

## North Northamptonshire Council

# Transforming North Northamptonshire Council's Adult Social Care Provider Services 2022

## Frequently Asked Questions (FAQs)

Latest up-date February 2023

These FAQs have been up-dated. The FAQs are now in two sections. The first section are the FAQs shared at the start of the consultation period, whilst the second section are responses made to questions that arose during the consultation.

### Section one

#### 1. Will my relative have to stop using Beech Close or Pine Lodge?

This will depend on the outcome of the consultation however every effort will be made to ensure everyone is supported for their care and support needs should we decommission any of our services in the future. We will carry out further consultation with affected staff, people who use our services and stakeholders should further recommendations and decisions be made about our current buildings used for care.

#### 2. Will I have to pay more for my care?

If you are receiving care and support from your local authority, you may be subject to a charge towards the cost of your care. However, financial assessment will be undertaken to determine this.

#### 3. Will I be able to stay with my friends?

This will depend on the outcome of the consultation however every effort will be made to ensure people remain in any friendship groups should we decommission any of our services in the future.

#### 4. Will my carer change?

This will depend on the outcome of the consultation should we decommission any of our services in the future.

#### 5. Are there any roles within NNC working with people with Dementia as this is something I really enjoy and feel passionate about?

A high volume of patients are discharged from hospital with dementia who need support. Potentially Thackley Green will provide a level of support for people with dementia so there will be a range of opportunities to explore.

#### 6. What will happen to Beech Close and Pine Lodge?

Whatever option is decided regarding Beech, we would need to move residents out of Beech – if refurbishment/rebuild/remodel, either option would take approx. 3-years for works to be undertaken. We would need to work with staff and families to ensure the right support is

available for people. Once the decision is made, we will support people as necessary. We will carry out further consultation with affected staff, people who use our services and stakeholders should further recommendations and decisions be made about our current buildings used for care.

#### **7. When will families be informed?**

We are holding a 12-week consultation period. No decisions will be made about the future delivery of these services until we have considered all of the feedback received to this consultation. We will then review our strategy and report our findings and next steps to Executive. This will be after the consultation period, which ends on the 15th of January 2023. We will keep staff, residents and families informed of the outcome of the Executive decision and next steps.

#### **8. There is a lot of talk about carers but what about other staff – ancillary/kitchen/activities/senior staff?**

If we take on a Specialist Care Centre, there are a range of similar roles within kitchen/ancillary posts that will be needed. There are also a number of different roles and vacancies across other directorates aside from Adult Social Care. All staff will have opportunity for redeployment.

#### **9. Will there no longer be any long-term care?**

The plan is to focus on short term care and reablement services. There are a number of providers across the external market that can support long term care.

#### **10. How can I give my views?**

You can give us your views by completing our online questionnaire [here](https://northnorthants.citizenspace.com/asc-swp/nncproviderservicesconsultation). Or by typing <https://northnorthants.citizenspace.com/asc-swp/nncproviderservicesconsultation> into your browser.

Alternatively, you can email or send your comments in by post using the contact details below.

Email address: [ConsultingOnNNCProviderServices@northnorthants.gov.uk](mailto:ConsultingOnNNCProviderServices@northnorthants.gov.uk)

Postal address: North Northamptonshire Council, Transforming Adult Social Care Provider Services Consultation, William Knibb Centre, Montagu St, Kettering, NN16 8AE (Please address to Kim Allen)

If you would like a copy of this questionnaire in another format (including paper, easy read or large print) please contact us.

#### **11. When is the deadline for giving my views?**

The consultation started on Friday, 21 October 2022 and will close at midnight on Sunday, 15 January 2023.

#### **12. What will happen with my response and what will happen next?**

No decisions will be made about the future delivery of these services until we have considered all of the feedback received to this consultation. We will then review our strategy

and report our findings and next steps to Executive. This will be after the consultation period, which ends on the 15<sup>th</sup> of January 2023.

## **Section two**

The following are responses to questions raised during the consultation. These include responses made to various questions raised by organisations and two main themes that emerged during the face-to-face focus groups.

### **Face-to-face focus group questions**

#### **Questions were asked regarding the decision-making process:**

As a local authority we have to follow governance processes and ensure that we consult and have formal decision-making avenues for this to be undertaken

The strategy does not suggest that day services are closing, we have consulted on the need to modernise our services including a review of our day services as part of the phase 3 an options appraisal will be developed following the review.

The responses were analysed and then presented to Cllr Helen Harrison, Executive Member for Adults, Health and Wellbeing and David Watts, Executive Director for Adults, Health Partnerships and Housing on 03 February 2023. Having considered the consultation feedback they have made the decision to implement the strategy using the delegated decision-making process that was approved by the Councils Executive on 13 October 2022.

#### **Questions were asked regarding home closure:**

The provider services transformation strategy outlines our vision and principles for our in-house adult social care provider services. We want people who use our services and work in these to have the best possible care and outcomes in a safe environment. As the strategy outlines, we recognise the poor conditions of some of our buildings and have explored different ways that we can improve these buildings. The first stage of the strategy and consultation does not make any decisions, it is the consultation on the ideas we have for transforming services.

### **Organisational questions**

#### **Response to questions raised by a local voluntary sector organisation**

We are working on developing a leadership programme and suite of training for both frontline staff but also staff in leadership roles to develop skills needed to enhance their understanding of reablement and developing new ways of working.

Asset based practice is understanding people's range of assets they may have open to them such as community networks, social networks, services and activities as well as facilities that support their health, wellbeing and promote their independence

We have provided an easy read version of our strategy so that it is accessible to as many people as possible.

An ESA (Equality Screening Assessment) was completed to ensure any adverse effect on protected characteristics both positive and negative were taken into account.

Reablement is a type of care that helps people to relearn how to do daily activities, like cooking meals and washing. Most people who receive this type of care do so for a short period.

### **Response to questions raised by a local council**

The transformation strategy of provider services highlights the different phases proposed. Phase 2 will look at Pine Lodge and Phase 3 will look at our non-regulated services such as day operations at Patrick Road.

In relation to Thackley Green – the transformation of provider services strategy states in phase 1 that Undertake due diligence to consider resourcing and take on running of one Specialist Care Centre as a focus for bed based reablement

### **Response to questions raised by a union**

We have ensured that we have covered all essential shifts with agency staff on a temporary basis and also created additional management capacity in our regulated service provision. We have been working with Skills For Care to ensure that we improve our induction, retention and recruitment campaigns for specialist and all care staff roles. This has included activities for communication and publicity events, showcase our work in adult social care and attended recruitment drives in council and other organised events such as open days at colleges and universities locally in our region.

We have worked closely with our health and well-being team to ensure our staff have a range of support from our wellbeing services to support them with any challenges they may face. This has included mental wellbeing support, information on grants and advice available to them in their community and from any national assistance programmes.

We have been involved in fair cost of care work in our commissioning and contracting service.

We will be working with all staff at Beech Close to ensure they are fully supported once the consultation has ended and the next steps are agreed. We have met with staff at Beech Close and responded to any questions they may have fully and intend to continue to have an open dialogue with all our staff about the consultation and next steps. As the transformation strategy states, we value and promote better working conditions and pay for our social care staff and are committed to making the necessary improvements to this.

The transformation of provider strategy states it will be carrying out due diligence exercise for a specialist care centre to ensure there is provision that is needed in the future for our residents. The strategy also makes it clear that the council should only provide services that cannot be provided by the independent sector going forward.