



## Healthwatch Lewisham

### Somerville and Kenton Court Extra Care Scheme Consultation Report

October 2014

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# Introduction

Healthwatch is made up of 152 local Healthwatch organisations that were established throughout England in April 2013, under the provisions of the Health and Social Care Act 2012. The remit of local Healthwatch is to be an independent champion of local people; ensuring local people have a voice on health and social care, and ensuring that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

Healthwatch Lewisham gives children, young people and adults a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

In July 2014 Healthwatch Lewisham were named as the independent body to provide advocacy support for the Somerville and Kenton Court Extra Care Consultation. As the Council is both the Landlord and care provider for the scheme, Healthwatch Lewisham were bought in so that tenants could express their views to an independent organisation. The brief stated: Advocates must be able to demonstrate that their loyalty is solely to the service user, and are free to act according to the wishes and needs of the service users and not take advantage and or exploit the service user in any shape or form.

# Background

In December 2013 Mayor and Cabinet agreed to commence consultation with the tenants of the Council's two extra care schemes at Somerville and Kenton Court. The consultation was to establish the care and housing needs of the tenants of the two schemes which the Council states do not meet modern standards for extra care and which cannot be converted to meet modern standards in a cost effective manner or whilst the schemes are occupied by current tenants.

Healthwatch Lewisham agreed to 'act solely in the interests of the service users, according to their expressed wishes'. As advocates for tenants of both extra care schemes, Healthwatch Lewisham's role is to represent expressed views and ensure that service users felt safe in talking about their experiences.

# Methodology

Healthwatch Lewisham attended 7 consultations organised by the Council on the following dates:

Monday 28th July, 2014, 11am-12pm, Somerville

Wednesday 30th July, 6pm-7pm, Kenton Court

Thursday 31st July, 6pm-7pm, Somerville

Wednesday 6th July, 3pm-4pm, Kenton Court

Thursday 25<sup>th</sup> September, 12pm - 2pm, Somerville

Tuesday 14<sup>th</sup> October, 1pm - 2:30pm, Kenton

Thursday 16<sup>th</sup> October, 1pm - 4pm, Somerville

Healthwatch Lewisham spent an additional 19 hours speaking with 17 tenants and their carers', friends and family members across both sites through face-to-face meetings, telephone conversations and correspondence. Healthwatch also spoke to five tenants that had moved from Kenton Court to one of the recommended alternate schemes to find out how they found the process of moving and to find out how they had settled into their new accommodation.

# Executive Summary

Healthwatch Lewisham heard comments from 17 tenants and their carers', family and friends across both schemes and found many common themes in what they said. Healthwatch Lewisham also heard from health professionals, doctors and nurses at Sydenham Green Group Practice and Queens Road Partnership and a Nephrologist Consultant at Guy's and St Thomas' NHS Foundation Trust.

In general, feedback from the tenants identified issues around the following:

- Communication and support
- Care and environment

Although some tenants that spoke to Healthwatch Lewisham were keen to move to alternative locations, most were not. Tenants that had decided to move were left weeks and in some cases months without knowing what their situation was. Some

tenants, for example, had been accepted at alternative schemes and been told they had been accepted, but had then not been given any indication of timescales. In two cases, the tenant had not been accepted into the scheme that had been recommended to them by the Council.

The majority of tenants that spoke with Healthwatch found the informal and formal consultation process 'difficult' and 'unsettling', including those tenants that had agreed to move.

Care and environment were also themes that were raised to Healthwatch; the care assessments that were provided were talked about and the impact that the consultations were having on tenants' health was brought up as an issue. Carers said they would have liked to have been involved in the care assessment but were not informed when they were taking place.

## Findings

### *Communication and support*

The Healthwatch team spoke to seventeen tenants overall, eleven at Somerville and six at Kenton Court.

Six tenants at Somerville told Healthwatch that they explicitly did not want to move. Five tenants felt they were being 'pressured' to move, and only agreed to move so as to 'not be a burden' and to 'not cause any problems'.

Six tenants from Kenton Court spoke to Healthwatch: two of these were happy to move to Conrad Court, but commented that the process had not been 'smooth' and often they were 'left out of the loop'. Two other tenants were reluctant to move said that they would move if suitable housing could be found. Finally, two tenants told Healthwatch that they did not want to move and were feeling anxious about the situation. One of these tenants said 'I went to see Conrad Court... the man there said they would let me know but I haven't heard anything'. Another tenant told Healthwatch 'I visited Conrad Court in August and thought that the bedroom would be bigger than it is... I was shown a 1 bedroom flat with a walk in shower room...I would prefer a bath, I use a walking frame and I'm concerned about slipping in a wet room...I was not shown the dining room...I have not heard anything since the visit in August...I've been waiting since August for my allocation offer, I'm in limbo'.

The five tenants that had moved from Kenton Court to Cedar Court said they wouldn't have moved unless they thought they 'had to'. One tenant said 'If I wasn't pressured to move, I would have stayed'. Although the five tenants seemed settled in their new homes, they did comment that they were under the impression

that Kenton Court would be definitely closing down and they were surprised to hear that it was still in consultation and that no decision had been made yet. One tenant commented 'I didn't know we didn't have to move', and another said 'I was told it was closing down... I wouldn't have moved if I could have stayed'. All five tenants that spoke to Healthwatch Lewisham said that they were pleased with their 'bigger' apartment and 'enjoyed the extra space' however two tenants said that they 'missed' Kenton Court and that they 'sometimes felt lonely' at Cedar Court compared to when they lived at Kenton Court. One of the five tenants we spoke to said she was pleased she had moved and was happy with her flat and care.

Out of the seventeen tenants who shared their feelings and experiences with Healthwatch Lewisham, all of them agreed that the uncertainty and process of the informal and formal consultations raised anxieties and had a negative effect on them in one way or another.

There was a perception from almost all of the tenants, carers', family and friends that spoke to Healthwatch that the consultation did not 'appear genuine', comments were made that the Council were not being 'transparent' or 'open'. It was also stressed that tenants felt 'disposable' and 'left in limbo'.

All seventeen tenants said that they had not been fully communicated with, even those who had agreed to move. Tenants felt that they were 'just told about the situation and not supported'. It was felt that the Council 'just turned up every so often' and 'expected everyone to talk to them'. Four tenants at Kenton Court gave examples where they felt they had not been fully communicated with. Two examples were about not being kept informed of possible moving dates and their financial status. Another expressed an interest in sheltered housing but was left unsure for months of where was available and if her requests could be met. Another gave an example of chasing the Council for information on different schemes including what services would be provided and the financial implications, and at the end of the consultation was still 'in the dark' about what was available. Examples were also given by tenants and carers at Somerville: one tenant said 'they rush you to move and when you finally agree they don't want to tell you what is happening, or help you'. Another said 'all this not knowing is making me ill: it isn't fair especially when I have been trying to keep them happy and do what they want me to do'.

Tenants and carers commented that their expectations had not been met. A number of tenants and carers across both schemes said that originally they were told that there were lots of housing options available to them, and several options had been displayed in both schemes. However, when tenants and carers looked into this it appeared that only three schemes were suitable for most of the tenants. One tenant who spoke to Healthwatch was suitable for sheltered housing and moved into sheltered accommodation.

Carers complained that they had not been given 'proper advanced notice' by the Council to enable them to keep informed and accompany tenants to meetings, particularly in the informal consultations. Carers also complained to Healthwatch that they felt the individual care assessments should have been carried out before tenants were taken to view alternative schemes. Healthwatch were told that visiting alternative schemes prior to assessment lead to 'confusion', especially when in some cases they were later told that the scheme they visited was not suitable for them.

Carers told Healthwatch that they were 'disappointed' that an Independent Mental Capacity Advocacy service was not appointed to those tenants that required them. Carers said that this was 'promised' by the Council but never followed up.

Most tenants, carers, family and friends that spoke to Healthwatch commented that the language used by the Council, particularly when communicating in writing, was difficult to understand and had a 'negative' tone. The majority of tenants described the letters as 'strongly worded', 'threatening' and 'unsettling'. At least 8 tenants said they were 'spooked', 'unsettled' and 'scared' by the recent letters issued to them. One tenant told us 'I can't sleep - I've been worried since the consultation started'. One tenant who did understand the letter said 'The consultation letters explained well but I definitely do not want to move. I have been to visit 2 places, Cinnamon and Cedar they are ok but too expensive. Conrad is big, new - not warm, impersonal - not suitable. I haven't heard anything since'.

### *Care and environment*

Most of the tenants, their family, friends and carers' across both schemes were incredibly concerned about the possibility of being re-located. Ten tenants (two from Kenton Court and eight from Somerville) told Healthwatch that the on-going informal and formal consultations were having a detrimental affect specifically on their health. One carer said about a tenant in Somerville 'He is getting very upset by the Council's visits and letters and it is causing him to worry... When I saw him yesterday he looked very unwell and sad... I think it is affecting his mental health and as well as his physical health'. One tenant at Kenton said 'this is all making me really unwell, I doubt I will live to see the end of it at this rate', and another at Somerville said 'I try not to think about it as it makes me terribly unwell and worried'. In addition Healthwatch were told by carers that they feel the health of tenants has deteriorated which they believe is a result of the process. Health professionals informed Healthwatch that the potential move could have a negative effect on their patient's health.

Healthwatch heard from a consultant at Guy's and St Thomas' NHS Foundation Trust that is responsible for a tenant at Somerville. The consultant shared the same concerns as the tenant and carer. Again, doctors at The Queens Road

Partnership Practice raised concerns that the process is taking its toll on their patients and that the upheaval could do more harm than good. Healthwatch spoke to the nurse with a lead for older people at the Sydenham Green Group Practice who said 'Moving and the thought of moving can be unsettling for long-term tenants', and that 'Some tenants have dementia and need social interaction to maintain wellbeing...Not seeing the people who they are used to at meal times etc. can be unsettling and confusing'. The nurse also said it was important for the Senior Care Support Worker from both schemes to be involved in each care assessment.

Tenants told Healthwatch that they were anxious about changing their doctor; many had been patients of their current doctor for a number of years and had built up a relationship with their practice.

One tenant at Somerville along with their carer told Healthwatch that they were 'distraught' at the thought of having to move and have found the consultation process 'extremely stressful'. This particular tenant previously suffered a stroke and is paralysed from the right side and has aphasia which affects their speech and language significantly. Over the last 16 years living at Somerville, this tenant now feels comfortable and familiar with the surroundings and has found ways of communicating to staff and other tenants, which he refers to as his 'family'. This tenant feels comfortable in the immediate neighbourhood and has friends close by who regularly visit.

Carers of tenants told Healthwatch that they had worries over the care assessments that the Council were providing. Carers were concerned that the assessments were not truly representative of the tenant's actual situation. Carers felt that the tenants have been either 'embarrassed' to discuss the difficulties they have with personal care or not want to express their true feelings for reasons of not wanting to be a 'burden' or of being 'afraid'.

The Healthwatch team compared care assessments that were carried out for Kenton Court tenants moving in to Cedar Court with care assessments for other tenants from elsewhere. Healthwatch found that the care assessments for Kenton Court tenants were inadequate. The assessments were very basic and did not include any of the following: health assessment, including medication, district nursing needs, dietary needs allergies etc.; mental health assessment; risk assessment; personal history; likes and dislikes; or communication needs.

The Healthwatch team were surprised to find that one of the Vulnerable Adult Funding Panel Forms included the following statement that the reason of the tenant moving from Kenton Court was due to: 'Compulsory notice for all tenants to move'.

Other assessments for tenants not moving from locations other than Kenton Court included: others involved in the assessment; choice; personal background:



strengths, culture, social network; medical, dietary needs, allergies; important changes; day to day activities; concerns; communication; sensory impairment; physical impairment; current health status; personal care details.

Three tenants at Kenton Court and ten tenants at Somerville told Healthwatch they thought Conrad Court was 'too big' and 'impersonal'. Further comments were made that Conrad Court did not have a 'homely', 'family' or 'community' atmosphere. Tenants and carers noted that although Conrad Court had small 'hubs' in corridors on each floor, there was no communal areas that they are used to now. Tenants were apprehensive about the dining area that is situated on the first floor, commenting that it was very big and resembled a 'canteen' rather than the family themed dining area that they currently enjoyed. Tenants also feared that there would be a 'less personalised' service in a large development like Conrad Court as everything is 'so far apart'. Carers were particularly concerned that tenants would feel 'lost' in new surroundings, particularly those that have had Somerville and Kenton Court as their home for a number of years and were settled. Two tenants at Somerville have lived there for over 14 years and six tenants have been there for over five years. Out of the tenants remaining at Kenton that spoke with Healthwatch, one has been there for 11 years, two have been there for five years and two have lived there for over two years.

Healthwatch heard concerns from three tenants that they could not access stairs or lifts for personal reasons and reasons relating to autism. These tenants and carers felt that the Council 'dismissed' their concerns. Council officers had asked why they could not use a lift

Tenants and carers expressed concerns around not having the day centre at Cedar or Cinnamon Court included in their care package and thought that they would therefore feel 'excluded' and 'lonely'.

The alternative schemes offered - for example, Cedar and Cinnamon Court and Conrad Court - are significantly more expensive than Somerville and Kenton Court: approximately double what tenants are paying now. Tenants expressed concerns about this, particularly the self-funders. Healthwatch were told by some tenants and carers that when they raised this with the Council, they were told that they would be contacted about it, but this had not happened. Carers queried the fact that the Council's extra care schemes, Somerville and Kenton Court, were not registered with the Care Quality Commission (CQC). When Healthwatch followed up with the CQC it appeared that the Council had deregistered the schemes in 2013 due to the Council no longer providing regulated services (personal care). Tenants and carers told Healthwatch that staff from the Council, and not just the agency that the Council use, do provide personal care. Examples were given of Council staff members bathing tenants and administering medicines. The CQC since reported that the personal care support provided at the extra care housing schemes is managed through the Lewisham Reablement Service.

## Buildings

Tenants and carers told Healthwatch that they were informed by the Council at the beginning of the formal consultation that in September and October 2014 the proposals to redevelop and/or reconfigure the buildings would be discussed with them but they were still waiting to be told about the buildings.

Tenants, carers, family and friends questioned the fact that the buildings could not be improved to ensure they were fit for purpose. They were keen that this be 'revisited' and if needs be by another surveyor. Some tenants and carers suggested that the Council could work collaboratively with health providers such as Lewisham Hospital so that voids across the schemes are available to people that are leaving health settings such as the hospital but still waiting for appropriate housing, or works to be done to their current housing. It was felt that this would be a good example of health and social care working together and also reduce the number of 'bed blockers' in the hospital or reduce the number people living in bed and breakfast style accommodation. During a consultation meeting on Thursday 25<sup>th</sup> September 2014, Council Officers agreed to consider this option.

## Conclusion

Although some tenants that we spoke to were in favour of moving and felt that the process had been adequate, most disagreed. The general feeling was that they had been poorly and inappropriately communicated with by the Council and tenants and their carers did not feel supported. All of the tenants, carers, family and friends that spoke to Healthwatch Lewisham felt that 'best practice' had not been followed.

As previously suggested by Healthwatch Lewisham, it would have been useful for the Council to have hosted an open day at each scheme to give tenants, carers, providers and the Council an informal opportunity to ask questions and to get to know each other better. This would have been a step in the right direction at making the tenants feel more at ease. Even at the end of the consultation tenants and carers were left in the dark about what different providers offered and which service would suit the tenants most.

All of the carers, family and friends, as well as most of the tenants told Healthwatch that they have been put in a terrible position and the possibility of tenants losing their home has been extremely stressful and upsetting. Healthwatch were told that it was 'not right to put vulnerable people in this situation at this stage in their lives'. Although a few tenants have chosen to move, the consultations seem to have left some tenants feeling highly anxious and fearful.

# Recommendations

1. Care assessments provided by the Council should always involve carers and Senior Care Support Workers.
2. Copies of care assessment should always be presented to service user and carers.
3. Care assessments should be thorough and include all information that is needed.
4. Commissioning an independent advocate from the initial stages and informal consultations should be considered.
5. The Council should provide written names and details of staff members responsible for different areas.
6. Each service user should be given a written summary of who is responsible for helping them, and who they should contact if they are unclear. I.E names of social worker, housing officer and how they can access information on benefits.
7. The Council should ensure that they follow up each individual query from service users and carers, and give a time scale as to when they will respond.

# Acknowledgments

Healthwatch Lewisham would like to thank the tenants at Somerville House and Kenton Court, and their family, friends and carers' for providing us with feedback about the consultation and potential closure. We would also like to thank staff members and professionals who contributed to this report.

# Contact

For further information on this report or on Healthwatch Lewisham, please contact:

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# Appendices

## Examples of Healthwatch Findings

### Appendix I

#### Example of Consultation Meeting Notes

Name of Meeting	Consultation Meeting at Somerville Extra Care Sheltered Housing
Date	25.09.14
Name of Representative(s)	Miriam Long
<p><u>Present</u>            LBL Representatives: Laura Harper; Heather Hughes; Sarah Catton, Michelle Oliver, Dave Shiress            Residents: 6; Carers: 2</p> <p>Laura explained the purpose of the meeting, to provide new information on the process to close Somerville. The consultation affects 31 residents at Somerville and Kenton. 5 people have moved to residential care; 2 have moved to sheltered housing and 24 have been assessed to require extra care sheltered housing.</p> <p>There followed discussion between carers and LBL staff. Residents were mostly silent.</p> <p>Carers Concerns:</p> <ol style="list-style-type: none"> <li>1. The whole consultation was distressing to residents and they should not have been informed before the Mayor makes his decision. Residents are vulnerable people and this information has put them under undue stress since December 2013. They don't understand the letters, which have too much detail that is upsetting. People have already said no, they have petitioned. They have secure tenancy here, there is no such agreement if they move. Assured tenancy will not guarantee care.</li> <li>2. Carers raised issues regarding bathing facilities at the proposed Conrad Court, wet rooms are not suitable for residents as they could slip and there is only one assisted bathroom whereas there are 6 assisted bathrooms at Somerville. Many residents prefer baths to showers; it's what they are used to. One of the bedrooms has already had an en-suite shower room installed so why can't they just extend Somerville? There is room to extend the building.</li> <li>3. Why is Somerville no longer registered with the CQC? Is it because the decision to close has already been made? It has not been registered since December 13. Why isn't the CQC involved in the consultation? Why wasn't Healthwatch involved from the start, they are responsible for making sure people are safe and heard.</li> <li>4. Residents are being pressed to move, 2 staff talking to one resident, encouraging them to accept the move. These people are so vulnerable they are scared. They don't want to move to new big housing, they want to stay where they are, they want</li> </ol>	

small. People know this area, local shops. It is wrong to uproot elderly people to the unknown. Residents received consultation letters and information about social care assessments but Carers were not involved. The letters said that Carers could be invited to care assessment meetings but unless they saw the letters when visiting, they would not know.

5. How can residents understand what the options are? Social workers only visit once a year, how can they explain to residents? There are many options on the map but only 3 can provide extra care: Conrad; Cinnamon and Housing 21. Why aren't Lewisham Park and Manley Court listed as options? Care for Asperger's can be provided at Woodham House but tenants are only encouraged to look at Conrad Court.
6. Questions were raised about staffing levels and evacuation policy in the event of a fire at Conrad Court. How would 60 vulnerable people be evacuated safely? Is there a sprinkler system as at Somerville?
7. Residents at Somerville eat their meals together, it is a community. Conrad Court has a café style with pre-paid cards and different meal times. Residents won't know how to use the restaurant and cards. At present the meals are included in the rent. What about specific diets?

**LBL Staff responses:**

1. The council have to provide information early on to make sure that the consultation is reasonable. Have to consult before the mayor makes his decision. The letters have the appropriate level of detail. The proposals, if they go ahead are backed up by the legal process.
2. It is not possible to have reasonable space for all the bedrooms to be converted to provide space for showers. Quality of housing for older people is not being met by Somerville. We can look at the possibility of extending the building.
3. We have been endeavouring to register with the CQC for 8 months. The building was registered as Lewisham Adult Social Care but this needs to change to Lewisham Council. Healthwatch has been commissioned to provide independent advocacy to residents and carers and will be providing a report for Mayor and Cabinet.
4. Some people have visited Conrad and have asked for more information. Everyone who has moved has done so voluntarily. People who have moved are happy; they have moved to be nearer to their family. Letters informing of the proposal to close social care and letters to close housing provision at Somerville and Kenton were sent to residents, it was up to residents to share information with carers if they wished. People were written to when the initial report and recommendation went to Mayor and Cabinet. But we are still consulting on these proposals until 16 October and the final decision will be made by Mayor and Cabinet on 12 November.
5. Lewisham Park can be an option if people choose to apply. Manley Court is a nursing and residential home. Housing and care options are personal to each individual; LBL is following the legal process.
6. Conrad Court will have 4 staff, minimum at any one time during the day. This will be increased during busier times. All residents will have their care needs assessed and a new care plan with the new provider. There will be 2 staff at night. In the event of a fire, there is a stay put policy. There will be a fire plan with the fire brigade. 30 minute fire doors have been installed. LBL staff to check if there is a sprinkler system.

Questions and issues raised by Healthwatch

- Letters to residents regarding the consultation should be shared with carers if both resident and carer agree. This was

Lewisham.	<p>agreed in principle.</p> <ul style="list-style-type: none"> <li>• Issue of secure and assured tenancy needs to be addressed. LBL to negotiate with housing associations to consider secure tenancy</li> <li>• Healthwatch will monitor care of residents who move to make sure that their needs are being met. This is outside commissioned work as it is part of Healthwatch role.</li> </ul>
Discussion with residents and carers after the meeting	<p>Residents were happy to talk once LBL staff had left. One resident said “Everything is too expensive. Not cost effective and too far away.”</p> <p>Carers: there is a prominent, professional staff team at Somerville, who are familiar with residents and their needs. Moving will increase anxiety and risk depression. More costly hospital attendance. People will be displaced.</p>
Actions for Healthwatch	<ul style="list-style-type: none"> <li>• Contact resident’s GP: Queens Road re. implications of move to resident’s health and wellbeing</li> <li>• Contact Peter Stanley, CQC re. Registration issues.</li> </ul>

## Appendix II

### Example of Individual Meeting Notes

#### Somerville Visit 16.10.14

Visit conducted by Miriam Long with Dave Shiress, LBL Housing Officer. Meetings with individual tenants

**A:** Don’t know when I will be moving. Social Worker said she is going to take me out, get someone to take me to Deptford or Lewisham but hasn’t happened. Told, I’m moving this month, next month but hasn’t happened. I’m being told that for months and months.

I went to see Conrad Court, thought it was lovely. The man there said they would let me know but haven’t heard anything.

Someone is supposed to see me tomorrow, 10 - 11, I don’t know who, about moving. I’m looking forward to moving now. There is nothing here, all I do is sit in my room knitting, can’t stay in my room all day.

Yvette gave me a bath today; they don’t leave me alone in the bath. I’m a bit dodgy on my legs and need a wheelchair to go out. I haven’t been out for a long while.

**B:** I came to UK in 1956 to work. I would like to move to the Lewisham or Catford area. Have seen people from the council but they haven’t shown me anywhere else. I haven’t seen any letters from the council.

I can wash myself and take my own medicines but the staff do my washing, cleaning and prepare my meals.

I want a one bedroom ground or first floor flat with my own bathroom. I would like to have my meals with other people, shared meals.

**C:** initially said he is happy to move to Conrad Court, didn't fancy going to Grove Park or Deptford. He was told in December 13 that Somerville is closing down and that he would have to move.

I visited Conrad Court in August and thought that the bedroom would be bigger than it is. I was shown a 1 bedroom flat with a walk in shower room. I would prefer a bath, I use a walking frame and I'm concerned about slipping in a wet room. I was not shown the dining room. I have not heard anything since the visit in August. I've been waiting since August for my allocation offer, I'm in limbo.

The staff at Somerville do my shopping, cleaning and prepare 3 meals daily. I am independent within my own flat. I have my own bathroom and kitchenette. I can use my bathroom myself; I don't want anyone to help me with my personal care. I like my privacy.

I am happy to stay at Somerville, I like living here; I've lived here for 8 years and in the area since 1960 and am used to it.

If I wasn't pressured to move, I would be happy to stay at Somerville. I had a letter from the council saying I would be taken to court if I refused to move. I feel pressured so agreed to move to Conrad Court. There is a gym at Conrad Court; I would like to use the gym facilities. I need 1-1 rehab support to help me with movement, to help work my legs and to build muscle. Dave has said that my daughter can visit Conrad Court and is going to arrange it.

My concerns about the move:

1. Would I be able to keep my GP? My GP at Queens Road Surgery visits me at home. I take regular medication.
2. I have home visits from the optician and dentist, who would make sure these continue?
3. At Conrad Court is the Extra Care Housing in a specific area, separate from private housing?
4. I am a private person, who does not want to risk falling in the wet room and have to call for someone to help me when I am undressed.

**D:** I fit this place; I've been here for over 5 years. This is right, easy to get around. I have Parkinson's and use a walking frame. I need a new chair, hand rails and a grab bar. I

have weekly visits to the hospital and see my consultant 2 x year and can see the Parkinson Nurse in an emergency.

The consultation letters explained well but I definitely do not want to move. I have been to visit 2 places, Cinnamon and Cedar they are ok but too expensive. Conrad is big, new - not warm, impersonal - not suitable. I haven't heard anything since

The staff here come and make sure I'm ok. I'm concerned about the staffing levels in a new place, there isn't enough staff here, there should not be less than 2 staff at any one time.

He hasn't had a recent assessment. Dave Shiress agreed to find out when he will have a care assessment.

**E:** asked if he is staying here for Christmas. They do everything for me, would rather not move. Don't understand options. I've lived here 2- 3 years. Like the shops. Visited Conrad, didn't fancy it. No one talked about the visit or what happens next. I want a ground floor flat; I can't manage stairs or the lift. I have a shower but do not want a walk in shower. Dave Shiress said he would arrange another visit to Cinnamon and Cedar. Miriam said it was important to make sure there is a ground floor flat available.

**F:** I don't know much about the consultation. I've lived here for about 5 years. I've visited the others, but don't like them. The staff here are going to help me fill out the consultation form. I would like my sister to be involved.

**G:** I've looked at properties, but not seen any I like. Don't want to move. I like it here, got used to it, I like the staff.

I lived in Lee Park for 2 years, didn't like it there, no one spoke to each other. Conrad Court is too far away. I didn't like Grove Park, too many people. I didn't like Cinnamon, Deptford.

I have arthritis and can't walk very well. The staff give me my tablets, bath and do my shopping. I like everyone here and the staff. My friend T comes to see me here.

**H:** I have no complaints at Somerville, it's nice and quiet. I've lived in hostels before. I've been to visit the other places but would rather stay here. I've made friends. Now I can't sleep, get worried since the consultation started.



## Kenton Court Visit, 6.10.14

Visit conducted by Jade Fairfax

**(I) and family member:** Concerned about moving. Very happy and settled at Kenton Court, described as 'homely and friendly'. Concerns about moving to Cedar Court as friends have moved there and not happy.

Good relationship with doctor at Sydenham Green and been patient since 1991, do not want to change.

Also, concerns around travel to appointments at Lewisham Hospital and Kings. Also distance from daughter. Cedar would be the closest option but concerns about staff and care there and general environment. She was also worried about changes to her care plan, 'I get excellent care here and worried that it might not be as good elsewhere'. She said that there was 'too much up and down' and that it is impacting on her health and that she 'will probably be dead before it gets sorted'. 'But I would like some more space'.

## Appendix III

### Extract from email from relative of resident at Somerville dated 23.09.14

For accuracy - X has bath in his flat but doesn't get into it. He has his own system using a small shower attached to taps which uses over sink so can still sit safely in his wheelchair. He can have bath in specially converted bathroom in Somerville if needed. A wet room in new accommodation would require use of a hoist which would mean reliance on staff to use a hoist which is unnecessarily risky.

X says that he has a good relationship with staff who know his needs and how to communicate with him over time. Also the residents, he views the staff and residents as being like 'family'. He is very vulnerable as an elderly man in a wheelchair with aphasia, but where he is now he is familiar with the area (having lived there over 16 years) and is comfortable to go out in the community where he is familiar with his environment and people are friendly and know him. He has friends in the locality, who he will not see if he moves away. His friend can take him to a café or he can go for a pub lunch on occasions with help. He has let me know a number of times that he feels 'life will not be worth living' if he is stuck in his room isolated -where staff do not know him, his needs and how to communicate with him. At Surrey Keys he would not feel safe to venture out. He doesn't know any one and there would be no one to help as there is no community there and nowhere to go. There is a big shopping mall which he couldn't get to and which is inappropriate for someone his age in a wheelchair.

He does not want to move to accommodation run by a housing association he has no information about including cost, type of contract and where there is no assurance that he might have to move on again at the end of a contract. He also worries about what kind of care services would be provided and how much it would cost. Where he is now there is

flexibility and continuity of staff. He tries to be as independent as possible and he knows he can call staff when he needs to. An alternative provision he went to look at does not have this system and residents are charged if they are called.