



# Older People's Futures Consultation Questionnaire Feedback

## November 2010

Kent County Council (KCC) undertook a programme of consultation from the 21 June to 1 November 2010 about the future of 11 of its 16 older peoples homes that it owns and manages.

The main purpose of this consultation has been to gather information as we plan for the future to make sure we can meet the needs of older people. A commitment was given to seek the views of a wide group of stakeholders including those who use the services, family/carers, staff, health colleagues, local district/borough councils, Members, local councillors and the general public.

A range of approaches have been taken to share details of the proposals and to seek individual views including holding consultation meetings, sending out written communications, website, telephone helpline and making available a questionnaire for completion. Copies of the questionnaire were sent out to all in-house residential units affected by these proposals, Age Concerns, Libraries, Carers forums, Housing forums, voluntary groups and at stakeholder consultation meetings in addition to being available on-line.

**1460** Questionnaires were sent out and **162** were completed on-line and **337** were returned in hard copy – a total of **499**.

**Response rate = 34%**

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### The Proposal

1. This consultation document explains the proposals in detail. Have you read it?

Yes	=	80%	(401)
No	=	16%	(82)
No answer	=	4%	(16)

2. What do you think about the changes proposed in the consultation document?

Good	=	15%	(74)
Don't know	=	11%	(53)
Bad	=	24%	(120)
I have mixed views	=	42%	(209)
No answer	=	9%	(43)

## Reasons for answers

Theme	No. comments
<b>Planning for the future is good</b>	<b>31</b>
<b>Cause disruption to people</b>	<b>27</b>
<b>Extra Care Good</b>	<b>22</b>
<b>Day Care Vital</b>	<b>21</b>
<b>P&amp;V Sector will see staff and quality decline</b>	<b>19</b>
Replacement services not finalised	17
Keep KCC Homes	17
P&V Sector will reduce standards	17
Dementia Care Services are vital	16
P&V = Profit and will cost more	15
Respite Vital	14
Keep status quo - find another way to modernise	14
Reprovision of services must be local	13
Need to improve quality & monitoring in P&V homes	11
Improvements to the homes are needed	11
Cause death to people	9
People are isolated at home	8
Do not need gyms/en suite/modernised facilities	7
Extra Care not needed	7
Buildings old/decoration poor/lots of vacancies	6
This is all about cutting costs	6
Need to save money	6
Enablement Vital	5
Care Home is needed more than flats	5
Care is better in P&V homes	5
Affect on staff in a recession	5
Why does it cost so much for in-house services?	5
Services needed on the Island	4
Need to get value for money	4
Other areas of KCC should be cut - not elderly care	3
Reducing services for the elderly	3
This is not a consultation	2
Review and reduce staffing costs	2
P&V sector employ foreign workers that are cheaper	2
KCC are looking after the elderly with the proposals	1
Criticism of Questionnaire (Q2 responses)	1
Threatening/strong feedback on proposals	3

**3. Do you think the council should continue to run its own residential services even though this costs around double the price of the independent sector homes?**

Yes	59%	(292)
No	20%	(101)
Don't know	18%	(88)
Not answered	4%	(18)

Of 499 responses, 259 people completed the comments box (people had more than 1 view)

Theme	No. comments
<b>Why does it cost double?</b>	<b>28</b>
<b>Keep KCC Homes</b>	<b>24</b>
<b>Effectively monitor the independent sector to increase quality</b>	<b>24</b>
<b>Revise/review staff contracts &amp; KCC processes to reduce costs</b>	<b>22</b>
<b>KCC should set standards and commission services</b>	<b>21</b>
Care should be consistent across KCC and Independent Sector	18
Trained, excellent staff - kind, loyal, caring	16
Independent homes increase prices and reduce quality and don't train staff	14
Independent homes are driven by profit	13
Reduce costs by reducing management in KCC	10
Private homes are not monitored	10
Older people cannot afford the independent sector	10
Do not believe it costs double	9
This is a leading question	8
Should not disrupt or change services for older people	7
Redirect money for more services - value for money	7
Lives first - not money	6
Private homes are not paid enough by KCC	5
Older people deserve KCC services regardless of cost	5
Restricts choice if you close	4
Partnerships/Pool resources etc	4
Independent sector choose the people they take	4
Homes do need improving/state of them increases cost	4
Direct Provision fills the gaps in the market	3
Residential, respite and day care needed	2
Offer training to generate income	2
KCC has a duty to provide the services	2
Independent sector employ foreign staff and pay badly	2
Dementia services should be retained by KCC	2
Charge residents more for KCC services	2
Political exercise	1
KCC should not pay double	1
KCC homes choose the people they take	1
Independent Sector is better	1
Increase council tax by 2% to pay for the services	1

**4. When making the decision about these proposals, on what basis do you think we should make the decision?**

	Essential	Very Important	Useful, but less important	Not important	Not answered
Continuity of care for existing residents	<b>75%</b> (376)	<b>21.6%</b> (103)	<b>2.2%</b> (11)	<b>0.2%</b> (1)	<b>1.6%</b> (8)
Value for money	<b>35%</b> (175)	<b>41.5%</b> (207)	<b>17.4%</b> (87)	<b>1.6%</b> (8)	<b>4.4%</b> (22)
Quality of care	<b>80.3%</b> (401)	<b>15.6%</b> (78)	<b>0.4%</b> (2)	<b>0.2%</b> (1)	<b>3.4%</b> (17)
Freeing up resources to offer more care for more people	<b>26.5%</b> (132)	<b>41.5%</b> (207)	<b>20.8%</b> (104)	<b>1.4%</b> (7)	<b>9.8%</b> (49)
Keeping some homes that Kent County Council manages itself	<b>46.9%</b> (234)	<b>24.6%</b> (123)	<b>16.6%</b> (83)	<b>7%</b> (35)	<b>4.8%</b> (24)

**Thinking about your Future:**

5. Place in order of 1 – 3 with 1 being preferred choice how you would like to receive care services, should you need them.

	1 <sup>st</sup> choice	2 <sup>nd</sup> choice	3 <sup>rd</sup> choice	Not completed
Care services delivered to me at home to allow me to live at home for as long as possible	<b>60%</b> (299)	<b>19%</b> (94)	<b>7%</b> (36)	<b>14%</b> (70)
Care services delivered to me in a way that means I keep my independence, stay included in the community and get access to 24 hour care (as in Extra Care Housing)	<b>41%</b> (204)	<b>35%</b> (173)	<b>7%</b> (37)	<b>17%</b> (85)
Care services delivered in a residential setting	<b>18.5%</b> (92)	<b>12%</b> (61)	<b>48.5%</b> (239)	<b>21%</b> (107)

**6. Imagine you moving into a care home for the first time, moving into a new or different or are already living in a care home – how important is the following?**

	Essential	Very Important	Useful, but less important	Not important	Not answered
Well trained and friendly staff	<b>90.5%</b> (451)	<b>8.5%</b> (42)	<b>0%</b> (nil)	<b>0%</b> (nil)	<b>1%</b> (6)
A garden or outside space	<b>31%</b> (155)	<b>38%</b> (193)	<b>26%</b> (130)	<b>3%</b> (12)	<b>2%</b> (9)
Home cooked nutritious food	<b>61%</b> (304)	<b>34%</b> (168)	<b>3%</b> (16)	<b>0%</b> (1)	<b>2%</b> (10)
Good sized bedroom with its own bathroom	<b>46%</b> (229)	<b>9%</b> (45)	<b>20%</b> (99)	<b>3%</b> (14)	<b>2%</b> (12)
Plenty of social Activities	<b>34%</b> (168)	<b>43%</b> (217)	<b>18%</b> (88)	<b>2%</b> (11)	<b>3%</b> (15)
Space for entertaining visitors in private	<b>30%</b> (148)	<b>35%</b> (173)	<b>30%</b> (151)	<b>2%</b> (12)	<b>3%</b> (15)
Enough space for some possessions and my own furniture	<b>38%</b> (188)	<b>38%</b> (189)	<b>20%</b> (99)	<b>2%</b> (10)	<b>2%</b> (13)
Close to where I live	<b>38%</b> (195)	<b>36%</b> (175)	<b>20%</b> (100)	<b>2%</b> (11)	<b>4%</b> (18)
My partner to live with me	<b>47%</b> (233)	<b>24%</b> (120)	<b>9%</b> (44)	<b>7%</b> (34)	<b>13%</b> (68)

Is there anything else not listed above which is really important to you?

Of 499 responses, 132 people completed the comments box (people had more than 1 view)

Theme	No. comments
<b>Member of society/community/respected/choice/control/local</b>	<b>21</b>
<b>To have pets</b>	<b>11</b>
<b>Trained staff/ratios</b>	<b>8</b>
<b>More stimulating social activities</b>	<b>7</b>
Personal needs respected	6
24 hour quality care	6
Not to have to move/a home for life	6
Medical Care	5
Safety/Security	5
Comfort	4
Needing support and advocacy	4
Day trips	4
Knowing the service is monitored	3
Not to be stuck in front of a loud TV	3
Good staff/good food	3
Not being lonely or isolated	3
En suite	3
Question based on individual circumstances so difficult to answer	3
Ground level	2
Parking for visitors	2
Affordability/Costs	2
To live in LA home	2
Having a range of options, not just residential care	2
To not have pets	2
Clean environment, good state of repair	2
Meet spiritual/religious needs	2
Privacy when wanted	2
Flexibility of time of day for services	2
Good sized rooms	2
En suite not important	2
Involved in running the service	2
Visitors welcome any time	2
Own room	2
Good public transport links	2
Wheelchair access	1
For KCC to tell the truth - political cost cutting	1
Extra Care Housing will not work for very frail & will cost more	1
Internet access	1
Poor questionnaire - if you cant get that right how can you run care for elderly?	1
Proper adaptations	1
Tailored care service	1
Outside organisations delivering services for interaction	1
No bingo or commodes	1

7. How important do you think each of the following would be for you as an older person? For each item please indicate how important you think it is.

	Essential	Very Important	Useful, but less important	Not important	Not answered
Spacious accommodation (e.g. two bedrooms)	<b>12%</b> (59)	<b>23.2%</b> (116)	<b>44%</b> (221)	<b>14%</b> (72)	<b>6%</b> (31)
Accessibility (e.g. no steps, wide doors etc.)	<b>50.5%</b> (252)	<b>38.5%</b> (192)	<b>8%</b> (40)	<b>0%</b> (1)	<b>3%</b> (14)
A level-access shower	<b>48%</b> (239)	<b>34%</b> (169)	<b>12%</b> (60)	<b>1.6%</b> (8)	<b>5%</b> (23)
Accessible private bathing facilities with space for carers to assist	<b>42%</b> (210)	<b>35%</b> (176)	<b>16%</b> (81)	<b>2%</b> (8)	<b>5%</b> (24)
A safe and secure environment	<b>72%</b> (362)	<b>22%</b> (111)	<b>1%</b> (5)	<b>1%</b> (3)	<b>4%</b> (18)
Communal facilities (e.g. lounge, café, gym etc.)	<b>20%</b> (103)	<b>38%</b> (184)	<b>31%</b> (155)	<b>7%</b> (36)	<b>4%</b> (21)
A location close to shops and transport links	<b>32%</b> (161)	<b>38%</b> (192)	<b>21%</b> (104)	<b>4%</b> (19)	<b>5%</b> (23)
Help and support available when needed	<b>68%</b> (339)	<b>27%</b> (133)	<b>2%</b> (10)	<b>0%</b> (0)	<b>3%</b> (17)
Living among people of a similar age	<b>20%</b> (100)	<b>37%</b> (185)	<b>30%</b> (148)	<b>8%</b> (43)	<b>5%</b> (23)
Being with people from the same culture	<b>12%</b> (58)	<b>28%</b> (138)	<b>35%</b> (176)	<b>18%</b> (93)	<b>7%</b> (34)
Staying at home with appropriate care and support	<b>40%</b> (199)	<b>39%</b> (192)	<b>11%</b> (54)	<b>5%</b> (24)	<b>6%</b> (30)
Ability to remain as independent as possible with own routine and choices	<b>56%</b> (282)	<b>34%</b> (169)	<b>3%</b> (17)	<b>1%</b> (4)	<b>6%</b> (27)
Being able to maintain links with family, friends and the local community where I live	<b>64%</b> (317)	<b>28%</b> (141)	<b>2%</b> (11)	<b>0%</b> (1)	<b>6%</b> (29)

Other (please specify)

Theme	Nos of comments
<b>Quality of staff/time spent/ quality of care</b>	<b>9</b>
<b>Choice</b>	<b>9</b>
<b>Environment/Building not a factor</b>	<b>8</b>
<b>Difficult to answer - don't know until you get there</b>	<b>7</b>
To be at home	4
Mixed culture/age	4
Responsive care services	3
Human interaction	3
Pets	3
Extra Care not needed	3
Having family to stay/ near by	3
Plants	2
Protection from abuse and neglect	2
Respite/Day care/activities	2
Internet	2
Close to family/friends/where I lived	2
Trips out	2
Own toilet	2
KCC home	2
Comfort	1
24 hour care	1
Good food	1
Consistency of care	1
Cost	1
Stimulating activities	1
Telephone in room	1
maintain/improve health & wellbeing	1
Racist question about culture	1



8. The main purpose of Kent Adult Social Services is to help the people of Kent to live independent, safe and fulfilled lives in their local communities.

**What does being independent mean to you?**

Maintaining my health	83% (412)
Not relying on anyone else	57% (282)
Being able to continue to pursue my interests and hobbies	79% (393)
<b>Being able to continue to keep in contact with friends and family</b>	<b>90% (447)</b>
Being seen as making a valuable contribution to my local community	41% (203)
Being able to choose and make decisions on how I lead my life	61% (303)
Being able to remain in my own home	39% (194)

*Other comments*

**What does being independent mean to you?**

Of 499 responses, 68 people completed the comments box (people had more than 1 view)

Theme	No. comments
<b>To do what I know - be at home, have choices etc</b>	<b>12</b>
<b>Independence only ok if capable</b>	<b>6</b>
<b>Not sure how to answer</b>	<b>5</b>
<b>Money</b>	<b>5</b>
Well run residential home	4
Driving/transport	3
Choice	3
Good reliable carers	3
Like minded people/social stimulation	3
KCC home	3
When you cannot cope this does not apply	2
Need help to be independent	2
KCC supports the Health economy	2
Respect & Dignity	2
24 hour care	2
Trips out	2
Being valued/having a say	2
Day care	1
Pets	1
Staying healthy and independent	1
Other	10

9. Day services are delivered in some of the homes that are included in the proposal. Kent Adult Social Services recognises that this is a vital service, both for those who use the service and their carers – and will need to be purchased elsewhere.

**Which of these statements about day care best reflect your views?**

	Essential	Very Important	Useful, but less important	Not important	Not answered
I would like to attend in order to meet and talk to people	<b>26%</b> (129)	<b>36%</b> (182)	<b>20%</b> (101)	<b>6%</b> (29)	<b>12%</b> (58)
I would like to attend to spend time with other like minded people of a similar age	<b>20%</b> (99)	<b>38%</b> (191)	<b>22%</b> (112)	<b>7%</b> (33)	<b>13%</b> (64)
I would like to attend to receive personal care	<b>20%</b> (97)	<b>29%</b> (143)	<b>26%</b> (131)	<b>9%</b> (46)	<b>16%</b> (82)
I would like to provide my relative/ carer with a break	<b>39%</b> (196)	<b>36%</b> (180)	<b>8%</b> (40)	<b>5%</b> (23)	<b>12%</b> (60)
I have an active social life and would not want day care	<b>9%</b> (46)	<b>16%</b> (79)	<b>25%</b> (126)	<b>16%</b> (80)	<b>34%</b> (168)
I would prefer to have a Direct Payment and organise my own activities	<b>17%</b> (84)	<b>21%</b> (105)	<b>22%</b> (107)	<b>14%</b> (72)	<b>26%</b> (131)
I would prefer to meet with people who have similar interests for specific activities of mixed age groups	<b>17%</b> (85)	<b>34%</b> (171)	<b>21%</b> (106)	<b>8%</b> (42)	<b>19%</b> (95)

**Your Details: Please indicate your age:**

Under 35	5.8% (29)
36-49	15.8% (79)
50-64	31.7% (158)
65-74	11.8% (59)
75-84	19.4% (97)
85+	13.6% (68)
<b>Not answered</b>	1.8% (9)

**Your gender?**

Male	26.7% (133)
Female	68.7% (343)
Not specified	4.6% (23)

**Where do you live now?**

Renting from the Council or a Housing Association	7.6% (38)
Renting from a private landlord	5.2% (26)
Owned by myself or my partner	71.1% (355)
Sheltered Housing	4.6% (23)
Extra Care Housing	2% (10)
Residential care home	1% (5)
Residential Care Home included in the proposals	1.2% (6)
Nursing home	0% (0)
Other – with Parents/relatives	4.8% (24)
Not answered	2.4% (12)

**About you:**

An older person currently receiving support services	9.6% (84)
A relative/unpaid carer for an older person	21.2% (106)
A member of the public	38.5% (192)
A social services employee	16.4% (82)
A health services employee	4% (20)
A District/borough council employee	6.2% (31)
Working in the voluntary sector	6.8% (34)

**Other : 7.6%**

Older person living independently	15
Carer looking after someone	11
Public sector employee/KCC	10
Councillor/Mayor	3
Volunteer	3
Tax payer	1
Manager of a private care facility	1
Comments on the questionnaire format/content	5
Value of Older Peoples services	8
Want reassurance about provision of services being available in the future	9

Thank you for taking the time to complete this questionnaire - your views are very important to us and have informed the consultation.

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<sup>1</sup>Extra Care Housing offers self contained flats for older people with care staff on site 24 hours a day.

<sup>2</sup>Direct Payments are local council payments for people who have been assessed as needing help from social services, and who would like to arrange and pay for their own care and support services instead of receiving them directly from the local council.

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