

CONSULTATION ON THE PROPOSAL TO CLOSE ARTHUR NEAL HOUSE RESIDENTIAL CARE HOME

EXECUTIVE SUMMARY

- 1 An analysis of the consultation is a background paper to this report and can be viewed at *insert link*. This sets out in more detail how we consulted and the responses we received.

There was a good level of involvement with the consultation from those directly affected by the proposals and from the community in the Mackworth area. Responses showed a clear understanding of what we were consulting about and why.

Group meetings at the Home were well attended and take-up of individual meetings was strong. Community meetings were also well attended although obviously this was only one agenda item. A drop-in session attracted 3 respondents.

During the consultation period a 1,147 signature petition opposing the closure was received. This is not a response to the consultation and did not present people with the detail contained in the consultation document. However it is clearly a high number of signatures and is an important piece of evidence that should be considered.

The consultation exercise was primarily about the proposal to close Arthur Neal House though it inevitably also attracted responses about the proposals for the site. This included both extra care in general terms and the specific plans for this site.

- 2 What follows is a summary of the central messages that emerged from the consultation. We have grouped the findings by types of respondent where possible.

Residents at Arthur Neal and their families

- Almost unanimously opposed the closure of the home
- The vast majority were concerned about how they would cope with a move
- Many questioned why only one option was being considered and why alternatives had not been explored which may keep Arthur Neal open
- Without exception they were complimentary of the staff team and the standard of care provided
- Many were sceptical the consultation was genuine and felt a decision had already been made
- The majority could see positives in the extra care proposals but felt it was wrong for them and was not their primary consideration

Users of day care at Arthur Neal, their families and carers

- All who commented were complimentary about the current service and wanted the home to remain open
- Many wanted reassurance that the same number of hours would be available if the service was provided elsewhere
- There was a strong view that day care should be re-provided at another site on Mackworth estate if possible

Local residents, community groups and businesses

- The overwhelming majority of responses were about the proposed extra care development rather than the closure of the home other than expressing a concern that current residents and day care users were treated fairly and sensitively if Arthur Neal closed
- Most responses about the proposed scheme were positive and welcomed it as good for the local area. There were many perceptive questions which showed a clear understanding of the proposed scheme and a strong interest
- Immediate neighbours of the site raised a range of questions about planning matters which would be addressed as part of any formal planning application at a later date.

Staff currently working at Arthur Neal House

- All who commented were opposed to closing the home and felt they provided a good service. Inevitably many feared for their own jobs but were also concerned about the impact on residents and day care users
- The majority stated they were not surprised by the proposal and could see why the consultation was taking place
- Amongst the staff who gave more detailed feedback there was scepticism about the extra care development and whether it would provide a comparable quality of care.

Other themes emerging from the consultation

- There was almost unanimous agreement that the current condition of the home was unacceptable. Views differed widely on the extent of the problems with the current building. Some respondents suggested it needed only cosmetic changes and decoration whilst others thought it would be impossible to modernise and was simply unfit for purpose
- Many respondents contrasted Council run care with that offered by other providers. The strong feeling was that Council care was preferable and of a higher standard
- Views on the consultation process itself varied. A majority welcomed the consultation document, the opportunity to have individual meetings and being asked for their views. Many questioned whether this was a genuine consultation or whether the decision had already been made.

SUMMARY

In making a decision these consultation responses should be taken into account alongside other factors set out in the Cabinet report.