

Harrow Council Learning Disability Homes Review



Consultation Report: Feedback about proposed changes to Harrow Council learning disability residential homes – January 2013

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1. Introduction

Following the Cabinet decision, on 13 September 2012, approving statutory consultation on proposed changes to Harrow Council's learning disability homes, consultation with service users, families and advocates began on 24 September. The consultation period ended on 12 December.

Additionally, the views of staff were sought informally. A formal staff consultation will be carried out if Cabinet makes a decision that affects staffing in the homes.

This report sets out the feedback as well as the main findings and themes of the consultation.

2. Methodology

The method for consulting with stakeholders was through consultation meetings, accessible questionnaires, written feedback by email or letter and via the telephone. Organised event were as follows:

- Full day consultation meetings at the 5 residential homes (64 Woodlands Drive is currently empty). This was made up of a morning session for staff and unions between 10.30am and 12.30pm and afternoon session for service users, family members, advocates and Key Workers between 1.30pm and 3.30pm (swapped around at Bedford House at the Managers request). Notes were taken at each meeting along with a register of attendees.
- An additional evening consultation meeting was held at the Civic Centre for service users, family members and advocates unable to attend the earlier day time meetings.
- A further day-time consultation meeting also took place for service users, family members and advocates who use the Bedford respite service to capture their specific views.
- Additionally, two consultation meetings were held for staff unable to attend the earlier day time meetings, mainly due to shift patterns, including evening and night time workers. One meeting took place on an afternoon and the other meeting during the evening. Unions were also invited to these meetings.

A single accessible questionnaire was developed for all stakeholders. Questionnaires were distributed to all attendees at the consultation meeting's, additional copies were given to the Manager of each home, who were asked to distribute these to staff or service users that were unable to attend the meetings. Questionnaires were sent out to the family members and advocates who were unable to attend meetings. Managers were contacted twice to remind service users and staff that their views were welcomed and to complete a questionnaire.

In addition to meetings and questionnaires, key stakeholders were also encouraged to send further comments and views in writing, via email using a dedicated consultation email address (ldconsultation@harrow.gov.uk), or by letter. They were also offered the opportunity to call Officers coordinating the consultation or the manager of each home if they preferred to feedback verbally.

Harrow Mencap and HAD (Harrow Association of Disabled People) were also invited to send their views as important local voluntary organisations. Both groups were also formally invited to join the Consultation Project Group.

3. Feedback from the Consultation meetings

We are pleased with the levels of participation in this consultation with people taking the opportunity to attend events, complete questionnaires and email views. Information regarding the numbers of people attending each face-to-face event is included at Appendix 1. **We spoke directly to 164 people**, of these 97 were service users, family members, advocates or key workers. This included 27 (75%) users of the long term residential services and two respite service users.

As part of the original options considered, prior to seeking a Cabinet decision for a consultation to take place, the following options were considered for each home:

- We could close the homes
- We could change the homes to Supported Living
- We could ask another provider to run the homes
- We do change the model/do things differently

The specific proposals consulted on for each home are detailed below:

1. Southdown – we could change the home to Supported Living where people have a tenancy and support
2. At Bedford House the Council would like to separate - where you live for a long time we call this residential care, places you go for a short break we call this respite places you go to during the day but don't stay the night we call this day services This would mean the respite and the day services would be in different buildings
3. The council think it would be good if older people with learning disabilities live with older people who do not have a learning disability. We are thinking about this for some of the clients at Gordon Avenue
4. We would like to make Roxborough Park into a home for people who have autism and need lots of support. This may mean that people with autism but need less support may need to move to another home
5. 64/66 Woodlands. The council think it would be good if older people with learning disabilities live with older people who do not have a learning disability We are thinking about this for some of the clients at 66 Woodlands Drive

In addition to the proposals for each home there were also a number of wider proposals included in the consultation these were:

1. Focussing the residential homes provided by Harrow Council on supporting people with complex needs for example people with profound and multiple learning disabilities or people who exhibit behaviour described as challenging.
2. Supporting young adults to remain in Harrow near to family rather than moving further away out of the borough
3. Increase the choice for short breaks including increasing the use of Harrow Shared Lives
4. The council would like to use more supported living services and less residential care
5. The council thinks it would be good if older people with learning disabilities live with older people who do not have learning disabilities for example in sheltered housing, extra care supported housing or care homes.
6. The council thinks it would be good if older people with learning disabilities live with older people who do not have learning disabilities for example in sheltered housing, extra care supported housing or care homes.

A detailed breakdown of the feedback at each event is included in Appendix 2.

3.1 General feedback across the consultation meetings

Many service users, family members or advocates expressed anxiety about change or fears at losing a current resource or service. Service users expressed concern about the possibility of moving home but only a few identified the specific things they were concerned about losing. Family members and advocates were more able to identify the sorts of concerns they had regarding the proposed changes to the homes and these issues are reflected in this report, the Cabinet report and as possible adverse impacts within the equalities impact assessment (Eqia). Many people **spoke positively about the services they/or a family member received** and their wish that they should continue.

Reference was made to cuts being made in order to save money rather than considering the needs of service users and a few family members and advocates asked if decisions had already been made and whether the consultation was a 'paper exercise'. There was some support for changes at Southdown Crescent where the proposal is to de-register the service, and provide a supported living service with staff available 24 hours per day, however, there were many concerns and opposition to the proposed changes to the other residential homes.

Many family members, advocates and staff expressed concern that service users who had lived together for many years would be split up and **lose valued friendships**. A number of family members referred to 'homes for life' and a promise made to them that people would not be moved. A high proportion of service users at Southdown, Woodlands Drive and Gordon Avenue stated that they were worried about the review of the homes and **that they did not want to move**. However a small minority indicated that they were **willing to accept a move if they could carry on doing the things they enjoyed**. The majority of the homes have built up positive relationships with neighbours and the wider local community, and there was a concern that service users may lose valued social networks, if decisions are made that would lead a move for service users.

Family members and advocates stated that if Cabinet decide to make changes to current services, then safeguards should be put in place, including:

- Well planned moves that take into account the individual needs of service users
- If residents move, they should be able to live close to their current residential homes within Harrow, to keep existing links
- Service users should continue to access other current services such as a day service
- The quality of care and the expertise of staff in any new home should be checked and monitored to ensure that needs are met

Family members and advocates also posed some questions regarding the process to change services if Cabinet decide to make changes. These included questions about whether service users are able to refuse to move and how the views of service users can be represented when decisions are being made?. At the meeting Officers made it clear that the way to express their views regarding decisions is via the statutory consultation. Family members and advocates were able to represent the interests of service users with limited communication via the consultation. This is why the consultation questionnaire was designed in an accessible, easy read format. In addition members of the public are able to ask questions at Cabinet meetings and the process for this is available on the Council's website.

Family members and advocates were also **concerned with the quality of service provision from private providers**, which could be of a lower standard than the Harrow Council homes, and that complaints can 'fall on deaf ears' by privately run residential homes.

A number of family members of the respite service at Bedford House emphasised that they are getting older and worried about the point at which they are unable to provide care within the family home. **The need for forward planning of services** was also fed back by all family members who wanted some reassurance that the long term needs of service users was being considered and planned for.

Service Users, family members, advocates and staff all said that **the proposed changes result in stress** and there are psychological impacts, **so there is a need for good and timely communication** to keep all parties informed of developments and decisions to minimise anxieties. Officers informed attendees that the notes of the consultation meetings, questionnaire returns and other information from service users, families, advocates and staff will be used to write up the consultation, cabinet and equality impact assessment reports. This will inform Cabinet about people's views and thoughts when making decisions.

Some family members thought that Harrow Council's Adult Services should work closer with the Housing Department to determine if housing stock is available for people with learning disabilities and look to secure additional funding so people can live more locally.

A few attendees asked what efforts had been made to by the council to save money without cutting services. Officers replied that during 2011/12 the cost of private placements were re-negotiated which has saved nearly £1m without affecting service users.

Officers informed attendees that an independent Social Worker would carry out an assessment of all clients to determine if current service provision meets needs, or is under or over provided. Family members and advocates were concerned that one Social Worker may not be sufficient to carry out thorough assessments of all of the service users, given the timescales.

3.2 Home-specific feedback

3.2.1 Southdown Crescent

Southdown – we could change the home to Supported Living where people have a tenancy and support

There was support for a move towards a model of Supported Living, when the benefits of this were explained, particularly around choice and control and tenancy rights.

There was agreement of the importance to educate service users about money management and the concept of money. It was noted that there is a culture of supporting independence within the home which may enable a smooth transition to a supported living model should a decision be made to de-register the home.

Officers fed back that **some service users have mentioned in their reviews that they would like to move on from Southdown.**

3.2.2 Bedford House

At Bedford House the Council would like to separate - where you live for a long time we call this residential care, places you go for a short break we call this respite places you go to during the day but don't stay the night we call this day services This would mean the respite and the day services would be in different buildings

There was particular concern and opposition for the proposal from family members and advocates of the respite service, some thought that the three services under one roof at Bedford House complement and dovetail each other and they are economical, vibrant and good for visitors and friends. The following remarks were made by two family members

'The services at Bedford House should be the norm and spread across the country'

'Residents [of the home] will feel isolated and bored without the other services being present'

The **current high quality of skilled staff** was noted by family members and advocates.

There was **concern about the use of respite beds for emergency placements** and the impact this has on the availability of respite care for non emergency service users. Officers fed back that they are looking into possibilities of the best way of managing emergencies and what changes are needed. **The council's recognition and appreciation of the important role of family members was communicated, as was the commitment to the provision of a range of respite services.** Other models of respite care (non residential) are also being considered by the Council to provide greater choice for service users, for example, many including younger service users have said that they want respite care during day times and early evening.

Some attendees thought that the proposal to separate services could be lead to higher costs. It was noted that the proposal for Bedford House was aimed at improving outcomes for all.

Some attendees thought that the current space at **Bedford House would be excessively large for eleven residential service users**, and effectively be under utilised. One family member thought that the council should consider turning Bedford House into a 20 bed respite unit and that residential client's are moved to alternative accommodation.

Another family member said that there would be some reassurance to the proposal, if there were no changes in the amount of respite care hours for service users, and that the change of geography would suit some families more than others.

Family members said that they are living in fear of service cuts. Attendees had concerns around the timings of the implementation of changes, if Cabinet makes decisions for change in services. Officers gave a reassurance that the implementation of changes would take into account the needs of individual service users.

All service users, their advocates and family members were invited to the first consultation meeting at Bedford House. The meeting was attended by four of the eleven long term service users, no respite service users, six long term family members, ten respite family members, two members of the Friends of Bedford House and the local ward Councillor. A further meeting was organised for respite users and family members only, this was attended by two service users and twelve family members. The majority of responses from family members were linked to the respite service at Bedford House. This is unsurprising as the proposal would have a greater impact on respite users than on service users living at Bedford House.

In total 18 (39%) different respite families responded to the consultation by attending consultation meetings, sending in a completed questionnaire or responded by letter. However, 31 families (61%) opted not to respond to the consultation or give their views on the proposals for Bedford House.

Group discussions and one to one service user meetings took place at the respite unit. Key Workers at the residential unit also undertook one to one sessions and used individual service user communication tools to discuss the proposal. Some service users had limited or no capacity to understand the proposal, one service user agreed with the agreed with the proposal whilst three service users were happy with the current arrangement.

3.2.3 Gordon Avenue

The council think it would be good if older people with learning disabilities live with older people who do not have a learning disability. We are thinking about this for some of the clients at Gordon Avenue

All of the **service users** who spoke at the meeting **opposed any proposals that would involve moving out of Gordon Avenue**, four service users said

'I have been happy since I moved here, I have lots of things to do'
'I would like to stay here'
'I like this house, I clean my room, wash up and set the table'
'I like it here, the night sisters are nice'

Family members and advocates felt that the proposal was based on the need to reduce costs and would lead to service users at Gordon Avenue moving into a home **where non learning**

disabled service users are, on average, much older and in some cases close to death. This would **result in a poorer quality of life** for services users.

Family members and advocates also made the point that the service users at Gordon Avenue were all aged over 65 and there are fewer people that speak up and advocate on their behalf. During the consultation meeting a family member or key worker was present for each client.

The current **quality of care at Gordon Avenue was acknowledged** by both attendees and officers and **the quality of care provided by private care homes was questioned**, one family member said

'I can see you [officers] are sympathetic and I don't question your integrity, the quality service being already provided at present needs to be acknowledged'

3.2.4 Roxborough Park

We would like to make Roxborough Park into a home for people who have autism and need lots of support. This may mean that people with autism but need less support may need to move to another home

The **service quality** at Roxborough Park **was commended**, which is the only National Autistic Society accredited adult residential service in the south of England. Officers discussed the **need to provide services within Harrow for people with the most complex needs** who at present have to move out of borough, where services can be costly.

Whilst the need to provide residential options in Harrow for people with the most complex needs was acknowledged in the meeting, there was general opposition that some current service users may need to move and the impact that this would have. Officers fed back that if the current proposals are adopted, some service users may be affected and in particular those who may not require the level of specialist support proposed at the home.

Attendees wanted to know if the council proposed bringing service users placed out of borough back into Harrow. It was noted that some people prefer to live out of borough, whilst others may choose to move closer to family members.

There were also concerns around that would need to be addressed in the client assessments, the following comments were made in the meeting by family members

'People are very settled here, to start again is very difficult for the service users and their families'

'My son does not like change'

'Some service users have challenging behaviour, it's not always apparent because of the good quality of staff, this should not count against the service users'

'Many residents cannot articulate or make a decision'

3.2.5 Woodlands Drive

64/66 Woodlands. The council think it would be good if older people with learning disabilities live with older people who do not have a learning disability We are thinking about this for some of the clients at 66 Woodlands Drive

Attendees opposed the change of use at Woodlands Drive, and in particular felt that it was unfair to move service users that have been living there for up to 23 years.

Attendees had concerns that one Social Worker did not have enough time to complete the assessments of each client and that proposals were led by the need to reduce costs.

Attendees were informed that the council welcomed ideas and feedback on proposals for the future use of 64/66 Woodlands Drive. Some ideas fed back included the modification of the building, such as 'knocking through' to create one space for use by other service user groups, to give the use of the building to Harrow Council Housing and for use as a respite care service.

Family members and advocates were concerned that if service users had to move, they may not be placed in the borough or close to where existing links with the community have been formed.

Other questions raised were whether section 28a money would follow service users if they moved and if there would be enough accommodation to meet the needs of people with learning disabilities in Harrow.

During the meeting a family member remarked that *'I can see that lot of care has gone into this consultation'*.

3.3 Staff feedback

Staff meetings were well attended with 80%¹ of all residential staff attending a meeting. Meetings with staff took place before meetings with service users (except at Bedford House) to ensure staff had information and an ability to support service users with questions and anxieties. This approach was positively acknowledged by a number of staff.

Staff members were informed that the aim of the meeting was for informal staff engagement to enable their views to be fed into the consultation process. If a decision is made necessitating changes to staff roles, responsibilities or work place, a formal consultation will be carried out in accordance with the Councils **Change Management Protocol**.

It was noted that it is **not possible to definitively state the implications for all staff** within the residential homes, but **the council is trying to avoid redundancies**. There may be a need for a restructure of staff teams and further training if decisions are made to change services. It was acknowledged that the consultation is stressful for staff.

The need for the ongoing provision of respite care was identified as a priority across staff meetings, as was the need to consider friendships between service users who have lived

¹ 65 staff attended the sessions out of a possible 81

together for years. Some staff also thought that one Social Worker may not be sufficient to carry out all of the client assessments.

3.3.1 Southdown Crescent

In general staff supported the proposal to de-register the service and fed back that the thinking behind the proposal is practical, and it is important to provide specialist services in house rather than using expensive private organisations

Staff would need training on benefits and supported housing if Cabinet decide to change the status of the home to Supported Living Plus. An implementation plan would also be needed for work around finance, SAP, administration, tenancy agreements and other issues.

It was noted Supported Living Plus provides staff at a more intense level often over a 24 hour period. Residents will also have more choice about new tenants. Tenancy rights offer service users more rights and security.

It is likely future service users would have similar needs to current service users but there is a need to change mind set to encourage people to move on and working towards meeting outcome.

The point that some service users appear to be more independent than they are, and there would the need for a great deal of observation was acknowledged.

3.3.2 Bedford House

Some staff thought that the current proposal would result in a building that is too big for eleven service users. Alternative ideas from staff included turning Bedford House into a 21 bed respite unit to reflect the greater need for respite care and making changes to the building, to allow three distinct services to operate separately, so that services would be removed from each other.

Staff acknowledged that current out of borough services for people with very challenging behaviour is very expensive.

Staff wanted to know if they would have any choice in which services they could work, if Cabinet decides to split services at Bedford. It was noted that this would be addressed in any formal consultation. Officers also said that one aim of the proposals are to meet a greater variety of needs amongst Harrow's diverse population.

3.3.3 Gordon Avenue

Staff made the point that **some residents have lived at Gordon Avenue for over 20 years** and used to have tenancy rights so they and their families may feel particularly aggrieved with the proposal. One staff member also acknowledged the way in which the consultation was being carried out *'I can see that the process is very sensitive which is reassuring for the service users who have lived here for years.'*

Some staff also asked why current service users could not continue to live at Gordon Avenue whilst it meets their needs and a change in use is made for the building at a later date. Officers

explained the difference in costs associated with care at Gordon Avenue in comparison to other older persons care.

Some staff questioned whether the costs, and therefore the economic argument, of service users living at Gordon Avenue compared to the costs of service users living in older people's residential homes are really comparable, due to the differences in the two client groups.

It was noted that questions were raised about the day care at Gordon Avenue, a consultation on Day Care Services is likely to take place in early 2013.

3.3.4 Roxborough Park

During the meeting it noted that **the consultation is causing anxiety** amongst staff, service users and families.

Some staff wanted to know if one aim of the consultation was for service users, particularly at Roxborough Park, to move people on to other services. Officers replied that whilst there are opportunities for people to experience change in a new environment, the key objectives are to improve outcomes, make efficiencies and to increase the availability of services for people with complex needs. Some social work assessments may recommend that particular service users should not move on to other service. The council also needs to plan for places for younger people transitioning from children's services.

The point was made a number of service users at Roxborough Park have limited verbal skills and that as part of the consultation and during assessments the council and the Social Worker would work closely with people who know the service users well, such as key workers, advocates, staff and families.

It was fed back that the council is not looking to decrease respite provision and understand that this would it turn lead to an increase in demand for residential beds. The use of respite beds for emergency placements will also be considered as this is currently reducing capacity.

Officers said that the council is trying to ensure future services reflect demographic changes, for example, there has been a 40% increase in the number of people assessed with autism in childhood.

3.3.5 Woodland Drive

Staff asked for an acknowledgement that staff wages will decrease in 2013, and the contribution of this to reducing costs. There was dissatisfaction that number 64 Woodlands Drive has been empty for a year.

Points raised at the meeting included:-

- The policy is to avoid the need for redundancies and there are unlikely to be opportunities for voluntary redundancies
- If there are decisions made by Cabinet for change, transition periods will not be targeted around budget periods but around client needs
- Staffing requirements for the service will be considered at the point of a cabinet decision

3.2. Union feedback

GMB were invited to all meetings but did not attend. Due to a an administrative error, Unison were not informed of the first four staff consultation meetings, but attended meetings at Roxborough Park and the additional staff meeting at Bedford House and gave the following feedback.

The Council should avoid some of the issues that arose from previous major service changes, for example, Unison thought that when older people moved from Sancroft some residents suffered a deterioration in health and that the changes in day care for people with challenging behaviour led to a decrease in the number staff needed to sufficiently meet client needs. If cabinet decisions have an impact on staff, Unison thought that the following information/analysis would be required within each formal staff consultation

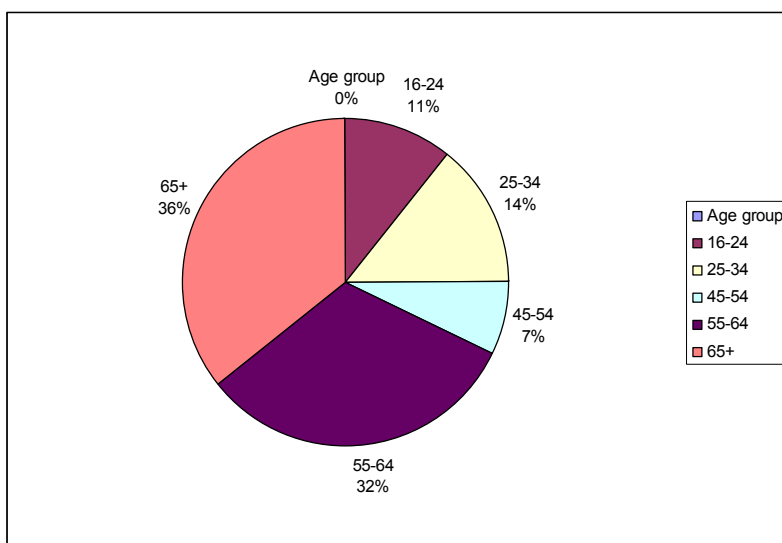
- a job evaluation for staff effected in each service
- projection/benchmark of staff numbers and new job profiles, reflecting service and job requirements in relation to client numbers
- it was understood that there are no plans for job losses of permanent staff, but any planned changes to temporary/agency staff and this impacts on permanent staff
- a breakdown of the anticipated savings for each service

4. Feedback from questionnaires

4.1. Breakdown of respondents

Two hundred easy read questionnaires to service users, family members, advocates and staff, from which we had 39 responses, a 19% response rate. Over a quarter (28%) of respondents were service users, others included family members (44%), advocates (8%) and staff (8%); a further five people did not indicate what role they had. We asked everyone to tell us some details about themselves. Some key characteristics about the people who responded is below:

Gender: 53% were men, 28% were women and 39% did not indicate **Ages:** People's ages varied, but tended to be older than with 68% being 55 years and over. The following table breaks down age groups for those respondents that listed their age group.



A total of 39 completed questionnaires were received. The table below provides a breakdown of information provided by those respondents that chose to provide this.

Respondent		Age group	
Family/Carer	17 (44%)	16-24	3 (8%)
Service Users	11 (28%)	25-34	4 (10%)
Advocate	3 (8%)	45-54	2 (5%)
Staff member	3 (8%)	55-64	9 (23%)
Did not answer	5 (13%)	65+	10 (26%)
		Did not answer	11 (28%)
From completed by			
Myself	20 (51%)	Sex	
With Support from family member/Carer	11 (28%)	Male	13 (33%)
With support of an advocate	3 (8%)	Female	11 (28%)
Did not answer	5 (13%)	Did not answer	15 (39%)
Respondent is part of		Religion and belief	
Gordon Avenue	8 (20%)	Christianity	21 (54%)
64/66 Woodlands	6 (16%)	Agnostic	2 (5%)
Roxborough Park	5 (13%)	Hinduism	2 (5%)
Southdown	3 (8%)	Humanist	1 (3%)
Bedford House Respite Services where I go for a short break	8 (20%)	Islam	1 (3%)
Bedford Day and Respite Service	1 (3%)	Jainism	1 (3%)
Bedford House where I live	0	Did not answer	11 (27%)
Bedford House Day Services where I go out during the day but do not stay the night	0		
Did not answer	8 (20%)	Ethnicity	
		White: British	22 (56%)
Disability		Asian or Asian British: Indian	3 (8%)
Yes	13 (33%)	White: Irish	2 (5%)
No	9 (23%)	Asian or Asian British: other	1 (3%)
Did not answer	17 (44%)	Asian or Asian British : Bangladeshi	1 (3%)
		Other Asian Group: Greek	1 (3%)
		Did not answer	9 (22%)

4.2. What did people tell us?

The questionnaire asked respondents their views on nine proposals set out as questions. Respondents were asked to state if they 'agree', 'disagree' or 'do not know', some respondents only answered the questions relating to the service(s) that they had a link with and did not answer every question. Respondents were also invited to feed back additional comments on each proposal and finally, any general comments about residential services.

The responses to each of the proposals are as follows

Q1. Council services need to give better support to people with higher needs. The Council would like to think about using the residential homes on supporting people with higher needs. This would mean that people with less needs that live in homes may need to move to another home

Agree	8 (21%)
Disagree	17 (43%)
Do not know	10 (26%)
Did not answer	4 (10%)

Around one in five (21%) of respondents agreed with the first proposal, just over a third (36%) said that they do not know or did not answer whilst 43% disagreed.

Comments from respondents that disagreed, or said that they did not know, revealed three main concerns with the proposal

1. The effect on the service users that would have to move from their existing home to accommodate people with higher needs

I like it where I am, I don't want to move, it's my home' (service user)

Moving service users to other homes is very disruptive for them they like stability with carers who they know (family member)

2. The limited information and uncertainty about how client 'needs' would be assessed to distinguish service users with 'higher' and 'less needs'.

'I would like to know how you categorize or prioritise needs. I think it is very difficult to compare the needs of different groups in society and arrive at a fair outcome. All service users should be treated as equals - so the needs of the young and old should be given equal weighting regardless of whether they have a long life ahead of them or not' (family member)

'You do not give evidence on how you define higher needs. Why not - I want to stay in my home of 23 years' (service user)

3. The lack of detail of where service users with 'lower needs' would move to

'Where would those with less needs go?' (family member)

'This could be very difficult for Autistic people, where is the other home? You do not mention where they will go? If that going to be an after thought it sounds as though you don't know, this should be sorted out first!' (service user)

Q2. As an idea the council were thinking that young adults with learning disabilities and who need lots of support including those people with autism and challenging behaviour should be helped to stay living in Harrow near to their family rather than moving further away

Agree	21 (54%)
Disagree	10 (26%)
Do not know	4 (10%)
Did not answer	4 (10%)

Over half (54%) respondents agreed with the second proposal, whilst around a quarter (26%) disagreed, a fifth (20%) did not know or did not answer.

The range of comments made by respondents who agreed with the proposal and can be summarised by the comment of one respondent

'People with learning disabilities will feel safer and more secure if they remain close to family and local links. The families of these people will be able to visit them more frequently and be more involved with their care leading to greater peace of mind of both service users and the family. It would save money to accommodate people in Harrow' (family member)

There was one clear major concern amongst the majority of respondents, irrespective of how they answered the question, which was the some current service users would need to move, so that younger service users who need lots of support are able to live in Harrow.

'A perfectly acceptable idea in theory but not acceptable in practice if it involves other existing Harrow residents with learning disabilities who are living in one of the council's homes already, having to be moved and thus lose their homes, security and everything that is familiar to them' (service user with support from a family member)

'Obviously this will be a money saver for Harrow Council as they are paying thousands outside the borough, I hope this will NOT affect the people who are already staying in Harrow' them' (service user with support from a family member)

Some respondents also thought that older service users would in particular be negatively impacted by the proposal.

'This action favours one group to the detriment of another as there are limited residential places.. The old should not be discriminated against' (family member)

'Nice for younger persons to live closer to families but this is discriminative against older persons' (service user)

Many respondents that disagreed, also felt that the proposal would limit choice which would negate potential benefits, for example, service users may want live closer to services that best suits their needs, which will in some cases be out of borough.

'Some young adults may want to be away from their families - to be more independent' (family member)

'Harrow aren't catering for autism and challenging behaviour, so if there are services elsewhere they should be able to use those facilities outside of the Borough' (service user)

'Appropriate provision should be sourced whether or not in this borough e.g. resources for a wide range of physical activities for young people are limited in Harrow' (advocate)

Q3. At Bedford House the Council would like to separate – where you live for a long time we call this residential care, places you go for a short break we call this respite, places you go to during the day but don't stay the night we call this day services. This would mean the respite and the day services would be in different buildings

Agree	11 (28%)
Disagree	15 (39%)
Do not know	11 (28%)
Did not answer	2 (5%)

There was a more even split in the response to the third proposal. Just over a quarter (28%) agreed, around four in ten (39%) disagreed and the remaining third (33%) did not know or did not answer.

Of the nine respondents who identified themselves as having a direct link with Bedford House respite service, three respondents agreed with the proposal, three disagreed and three did not know or did not answer. There were no responses from the service users or families of people who live at Bedford House.

There were three main concerns amongst all respondents, regardless of how they answered the proposal, which were

1. The effects of the proposal on existing services users

'I agree in principle with the idea of having residential care and day centre services separate, but have concerns about how such changes in Harrow would affect the individuals involved' (family member)

'Respite - as long as replacement service is in place first. That there is no loss in bed provision, the new premises are suitable for bedrooms, communal rooms and activity access, outside secure area' (family member)

2. The space at Bedford House is large for eleven residents and would be under utilised

'This proposal would result in significant under utilisation of a valuable resource. Serious consideration should be given to either - A. modification of the building to achieve greater separation of the services or B. moving just one of the services (either respite or day centre) to provide residents with more space and greater privacy' (service user with support from a family member)

'In principle agree that people would benefit from having one service on site. If services are to move - would the site be too big for the remaining service - will thus mean that they will move in time too' (family member)

3. Current respite care service users would experience greater difficulties in travelling to an alternative building due to the recent reductions in council provided transport.

'As the council has reduced the provision for transport for people with learning disabilities access to day care is already more difficult - not everyone can travel on public transport. People who have been using Bedford House for planned respite care know and trust this service and should be allowed to continue to use it if they wish' (advocate)

'How would the service users access day services if in a different building? There is no transport and service users have no money for taxis. The service users would have to remain at home' (family member)

Some respondents agreed with the proposal, because they thought that residential service users currently suffer from 'disruption' caused by the number of different service users and staff at the respite and day services.

'This makes sense for some people who may experience some disruption to their lives by coming and goings' (Staff member)

'Makes Sense' (Family member)

'Good suggestion!' (Staff member)

Q4. We are thinking about using Gordon Avenue as Harrows respite service. This means anyone staying for a short break will go here and not to Bedford House

Agree	5 (13%)
Disagree	23 (59%)
Do not know	9 (23%)
Did not answer	2 (5%)

Almost six out of ten respondents (59%) disagreed with the fourth proposal, 13% agreed and just over a quarter (28%) did not know or did not answer.

Of those that identified themselves, six out of the eight respondents who had a link with Gordon Avenue disagreed with the proposal and two did not know. Of the nine respondents who had a link with Bedford House, three agreed with the proposal, four disagreed, one did not know and the remaining respondent did not answer.

Many respondents that disagreed with the proposal were particularly concerned that service users who are settled in Gordon Avenue would have to move.

'My Home now is Gordon Avenue where I have been very happy since 2007. Living in Gordon Avenue with my friends has made me settled after being in 5 different homes in my life. Living in a small group makes it like having my family around me' (service user)

'I think it is appalling that you consider breaking up a community of older people who live in harmony with each other - some for many years. They are the most vulnerable section of society - a good few of whom will have no family members to speak in their defence. They are in the best possible situation at present so there is no legitimate reason to disband them' (family member)

Respondents who disagreed with the proposal or answered 'do not know', fed back two concerns with the proposal specifically for respite care service users if the service moved to Gordon Avenue

1. Difficulties in accessing transport to the new location

Too far for people without own transport (family member)

2. Difficulties for service users who do not like change

'People using respite at Bedford house are so set with their routine and in order for them to progress any small change will have an adverse affect on them. We do want our adults to go back to square one and all out efforts wasted by disrupting their routine and making change in their comfortable lives' (service user with support from family member)

Many respondents, irrespective of how they answered the question, wanted some reassurances that there would be adequate facilities and capacity within an alternative respite service to meet needs. Further information about the number of beds for emergency placements was also sought.

'As long enough rooms and facilities for respite. Activity room, medication, all other area should be looked at it' (staff member)

'This in theory would be acceptable provided that the full capacity is used for respite and is not encroached upon by other emergency users, especially those staying over extended periods, as has happened at Bedford House' (service user with support from family member)

Q5. The council would like to use other places you can go to for a short break like Harrow Shared Lives Scheme. Shared Lives is where you would go and stay with a family in their home

Agree	7 (18%)
Disagree	19 (49%)
Do not know	9 (23%)
Did not answer	4 (10%)

In terms of the proposal to use additional respite services such as the Harrow Shared Lives Scheme, half (49%) of respondents disagreed with the idea, whilst seven people (33%) agreed, the remaining third (33%) did not know or did not answer

Several respondents who disagreed with the proposal were concerned about the ability of families who would provide the care through Shared Lives as opposed to current respite care staff

'Other families do not have the expertise or patience to handle service users. They are only in it for the money' (family member)

'This is not a good idea as it would lack continuity and is open to abuse' (service users with support from family member)

Many respondents, irrespective of how they answered the question, wanted more detailed information and assurances about the auditing of care that would be delivered through Shared Lives. Several respondents also noted that the Shared Lives Scheme would be suitable to some but not all service users.

Q6. The Council would like to use more supported living instead of residential care in the future. Supported living can also be used by people who need 24hr care. We could change the homes to Supported Living helps you take more control of your life. In supported living you have a tenancy, you pay rent and you will have support from staff. You may be able to get help to pay your rent with housing benefit. You will have control over who lives with you and who provides your support. Supported Living can be for people who have lots of needs

Agree	7 (18%)
Disagree	21 (54%)
Do not know	7 (18%)
Did not answer	4 (10%)

Over half of respondents (54%) disagreed with the sixth proposal, whilst 18% agreed and around a quarter (28%) did not know or did not answer.

Most respondents who disagreed with the proposal thought that Support Living arrangements could potentially exploit vulnerable service users and also questioned the ability of some service users in managing finance

'I have serious concerns about the suitability of the supported living arrangements for the current individuals in residential care in Harrow, particularly those at Roxborough Park. I am concerned that these individuals would be too vulnerable.... I would also be concerned for the individuals financial position in a tenancy arrangement wouldn't get enough support' (family member)

'People who are vulnerable will be exploited when they are in supported living. They will not have a say as to who will support them and the staff will take full advantage of their disability' (not stated)

'I cant sort out day to day, weekly or monthly finances myself and I don't want to do it!!!'

A few respondents who disagreed thought that the proposal was financially driven and did not serve the needs of service users

'This idea is predicated only by the need to economise on costs and not with service users best interests' (family member)

'Absolutely out of the question. Moving persons out of their established homes just to suit council finance department' (service user with support from family member)

Some of the respondents who said that they 'do not know' were concerned that there would be a limited number of high calibre staff in supporting service users, particularly around finance and at times of 'conflict' or disagreement with other service users

'In theory a good idea. It would depend on the calibre of 24 hour care. Highly trained staff would be expensive. People with learning disabilities using this sort of provision would have to be able to budget and plan ahead. They would also have to be tolerant of others and/or be able to stand up for themselves in disagreements etc - physically and mentally' (family member)

'Need reliable, trained staff for 24 hour care. Could be lonely if day service is inadequate. Who takes responsibility if user unable to understand process' (family member)

A few respondents, irrespective of how they answered the question said that Supported Living would be appropriate for some, but not all, service users.

Q7. The Council plans to make more places available in independent/supported living. We would like to use Southdown as supported living where people can have a tenancy and support

Agree	8 (21%)
Disagree	13 (33%)
Do not know	11 (28%)
Did not answer	7 (18%)

Almost half of the respondents (46%) said that they 'do not know' or did not answer the proposal, a third (33%) disagreed whilst two out of five respondents (21%) agreed.

Three respondents had a direct link with Southdown, two agreed with the proposal and one disagreed.

Respondents that disagreed with the proposal were mainly concerned that some of the existing service users at Southdown may have to move

'What happens to the people in Southdown who are not suitable?. Presumably they would have to move?' (advocate)

'The people at Southdown already have all the tenancy and support the council is prepared to give them. Supported living would put them at the mercy of government fiscal policy and also may mean they have to move out of their home after a set period of time, set by legislation rather than at a point when they want to move out' (not stated)

Several respondents that replied they 'do not know' to the proposal, were particularly concerned that Supported Living is appropriate for some but not all service users, but also stressed the need for good quality assessments in determining suitability

'I think this would not suit service users who are set in their ways and not good at negotiating solutions to disagreements re rotas for chores, where objects are placed etc. many older service users who have not been brought up to be independent would not cope in this situation' (family member)

'Assessment of those thought suitable for supported living must be accurately done, if placed in unsuitable care service users will be a danger to themselves and others' (family member)

Q8. The council thinks it would be good if older people with learning disabilities live with older people who do not have a learning disability. We are thinking about this for some of the service users at Gordon Avenue and 66 Woodlands Drive

Agree	1 (3%)
Disagree	25 (64%)
Do not know	7 (18%)
Did not answer	6 (15%)

Almost two thirds (64%) of respondents disagreed with the eighth proposal, a third did not know or did not know answer (33%) and just one respondent agreed.

Of the 14 respondents that identified themselves as having a direct link to Gordon Avenue or 66 Woodlands Drive, nine disagreed with the proposal, one agreed, two did not know and two did not answer.

Respondents that disagreed with the proposal or said that they do not know fed back four main concerns

1. Difficulties in compatibility between the potential compatibility of people with learning disabilities and older people without a disability to live together

'I have special needs so they wouldn't understand me' (service user)

'Its very difficult for a 'normal' elderly person to tolerate someone with a learning disability' (service user)

2. The age gap between the two client groups

3. That care staff working in older people's residential homes will not have the experience or training for caring for people with learning disabilities

'People with learning disabilities, regardless of age have 'special needs' which could not be catered for in elderly residential home, Will staff have the experience, knowledge and skills?' (family member)

4. Current service users at Gordon Avenue and Woodlands Drive do not want to move

'My [family member] is well looked after at 66 Woodlands Drive, been there for years, very happy, upset when moving is even mentioned' (family member)

'I am deeply concerned that separating these residents now, would be deeply traumatic for them' (family member)

Q9. We would like to make Roxborough Park into a home for people who have autism and need lots of support. This may mean that people with autism but need less support may need to move to another home

Agree	8 (21%)
Disagree	13 (33%)
Do not know	13 (33%)
Did not answer	5 (13%)

Just under half (46%) of respondents said that they 'do not know' or did not answer the ninth proposal, a third (33%) disagreed whilst two in five (21%) respondents agreed.

Of the five respondents that identified themselves as having a link with Roxborough Park, two agreed with the proposal whilst three disagreed.

Overwhelmingly, the major concern of all respondents, regardless of their answer was the effect of the proposal for service users currently living at Roxborough Park

'I would agree with this proposal but it would be painful for long term residents to be taken away from the house they have known for almost 20 years' (family member)

'This completely ignores the needs, values and feelings of the people who currently live at Roxborough Park and ignores how the increased need of the proposed client group for Roxborough Park could be met by its current resources. It also does not acknowledge the views of the proposed service users who currently live elsewhere about where they live' (not stated)

'I agree it would make sense to have people with autism and who need lots of support in residential care which is structurally appropriate and with specialised staff who are appropriately supported.... However, I would be concerned about the impact of any individuals asked to leave their current home' (family member)

Further comments about residential services

Respondents were asked to feed back any further comments they had about residential services, six broad themes emerged. The themes echo and support the concerns fed back in the consultation meetings and the nine proposals in the questionnaire.

1. The proposals are focused on the need to save money rather than improving services

'Harrow Council have been doing a great job and I consider what is being planned as retrograde step. Saving money will not solve any problems only cause more problems and expense and unnecessary disturbance of service users and parents. you should ring fence disability problems and improve circumstances by long term planning and proceed slowly-slowly' (family member)

2. More detailed information is needed to understand the effects of the proposals

'The adult care services in the borough are generally good, but what is being proposed, I fear can only result in a deterioration of that service. It was difficult in some cases to respond to the questionnaire in some instances it would have been more helpful to have a clearer understanding of what exactly was meant by service users needs and the activities required to benefit from some of the measures being proposed' (family member)

3. There is a wider need to find solutions to increase housing capacity for a range of people with learning disabilities, which is not reflected in the consultation

'Is there any scope in moving the day services at Gordon Avenue elsewhere. This would create capacity without interference. There are also under used offices, how about these becoming

accommodation? Could the residents of Woodlands move into the spare capacity at GA (there are many social and historical links between the establishments) staffing could be shared etc. Could 64/66 be sold off, this would create over £700,000 which could be used to make the necessary changes to Gordon Avenue. The proposals do give food for thought but there doesn't seem to be any 'plan B' (staff)

4. The consultation has a negative effect on the health/well being of service users and families
5. The proposals would effect the links to the local community and relationships with other service users and staff built up by service users over a period of time

'I don't want to move. I like living here with the kind of people who live with me. I go out a lot. I'm afraid if I had to move I wouldn't be able to go to my club, to Bentley or Milmans, or to Church. I would be sad about not seeing the staff here any more. I would miss them' (service user)

6. There was an expectation by some respondents that a residential placement would be a 'home for life', and service users would not move home

'Long standing tenants of residential care homes for learning disability tenants and their families have been under the impression that tenants would remain in their home following the 'care in the community' initiative, we feel that this commitment should be kept and that this existing excellent services retained' (family member)

5. Other feedback

5.1. Feedback through written submissions or by phone

A total of seven emails or letters were received, all were from family members, some of whom had also completed a questionnaire and/or attended a consultation meeting. One family member fed back comments by phone. All strongly opposed the proposals that related to the homes they had a link to.

Gordon Avenue

There were three submissions strongly opposed the proposal and fed back six major concerns around the older peoples homes that some service users at Gordon Avenue would move into, if Cabinet make a decision based on the proposal

1. Potential lack of training and experience amongst staff for working with service users with learning disabilities
2. There would be lower staff/client ratios than that currently at Gordon Avenue
3. Safeguarding issues, particularly around the monitoring of care standards and the on-going role of the council once services have been commissioned. One family member pointed out that it was reported in the Winterbourne Report, that the CQC found the worst institutional safeguarding offenders were those caring for people with learning disabilities, with around 40% failing to safeguard residents from abuse
4. The monitoring of care standards
5. Difficulties for service users to keep established links in the community
6. Issues with interaction between older people and people with learning disabilities living in a residential home

As further evidence for the sixth concern one family member highlighted the potential impact of the proposal on service users, based on the findings of two research studies

'Research has shown (Higgins & Mansell 2009) that people with a learning disability living in care homes for older people engage in fewer activities in the home than residents in learning disability homes and that they go out less. Service users will have few if any shared interests and experiences with older people without a learning disability and their attitude towards the client and their behaviour might lead to a client becoming marginalised or excluded.'

'The Centre for Death & Society at the University of Bath estimates the average age of residents in care homes for the elderly is 90. Their length of stay - until death - is about two years. Under this proposal, a client could be spending most of their time with people over 20 years older, who spend most of their time sleeping or being inactive and who are at the end of their lives. A client could spend many years in an environment where death is a frequent occurrence.'

Bedford House

There were two submissions from family members of service users of the residential respite service at Bedford House, who strongly opposed the proposal as they thought the current configuration of three services at Bedford House work well together, and are a good use of council resources.

One respondent went on to suggest the following alternative options for change.

Option 1 Provide greater separation between the residents and other users by preventing the other users from intruding into residential areas. Provision of an additional lounge for the residents as the existing one is not big enough for all the residents to use at the same time. I appreciate that there may be practical reasons why this is not possible and that it would need money to be spent to achieve it at a time when the emphasis is on saving money.

Option 2 Move the Day Care service users to another location as currently planned but leave Respite Care at Bedford House.

Option 3 Move the Respite Care service users to another location as currently planned but leave Day Care at Bedford House.

Southdown

One family member of a service user at Southdown strongly opposed the proposal for the de-registration of the service and a change to Supported Living Plus. It was felt that the proposal could lead to a reduction in staffing levels and therefore a reduction in social, emotional and other support to meet client needs.

One family member fed back comments by phone noting that currently staff are highly skilled at Southdown and clients are well looked after and feel settled. There was particular concern that some service users are not able to fully understand the consultation, and may not be able to consider how important it is to feedback their full views, as well as the ramifications of subsequent cabinet decisions to their lives. A change in staff engagement with and 'supervision' of service users may also lead to safeguarding issues. The improvements made by the service user since moving into Southlands were stated.

Woodlands Drive

A family member of a service user at Woodlands expressed major concern that the proposal would result a large age gap between service users currently at Woodlands Drive, compared

to the older people without a disability that they would live with. The improvements made by the service user since moving into Woodlands Drive were also stated and that a move would increase the level of vulnerability.

The respondent also thought there would be a need for a thorough assessment of risks, appropriate care package and the identification of support needs for all service users who would need to move if the proposal was implemented.

5.2. Feedback from Harrow Mencap and HAD

Harrow Mencap welcomed the consultation but thought that it was narrow in focus and there was a lost opportunity to develop an integrated Accommodation and Housing strategy, which is sustainable and responsive to the future needs of disabled people. Harrow Mencap also noted the predominance of residential care as the main housing option for people with learning disabilities in Harrow, and the lack of local provision for people with complex needs; people with a dual diagnosis of mental health and learning disability and for people on the autistic spectrum.

Harrow Mencap's view was that the council's residential care homes should not be used solely for people with higher support needs as residential care should be part of a range of housing options open to people with higher needs. However, priority or consideration of use of existing provisions should be given to those with higher needs on an individual basis. Young adults with complex needs and those on the autistic spectrum should be living as full citizens and be part of their local community. Moving people out of borough isolates them from families and friends and makes them more vulnerable to poor care and at greater risk of abuse. The Winterbourne View final report guides councils to plan provision from childhood for the care and support needs of people with challenging needs.

Harrow Mencap agreed with the proposal for the separation of day services, respite and residential care at Bedford House, stating that a growing population of service users and other people feel it does not meet their individual needs or requirements and is too large and 'institutional'. Harrow Mencap urged the council to think more creatively about 'respite'/'breaks', as well as looking at a building based option and work with providers to develop the market to provide a range of flexible and individualised options.

Similarly Harrow Mencap agreed with the proposal to use more Supported Living instead of residential care in the future, but as a range of options.

It was stressed that unregistering a care home does not make it a supported living home. Work needs to be done with the tenants on their rights and responsibilities and work with staff teams on the fundamental differences between residential care and supported living. There needs to be openness, honesty and transparency in any changes – for example people will not have total control over who lives with them or support them. harrow mencap pointed out that further information on changing from care home to supported living including **changes in culture** can be found in "Feeling settled" By the National Development Team For Inclusion" http://www.ndti.org.uk/uploads/files/Insights_6_-_Feeling_Settled1.pdf

Harrow Mencap accepted that there is an argument that older people with learning disabilities should be living with other older people. The following points must be taken in consideration:

- a) Older people with learning disabilities should be afforded the same range of housing choices as those offered to other older people.

- b) If the council is defining older people with learning disabilities as over 65 it should be noted that this is significantly lower than the current population of older people in care homes. This could mean them living with people older and frailer than they are.
- c) Funding for older people's care homes and requirements are different from those for people with learning disabilities therefore the council will need to ensure that there is funding available to maintain people's social lives and activities. Evidence for this can be found in "Stuck 869 People With Learning disabilities Resident in Care Homes for older people" (Learning Disability alliance Scotland)
<http://www.ldascotland.org/docs/STUCK.pdf>

HAD (Harrow Association of Disabled People) were aware, though its advocacy work, that people who have lived in a residential home for years find the consultation and the threat of being moved a traumatic experience. HAD believes that if service users do not want to move, the council should consider other ways of keeping homes open, at least until falling numbers make the services totally financially unviable.

HAD also thought that Harrow Council should consider, as an option, the outsourcing of residential services to reduce costs, noting that the not for profit sector can sometimes get funding to make changes to the property to create innovative services for more than one client group, which would deal with the falling numbers, and improve inclusion.

Had stated that if the consultation indicated that moving could be a positive option for the people who live there, the following issues are important.

- People must have realistic and informed choices, in a way which is accessible to them, about where they could live, who they live with and how their home meets their other life choices.
- Support planning for options need to be very creative and include visits and other means of people being able to understand options to the best level possible.
- Service users would need to be support to move, including proper transitional arrangements, appropriate to each person's needs.
- Where people want to live in some form of residential setting, the quality of their life should not be reduced. It may be that people are interested in living with a mixed client group, not everyone with a learning disability wants to spend their lives with others with learning disabilities.
- There must be guarantees that where support is needed to maintain essential relationships (with people, pets etc), or activities, that a move will not jeopardise this. However, steps must be taken to find out what really matters to people, so that they are not forced to stay in touch with people they would actually be quite relieved to leave behind.

6. Key Findings and Themes

6.1. Consultation

We are pleased with the levels of participation in this consultation, particularly in the consultation meetings. The consultation surrounding this review has been considerable and has given a large number of people the opportunity to contribute. In terms of the breadth of the consultation, some stakeholders thought that there was missed opportunity to consider housing provision more widely for people with learning disabilities to provide more choice and alternatives to residential care.

The anxiety and stress caused by the consultation and the uncertainty around the future of services amongst service users, family members as well as staff was understood. Some family members acknowledged that Officers were trying hard to carry out the consultation sensitively and with care. Reference was made by family members and advocates to cuts being made in order to save money rather than considering the needs of service users.

Moving forward there is the need for the Officers to ensure clear and timely communication is maintained with all stakeholders so they are kept informed of consultation report, Cabinet meetings and any timescales, and in the event of Cabinet decisions for change a timetable of how changes will take place and the effect on individual services and service users.

6.2. Key findings and themes

Whilst there was some support for the proposed changes at Southdown Crescent, there were many concerns and opposition to the proposed changes to the other residential homes.

Although the need to provide residential options in Harrow for people with the most complex needs and younger people was appreciated, there was opposition to some of the proposals that would mean that some current service users would move home. Indeed, many people that agreed with proposals, also spoke about the difficulty in reconciling the need to provide services for clients groups that are not catered for in Harrow or by the Council directly, if this meant some current service users would lose a service. This theme was consistently communicated throughout the consultation.

Respondents viewed current services positively and there was particular concern that the quality of service would be lower from an alternative provider. Other major concerns, particularly at Southdown, Woodlands Drive and Gordon Avenue were that service users who had lived together for many years, would be split up and lose valued friendships with other service users and staff, as well as the links they had built up with the local community. A small minority indicated that they were willing to accept a move if they could carry on doing the things they enjoyed.

There was particular concern that the proposals would effect older service users, a client group that does not generally welcome change and those 'considered' to have the 'least' needs, and there was unease on how the council would determine which service users are deemed to have the 'least' needs.

Proposals at Gordon Avenue and Woodlands which would result in some service users moving into residential setting with non disabled older people were more opposed than other proposals. It was felt that the quality of life for current service users would be affected if they

live with, on average, much older people and that there would be compatibility issues for the two client groups in living together.

There was opposition for the proposal to move the current residential respite service from Bedford House to Gordon Avenue due to the effect it would have on current service users at both sites. Several family members and advocates also thought that the current provision of three services at Bedford House works well and that there would be an under utilisation of space if respite care service was moved out of the building. However, the findings of the questionnaires also revealed that many people support the proposal. Some family members also wanted reassurance that the level or number of hours of respite care would not be reduced.

One theme that emerged from all respondents, including those that disagreed with the proposals, was that Supported Living and Harrow Shared Lives Scheme would suit the needs of some but not all service users.

Another consistent theme was the request for detailed information and safeguards if Cabinet makes decisions for change on any of the services that were consulted on. In particular how decisions will be made on which service users would move, where they would move to, the type of accommodation they would move to and the location, support planning and transitional arrangements, how links to the local community and access to other services would be maintained and how quality standards of new the new accommodation or services will be undertaken.

Appendix 1

Consultation meetings took place at each of the residential homes. The table below detail the numbers of people in attendance at each event:

Home/Venue	Date	Service Users in attendance	Family members, advocates and key workers in attendance	Staff in attendance
Southdown Crescent	4 th October	5 from 6	2 plus 1 friend from 8	7 from 7
Bedford House	9 th October	4 from 11 for residential care 0 from 49 for respite	6 from 11 for residential care 10 from 46 for respite Also Cllr Stephen Wright and 2 members of the Friends of Bedford House	21 from 27
Woodlands Drive	17 th October	3 from 3	5 from 11 Also 3 from Advocacy Voice	8 from 8
Gordon Avenue	19 th October	8 from 8	3 from 10 4 staff attended as key workers	14 attended from 16
Roxborough Park	24 th October	7 from 8	12 from 17	13 from 23 Also 2 from Unison
Civic Centre*	8 th November	None	10	n/a
Bedford House^	22 nd November	n/a	n/a	2 Also 2 from Unison
Gordon Avenue^	22 nd November	n/a	n/a	No participants arrived
Bedford House~	6 th December	2	10 from 46 for respite	n/a

* Invitations sent to service users and family members who were unable to attend the meetings that had taken place in each Home

^ Invitations sent to staff who were unable to attend the meetings that had taken place in each Home and to unions

~ Invitations sent only to all service users and family members of the respite service at Bedford House

The notes of the meetings are available upon request to ldconsultation@harrow.gov.uk