

**Consultation Document regarding the provision
of Care and Support at
Hillside Residential Care Home,
Portesbery Road,
Camberley,
GU15 3SZ**



SURREY

1. Overview

Surrey County Council is consulting people about the future of Hillside and the care and support provided from this service.

We want to make sure Surrey residents have access to high quality care and support based upon an assessment of need that recognises personal wishes and aspirations and is in a setting that is part of a community.

The aim of this consultation is to ensure anyone who could be affected by any changes to the services at Hillside can have their say before a decision is made about how care and support can be provided in the future.

This document explains the background to why we have decided the time is right to consult on future care and support provision at Hillside.

There are many ways to give your feedback, please choose the option or options, as detailed at the end of this document, that suit you. Your views and suggestions are very important and will assist the Cabinet of Surrey County Council to make an informed decision on the future of services at Hillside.

2. Background

Hillside is registered with the Care Quality Commission to provide care and support to 22 people. We currently support 18 residents to live at Hillside and further 10 people who sometimes stay for a short period (short term breaks).

The building was built in the 1970's and does not meet the standards or expectations of a modern care environment or currently support a living environment that is integral to the local community. The layout is outdated and is hard to adapt to residents' changing needs.

Since the previous discussions that took place regarding the care and support provision at Hillside some peoples' circumstances have changed and it is appropriate to discuss how care and support will be provided in the future for the people who call Hillside their home.

Hillside is no longer attractive to people looking for care settings and we have been advised by local care and support commissioners that they will no longer support new people to move to or receive short term care and support at Hillside because it does not offer what is now considered to be a modern care and support environment for people with learning disabilities.

As residents' care and support needs change we have supported individuals to look at other care and support options. The limitations of the building mean we may be at risk of not meeting individuals' needs as they change and we will continue to support people with changing needs to look at options other than Hillside.

The Council is committed to providing the best possible options for all vulnerable people living in Surrey and we will be assessing all individuals who receive a service from Hillside so we know what is needed to ensure better outcomes for individuals and influence the options that will form part of the recommendations following this consultation.

We do appreciate that any changes to services are sensitive and we are wanting to seek the views of all those with connections to Hillside. The purpose of the consultation is to give residents,

relatives and carers, staff and other stakeholders the opportunity to contribute their views with regard to future care and support provision.

Please read this document carefully and if you wish to respond or if you have any further questions please do not hesitate to contact us.

3. How long is the consultation?

To ensure that you have time to consider and discuss your thoughts the consultation will be for a three month period, running from 9 October 2017 to 9 January 2018.

4. Why are we putting this proposal forward?

The home was built in 1970's and at that time met the expectations of a residential care establishment. Times have changed and Hillside does not meet the modern expectations for residential care and support settings for people with learning disabilities. Today services are expected to be integrated into their local community rather than stand out as a large institution. The building is not able to meet the changing needs of some of the current residents as they get older and parts of the building are not accessible to people with mobility issues.

For the above reasons, people seeking permanent care and support or short breaks for the first time are no longer being offered Hillside as an option. This is primarily because of the size and scale of the service being large compared to modern services and the building environment being outdated and not easy to adapt.

5. What options will we be considering?

1. **Make no change** - what are the implications of not making any changes given the reasons outlined for holding this consultation? No new people would be coming to live at Hillside. Over time individuals would potentially, if their needs increase, need to move until such time as the service becomes empty or unviable and shuts.
2. **Rebuild Hillside**— there will similar issues regarding modern expectations of a care and support environment for people with learning disabilities and what happens in the meantime, rebuilding will be disruptive and require temporary relocation of residents.
3. **Replace part of Hillside's services** - with a building that can provide a short term break services – as in Option 2, this will be disruptive and will not be a quick option to implement. This could potentially be through Surrey County Council providing the service or through commissioning services through an independent care and support provider.
4. **Close Hillside** - and work with care and support providers to find or develop alternatives, based on the individuals assessed needs, aspiration and individual wishes.

5. Other suggestions that are brought forward during consultation

The Council's current preferred option is to close Hillside and look to reprovide care and support but this may change as a result of this consultation.

6. Can I talk to someone to get more information?

If you would like to talk to us and have any questions or queries about the consultation please contact Chris Hastings, Area Director - Service Delivery, to arrange a conversation or meeting with one of the Service Delivery Management Team on 01372 832257

7. How to have your say and send us your feedback:

It is important for us to understand your views on this consultation regarding Hillside. All comments received during the consultation period will be considered and an options paper will be presented to Surrey County Council's Cabinet for a decision in early 2018.

Please send your comments and feedback by post to:

Mr C Hastings, Area Director, Service Delivery Management Team, Fairmount House, Bull Hill, Leatherhead. Surrey. KT22 7AH

Or by e mail to: servicedelivery.info@surreycc.gov.uk

Helen Atkinson
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