

# Lower Ridge Care Home

Consultation report - 2018

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**Mick Edwardson, Mike Walker and Jagrutee Patel**

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For further information on the work of Business Intelligence please contact us at  
Business Intelligence  
Lancashire County Council  
County Hall  
Preston  
PR1 8XJ  
Tel: 0808 1443536  
[www.lancashire.gov.uk/lancashire-insight](http://www.lancashire.gov.uk/lancashire-insight)

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# 1. Executive summary

This report summarises the response to Lancashire County Council's consultation on Lower Ridge Care Home. For the consultation, paper questionnaires were distributed to Lower Ridge Care Home residents. Paper questionnaires were also made available for stakeholders, including the relatives of residents and Lower Ridge Care Home staff. An electronic version of the consultation questionnaire was available online at [www.lancashire.gov.uk](http://www.lancashire.gov.uk). PDF, Microsoft Word, large print and easy read versions were also available at [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

The fieldwork ran for 12 weeks between 23 April 2018 and 15 July 2018. In total, 214 completed questionnaires were returned (24 paper questionnaire responses and 190 online questionnaire responses). A consultation event meeting for residents' relatives was held on Thursday 3 May 2018.

## 1.1 Key findings

- Nearly nine-tenths of respondents (87%) strongly disagree with the proposed closure of Lower Ridge Care Home.
- When asked why they agree or disagree with the proposal, respondents were most likely to say that the residents are settled/content at Lower Ridge (39%), it's a well-run care home (29%), disagree with the closure of Lower Ridge (27%), and relocating the residents will have a negative impact on their health and wellbeing (27%).
- Half of respondents (50%) said that the closure would have a negative impact on the health and wellbeing of residents, when asked how it would affect them, if the proposal to close Lower Ridge happened.
- Respondents who are not residents at Lower Ridge Care Home were asked how they thought it would affect the residents of Lower Ridge Care Home if the proposal to close the home happened. Over nine in ten respondents (93%) said that moving the residents will have a negative impact on their health and wellbeing.
- Respondents were most likely to say renovate/invest in the existing building (48%) and keep Lower Ridge Care Home open (40%) when asked if there is anything else that we need to consider or that could be differently.
- The nine respondents who are residents at Lower Ridge Care Home all strongly disagreed with the proposed closure.
- We received a group response signed by 33 members of staff at Lower Ridge Care Home opposing the proposed closure of Lower Ridge Care Home and outlining their case for improving how the site is utilised.
- We received two petitions opposing the proposed closure of Lower Ridge Care Home, one with 45 signatories and one with 1,668 signatories.
- We received a letter from Burnley Borough Council opposing the closure of Lower Ridge Care Home and arguing for an internal re-design and refurbishment of the existing building.

- We received a letter from a resident's relative opposing the closure of Lower Ridge Care Home and arguing for alternative options of renovation and extension, or a new build altogether on the existing site.
- A consultation event meeting for resident's relatives was held on Thursday 3 May 2018 with County Councillor Graham Gooch and county council officers.

## 2. Introduction

Lower Ridge is an older people's residential care home in Burnley that is owned and managed by Lancashire County Council. A report went to councillors on 12 April 2018 and it was agreed to start a consultation on the possible closure of Lower Ridge during 2018.

The building itself dates from 1967, and has a layout that makes it increasingly difficult to meet modern quality standards and older people's expectations. Lower Ridge has the capacity to accommodate 35 older people, however, only 19 older people were permanent residents there at the start of the consultation. It is believed this relatively low occupancy is a reflection of the state of the building, and particularly the living accommodation for older people. Despite the accommodation standards being poor the care offered at the home is of a good standard and has been rated 'Good' by Care Quality Commission.

The cost of making Lower Ridge fit for purpose would involve an entire new build at a cost of over £5m, but the existing footprint of the building does not have the space needed to build a modern older persons' care home. Given the spare capacity that is also available in the other care homes across East Lancashire it is also arguable the costs of a new build care home would not represent the best use of public money.

It is thought that the care needs of current residents at Lower Ridge and the necessary quality of service could be met in alternative local care homes. If the closure were to happen colleagues would work closely with the current residents and their families to ensure as smooth a transition as possible and try to ensure any moves take into consideration friendship groups. Where possible staff would be redeployed into other county council care homes and continue to support the residents they currently care for.

## 3. Methodology

For the consultation, paper questionnaires were distributed to Lower Ridge residents. Paper questionnaires were also made available for stakeholders, including the relatives of residents and Lower Ridge Care Home staff. An electronic version of the consultation questionnaire was available online at [www.lancashire.gov.uk](http://www.lancashire.gov.uk). PDF, Microsoft Word, large print and easy read versions were also available at [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

The fieldwork ran for 12 weeks between 23 April 2018 and 15 July 2018. In total, 214 completed questionnaires were returned (24 paper questionnaire responses and 190 online questionnaire responses). A consultation event meeting for residents' relatives

was held on Thursday 3 May 2018 with County Councillor Graham Gooch and Lancashire County Council officers, Tony Pounder (Director), Liz Wilde (Head of Service), Debbie Watson (Senior Operations Manager) and Chris Bagshaw (Business Development and Operations Manager). The meeting was a question and answer session; both the questions and answers given are in section 7 of this report.

Two versions of the questionnaire were made available: one version for residents of Lower Ridge Care Home and another version for everybody else. The questionnaire for residents of Lower Ridge Care Home asked residents how strongly they agree or disagree with the proposed closure of Lower Ridge Care Home, why they agree or disagree with the proposed closure of Lower Ridge Care Home, how the proposed closure would affect them, and if they think that we need to consider anything else about the proposal or if they think we could do anything else differently. The other version of the questionnaire included all of the questions in the resident questionnaire, but also included the additional question, 'And if the proposal happened, how do you think it would affect the residents of Lower Ridge Care Home?'

The remaining questions asked respondents for information about themselves. For example, if they are a Lancashire resident, or a private sector company/organisation. This information is presented in appendix 1.

In this report, respondents' responses to the open questions have been classified against a coding frame to quantify the qualitative data. Coding is the process of combining the issues, themes and ideas in qualitative open responses into a set of codes. The codes are given meaningful names that relate to the issue, so that during close reading of responses it can be seen when similar issues relate to a similar code. As the analysis process continues the coding frame is added to and refined as new issues are raised by respondents. All responses to open questions are then coded against the coding frame, and can be subsequently analysed as quantitative data.

### **3.1 Limitations**

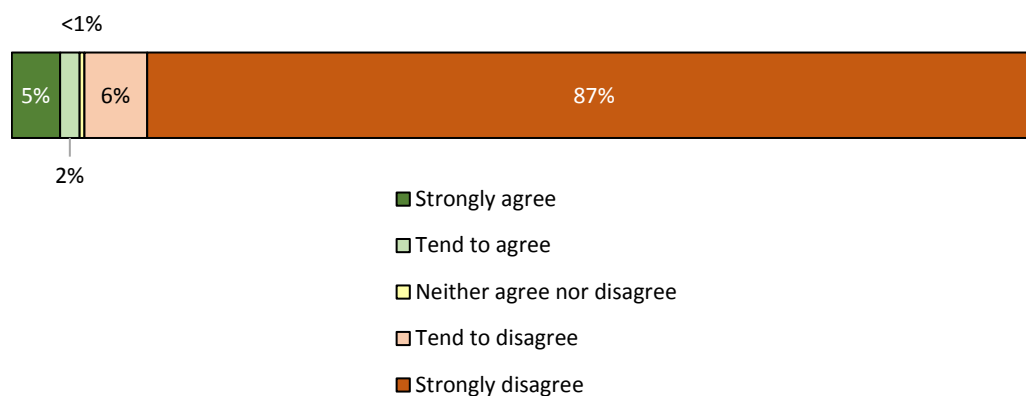
In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

## 4. Main findings

Respondents were first asked how strongly they agree or disagree with the proposed closure of Lower Ridge Care Home.

Nearly nine-tenths of respondents (87%) strongly disagree with the proposed closure of Lower Ridge Care Home.

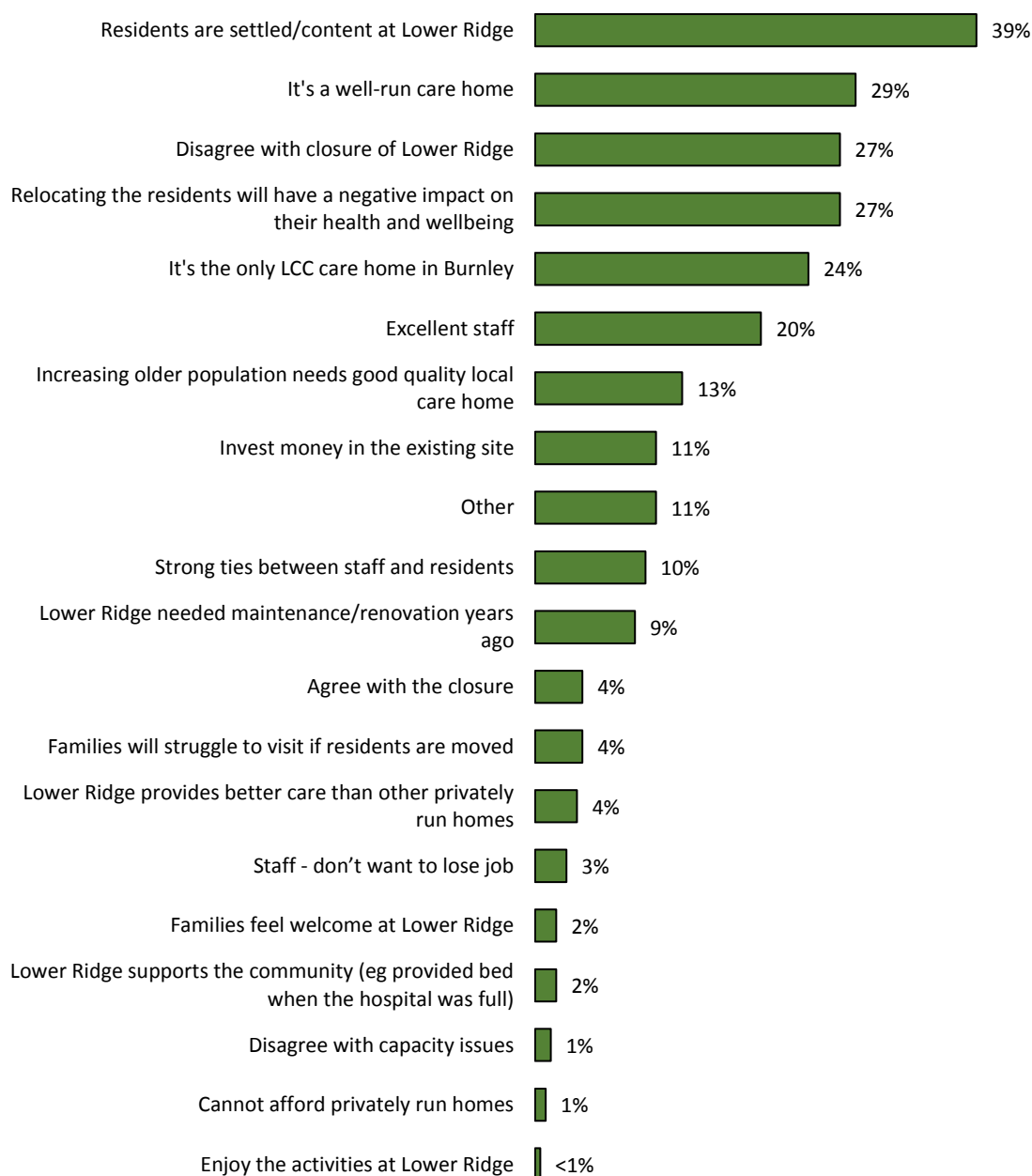
**Chart 1 - How strongly do you agree or disagree with the proposed closure of Lower Ridge Care Home?**



Base: all respondents (213)

All respondents were then asked why they agreed or disagreed with the proposed closure of Lower Ridge Care Home. Respondents were most likely to say that the residents are settled/content at Lower Ridge (39%), it's a well-run care home (29%), disagree with the closure of Lower Ridge (27%) and relocating the residents will have a negative impact on their health and wellbeing (27%).

**Chart 2 - Why do you say this?**

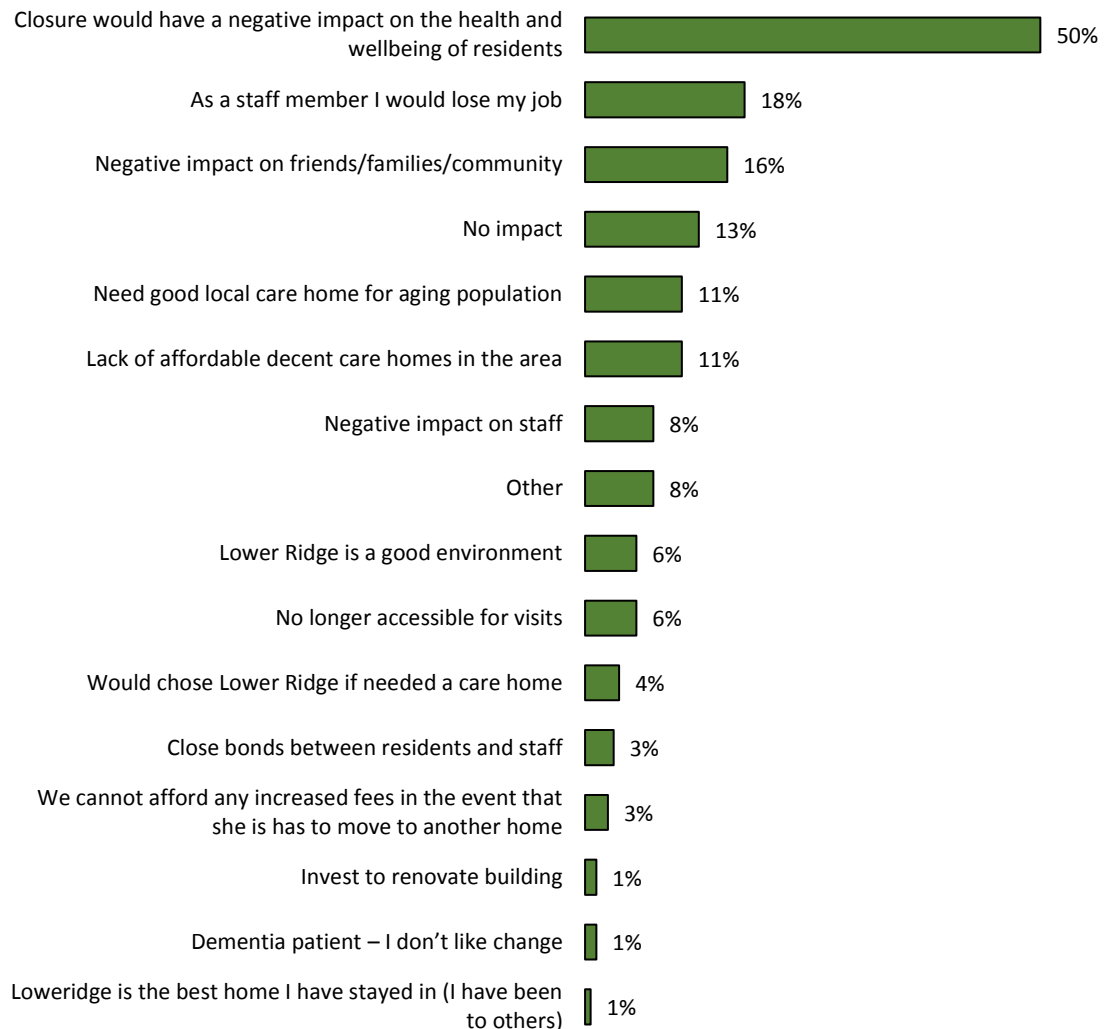


Base: all respondents (213)



All respondents were then asked how it would affect them, if the proposal to close Lower Ridge happened. Half of respondents (50%) said that the closure would have a negative impact on the health and wellbeing of residents.

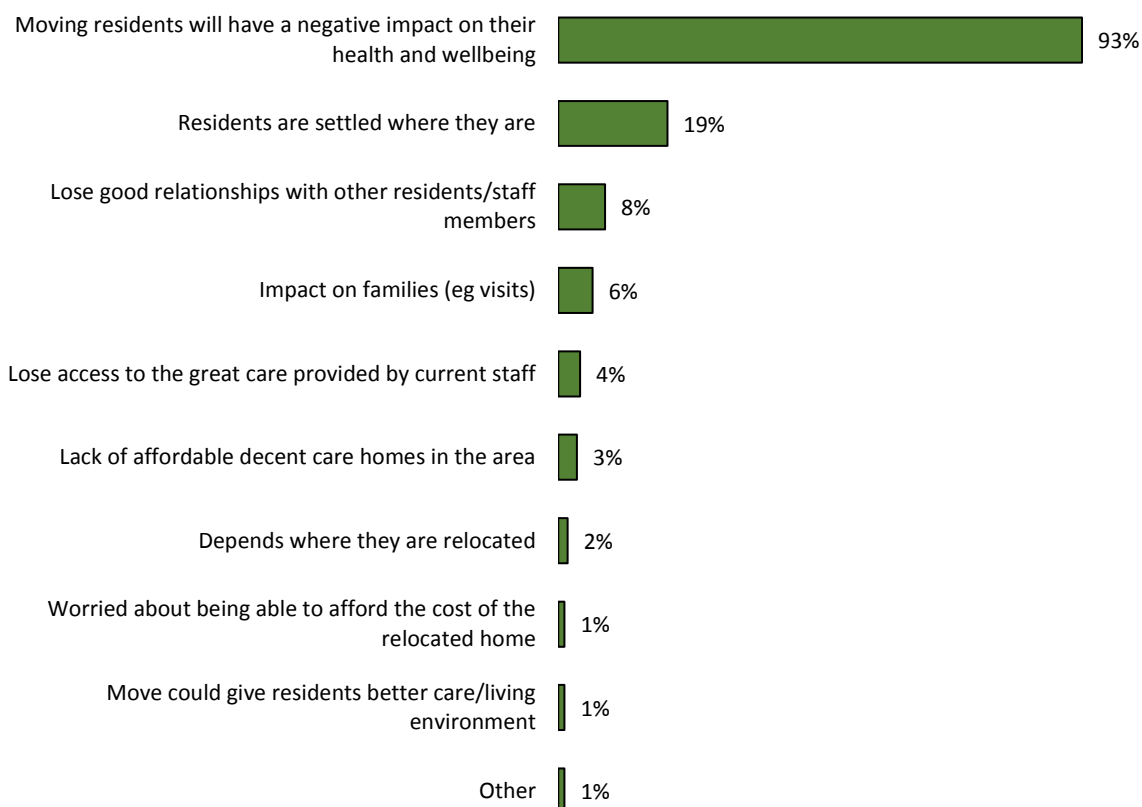
**Chart 3 - If the proposal happened, how would this affect you?**



Base: all respondents (160)

Respondents who are not residents at Lower Ridge Care Home were then asked how they thought it would affect the residents of Lower Ridge Care Home if the proposal to close the care home happened. Over nine in ten respondents (93%) said that moving the residents will have a negative impact on their health and wellbeing.

**Chart 4 - And if the proposal happened, how do you think it would affect the residents of Lower Ridge Care Home?**

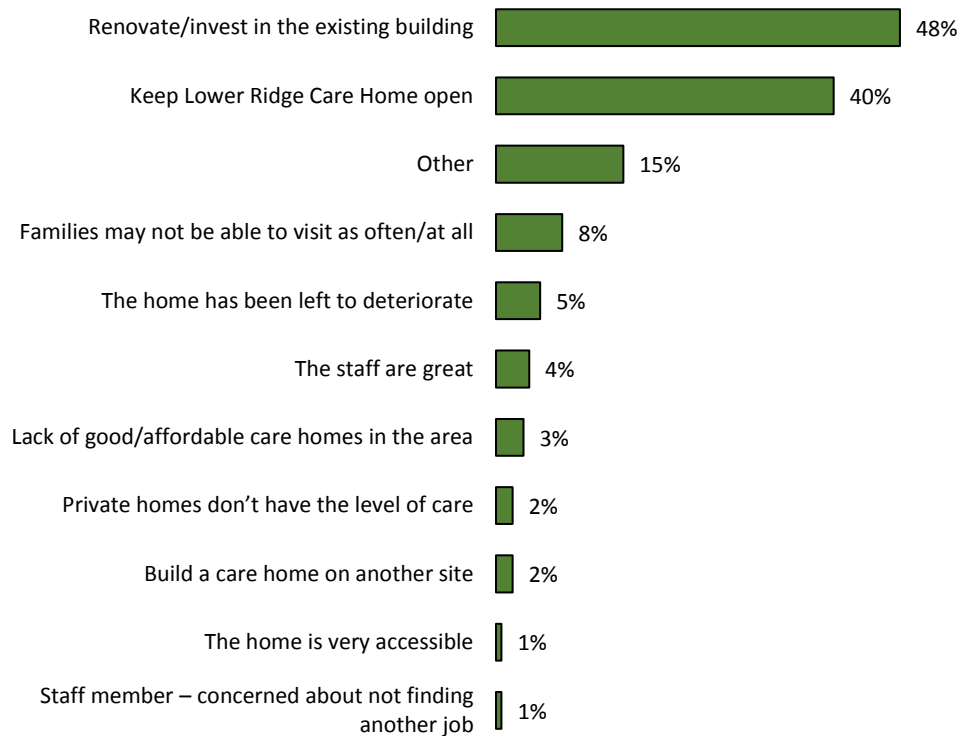


Base: respondents who are not residents at Lower Ridge Care Home (180)

All respondents were then asked if there was anything else that we need to consider or that we could do different about the proposal to close Lower Ridge Care Home.

Respondents were most likely to say renovate/invest in the existing building (48%) and keep Lower Ridge Care Home open (40%).

**Chart 5 - Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that could be done differently?**



Base: all respondents (152)

## 5. Residents' comments in full

Nine residents at Lower Ridge Care Home responded to the consultation and their responses are given in full below.

### 5.1 How strongly do you agree or disagree with the proposed closure of Lower Ridge Care Home?

All nine respondents who are residents at Lower Ridge Care Home strongly disagreed with the proposed closure.

### 5.2 Why do you say this?

"We need more not closing"

"It's a lovely caring home - we are cosy, clean, every need is attended to by the staff it would be hard to move from this home (my home) a second time – could it not wait till we have all passed on?"

"All the people who live here moved with the peace of mind that 'this' will be their last. It's criminal to evict people of this age (90+) from their home. Residents have free movement of the vast area (4 large lounges, 3 smaller lounges, a large conservatory and a large dining room) Lower Ridge has a brilliant activities program during the day (hair, nails, crafts, games, painting, cutting out, gardening) In the evening we do 'oomph' and choir practice even the relatives join in"

"XXXXXXXXXXXXX says he disagrees"

"I strongly disagree with the closing of this care home. This has become my home where I am looked after with love and care – I feel safe here and the carers and other residents have become my family. It is a disgrace that our home is being threatened with closure when we are so happy here!"

"Because I am happy here - I have lived here for a very long time – I know all the staff/residents"

"This is a very friendly, extremely well-run care home. With a rating of CQC of Good (despite a badly maintained building) it would be crazy to close it!"

"I like living here at Lower Ridge and have made a lot of friends with the residents/staff. The staff here are excellent and look after me. They are really friendly and kind. My XXXX can visit me often because it's not far for XXXX to travel but XXXX would have to rely on taxis (expensive) if I moved – meaning XXXX wouldn't visit me as often. I like my bedroom – and I enjoy sitting the different lounges with different people – my XXXX also has mobility issues"

"It (Lower Ridge) is my home and I am happy here. When I first arrived here – XXXXXXXXXX – the staff were and still are very caring in all aspects of my needs. It is with their help and encouragement I have fully recovered and fully regained my low self-esteem. Lower Ridge has provided the rehab I needed after a nervous breakdown. The reasons for closing Lower Ridge have errors in them and any minor 'niggles' could be quite inexpensively rectified without having to undertake a major building work."

### **5.3 If the proposal happened, how would this affect you?**

"It would affect everyone the same devastation and abandonment. THIS WHAT THIS HOME MEANS TO US. If it was your mother/father/grandparent – how would you feel? It's no good to say we would settle elsewhere – this is our home"

"It will affect me in a lot of ways"

"I would be very upset as I would lose my home, my friends that I have made and as I have been to two other homes previously, Lower Ridge is where I feel most comfortable and safe – I love it here"

"It would affect me in a lot of ways because I don't like changes"

"This is now my home – and the staff are all so good and so friendly. They feel like my family. If the home were to close it would be devastating. How would you feel if you went home tonight and were told that you had to move? – The amount of stress and upset to me and my XXXX is already huge."

"I would have to get used to a different building and staff. It would be very upsetting for me because of my dementia. I get confused and upset easily especially if I don't know my surroundings or people around me. I am XX yrs and I am very happy here – please don't move me."

"As my rehab is 95% complete – I would return to my own home XXXXX where the rehab, physio for which I am and have been for the last XXXX paying from my mobility allowance. I am high dependency level thus ensuring my mobility is back to 100%. Obviously my rehab has included not only physio but the day-to-day care – social interaction with staff and fellow residents."

#### **5.4 Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that could be done differently?**

"Comments like: "Only 19 people live here, rooms are empty because people don't want to live here" – all rubbish! Only 19 people live here because people have been turned down why because management have not bothered with the up keep of the building – 2 years ago – the home was overflowing with hospital beds who couldn't recommend Lower Ridge highly enough."

"Please keep Lower Ridge open – we are elderly and have needs. Our families will struggle to visit if we get moved too far away. We still have feelings and all want to stay here. This is our home – please do not take this dignity away from us!"

"Keep our home open have work repaired on it."

"I think that this building could easily be renovated. The general layout is good with light bright rooms and there are plenty of lounges, toilets etc within easy access on the ground floor. The bedrooms are nice and light/bright. The £5m figure that was mentioned at the meeting is ridiculous – if LCC purchasing team were remotely efficient – this could be done for much much less!"

"I think you need to consider how it will affect people and how very upsetting it will be for them. Their families will struggle to see them as often if they do not have cars. Please build us a new home or decorate this one and more people will come to live here. We need a home in Burnley"

"As far as I and my family are concerned, the only changes required here at Lower Ridge are cosmetic. Upgrade, redecorate which can be done without disruption to residents. As I have been here for XXXXXX I have no knowledge of what happened before my arrival One point does stand out The large grass area could be used to extend Lower Ridge – with the grass being regularly cut – it would be ideal for garden parties and other functions pleas to be used by present residents in good weather"

## 6. Other responses

We received a group response signed by 33 members of staff at Lower Ridge Care Home opposing the proposed closure of Lower Ridge Care Home and outlining their case for improving how the site is utilised.

We received two petitions opposing the proposed closure of Lower Ridge Care Home, one with 45 signatories and one with 1,668 signatories.

We received a letter from Burnley Borough Council opposing the closure of Lower Ridge Care Home and arguing for an internal re-design and refurbishment of the existing building.

We received a letter from a resident's relative opposing the closure of Lower Ridge Care Home and arguing for alternative options of renovation and extension, or a new build altogether on the existing site.

### 6.1 Staff group response

As well as receiving 31 consultation questionnaire responses from staff at Lower Ridge Care Home, we received a group response from Lower Ridge Care Home staff signed by 33 members of staff. The 33 signatures gave support to the following statement.

"As a staff group, we the undersigned, are against the proposed closure of Lower Ridge HfOP. We are signing in agreement to the attached response with reasons why the home should not close and suggestions of what could be done to keep the home open and how the building could be utilised."

The full response detailing their case for keeping Lower Ridge Care Home open is given below.

**1 Are you...?**

*Please tick as many as apply*

A relative of a resident of Lower Ridge Care Home ☐

A member of staff at Lower Ridge Care Home ☒

A health professional (eg GP) ☐

An elected member of Lancashire County Council ☐

An elected member of a Lancashire district council ☐

An elected member of a parish or town council in Lancashire ☐

A private sector company/organisation ☐

A member of a voluntary or community organisation ☐

Other (please write in) ☐

of STAFF GROUP RESPONSE of

**2 How strongly do you agree or disagree with the proposed closure of Lower Ridge Care Home?**

*Please tick one option only*

Strongly agree ☐

Tend to agree ☐

Neither agree or disagree ☐

Tend to disagree ☐

Strongly disagree ☒



### 3 Why do you say this?

*Please write in the box*

Lower Ridge has been a LCC home for older people in Burnley for 51 years and there is still a need for this provision. The home provides very good care and support for the residents and the latest CQC report gave a "good" rating. We are not only a home for the residents, we are their "family".

As a committed staff team our feelings are a mix of being appalled, disheartened, saddened, irate, deflated and disappointed, primarily for the residents and their home and also for ourselves in relation to our jobs and future.

The home is in a central location in Burnley on a main road and bus route, it is accessible for both residents to go out into the town centre and for relatives and friends to visit. It is part of the local community, near shops, local churches, two parks, GP surgeries, schools etc.

There are various reasons why we strongly disagree with the proposed home closure.

Statistics and research show that there is an ageing population in the United Kingdom, with Lancashire and the town of Burnley being affected by this.

LCC have a strategy for an ageing population which has been developed to "*help all sectors in Lancashire plan for today's older people, improve their quality of their lives and develop longer-term plans for tomorrow's older people.*" And states:

*"National and local data forecasts suggest that the balance of population will change dramatically over the next 20 years, with more older people and fewer young people."*

The strategy has five key outcomes:

*"Older people should be financially secure to maintain their quality of life and wellbeing.*

*Older people should have access to mainstream services.*

*Older people should be healthy and well.*

*Older people should feel safe and supported.*

*Older people should have the opportunity to make a positive contribution."*

The strategy handbook talks about wellbeing and prevention as a key part for supporting older people. It suggests a need to re-shape health and social care services for the whole community needs and working more closely with the primary care trusts and district councils.

In the LCC documentation about the profile of Burnley it states:

*"It has been well documented over recent years that people are living longer and that the older age-groups will record some dramatic increases over future years, with associated financial implications and demand for health and social care services. By 2039, the number aged 65 or over in Burnley is projected to reach 21,200.*

Lancashire County Council also has a 5 year dementia strategy for 2018 to 2023 which states:

*"Lancashire County Council is committed to improving the care, support and experience of people with dementia and their family and carers. In order to make this happen, it is essential to work with people, their family and carers, partner organisations and to capitalise on the work we and our partners have already done. Thus, the new strategy for Lancashire will aim to facilitate the development of a Dementia Friendly Lancashire to support prevention, awareness, early detection and support for people with dementia in partnership with other organisations."*

Dementia in Lancashire:

*"Estimated dementia prevalence figures suggest that there are 15,459 persons living with dementia in Lancashire, and this is projected to increase to 21,472 by 2025. This means that around 0.87% of the population of Lancashire is living with dementia, a figure that is significantly above the England average of 0.76%. Lancashire also has rates that are significantly higher than the England average for inpatient hospital use, emergency admissions and mortality amongst people with dementia aged over 65."*

In the recent cabinet meeting on 12th April, the same meeting as the proposed home closure was decided, item 16 also discussed the dementia strategy and the figures as above. It was stated about the financial aspects of funding: *In addition to this, county council buildings including older people's residential care homes are or are working towards becoming dementia friendly.*

*The county council have approved a £6.6 million programme of refurbishment works to the 17 older people's residential homes, which will include the replacement of fittings, in line with best practice for accommodating residents with dementia"*

In 2015 statistics showed that Burnley is also the most deprived district within the Lancashire-12 area, with a rank of 17th, being in the top 20% of most deprived authority areas in the country. Health deprivation and disability is an area in which the county does particularly poorly. Burnley is ranked the sixth most deprived on this indicator.

The above extracts from the LCC's strategy's on the ageing population, dementia and deprived area statistics clearly give robust reasons for keeping Lower Ridge open. There needs to be an investment into the existing building to develop a service or services to meet the prerequisites needs for older people and the community.

This should include dementia services which is a prevalent and increasing requirement. More so the dementia strategy stated the county council has been approved a £6.6 million programme for refurbishment works, however Lower Ridge now does not appear to be included in this?

Lower Ridge is the only LCC home for older people in Burnley, the other nearest LCC homes being in Padiham or Colne. We are told Padiham is Burnley, but to people born and brought up in Burnley they are separate towns. For the residents to remain living in Burnley, their only choice would be a private home which they do not want. We have a "good" rating from CQC and have looked at other ratings for private homes in the area. Several have received a "requires improvement", we

feel it is not acceptable to move residents by no choice if their own into these homes.

There is potential for Lower Ridge to be refurbished and brought up to standard to continue to provide a valued service to the community, not only for the current residents and older people, but for the future. Yes, it does need a lot of money spending to this, however investing / borrowing money to do this would in turn reap the benefits in Burnley for an ageing population, some living with dementia in a deprived area – everyone would be at an advantage.

#### 4 If the proposal happened, how would this affect you?

*Please write in the box*

The proposed closure of Lower Ridge would affect us all as a staff team and as individuals. A large proportion of the staff team have a long service with LCC and with the elderly client group, having worked for 20+ years. In addition, the majority of staff have worked for several years at Lower Ridge, we have a low turnover of staff.

Working at Lower Ridge, providing a caring and supportive environment is not only our job, living and career, we work as a team and are "family" for the residents. It would be devastating to break up both the residents and us as staff.

It has been a very unsettling period during the consultation and concerning in relation to our future if the proposal did go ahead, as a block has not been put on the job vacancies in other LCC homes in the nearby area. There already appears to be limited vacancies, restricting our choice of where we could be possibly redeployed to. Also the hours and rotas may not be the same as what we work now.

The majority of the staff have chosen to work in Burnley as it is where we live and fits in with personal life style, commitments, travel and child care. It is worrying thinking about where we would be offered alternative employment. Some of the staff don't drive and have family commitments, having to travel further to work would have an impact on this.



## 5 And if the proposal happened, how do you think it would affect the residents of Lower Ridge Care Home?

*Please write in the box*

If the proposed home closure was to happen it would have a major impact on the residents. The residents and their families chose Lower Ridge as a home for where they wanted to live in a caring, supportive environment for the rest of their lives. The majority of the residents are born and bred in Burnley and it is where they want to stay. To remain in a LCC home they would have to move area, to towns that are unfamiliar to them.

They did not ever imagine that after choosing Lower Ridge as their HOME, they would be told they would have to move, with no choice in the matter and be uprooted. Moving is a major change to people of any age, let alone for older, vulnerable people, some of them living with dementia. It will be very unsettling and disturbing for them.

We have two residents who have lived at Lower Ridge for a very long time, one for 11 years and the other for 9 years. The other residents have resided for between 6 months to 4 years. The length of residency is however irrelevant in the situation, Lower Ridge is their HOME where they want to stay.

It is clear during this consultation by what the residents are saying and by what we are observing that they are already very distraught by the thought of possibly having to move from Lower Ridge. It is not simply a care setting, it is their HOME where they have chosen to live.

Lower Ridge, the staff and other people living there are family and friends to the residents. For them to be moved and separated into different homes would be heart breaking and potentially will be detrimental to their health and well-being.

Moving to other LCC homes out of Burnley would not only affect the residents directly, but would have an additional affect for them in relation to their family and friends. Having to travel further distances to visit relatives for most people will not be convenient, some have no transport and it will incur extra costs.

Also the majority of the current residents are very elderly, more than half being 80 years + and a third being 90 years +. Their relatives (sons and daughters) are also older people who do not need to be contemplating having to move their family and consider the added logistics of travelling to visit them. Three residents also still have spouses who visit very regularly, if not daily.

## 6 Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that could be done differently?

*Please write in the box*

There is no doubt but to continue to provide a service or services for older people in Burnley at Lower Ridge.

This could be done by investing money into the existing building, refurbishing and extending on the site.

A flag ship home for LCC could be in Burnley, focusing on a dementia environment.

Dementia villages are the new suggested ways of living. Lower Ridge would be the ideal location for this and an innovative service for the community.

Investing money to provide up to date and advanced services would not only benefit Lower Ridge and LCC, it would be an asset to Burnley and the local community as a deprived area. Income would be created by the services developed.

As we are being told LCC do not have sufficient funds for this and the cost is too extensive, however money could be borrowed from local investors or lottery funds. If the money is invested and spent wisely on appropriate services, the income would be returned and the community would benefit.

An exemption has recently been given to the local museums in Burnley and Helmshore which are now remaining open. As much as local heritage and history is important, surely investing money for the older people and future generation is just as, if not more important. It would be money more beneficial to the ageing population, especially in Lancashire.

We agree that the existing building needs extensive refurbishment work, but this can be done to continue to provide an older people's service in Burnley. The existing building could be utilised.

The existing building could be refurbished to include more areas for specialised services to meet the high standards expected of a modern residential establishment.

As stressed in the LCC dementia strategy, people living with dementia is increasing, so although we strive to support people to live independently in the community, there is a need for specialised dementia places. The building could be made into areas for residential and dementia care. The dementia area could be on the ground floor to give easy, independent access to a safe outside garden area. Dementia villages are the new suggested ways of living. Lower Ridge could be the ideal location for this and an innovative service for the community.

There is an area to the rear of the building currently used as offices and store rooms. This area could be utilised for living areas and bedrooms.

There is a concern of older people "bed blocking" in hospitals. A service could be developed to support people for extra care / rehabilitation. This was previously provided at Lower Ridge in 2015 for a six month period. We worked very closely with health and the facility was extremely successful, maintaining 100% occupancy with the beds allocated. An area of the home could be developed to incorporate this service on a permanent basis.

There is also an area of land to the rear of the building, this could be used to extend the building for either more facilities for older people or be innovative and develop new services.

It has been proven that integrating the young children with the older generation has a positive impact on health and well-being.

A nursery / preschool could be on site that would be its own entity, but with provision in place for daily contact and input with the home and residents. This would not only be a social benefit, but would also create extra income.

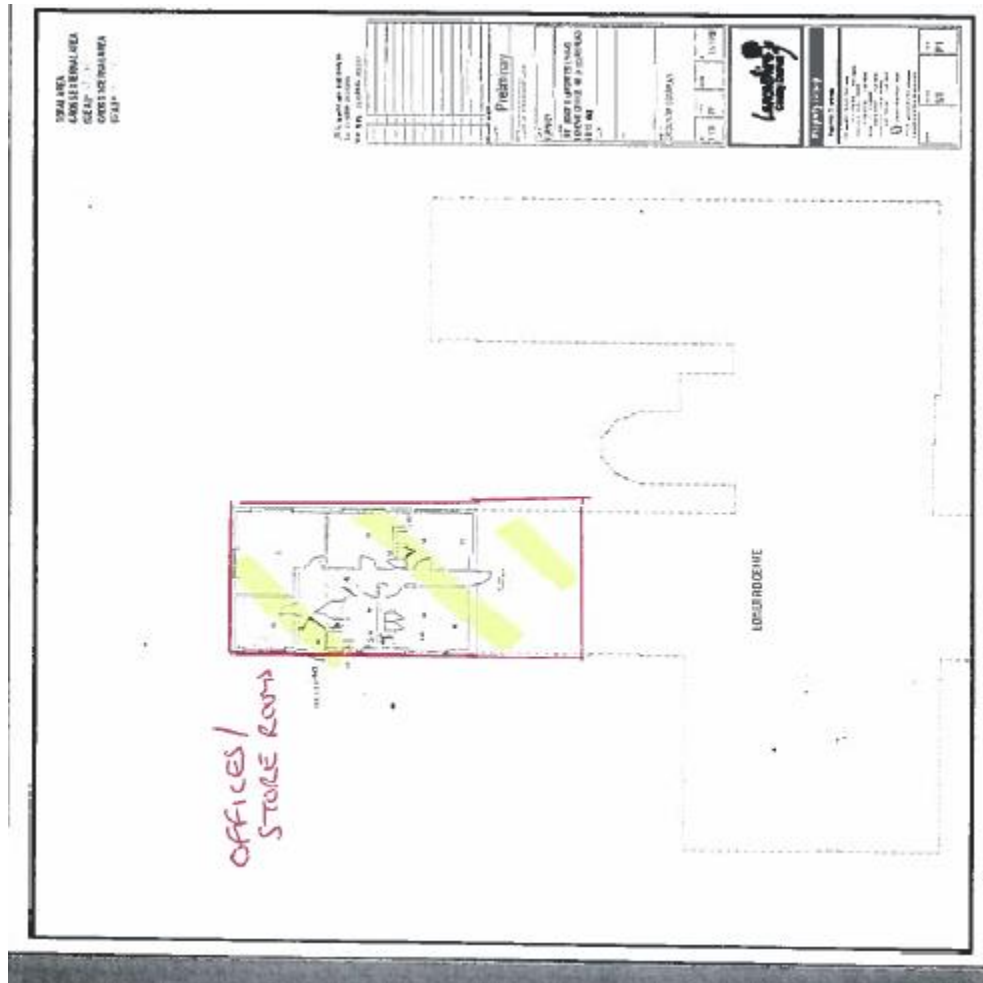
Another suggestion for more revenue would be the provision of a training / meeting room or rooms. This could be used by LCC for East Lancashire and also for health and other external organisations which again would create revenue and extend on community links. The area could also be used at evenings and weekends for community based groups, again creating revenue.

(Please refer to attached floor plans which highlight the unused areas and land to the rear of the building.)

In conclusion, as a staff team, we ask you to sincerely consider the proposed closure of Lower Ridge and a reprieve be given.

As expressed, with good investment of money an excellent provision of care and other community services could be implemented. The money spent to do this would be recouped and revenue made for the benefit of all involved. With thought and innovation this can be achieved.

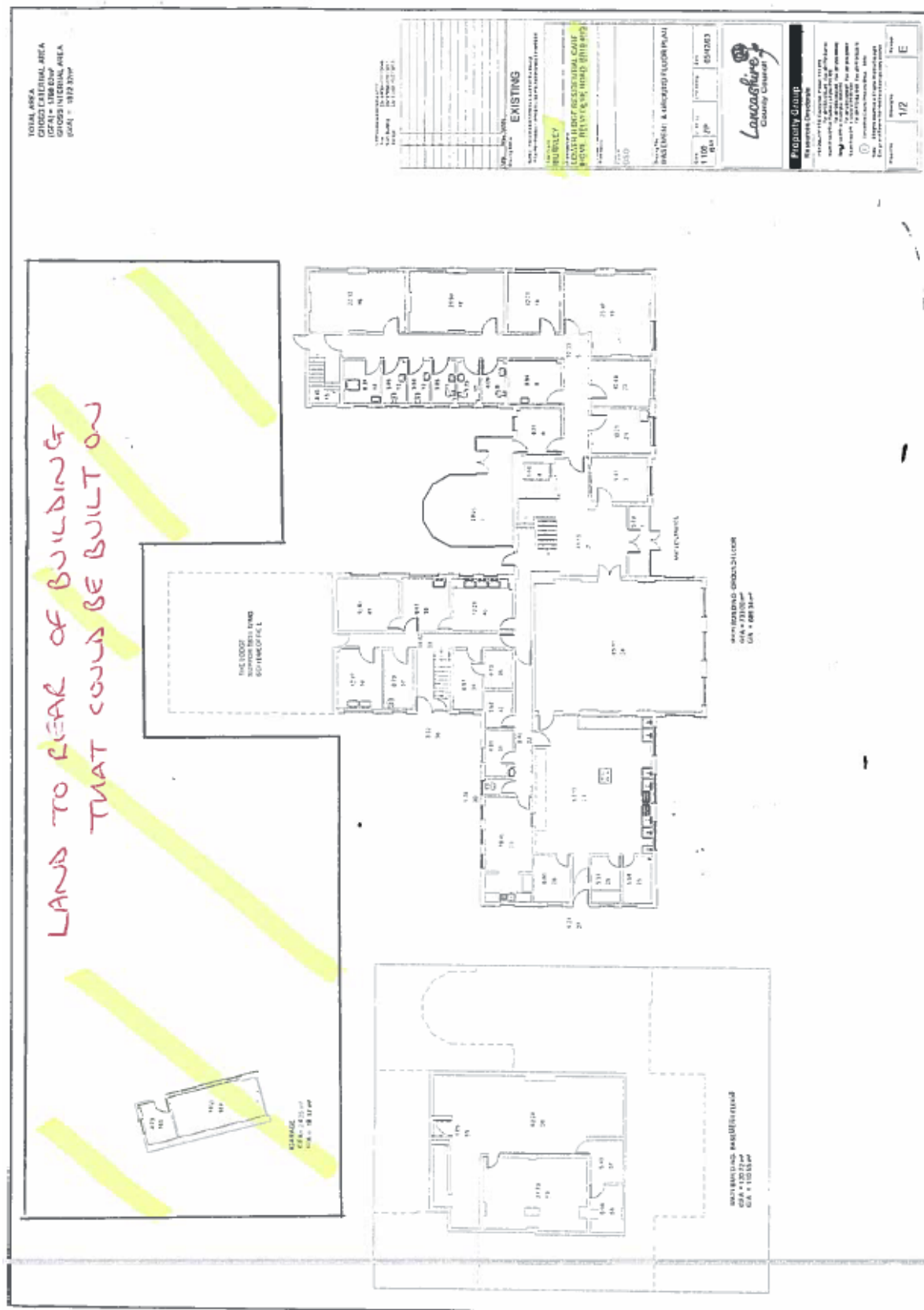
Primarily Lower Ridge is a HOME for our current residents, community and future generation.











## **6.2 Petition 1 - stop the closure of Lower Ridge Residential Home Burnley**

45 people signed an [ePetition](#), hosted on [www.lancashire.gov.uk](http://www.lancashire.gov.uk) in support of the following statement.

"We the undersigned petition the county council to keep the home open for its residents and staff and complete any repair work that is required.

Justification: To ensure that the HOME of the residents isn't taken away. It would be like uprooting someone from their own home and would be a big change. It would disrupt their daily lives and the upheaval of it all may cause distress to the residents. This can't happen."

## **6.3 Petition 2 - Lower Ridge petition**

1,668 people signed a separate petition, in support of the following statement.

"We, the undersigned, are concerned citizens who urge our leaders to act now to STOP the closure of Lower Ridge."

## 6.4 Letter from Burnley Borough Council



**Burnley.gov.uk**

Burnley Borough Council  
Leader of Burnley Borough Council  
Town Hall, Manchester Road  
Burnley, Lancashire, BB11 9SA  
Tel: 01282-425011, ext 3101  
Email: [mtownsend@burnley.gov.uk](mailto:mtownsend@burnley.gov.uk)

County Councillor Graham Gooch  
Cabinet Member for Adult Social Services  
Lancashire County Council  
PO Box 78  
Preston  
PR1 0LD

Our Ref L/MC/HN  
Your ref  
Date 17<sup>th</sup> May 2018

21 MAY 2018

Dear County Councillor Gooch

### Consultation on the Potential Closure of Lower Ridge, Burnley

Many thanks for sending me your letter dated 13<sup>th</sup> April 2018 and associated briefing note, regarding the potential closure of Lower Ridge.

Although I fully understand that there is significant pressure on the County Council's budgets, I unfortunately cannot support the closure of Lower Ridge Care Home. I am very concerned that the other nearest homes to Lower Ridge are not close at all and would put significant stress and pressure on those affected residents.

As stated in your briefing note, it appears that the occupancy rate is lower than other homes, primarily due to the state of the building and particularly the living accommodation for older people. I also note that the existing footprint of the building does not have the space needed to build a modern older persons' care home. I therefore suggest that an internal re-design and refurbishment of the existing building be given serious thought as a solution, in order to ensure that some of our most vulnerable Burnley residents do not have to move their homes against their wishes. Hopefully, if this can be achieved, this will then result in numbers of residents increasing, so that the care home can run in its normal operating budget.

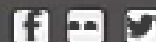
I would like to thank you for giving me this opportunity to respond to your consultation and I hope my views can be taken on board.

Yours sincerely

Councillor Mark Townsend  
Leader of the Council



[www.burnley.gov.uk](http://www.burnley.gov.uk)



## 6.5 Letter from a resident's relative

██████████ is a resident of Lower Ridge. █████ entered the care home a very sick lady, she needed constant care and attention and was unable to walk. Straight from hospital she entered Lower Ridge. She was depressed, lonely and isolated, we her family were distraught, anxious, worried and quite frankly exhausted.

It is the hardest decision in life, especially at █████ yr s old to go into care (and for us), she was not only leaving her home but her independence and personal control to enter the unknown. She was literally handing over her life to strangers and living among strangers and at her most vulnerable time of life.

We were given no choice, █████ needed 24hr continual care, however we were able to research and visit prospective care homes. Lower Ridge was the best for her, on entering and the welcome we received we felt, at last, comfortable and knew she would be too. Best for her was that it was local and familiar, █████ had grown up and lived all her life in this very area, which is now █████ yrs.

As stated █████ was very ill, however within days she was up walking and within two weeks was functioning normally, she made a full recovery. She enjoys company, socializing and involves herself fully in the many activities. This has all been achieved by the excellent and diligent care of all the staff team, (and I say team because that is how they work as a team and together with total focus on the residents). █████ feels valued, respected, and a loved happy part of the 'family' at Lower Ridge. Indeed █████ considers her carers as friends who she can trust, confide in and share lots of laughter. The team have given us the relatives unstinting support and confidence, we are welcomed and treated as part of the 'family'. We have also benefited from interaction with other residents and their relatives as well as the staff members, there is a lot of laughter and joy at Lower Ridge. PLEASE NOTE NONE OF THIS IS DOWN TO BRICKS AND MORTAR, IT IS ABOUT RESIDENTS, STAFF, LOCALITY AND COMMUNITY INTERACTION.

However with reference to your arguments for the proposed closure of Lower Ridge, it is all apparently about money bricks and mortar.

Your first statement is that Lower Ridge is not at full capacity, prospective residents are 'put off' because of the appearance of the home. Yes it has to be agreed that appearances do matter and Lancashire County Council has woefully neglected the decorative appearance of the building which could very easily be rectified. The Fire Station next door (which has recently undergone renovation), appearance has been improved. All buildings domestic or other wise need decorative maintenance to avoid being 'shabby'. However this is usually part of a budget plan. All care homes reflect this as a factor in their charges, and no doubt this includes Lower Ridge. It is open to speculation where this part of the budget has been used. It is questionable why Lancashire County Council decided that money on general maintenance of Lower Ridge should not be utilised for its intended purpose or not in the homes interest to use 'public money'.

The above is relevant given the fact that in 2001 Lower Ridge was one of six council care homes due for closure, five of these homes did close, however Lower Ridge was given a five year reprieve. The care home must have prospered because it has had kept open in total a further 17 yrs, so money must have been generated, and part of the resident charges does allow for the cost of general maintenance and modernisation. Of course one can not but speculate that the closure of homes, was part of the political trend to 'privatise' all public domains and perhaps, has Lower Ridge fallen as another 'victim' of the trend. It appears consistent that 'closures' or selling of public domains are often preceded by a period of time where the intended domain is allowed to deteriorate, to 'loose' money and their buildings allowed to decay. It is quite shameful for Lancashire County Council has allowed that a building that was only built in 1967, 51 yrs ago, should have fallen in the poor state that you claim it has. According to this logic and argument Lancashire County Council has built substandard buildings or misappropriated funds or its believed all buildings older than 51 yrs old should be sold off.

A further given argument for the closure of Lower Ridge is that 'quality standards are difficult to meet'. The Care Quality Commission, the national reviewers and guides of care homes, disagree. Historically and up to present they have consistently awarded a 'good' review. (Good is about the highest any care home is awarded in the country, very few achieve more i.e. excellent in any of the four criteria).

Another argument is that Lower Ridge does 'not meet older peoples expectations', for example en suite or WCs. According to the Care Home Benchmarking report, 2016/17 only half of care homes in Britain have en suite rooms. This also is evident in the 50 care homes in and around Burnley. However the size of the bed rooms in Lower Ridge and the existing space could be used to accommodate toilets even to the untrained eye. One argument you gave stated that residents only use their rooms to sleep ('spending all their time down stairs'), but in fact the rooms are large. In my [redacted] room there is two large wardrobes, a sink wash area, a large Ottoman, teas-made and movable trolley in a corner, a double dressing table and draws a ¾ size bed, a small space and a tall boy set of draws. There is also a 42" TV, in the centre of the room is an arm chair and foot rest, my [redacted] can easily walk around this chair with her walker. (A [redacted] six of us adults easily seated in her room). So there is quite a lot of area that could accommodate a WC. In fact the rooms are very comfortable to sit in at any time, very airy and bright, residents do not need to 'spend their days on the ground floor and only access bedrooms when they go to bed in an evening', is nonsense. It is resident choice and preference as to where they spend their time. Your comment that bedrooms are difficult to access as they are on two floors, well there is a lift and this type of plan is very typical of the many care homes through out Britain including new builds. Granted that the lift should have lower buttons for wheel chair users and that access maybe needed for though residents who can not operate lifts through mental health issues or disability. Therefore some ground floor rooms would be beneficial. Lower Ridge has space to accommodate these in an annex currently not used off the dining room, or utilising the extensive ground to the back and

building an extension. It is worth noting that 'going upstairs to a room' is normal to the majority of people including the elderly.

You further argue that the corridors are quiet and dark, the main word here is corridors. Corridors are places with rooms coming off them, rooms where people are relaxing, they need to be quiet. These corridors are however quite wide with chairs and cupboards at intermittent spaces. Corridors do need good lighting, though I have never found them dark or gloomy, if you think so why hasn't Lancashire County Council under health and safety addressed this with better light bulbs. The floor boards do creak, they do need the maintenance of replacement and tightened fastenings, may even need some board replacement. Normal maintenance should have addressed this problem some time ago. I am sure a joiner could fix this.

There is only one large communal dining room, but residents can choose to have their meals brought to them in their rooms or in the lounges, garden etc. Most people however enjoy company when they eat and do like dining rooms. Lower Ridge has a nice spacious bright dining room with intimate tables for two or four people.

I do not understand your argument that residents spend their time in 'close proximity to one another in lounges situated on the ground floor' (is that apart from the 2 sensory rooms on the other floors?). There are 4 large lounges and 3 small lounges on the ground floor. Your recommendation is that people should be in groups of 3 or 4 consisting of 10-15 people, however even if Lower Ridge has a full complement of residents, 35 people they would have to be spread out in groups of 6 or 7 to fill just the lounge areas. I think that people of all ages and walks of life gather because basically we are social animals, and enjoy the company of like minded people.

I agree that the building inside and out needs redecorating, repointing and an long overdue overhaul and given a new modern look, which unfortunately Lancashire County Council has (and to their shame) neglected.

I can not comment on electrical, plumbing, structural problems as I am not a surveyor, however you have not offered any facts or arguments either. Though you have quoted a spend of £5m pound to renovate or rebuild a new home. I presume this includes a the 35% tax relief on a new build or the 75% tax relief on a renovation (Colliers International 2018). I can however see with an untrained eye that there is a lot of land that 'belongs' to Lower Ridge being unused.

The cost of £5m is really quite extortionate when taking real facts into consideration for example;

Glasgow- <u>dementia and nursing home</u> – 60 BED, - 'state of the art'.	£3.5m
Worthing- <u>care with nursing-64 BED</u> - 'state of the art 5*'	£4.5m
People- <u>with care and nursing- 69 BED 5* with cinema cafe and spa</u>	£3.8m
(Program Cost Consultancy 2017)	

Just three examples of many many more that come in under £5m, and please note that these builds are for TWICE the number of residents therefore TWICE the size and offer nursing. All are luxury living to say the least, but cheaper than your quote.

Stepnell Care Home Professional even claim that they can build care homes 30% faster and 25% cheaper than anyone else in the market, and have done so providing 185,000 'beds' nation wide. (LNT Care Development 2017)

You also claim that residents can be accommodated in other care homes. Well there are 19 to re-home and out of 50 registered care homes I only found two that maybe suitable for my [REDACTED]

so good luck with that.

I have a final point I wish to make and that regards the future need of care homes. It has been well established that there is a growing ageing population. That there is rising levels of people with disabilities and dependency especially among older people,

“Over the next 5yrs demand for care home places is expected to far exceed the number of bed space additions provided  
(AMA Research Care Home Construction Market Report-UK 2017/2021. Analysis).

We know Lancashire County Councils answer and reaction to this seriously growing problem is to CLOSE care homes, thereby absolving themselves of any responsibility for the public. Contradictory to what the public think their money should be used for i.e., 'the public', caring for them in their need and old age is apparently, not the 'best use of public money'. Lancashire County Council presumably expect the private sector to provide care. Companies who build care homes as commercially viable profit making cost effective businesses, there are a great many of these that charge far less than Lower Ridge. So why can't Lancashire County Council (non profit) seem to manage? Yet again the news headlines will be screaming NHS 'bed blockers' etc. vilifying the elderly and vulnerable through lack of available care places

I would ask therefore that someone does take responsibility and reconsider the arguments for closing Lower Ridge Care Home and consider alternative options of renovation and extension or a new build altogether. Despite the above I do feel confident that there must be some one who can source, cost and estimate at Lancashire County Council, and obtain more competitive contractors quotes at a more realistic cost.

## 7. Residents' relatives question and answer session

Thursday 3rd May 2018 – 18:00

Lower Ridge residents meeting

County Council Councillors and Managers in attendance

- CC Graham Gooch (GG)
- Tony Pounder, Director (TP)
- Liz Wilde, Head of Service (LW)
- Debbie Watson, Senior Operations Manager (DW)
- Chris Bagshaw, Business Development and Operations Manager (CB)

Questions and comments **in bold**

- 1. Is there any categorical reason why older people are choosing not to come and live at Lower Ridge?**
  - TP - LW works effectively with managers of LCC care homes to develop and run our residential homes. Despite their best efforts and despite good CQC inspections people choose not to come in the numbers the service needs. Other LCC homes, some whose CQC inspections are not as good maintain a consistent 95% or above occupancy rate. Lower Ridge's is nearer to 65%. The view is that the home is not what people want. We know people value council homes but they're still not coming to Lower Ridge.*
  - LW – over the last eight years occupancy has always been low.*
- 2. They're put off because it's so shabby. If people are still coming to look there must be a demand. People recommend it because of the staff. There's obviously demand in a town like Burnley.**
  - TP – There are over 10,000 older people in residential care across Lancashire, around 750 are in LCC homes. We encourage people to look around to all our homes. There is a footfall of potential residents and this happens at many homes but not enough people decide not to move into Lower Ridge.*
- 3. The care here is second to none. Maybe the reason is not enough money is being spent on decoration in the place. What has the council done to combat this? I would like to know how much money is spent here over others. What money has been invested into Lower Ridge?**



- a. *TP – over £380k has been invested into Lower Ridge in repairs and maintenance in recent years.*
  - b. *LW – We've not consulted for some time on its future.*
4. **The building shell is great, large areas, reading room, we went through hell to get mum to move in. Some homes we went to were like gods waiting room. You come in here and the staff, residents are always doing things.**
  - a. *LW – There's always good everywhere, activities are carried out across LCC homes.*
5. **Is this a cost cutting exercise? If so, why?**
  - a. *GG – Absolutely not. There has been an increased spend on residential homes. The budget available for repairs and maintenance across all the LCC care homes has gone up from £1.4m to £6.6m.*
6. **They tell me it's in disrepair.**
  - a. *GG - £380k has been spent on the upkeep of the building. The problem is the fundamental structure and quality of the building. There's nothing we can do to improve it, we can't move walls, can't use the balconies. The structure of the building can't be improved to give the level of service that LCC want to give.*
7. **Why was there a consultation in 2002?**
  - a. *LW – LCC had 48 homes at that time. The consultation was to reduce this to 17. Homes were closed and those to remain open were refurbished.*
8. **Did you conclude that Lower Ridges issue was the structure of the building?**
  - a. *LW - Yes and money was spent to support it.*
9. **I spoke to some builders and they say it would cost less to knock it down and rebuild than the amounts you are saying. A lift would only be £70k for a 7 floor building.**
  - a. *TP- The only reasonable option does appear to be start afresh and build a new care home if one run by LCC is needed in Burnley specifically. This would cost around £5m or more but people here would still have move.*
10. **Is the cabinet meeting closed?**
  - a. *GG - You can attend, or you can view by telecast*

- b. *TP – Up to 12 people of the public are usually allowed into such meetings but it is to observe not to speak. It is currently scheduled for 9<sup>th</sup> August at 2pm at County Hall, Preston*

**11. I have a relative that rang LCC asking about the ceiling of finances (additional fees if they were to move). They didn't know what I was asking about.**

- a. *TP – We're not saying there is a ceiling. Whoever you may have spoken too wouldn't necessarily know as not all staff wouldn't know this consultation is ongoing. I can't give a ceiling but the amount would be a reasonable amount but not open ended.*

**12. You could move half in one side of the home while doing up the other side.**

- a. *GG – This is not possible, we can't do structural work while people are living here. It would not be safe*

**13. Have you got a sufficient purchasing team, it looks like not if it's costing so much to rebuild.**

- a. *TP - In previous years builders have given advice, undertaken surveys and offered quote.*

*This building was built at a time when residential care was not supporting people with such complex needs. We know there's great staff here, and they're trying to support people in a building that's not right. I accept the point of having 16 years to plan but I can't answer for all that has gone on in the past.*

**14. You mentioned 95% occupancy in other homes but 65% here. What do you do to fill it?**

- a. *LW – We actively speak to health colleagues and go to GP surgeries to promote it.*

**15. If it was higher occupancy would we be having this conversation**

- i. *LW - Yes we would. The building is still a major problem regardless of any other factors*
- ii. *TP - There's no reason we wouldn't want it full, the building is fundamentally the issue. We're simply explaining why we think people are choosing other places.*

**16. They go to homes which smell of urine but look very nice. This home is gold, cracking staff, always one step beyond, there's a space of land which could site a dementia area and upgrade some bedrooms with ensuites. I've been to some private homes and the bedrooms are tiny. This could be a flagship home for LCC, it's a wonderful central place**

**and at the moment LCC are letting down residents and the people of Burnley. You could offer continuing care to health.**

- a. *LW - nothing to argue about other homes, they are valid comments and thank you.*

**17. Are people being told that Lower Ridge has spare places or is it deliberately being held back?**

- i. *CB – I manage the Care Navigation service which supports with finding care home places for people and can confirm that when someone enquires about residential care the Care navigation team give full details of all homes in the requested area. This includes Lower Ridge.*
- ii. *TP - There is a choice. There are 11,000 residential places for older people in Lancashire, 4500 funded by LCC, the rest are self funding and health funded and 10% are vacant. The reason LCC has kept running homes is because we run good businesses and provide good care.*

**18. If the council homes are 95% full where would these residents go?**

- a. *LW - Six. If this decision is made then all LCC homes would have a hold on admissions. So if Lower Ridge residents wanted to they could go to another LCC home.*
- b. *TP – Independent homes are also an option.*

**19. I thought there was a hold since the start of the consultation**

- a. *LW – This is just here not in other LCC homes.*

**20. You've just said not admitting here. Why?**

- a. *LW – We're not admitting as it's not fair while the consultation is ongoing to admit people.*

**21. Where are they going?**

- a. *LW - there was 80 vacancies within 3-5 miles of Lower Ridge so there is availability locally.*

**22. You mentioned earlier about the top up ceiling that staff wouldn't know about it. How could you say they wouldn't know?**

- a. *TP - 3000 staff work for Adult Social Care. This consultation is being managed by the staff here this evening. Other staff wouldn't know about a ceiling and therefore couldn't say.*

**23. I'm hoping you've not just got a plan A. What is the plan B, Is it to put people in alternative buildings? Is there an option of moving out temporarily and moving back to a new home.**

- a. *TP – Yes, that is an option, but would involve people moving not just once but twice. And it would only happen if we could fund all the*

*changes needed and bring the building up to standards for the long term.*

- b. GG – The cheapest way is to knock it down. We can't do substantial work or knock down with people in so they have to move twice.*

**24. Burnley needs a LCC care home. Padiham and Bacup are smaller populations.**

- a. GG - LCC do have more residential homes than most other authorities.*

**25. How much have the Council got to build a new home?**

- a. GG - Nothing, we'd have to borrow and raise capital.*

**26. If we got the £5m it would happen?**

- a. GG – We'd have to go through procurement etc. We wouldn't want to do PFI. (private finance initiative, where a private company purchases assets and rents them back to public bodies.). But raising £5m would be very challenging*

**27. How much can you get from government?**

- a. GG - Nothing, would have to borrow.*

**28. Burnley populations is 80,000, Padiham is 10,000 and Bacup is similar. This shows a need for Burnley.**

- a. TP – There is a previous commitment that every district would have a home. There's 12 districts and 18 homes so clearly some have more than one but Burnley Borough would still have one albeit in Padiham The population as a whole has to be served well but we don't; have one in every town. Padiham to the LCC is part of Burnley.*

**29. Some districts had two?**

- a. LW - Yes and this was based on population. The commitment was to have at least 12.*
- b. TP it's not about Burnley not having a home for example in West Lancashire Skelmersdale has a home but not Ormskirk, Chorley has none but Adlington does.*

**30. I'm wondering about the putting a stop on admissions at Woodside?**

- a. LW – This would be after it goes through cabinet if that's the decision.*

**31. Do you think that would guarantee a place?**

- a. TP I think we'd try to do that. All the LCC homes are good quality care homes. I recognise transport is an issue for some and we need to listen to that. That's the state of play in many areas in Lancashire. People have to make choices in challenging circumstances. We'd like staff and clients to stay in LCC care homes if they wish and we can make it happen.*

**32. The fear is if it's £200 per week extra**

- a. *TP - I would say that we would have to look at everyone's circumstances and agree a reasonable top up. We'll have to work that out with you.*

**33. What about those people who need help next year and the year after? They won't get topped up. We have to look at the future not the current generation.**

- a. *TP – The reality is there is a great number of independent providers. LCC have more in house than most authorities.*

**34. You should be proud of that.**

- a. *TP - We are!*

**35. If after the consultation it's decided the building is closing when can you give clarification on top up.**

- a. *TP - We would talk to you individually about your circumstances*
- b. *LW - we'd set up support with a social worker. For example see homes A, B and then come back to us and then a decision can be made.*
- c. *TP - Councils usually have a set rate, then when people talk to a home fees for self-funders may be a different cost. It's difficult to give a generalised statement. It would be your choice and made on a personal level.*

**36. Graham, your builders suggested that it would be easier to knock down. Our builders have suggested that it would be cheaper than the £3-5m that you are quoting. Also, CC Gooch it says you would hold surgeries.**

- a. *TP - It might be that surgery is the wrong term. He can't problem solve but he is here tonight so he knows the depth of feeling. GG needs to be here to hear from you. But a Surgery is more of a problem solving session for individuals and they need to be with our staff but can't be before 8th August. I can't make conclusions to what the consultation will conclude.*
- b. *LW- another meeting can be held and maybe surgery sessions with staff after 8th Aug. What would people like? I can also arrange for some of my own staff to offer a 1:1 to individuals.*

**37. As a follow on about top ups. If 19 residents went to different homes. If it was £100 per week then it would be 1900 per week. Nearly £100k per year. It's a lot of money. The money could be used in the building**

- a. *TP - that's one way to look at it. It would not be in perpetuity and the amount would naturally drop over time and not all people would need it esp if they go into council homes*

**38. My mum hasn't been in Lower Ridge long. She has a residential bed. She has now been diagnosed with dementia. I'm worried as I looked round dementia beds and I had to go on a waiting list.**

- a. TP - nature of people in care homes has changed and over Lancashire nursing beds are the hardest to source.
- b. LW – In LCC homes we have about 350 dementia beds and there are six vacant in East Lancashire.

**39. If we were to start fund raising - can we do it?**

- a. *TP - there's nothing I can do to stop you fund raising but you need to be careful how you do that. We are still in a consultation stage. It can't be on behalf of LCC and you need to protect yourselves by ensuring you do in a way which is legally safe, especially if it is a large scale effort*
- b. *LW - take some legal advice on how you'd do that.*

**40. Can we have permission to get builders to give independent quotes (surveyors)? Can we look at the outside of the building with them?**

- a. TP - we've had previous reports about the buildings. I will see what we can do

**41. Why does it take 5 people to come here and not be truthful? It seems a waste of money.**

- a. TP - we've been asked to come to support the consultation.

**42. LW - Do we need another meeting in June?**

- a. TP - Maybe give answer these questions first?

**43. Can the consultation include petitions?**

- a. *TP - we'll confirm where petitions can go.*
- b. *TP – To give a sense of timescales. The end of the consultation is 15th July, we do the analysis on the comments. Timing around 1st August to submit petitions to go alongside the report to cabinet*

### **Additional Comments**

- I went to look at Woodside. This home is so bright and airy. Woodside is so dark with small lounges on the areas. I came back to Lower Ridge and it was bright and nice and welcoming. It's a unique facility. I thought it was horrible at Woodside.
- As far as I can see this building needs a lot of money spending on it
- If the building was no good you've had 16 years to build another. You've been kicking the decision in the grass.

- Burnley FC could kick off charitable appeal, it's got to be worth saving.
- The words used in the last meeting were that the building was in disrepair.
- Ian mentioned some other homes have ensuite bedrooms and have kitchens. I've been to see Olive House and Woodside and they don't all have ensuite bedrooms. They do have kitchens. I think this is misleading.
- It is the look of the building that is the problem, eg curtains, carpets, and it doesn't appear to be structural.
- The issue is not the building it's the people of the building. The people of Burnley want a home. There's been 16 years to plan for this building.
- I've gone through the notes (from the last meeting), there were lots of questions, some were not answered.
- It must be cheaper to do up. I don't accept that answer. People could move out and move back in.
- If you move my mother to Bacup you'll destroy our families lives. I can't drive and won't be able to see her.
- Since the last meeting I've not slept thinking about this and you don't care.
- If there's plan A or B, Plan A is to close. You're saying you can't refurb so there is no plan B.
- I said it last time it's a done deal.
- It's like everything in Burnley including the buses.
- What about alzheimers society or Burnley borough council. If we're prepared to raise money, please you try to find some too.
- Olive house - if we're reliant on public transport then you couldn't get there. It cuts people off from families.
- I'd like to know why this government is wasting so much money and I have to pay for it. Like aeroplanes finding submarines. It's the workers of this country keeping them in there jobs. It's the workers that build this country.

- I'm paying £180 to live here and I love it. I've been here 2 years. It costs too much because the council hasn't spent any money on it.



## Appendix 1 - Demographic breakdown

**Table 1 - Are you responding to this consultation as...?**

	%
A resident of Lower Ridge Care Home	5%
A relative of a resident of Lower Ridge Care Home	14%
A member of staff at Lower Ridge Care Home	15%
A health professional (eg GP)	10%
An elected member of Lancashire County Council	0%
An elected member of a Lancashire district council	0%
An elected member of a parish or town council in Lancashire	0%
A private sector company/organisation	1%
A member of a voluntary or community organisation	3%
Other	47%

Base: all respondents (208)

**Table 2 - Are you...?**

	%
Male	13
Female	82
Prefer not to say	5

Base: respondents who are not residents at Lower Ridge Care Home (202)

**Table 3 - What was your age on your last birthday?**

	%
Under 16	<1%
16-19	<1%
20-34	17%
35-64	61%
65-74	14%
75+	1
Prefer not to say	6%

Base: respondents who are not residents at Lower Ridge Care Home (202)

**Table 4 - Are you a deaf person or do you have a disability?**

	%
Yes	7
No	84
Prefer not to say	8

Base: respondents who are not residents at Lower Ridge Care Home (201)

**Table 5 - Which best describes your ethnic background?**

	%
White	90%
Asian or Asian British	<1%
Black or Black British	<1%
Mixed	<1%
Other	<1%
Prefer not to say	8%

Base: respondents who are not residents at Lower Ridge Care Home (201)

**Table 6 - Do you have access to a car or van in which you could travel?**

	%
Yes – as passenger	8%
Yes – as a driver	52%
No	26%
Don't know	<1%
Prefer not to say	13%

Base: respondents who are not residents at Lower Ridge Care Home (201)