate the questionnaire into another format, including easy read, however no requests were made for a translated version.

The consultation and online questionnaire was also promoted to a large number of key stakeholders, including:

- Members of Northamptonshire County Council's Consultation Register
- Members of the county's Residents' Panel
- Local community and voluntary sector organisations and faith groups
- Clinical Commissioning Group
- Specialist Care Centres
- Healthwatch Northamptonshire
- Northants 50+ Network and other older people reference groups
- County Councillors
- Plus others.

Through stakeholder analysis key organisations were also asked to help promote the consultation amongst their members and other distribution channels.

As well as being promoted via our partners communication channels this consultation was also posted and publicised via the Council's Facebook, Twitter and other social media accounts. Respondents were given the opportunity to participate through these social media sites, although no responses were received via them.

As the closure of the Care Home was one of the three proposed approaches, NCC Commissioning staff and Olympus Area Management offered to meet with every resident and/or their family carer on an individual basis to explain the situation to them and to seek their views on the proposals.

In addition to the questionnaire, a 'videobooth' was set up at the Ecton Brook Care Home. The videobooth is a device which asks participants specific consultation questions and then records a video of the participant verbally providing their answers. This device is useful in capturing the feedback from anyone not wishing to engage with the consultation via other channels. The questions asked via this method closely follow those of the questionnaire. A paper copy of the questions and the Equality Impact Assessment were readily available during the videobooth sessions.

Commissioners also offered face-to-face facilitated presentations to identified older people reference groups and delivered a County Councillor briefing session.

The consultation began on 21<sup>st</sup> March 2016 and ended on 13<sup>th</sup> June 2016, giving 12 weeks of consultation.

## 4 Conclusion

This consultation was designed to gather feedback on experience of life in the Olympus Care Homes in Northamptonshire and to gain an understanding of future aspirations and priorities on options to influence future service design, and ascertain how best to mitigate impact of both proposals. These Care Homes are operated by Olympus Care Services (Olympus) on behalf of the Council. These Care Homes are: Ecton Brook, Boniface House, Evelyn Wright House, Obelisk House, Ridgway House and Southfields House.

The majority of feedback received was from interested members of the public and the residents and their families of the aforementioned Care Homes. There was also some feedback from Olympus staff, a local network for over 50's in Northamptonshire and professionals from other organisations. This feedback was gathered via different mediums to capture as many varied responses as was possible. A video recording device was placed in each Care Home, along with an online questionnaire option; paper based questionnaires and facilitated discussions for other feedback. Individual meetings with residents and their families were offered where closure was proposed at Ecton Brook.

Throughout all the Care Homes it was recognised that the quality of the Olympus team members and their delivery of care received consistent praise. There was also general agreement with regards to the general consultation at Ecton Brook that the environment required updating and considerable investment. Across the remaining five Care Homes there was a recognition that these Care Homes needed to evolve and that future change was necessary.

When asked if there were any alternative suggestions to the proposals at Ecton Brook, 78.6% of respondents did not have a suggestion. Of those that did, they commented around a phased possible closure and a new build on the same site. Overall, as expected from previous proposed home closures, the majority of the responses made were towards keeping Ecton Brook Care Home open, but having a careful, sensitive project plan of redevelopment.

Whilst the majority of the individual feedback focused on the quality of the care delivered, the discussions and presentations concerning the evolution of Olympus Care Services received broad support with regard to the changes required to develop services that will meet future demand. Giving a greater degree of person-centred caring environments. Furthermore there was a recognition by families and residents that if Care Homes had a robust future, that they needed to be able to meet the needs of people with greater and more challenging needs than was the case currently.

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