

By: Oliver Mills, Managing Director, Kent Adult Social Services

To: Graham Gibbens, Cabinet Member, Adult Social Services

Subject: **OUTCOME OF THE FORMAL CONSULTATION ON THE PROPOSED CLOSURE OF SAMPSON COURT REGISTERED CARE CENTRE, DEAL**

Classification: Unrestricted

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Summary: This report considers the proposal to close Sampson Court and summarises the responses to the consultation. The report asks the Cabinet member to approve the proposal to close Sampson Court

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## 1. Background

(1) Kent County Council (KCC) is modernising the way older people are supported and cared for in the county.

(2) On Monday 14 June 2010, Kent County Council's Cabinet agreed for Kent Adult Social Services (KASS) to begin a formal consultation on the future of its Older Person's Service Provision. From Monday 21 June 2010, KASS officers met with staff, service users, relatives, trades unions and other key stakeholders to talk about the proposals.

(3) The full consultation covered 11 of the 16 homes owned and managed by KASS.

<b>The main drivers for the full consultation are:</b>
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| <ul style="list-style-type: none"><li>• <b>More people are living longer and living with dementia. People rightly expect more choice in care.</b></li><li>• <b>High quality care is a continuing priority. Dignity in care is crucial and more people want care at home.</b></li><li>• <b>Residential care should be in high quality buildings. Some KCC buildings have reached the end of their useful life and don't meet expectations or standards for new builds.</b></li><li>• <b>Good quality care can be commissioned for less money. The private and voluntary sector is set up to care for more people.</b></li></ul> |
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(4) The considerations and options evaluated to determine the proposals for each home included:

- a) The range of alternative local services for older people
- b) The opportunity for developments with partners in the local area

- c) The condition of the buildings and likely capital expenditure required to maintain services
- d) The appropriateness of the design of the buildings for the services delivered and required
- e) The need to release money that is tied in to services that could be used to deliver equivalent services to more people

(5) The proposals combined across Kent will generate savings of £1m in 2011/12 and £1.2m in 2012/13.

(6) This report covers Sampson Court in Deal. The proposal in the consultation is for the home to be closed with services provided to those currently accessing the service through the independent sector.

(7) Sampson Court is a detached 34-bed unit built in 1985. It offers residential, respite and day care to a maximum capacity of 12 people each day and is open Monday to Saturday. It is freehold and has no known restrictive covenants. It was purpose-built in a residential area in Deal. The accommodation is on one level and is divided into two self-contained wings, one wing has two units; Poppy and Sunflower for general frailty and the other has two units; Bramble and Bluebell for people with dementia. All of the people who live in the service have their own bedroom with private wash hand basin. There is a call bell system and there is a call point in each bedroom. Each of the units has a main lounge that has a kitchenette area and bathroom with toilets.

(8) Sampson Court would not meet the national minimum standards of the Care Standards Act 2000 as regulated by the Care Quality Commission if it were to be built today. There is, however, protection against these standards being applied for as long as significant structural improvements are not required. The building may soon require, because of its age, considerable investment to maintain services and meet future needs and expectations. Capital work to the value of £135,000 was made in 2009/10 to ensure that each of the bedrooms had access to hot water and the building was effectively heated over the winter period.

(9) NHS Eastern and Coastal Kent placed a charge on Sampson Court based on their capital investment to develop dementia services and these charges (approximately £100,000) were due to be repaid should the services cease. A letter was received from NHS Eastern and Coastal Kent dated 11 October 2010 confirming that the charges are considered discharged.

(10) The unit cost (gross) based on 100% occupancy for one bed was £813.86 per week for 09/10. The unit cost (gross) based on 100% occupancy in the day centre was £39.87 per day for 09/10. The annual gross expenditure for 09/10 is £1,443,000 for residential and £146,500 for day care totalling **£1,589,500**.

(11) Sampson Court has 15 permanent residents (at 18 November 2010). The service offered nine frail permanent places and 8 frail respite places, 10 permanent dementia places and seven respite dementia places. In 2009/10, the building ran at 81% of its residential capacity making the bed unit cost £999.98 and the day care at 78% of its capacity making the unit cost £51.28.

(12) The maximum charge for individuals accessing the beds in the units is currently capped at £407.92 per week. Everyone that accesses residential and respite services is financially assessed for a contribution towards their care in line with the

Charging for Residential Accommodation Guide (CRAG). This means that individuals who have savings of more than £23,250 are charged £407.92 per week and anyone with less than £23,250 is assessed against their means to determine their level of payment . A snapshot undertaken in the summer of 2010 indicated at that time there were 51 people living in the in house residential services being charged £407.92 per week.

(13) KASS has a guide price for the independent sector and can buy services in the Dover district for £328.65 per week for standard residential care, £362.51 for Older Persons enhanced and £396.49 per week for dementia care.

(14) The Care Quality Commission (CQC), in its last inspection (2008) rated the service as 'good'. There was positive feedback about the services from both the inspectors and the service users. CQC commented that there is a relaxed and homely atmosphere. They reported that the people who live in the service say, or indicate by their relaxed manner, that care workers are kind and attentive.

(15) Dover district commissioning managers recognise that Sampson Court offers important day care, residential and respite services, particularly for those with dementia. These may need to be re-provided through the independent sector.

## 2. Consultation Process

(1) The county council has a duty to undertake formal consultation on any proposed changes to services. The procedure for consultation on modernisation/variation or closure of establishments in KASS was followed as below:

Process	Date Action Completed
Obtained agreement in principle from the Cabinet member for Adult Social Services.	14 June 2010
<p>Cabinet member chaired a meeting to discuss the proposals. Information packs were sent to those who were invited and who attended:</p> <p>The Chairman of the Adult Social Services Policy Overview Committee (ASSPOSC)  Vice Chairman  Opposition spokesman  Local KCC member(s)  Elected members  Responsible member of Kent Adult Social Services Strategic Management Team  Heads of Services (updated to reflect new title)  Area Personnel Manager</p>	<p>10 June 2010  10 June 2010  10 June 2010  30 June 2010  14 June 2010  10 June 2010  14 June 2010  14 June 2010</p>
<p>Stakeholders were informed in writing and invited to comment: -</p> <p>Users, relatives and carers  Head of Service  Staff  Trades Unions  Local KCC member(s)</p>	<p>Letter sent 14 June 2010.  Consultation period ended 1 November 2010 (19 weeks from 21 June 2010).</p>

<p>District Council  Parish/Town Council  Relevant NHS bodies  Any other relevant person or organisation and the Local MP</p>	<p>Summary of meetings and correspondence received as a result of the consultation</p> <p>Informed MP and answered questions</p> <p>Held individual meetings and group meetings with local councillors, county councillors, MPs</p>
<p>Directorate issued a Press Release</p>	<p>The press officer responded to 49 enquiries from the press across the county for all proposals during the consultation period.</p>
<p>A wide range of stakeholder meetings were held</p>	<p>Meetings with staff and union representatives held on 30 June 2010</p> <p>Stakeholder Roadshow held for Sampson Court on 8 October 2010</p> <p>Individual meetings with permanent residents and carers offered and some were requested for those accessing Sampson Court</p> <p>Meeting with respite users and carers on 30 June 2010</p> <p>Meeting with day care users/carers on 30 June 2010</p> <p>East Kent Area Management Team Commissioning Board on 6 September 2010 and 1 November 2010</p> <p>Presentation at members' briefing on 26 July 2010 on proposals</p> <p>Presentation to Dover District Voluntary and Community Sector Network on 30 September 2010</p> <p>Presentation to Dover Housing Officers on 1 October 2010</p>

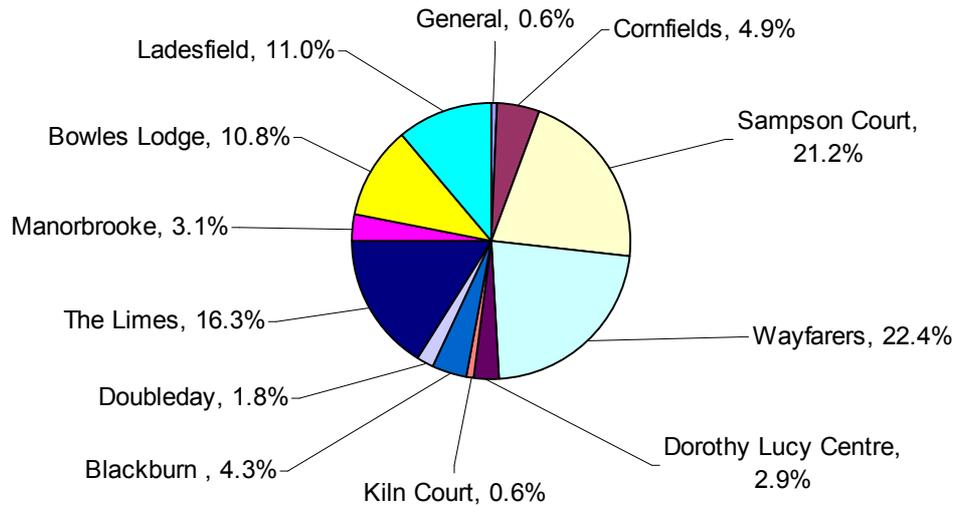
	<p>Meeting with East Kent MPs on 8 October 2010</p> <p>Meeting with Dover Councillors on 15 October 2010</p> <p>Presentation to Age Concern Collaboration Meeting on 20 October 2010</p> <p>Adult Social Services Policy Overview and Scrutiny Committee Chair and Vice-Chair visit to Sampson Court 27 October 2010</p>
Report to Cabinet Member for decision making on the closure/variation proposal.	This report dated 30 December 2010
The Cabinet member or the Chairman of the Adult Services Policy Overview Committee will decide if a meeting between him/themselves, KCC members and consultees is necessary.	In addition to the extensive consultation, these matters will also be discussed at Adult Social Services Policy Overview Committee on 12 January 2011
Instigate any change programme	From January 2011.

(2) The 19-week consultation period for the modernisation of our Older Person's Provision concluded on 1 November 2010. Residents, carers, staff, unions and relevant bodies have been involved with meetings and their views have been considered. Clients and their carers were consulted about the alternative options of service provision.

(3) The overall consultation prompted **490** letters and most related to specific units. A number of letters were copied to the local MP, local councillor, Councillor Gibbens and/or KCC officers. Each letter was responded to either by a standard acknowledgement or a more detailed letter, responding to any queries. Of the responses **21.2%** related directly to Sampson Court.

The chart below shows the responses for all units consulted on.

### Consultation Responses - Letters/Emails/Telephone



(4) The 'Save Sampson Court' campaign had a form of petition printed in the local press whereby a resident's picture and details were included to save their home. People could fill in their name and address and send to OP Futures consultation in support. 91 of these were received. Some of the individuals who had completed these had also written in separately.

(5) A further form of petition which was a standard letter "Hands off our care home" where people could complete their details and send the letter in support of saving Sampson Court was received. 83 of these letters were received by KCC Democratic Services.

(6) A petition was received on 1 July 2010 containing 86 signatures objecting to the closure. A further petition was received containing 4157 signatures which prompted a debate at county council on 14 October. Mrs Hubble presented the petition on behalf of the 'Save Sampson Court' Group. The petition was against the closure of Sampson Court as they believe that no other homes match the quality of service that Sampson Court provides and that the building is far better than any local alternative. The petition captures a lot of the views from individuals who also wrote in and the themes are explored further in section 5. Attached at **Appendix One** is the text of the petitioner's presentation to Council. A further petition was presented to the Mayor of Deal following a march and it is reported that this contained in the region of 5000 signatures.

(7) A4 photos of individuals were circulated to officers and councillors as part of the 'Save Sampson Court' campaign.

(8) A Facebook Group was established to 'Save Sampson Court' which had 434 members.

(9) KCC developed a questionnaire as an additional method for people to contribute to the consultation. This questionnaire was available either by responding directly on line, downloading from the website or through a hardcopy with postage paid.

### 3. Alternative/Replacement Services

#### **Residential:**

(1) As at 18 November 2010, there are 15 permanent residents at Sampson Court and they are categorised as either frailty (7) or Older People with Mental Health Needs (OPMHN) (8).

(2) In the Dover district there are 33 homes providing residential and nursing places for Older People. Of these nine are in Dover and 13 are in Deal with the remaining homes interspersed around the district, e.g. Sholden.

(3) Of the 33 homes, 1 is not yet rated, 4 are adequate, 22 are good and 6 are excellent.

(4) Maximum capacity in the district is a total of 936 registered beds of which the total number of nursing beds for dementia clients is 45.

(5) A vacancy mapping exercise carried out on the 28<sup>th</sup> September 2010 identified 71 vacant beds across the District. The shortage of supply for the category of nursing with dementia will be addressed within the locality action plan and market development discussions with providers. Planning permission has been submitted in the Dover District for 60-bed and 80-bed units responding to this shortfall.

<b>Potential Client Relocation</b>	<b>Residential</b>	<b>OPMH Residential</b>	<b>Nursing</b>	<b>OPMH Nursing</b>	<b>Dual Purpose</b>
Deal	1	7	1	0	0
Dover	1	0	0	0	0
Other (local)	1	4	0	0	0
<b>Vacancies 28/9/10</b>	<b>Residential</b>	<b>OPMH Residential</b>	<b>Nursing</b>	<b>OPMH Nursing</b>	<b>Dual Purpose</b>
Dover	21	5	0	0	0
Walmer/Deal	9	27	0	0	0
Other (local)	4	5	0	0	0

#### **General Frailty**

(6) For the permanent resident service users and long term respite service users categorised as general frailty, places will be offered within existing private sector residential homes. Vacancy mapping exercises carried out by the Contracts section throughout the consultation (snapshot) have clearly identified sufficient availability within the sector to accommodate the service users within Sampson Court in this category. Commissioners are confident, based on this availability, that following assessments of individual needs and an analysis of friendship groups there will be adequate alternative accommodation to meet need.

#### **Dementia**

(7) An additional exercise was carried out on the 22 November to identify vacancies for EMI residential placements within Deal. This exercise identified 28 vacancies within 8 homes.

<b>Dementia (OPMH) Vacancies</b>	<b>No. of Registered Beds</b>	<b>No. of Registered beds for EMI</b>	<b>No. of Registered beds for OP</b>
28	198	122	188

(8) Commissioners are confident that it would be possible to find alternative appropriate provision for the clients with dementia within the timeframe available. The head of service, locality support manager and planning officer will continue to meet with providers through December 2010 and into the new year.

There are an additional six long term respite clients (4 OPMHN and 2 general frailty) who will require an updated assessment and offer of an alternative placement.

### **Respite:**

(9) There are 39 regular users of respite services. Two of the individuals also access day care. The following table shows where people currently live that access the respite services at Sampson Court.

<b>Current Residence</b>
1 Sandwich
14 Deal
1 Folkestone
1 Ash
1 Hawkinge
6 Dover
1 Whitstable
1 N/K

(10) Proposals for the future development of respite will be linked to the KASS Respite Strategy currently under review. Commissioners estimate that to re-provide for Sampson Court current respite users two small blocks of three or four beds together in the independent sector within the Deal area will be needed. With the capacity of the homes in Deal and the indicative vacancies, it is proposed that the independent sector market is sufficient for both respite and re-provision of permanent residential beds from Sampson Court. Commissioners will continue to work with the independent sector to ensure the availability and quality of these beds. The Dover clients will be able to access respite services in the Dover area as part of the re-commissioning of Cornfields.

(11) Commissioners met regularly with the independent sector and early discussions indicate that there is an interest and willingness to provide respite and day care and it is planned that this will be commissioned in the same venue to provide continuity.

(12) Local commissioners are confident that this can be re-provided before December 2011.

### **Day Care:**

(13) The day centre at Sampson Court is open Monday to Saturday and is utilised on all days. Replacement services will need to replicate this.

There are 44 individual service users who access the service as follows:

- 1 day a week – 23
- 2 days a week – 17
- 3 days a week – 6

(14) A total of 69 places are booked per week out of a maximum of 72. The capacity is 12 per day and 12 people are booked on a Monday, Tuesday and Thursday with 11 people booked on a Wednesday, Friday and Saturday.

Day care	Current residence	Transport	Early indications
(analysis based on 44 service users)	29 Deal 8 Dover 1 Shatterling 1 Ash 2 Sandwich 1 Hawkinge 1 Aylesham 1 Wingham	29 Minibus 7 Family 4 Own transport 3 Taxi 1 N/K	17 users also have respite at Sampson Court 3 have respite at Wayfarers 1 has day care at Wayfarers 1 user looking for permanent residential

(15) It is proposed that those travelling in from outside of the immediate Deal area are helped to access suitable services nearer to their homes which leaves 33 individuals. It is anticipated people from Dover will readily be accommodated by the new plans for the re-provision of day care at Cornfields.

(16) The table below shows the attendance of the remaining 33 individuals from Deal:

Day	Attendance
Monday	10
Tuesday	8
Wednesday	6
Thursday	10
Friday	7
Saturday	9

(17) The locality commissioner is developing a range of day services for the locality in line with the National Dementia Strategy. This will lead to a range of services that offer a care pathway to clients with dementia. This means that they will be able to access day care, respite and ultimately permanent placement in the same unit in much the same way that Sampson Court has offered in the past.

(18) The commissioner has been in contact with a number of interested residential home providers in the Deal area and is intending to develop two new day service opportunities for groups of five people alongside the three to four respite beds.

(19) Additionally, Age Concern in Sandwich is implementing a new service for people with dementia starting with five people in January 2011 with a view to extending to 11 if this is successful and there is adequate demand. Age Concern in Deal is developing a similar model from April 2011 again for people with dementia that will initially provide a service at the weekends.

(20) Local commissioners are confident, given the plans and willingness of providers that new provision can be developed and the day service users can be re-provided with a suitable alternative service by December 2011.

#### **4. Alternative Proposals**

(1) An Evaluation Panel met on 15 November 2010 to review all alternative proposals that had been submitted. The panel had representation from Commissioning, Finance, Contracting and Standards, Provision and Personnel.

(2) Three alternative proposals were received. One from Unison and another was a suggestion at County Council in October 2010 which included maintaining the services at Sampson Court as they are, allowing an organisation to be established to take over the services such as a social enterprise or community interest company or using as a site for extra care. No further information was received to demonstrate how these may be achieved however the points were considered in principle. Furthermore, an additional alternative proposal was received from a provider of residential care indicating an interest in purchasing Sampson Court.

(3) Unison's feedback called on the county council to withdraw its proposals and retain its role as a direct provider of social care. This has been considered as an alternative proposal and evaluated by a panel of KASS officers. Unison reports that there is extreme difficulty identifying vacancies in independent sector homes of a satisfactory standard. It does not think specialist services should be provided in an untested market and believes KCC should remain a direct provider in order to help set high standards. The comments from Unison state that the buildings are fit for purpose and that quality of care should be considered above the fabric of the building. Unison argues that reducing council provision reduces choice and that "attrition rates for residents remain high for enforced moves". Unison argues that KCC's cost comparisons with the independent sector have not been made like-for-like and do not take into account transaction costs.

(3) The proposal from Unison is largely asking to maintain the status quo, which does not enable KCC to address the four key reasons for change and therefore is not an option that KCC can support. In response to Unisons issues, the panel made the following observations:

- KCC will retain control of the market as a key purchaser of care and standards.
- There are vacancies in homes rated 'good' or 'excellent' in the independent sector.
- The proposal for the specialist enablement beds at The Limes is for them to be provided at Gravesham Place which has previous experience of this service.
- The buildings will require the investment of significant capital funding that KCC does not have access to – and the long term future of the services could be more uncertain, possibly resulting in emergency closure rather than planned closure.
- There is no statutory duty to directly provide residential care. KCC should be directing resources to further enhance the quality monitoring and contract management responsibilities it has in commissioning services – and providing personal budgets for people who meet KASS eligibility criteria.
- It is KCCs stated long term intention to focus on undertaking a commissioning role with services provided by a plurality of independent sector providers.
- Where moves are necessary, KCC has considerable experience of carefully and successfully moving older people. Each case will be managed and supported on

an individual basis to ensure their personal needs are met at an appropriate pace for the individual.

- It is acknowledged that purchasing intermediate care/enablement beds in the independent sector would require a premium above guide price however commissioners are confident they could purchase these beds in the independent sector at less than half the gross unit cost of an in-house enablement bed.

(4) The proposal from the care home provider and also reference made to a social enterprise running the building can both be considered together. The panel made the following observations:

- The original proposal was developed taking into account the range of alternative services in the area at equal or better quality. In comparison to other areas of the County, there is an over-provision of care services in the area.
- The commissioning strategy identifies that all individuals can be found suitable alternative accommodation, with the development of day care.
- The original proposal and commissioning strategy will deliver the element of savings required to contribute to the county-wide target.
- KASS could not talk with one provider/organisation for any sale or transfer, a full tendering exercise would be required if this option should be pursued.

(5) The alternative proposal referenced at County Council on 14 October included:

- i. For Sampson Court to stay open and continue as it is
- ii. To find another provider to take it over
- iii. To look at the feasibility for extra care housing
- iv. To allow time for a proper and robust business case for a Community Interest Company or Social Enterprise to be submitted
- v. For Sampson Court to be given a temporary reprieve to give time for a credible not for profit organisation to submit a bid

No further detail was received.

(6) As stated previously in the report and throughout the consultation, alternative suggestions at i, ii, iv and v would mean that there would be little change to what is currently being provided which is, as stated, not an option for the future. Item iii would require discussion with the local district council and could provide potential developments which will be explored, however this would not directly impact on the immediate proposal for Sampson Court.

(7) The panel understood that, should any alternative proposals be considered viable, this would require a further separate consultation period. However, the panel made the recommendation to the Project Executive Board that the alternative proposals directly impacting on the immediate future of Sampson Court should not be recommended and this was subsequently approved.

(8) The panel did agree, however, that extra care housing should be considered for Deal and that the locality commissioners will contact the district council to explore any opportunities to deliver affordable services in partnership. Should the district council agree to develop services, KCC would look favourably on any requirement to use the Sampson Court site or contribute capital from the sale of the Sampson Court site.

## 5. Issues raised during the consultation

### a) Letters/Emails

(1) Letters were sent to Charlie Elphicke MP, Ben Bano Mayor of Deal, Laura Sandys MP, Kathryn Kerswell Group Managing Director KCC and the Queen to obtain support against the closure. These letters were responded to. Letters were also received from children attending the local school.

(2) **The staff are fantastic and caring. They get a well deserved salary and they benefit from training and pensions which private providers do not allow for. Good staff means good quality and no other home offers services to the same quality.** These proposals are not a reflection on a staff. KASS already buys 85% of its residential services from the independent sector. The independent sector is regulated by the Care Quality Commission in the same way that Sampson Court is regulated and to the same standards. Sampson Court received a 'good' rating when it was last inspected in 2008. There are other 'good' and 'excellent' homes in the Dover district. Homes in the independent sector are monitored by KASS through individual reviews of service users, contract reviews through contract and performance monitoring, Safeguarding monitoring and investigating of complaints.

On 2 October, a separate consultation event was undertaken by MORI, attended by 75 people who were looking at the county council's priorities. A case study was used for the future of older person's services. The feedback from the individuals was that older persons accommodation should be a priority and it was less important who provided the services as long as KCC retained a role in making sure of high quality.

(3) **KCC has a legal duty to provide care and it should be provided in homes that it runs. Money should be invested to update the facilities, substantial money was invested only recently to improve the heating system and this will be wasted.** KCC has a duty to meet assessed eligible needs. This does not have to be through directly provided services and can be commissioned. KCC does not have access to the capital money required to update the facilities and if it were to access the funding required it is likely that the disruption would require people to move out while works were being done. KCC did spend £135,000 on a new heating and hot water system. If it did not, it may have resulted in an emergency closure and people would have had to move.

(4) **Sampson Court functions perfectly, ensuites are not necessary, most clients need help with toileting and bathing. This is not a reason to close Sampson Court. The homes in the independent sector do not have ensuites either.** KASS recognises that current residents would prefer to retain the services as they are. However, in future people will expect private facilities in residential care. There is evidence that people with early signs of dementia remain more independent if they can see their toilet as it will prompt them in using it. It is likely that older people would need support to use the facilities at some stage in their life but ensuite facilities will become a basic expectation and is one of the CQC minimum environmental standards for new build residential homes. The Sampson Court building does not meet these minimum care standards but does have transitional immunity until 'significant improvements' are made.

Homes in the independent sector also have transitional immunity but would need to meet the standards if significant improvements are made. All new homes including the new developments in the Dover/Deal area will have to be built to the new standard.

(5) **The cost of services in the independent sector is higher than at Sampson Court and we will not be able to afford it.** Throughout the consultation, it has been consistently said that no one would be put at a financial disadvantage unless their needs have changed. The process, if their needs change, would be the same if Sampson Court remained operational. For instance, Sampson Court is not registered with the CQC for nursing care so if an individual was assessed with nursing care needs they would be supported to access a nursing home. This is a change of assessed need. Project officers will be working with the individuals and their families to secure alternative, permanent accommodation that meets their needs. If there is a difference in the cost (if they are full cost) then KASS will pay the reasonable difference. For those individuals who are not full cost, their charge will remain the same as they are means tested and their contribution is assessed against their income.

(6) **This is a money saving drive affecting the elderly. Money could be saved elsewhere in KCC. KCC intends to sell the land for a vast profit. If the site use is changed a £90,000 covenant shall have to be repaid.** The proposals across all of the homes would see a saving of approximately £2.2m over two years. The consultation has made clear from the outset that there are four main drivers for these change proposals and value for money is only one of these. As detailed previously in the report, the NHS does not require repayment of their capital investment. All KCC directorates are reviewing their spending. The proposals were compiled before the detail of the Comprehensive Spending Review was announced.

(7) **Moving people shortens lives or reduces quality of life.** It is acknowledged that the change proposal has inevitably worried residents, carers and relatives. KASS has allocated a dedicated project officer to work with those individuals currently supported by services at Sampson Court to make sure that a consistent approach is taken. The officer will work with the individuals and report to case managers to provide an update on each individual's circumstances. The project officer has worked previously as a care manager assistant for a number of years and has experience of working closely and sensitively with people in times of uncertainty. Some relatives of service users have expressed a concern that there could be a devastating affect on individuals who move from being settled and happy. Members of KASS staff would work at the pace of the individual and their family, providing help and support to find and secure alternative accommodation that meets the individual's assessed needs and address friendship groups. KASS has to routinely move individuals all of the time because of changes in levels of need. This could be from one home that no longer meets the needs of the individual to another (for instance if they develop dementia or have nursing needs that the first home is not registered to respond to). KASS has many years of experience in carefully and successfully helping older people to move. Each case will be managed and supported on an individual basis to ensure personal needs are met at an appropriate pace for the individual.

(8) **Why are you closing these homes when the data shows an increase in older people who will need this?** The cost per bed at Sampson Court is more than double the amount that KCC can buy in the independent sector. Put simply, KCC could buy twice the amount of services than it can currently with the money allocated to Sampson Court. KCC needs to use its resources more effectively to make sure that value for money is achieved by the tax payer and that resources are used to meet increased demand.

(9) **Dementia day care and respite are valuable services and must be replaced.** KASS commissioners identified when the proposals were announced that dementia day care and respite services are important and would need to be replaced, if Sampson Court were to close. The commissioners have identified how the services could be re-commissioned in the independent sector as identified above.

(10) **Transport is crucial for day care and any replacement services must be local.** KASS agrees and has developed strategies to ensure that people receive local services as detailed above.

(11) **Why can you not tell us what our alternative services are?** KASS needs to undertake a review of care needs with each individual so that services can be matched against those needs and offered accordingly. This review can also include family members to ensure that all the important factors are taken in to account. There is sufficient capacity plus the capacity in the new developments in the independent sector for people to be provided with an alternative service before Sampson Court closes in December 2011.

(12) **Respite is not accessible elsewhere. How am I supposed to plan my holidays if I cannot guarantee that my relative will be looked after?** Respite will be commissioned in the independent sector for planned respite as detailed above. KASS recognises that respite is a crucial service to individuals and their carers.

(13) **Why is Sampson Court not accepting any new permanent placements?** It would be irresponsible for KASS to allow people to believe that Sampson Court would become their new home while the uncertainty of its future is under consultation. People are being accepted for respite to make sure that the beds are used.

(14) **I have not read anything that makes me think this is consultation. In fact I believe it is a foregone conclusion.** The proposals have been made after considering a number of options and this is how KCC proposes it can best meet the future needs of older people including the future anticipated growth in numbers of older people needing a service. This is a genuine consultation and KASS needs to consider the views of the individuals and see whether there are any other alternative proposals that meet the drivers behind the proposals. The consultation period was extended from the recommended 12 weeks to 19 to make sure that as many people as possible are able to respond to the proposals.

(15) **Why can you not develop extra care in Deal?** Extra care, if commissioned by the county council, has to be developed in partnership with the district council. Dover District Council assessed that the priority need for extra care housing in the current programme of new development, Excellent Homes for All, was in the Dover town area. However extra care housing in Deal may be an opportunity that could be pursued in the future although this would take considerable time to plan and deliver and may not be suitable for the service users currently living at Sampson Court.

b) Questionnaire:

(16) A questionnaire was developed in August and distributed in September. It was designed as an additional method to generate feedback not only from key stakeholders but also members of the general public. The Questionnaire asked questions both about the proposal and what was important to people in the future should they need to access support services. There were a number of opportunities for people to enter free

text in addition to answering the questions. Key areas of feedback from the Questionnaires received on the Future of Older Person's Provision were:

**(17) The proposals:**

42% of people, when asked what they thought of the proposals, answered they had mixed views with 24% responding they thought it was a bad idea and 15% that it was a good idea. In the free text field the greatest number of comments (31) acknowledged that planning for the future was a good idea with 27 people saying they were against the proposal because of the disruption to the clients. Other common comments included support for extra care housing, emphasising the importance of day care and concerns about the quality of care in the independent sector.

**(18) Should KCC run its own homes?**

59% of respondents stated that the council should continue to run its own homes with 20% disagreeing. The largest number of comments wanted to know why KCC homes cost double the price KCC can buy it in the independent sector. 22 recommended that KCC should review staff contracts and KCC processes to reduce the cost. Other comments included concerns about the quality of care in the independent sector. 8 people criticised the question as leading.

**(19) On what basis should KCC make the decision about the proposals?**

80% thought quality of care an essential factor, 75% continuity of care for the residents, and 47% felt keeping some homes in the management of KCC was essential. Fewer people thought value for money (175) and freeing up resources to care for more people (132) were essential although these issues were considered very important by 41.5% of respondents.

**(20) Thinking about the future**

When asked about their preferred choice of how they would like to receive care most people wanted to be able to live at home for as long as possible followed by a situation similar to extra care housing.

The most important issues to people considering moving into a care home were trained and friendly staff, home cooked nutritious food and being with ones partner. Other factors that were important to people were to remain a respected member of their local community treated with respect and able to exercise choice and control and the ability to have pets.

The top five things that people rated as essential or very important to them when they were older were:

1. help and support available when needed
2. a safe and secure environment
3. being able to maintain links with family, friends and local community
4. ability to remain as independent as possible with own routine and choices
5. accessibility (no steps etc)

## **6. Personnel implications**

(1) Issues raised by members of staff related to redeployment opportunities, redundancies and support for staff through the consultation process. From 14 June 2010 all staff vacancies in the Registered Care Centres, learning disability provision and the Enablement service were only being offered on a temporary basis to maximise any opportunities for the redeployment of existing staff. Staff will be offered one-to-one

meetings with a personnel officer and their union representative and the opportunity to receive skills training to enable them to continue their employment within Kent County Council, where possible. Redundancies, where possible, will be kept to a minimum.

(2) Special arrangements will be put in place to give members of staff an opportunity to apply for posts while continuing to support service users until the service has closed. Those who are not successfully redeployed into these posts will be offered support to help them to secure alternative employment. The Redundancy & Redeployment procedure would be followed and people will be offered Priority Consideration status once they are at risk of redundancy in order to help them find work in KCC.

(3) Below is a table showing the staffing information at Sampson Court.

Head count	No. of contracts	No. of Permanent Contracts	No. of Temporary Contracts	No. of Fixed Term Contracts	No. of Full Time Contracts	No. of Part Time Contracts	No. of Relief Contracts	FTE
55	68	64	2	2	7	48	13	33.49

## 7. Summary

(1) The proposal for Sampson Court to be closed is recommended. All individuals accessing the services will receive a reassessment and be offered an alternative service at no financial disadvantage.

(2) If Sampson Court were to remain open, it would require significant investment and any major refurbishment would probably need residents to move out while works took place.

(3) There is an active and thriving social care market in Deal at a quality appropriate for the county council. This market is able to service the needs of the individuals living at Sampson Court as there are adequate vacancies. The residential market is also responding to the increased demand for services for people with dementia and there is growth in terms of new provision planned for the wider district.

(4) During the consultation, the suggested date for closure for Sampson Court was given as September 2011 however given the further detailed analysis of current users needs and the availability of local alternative replacement day care services, a revised timescale is now proposed of no later that December 2011.

(5) Commissioners are working closely with the independent sector to develop additional respite and day places, some of which will become available in early 2011. They are confident that new services will be in place to enable the closure of Sampson Court by December 2011.

(6) An initial screening as part of the Equality Impact Assessment was undertaken prior to the consultation on the modernisation proposals. This identified the need for a full Equality Impact Assessment to be undertaken on each proposal, which has now been done. The assessment confirms that the proposals can be delivered in a way that adequately takes account of the individual needs of existing residents and of other service users.

## 8. Recommendations

(1) The Cabinet member is asked to **consider** the contents of this report and **agree** that Sampson Court should close and for the individuals to be secured alternative services in the independent sector at a timescale suitable to the individual with an ultimate end date of December 2011. Should the recommendation not be agreed, the future of Sampson Court will need to be revisited and further consultation will be required on any revised proposal.

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### *Background Documents*

- Government White Paper 'Our Health, Our Care, Our Say' – January 2006
- National Dementia Strategy – February 2009
- Active Lives for Adults 2006-2016
- Closure/Variation Policy for the closure/variation in the service use of a Social Services Establishment
- A Vision for Adult Social Care: Capable Communities and Active Citizens
- Think Local, Act Personal: Next Steps for Transforming Adult Social Care
- Locality Commissioning Strategy

**SAMPSON COURT – PETITION NOTES FROM PETITIONERS**

More live longer and with dementia. Surely it is wrong to close dementia homes whilst building homes for those with less needs.

Sampson Court purpose built, single storey and only 25 years old is not past it's useful life. Why sanction £135,000 for heating works if the building was redundant.

If the site use is changed a £90,000 covenant shall have to be repaid.

Sampson Court functions perfectly, en-suites are not necessary, most clients need help with toileting and bathing. Other features, kitchens and internet cafes and gyms, are distractions to bolster the argument. KCC's proposals sound like sheltered housing not vital needs met by Sampson Court. In the prevailing economic climate KCC must concentrate on necessities not niceties.

KCC have not detailed proposals for re-housing clients. Quality Care Commission's website reveals most available homes are older, converted, houses on several floors. A minority - less for those with dementia patients - have en-suites, internet, let alone gyms. An inspection by a dementia specialist found care at Sampson Court exceeded that found in the private sector. Sampson Court welcomes placement students studying dementia. Relatives are concerned about lack of training and qualifications in the private sector. Lower wages mean inferior staff. What are KCC's plans for monitoring those moved from public care?

To allow carers a break Sampson Court gives day-care for twelve people six days a week and longer periods of respite for holidays. Will private homes keep beds empty to let this happen? Without respite more people will be put into homes at greater cost to the community.

Will the private sector cope without what KCC currently provide? A person staying in one of KCC's new residential became ill with an infection, they couldn't cope so she was transferred to Sampson Court, without Sampson Court what would have happened. KCC also claim that the additional load will be partly borne by volunteers. We receive assistance from Crossroads, and have been advised that this will be jeopardised by cuts in central funding.

The claim that KCC care costs more than it does in the private sector needs examining. Eight KCC staff were present at our initial meeting. If eight people can disappear from their desks at once it suggests lax management that is top heavy and inefficient.

To ensure effectiveness, homes should be able to do their own purchasing, taking advantage of supermarket offers. Maintenance costs could be reduced by using local rather than preferred contractors. It is absurd for a Maidstone firm to travel to Deal to repair a leaking tap when a local plumber would cost less. Dedicated staff already raise additional funds for Sampson Court through galas and open days. If it meant saving their jobs they would undertake more of these duties.

The phrase "old person's futures" brings to mind lifeless terms like oil and coffee futures. But the elderly and vulnerable must not be treated like commodities and traded merely to balance the books. More thought must be given to the traumas these closures will create.