

Bowgreave Rise Extra Care

Consultation report –2020

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Lancashire

County
Council





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1. Executive summary

This report summarises the response to Lancashire County Council's consultation on the proposal to replace Bowgreave Rise residential care home with extra care housing.

The consultation ran for eight weeks between 22 January and 18 March 2020, using a self-completion questionnaire to gather feedback on the proposal. Both a paper and online option of the questionnaire were available for completion. An electronic version of the consultation questionnaire was available online at www.lancashire.gov.uk.

A total of 267 responses were received. 150 responses were received from the community, 68 from residents, carers or family members, 30 from staff, and 19 from other respondents.

1.1 Key findings

- Half of the respondents (52%) disagreed with the proposal to build an extra care scheme in the grounds of Bowgreave Rise because they felt it will not meet care requirements (current and future)
- Two in five (39%) agreed with the proposal, although not wholly due to the appeal of extra care, but also because it is seen as an opportunity to increase and improve care provision in the area to meet present and future needs.
- Some respondents would like extra care provision to be in addition to, not in replacement of, the existing care provision at Bowgreave Rise.
- An underlying requirement shared by respondents throughout the survey was to ensure any development meets current and future care needs.
- Respondents had a perception that there is a high demand for dementia care in the area – both at present and in the future.
- The most frequently mentioned concern from respondents was for the best interests of existing residents on all aspects of the proposal. Respondents consistently mentioned current residents' needs, requirements, safety and wellbeing.
- There was a view from some respondents for updating and operating the existing Bowgreave Rise residential care home.

2. Introduction

Bowgreave Rise in Garstang is an older people's residential care home owned and managed by Lancashire County Council. Bowgreave Rise was built in 1970 and its layout makes it difficult to meet modern quality standards and current expectations. For example, there are shared toilets and bathrooms. However, the care offered at the home is of a good standard and has been rated 'Good' by the Care Quality Commission, which is responsible for monitoring, inspecting and regulating health and social care services.

On 16 January 2020, Cabinet agreed to hold a consultation on the proposal to replace Bowgreave Rise residential care home with extra care housing.

Extra care housing is designed to enable people to remain independent as long as possible and supports wellbeing and an active lifestyle. It is a tried, tested and well-received alternative to residential care.

The county council, working closely with stakeholders and partners, at the time of the consultation was proposing to develop 68 one and two bedroom self-contained 'extra care' flats each with their own bathroom, kitchen/lounge and bedroom. The scheme would have communal facilities including a restaurant and lounge for residents. Care staff would be available onsite 24 hours a day and 7 days a week in case of emergencies, as well as for any planned care required.

In the consultation proposal, most properties were likely to be rented. Tenants would be assessed financially and depending on their income, might be able to get housing benefit to cover all or part of the rental cost. Their care needs would also be identified and met. Any financial contribution would again be dependent on their income.

We would support current Bowgreave Rise residents and their families in deciding whether transferring to the extra care housing or moving to another appropriate setting would be in their best interests, depending upon their needs and wishes. We would also make sure that the wellbeing of current residents was a priority should this proposal be approved.

2.1 The proposal

- Working closely with stakeholders and partners to develop an extra care scheme in the grounds of Bowgreave Rise, subject to planning permission, which once completed would replace the existing residential care home.
- Support the current residents of Bowgreave Rise to continue to live within the residential care home whilst the extra care scheme is built, or seek alternative accommodation if that is the preferred option for residents and their families. We would work with the developer in order to minimise disruption.

- Demolish the care home once all residents have moved into either the extra care scheme or another appropriate setting, as determined by their needs and wishes.
- Build supported housing for people with social care needs on the cleared site subject to planning permission.

2.2 Timescales

- 16 January 2020 Cabinet agreed to consult on the proposals
 - 22 January to 18 March 2020 eight week consultation with current residents and their relatives or representatives, staff, people living locally and partner organisations
 - May 2020 reporting the consultation outcomes to Cabinet
 - 2020 planning application submitted
 - 2021 construction starts subject to planning approval
 - 2022 completion of extra care scheme
 - 2023 demolition of care home
- Please note that due to circumstances caused by the Covid 19 pandemic, the post consultation timescales were not achievable

3. Methodology

A self-completion questionnaire was used to gather feedback on the Bowgreave Rise proposal. Respondents had the option to complete and submit the questionnaire either online or by paper-based questionnaire (a prepaid envelope was provided for postal return). An electronic version of the consultation questionnaire was available online at www.lancashire.gov.uk.

To explore opinions on specific aspects of the proposal respondents were provided four statements on

- building an extra care scheme in the grounds at Bowgreave Rise
- residents remaining at the existing care home whilst the extra care scheme is built
- demolishing the care home after the extra care scheme has been built and all residents have moved out
- following the demolition, building supported housing for people with social care needs on the cleared land

Respondents were asked how strongly they agreed or disagreed with each statement and then asked to provide why they felt that way for each statement. Respondents were then asked how the proposal would affect them, and if anything about the proposal could be done differently.

Two briefing meetings were held for residents' relatives and representatives. An information leaflet, a Lancashire Evening Post article about extra care housing and an article illustrating the differences between residential care and extra care were also made available.

Posters publicising the consultation were displayed at the care home and in the local area. Staff offered individual support to any residents who needed help to understand or respond to the consultation.

The consultation was also promoted via social media, a press release and on the county council website. It was promoted to county councillors via C-First (the councillors' portal). An email was sent out encouraging stakeholders such as people living locally and partner organisations to have their say.

The fieldwork ran for eight weeks between 22 January and 18 March 2020. A total of 267 questionnaires were returned.

3.1 Limitations

The findings presented in this report cannot be assumed to be fully representative of the views of all residents of Lancashire nor all users and stakeholders of Bowgreave Rise. They should only be taken as reflecting the views of people who were made aware of the consultation and who, given the opportunity, felt compelled to respond.

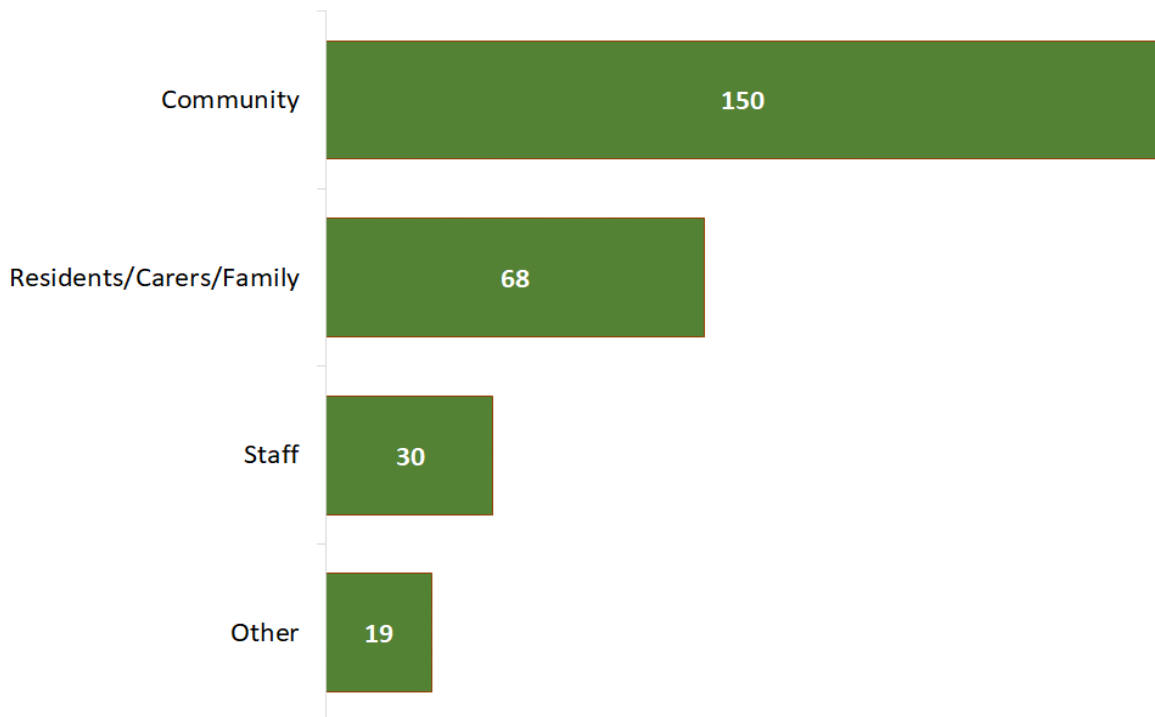
In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main findings

Respondents were first asked to classify themselves on how they were responding to the consultation.

- Over half (56%) of the responses to the consultation were from members of the community, which includes those local to Garstang and from the wider area.
- A quarter of responses were from current residents of Bowgreave Rise or their carers or family members.
- Thirty respondents were members of staff at Bowgreave Rise.
- The other category includes respondents who chose 'other' but did not provide the additional requested information.
- Five responses were received from Lancashire County Council, district or parish councillors. Their responses have been included within the community grouping.

Chart 1 - Are you completing this survey as...?



Base: all respondents (267)

To explore opinions on specific aspects of the proposal respondents were provided with the following four statements

- building an extra care scheme in the grounds at Bowgreave Rise
- residents remaining at the existing care home whilst the extra care scheme is built
- demolishing the care home after the extra care scheme has been built and all residents have moved out
- following the demolition, building supported housing for people with social care needs on the cleared land

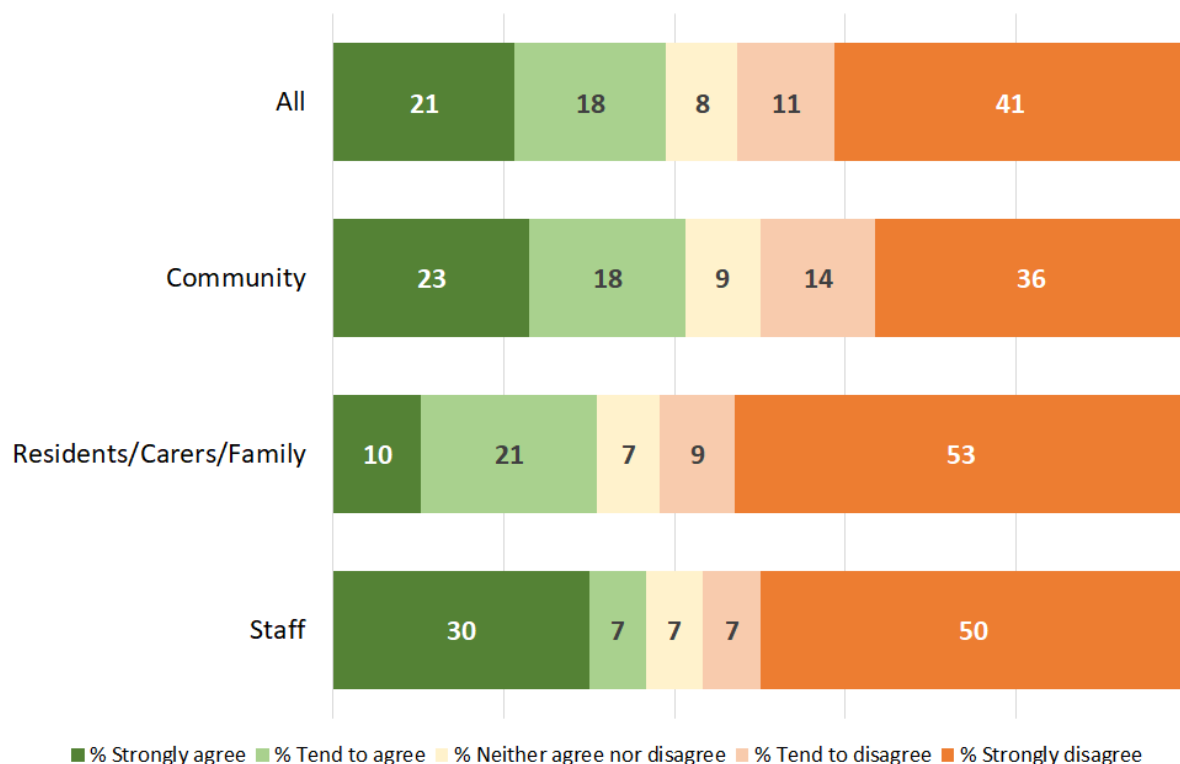
Respondents were asked how strongly they agreed or disagreed with each statement and then asked to provide why they felt that way for each.

4.1 Building an extra care scheme in the grounds of Bowgreave Rise

Respondents were asked how strongly they agreed or disagreed with building an extra care scheme in the grounds of Bowgreave Rise.

- Just over half of all respondents disagreed with building an extra care scheme in the grounds of Bowgreave Rise.
- The strength of disagreement is very high, the majority of those who disagreed tending to strongly disagree.
- Residents/carers/family respondents disagreed the most - with two out of three disagreeing and less than one in three agreeing with the proposal.
- Two in five respondents did agree with the proposal. Almost a third (30%) of staff strongly agree with the proposal. The lowest agreement with the proposal is amongst residents/carers/family with less than 1 in 3 agreeing and only 10% strongly agreeing.

Chart 2 - Building an extra care scheme in the grounds of Bowgreave Rise

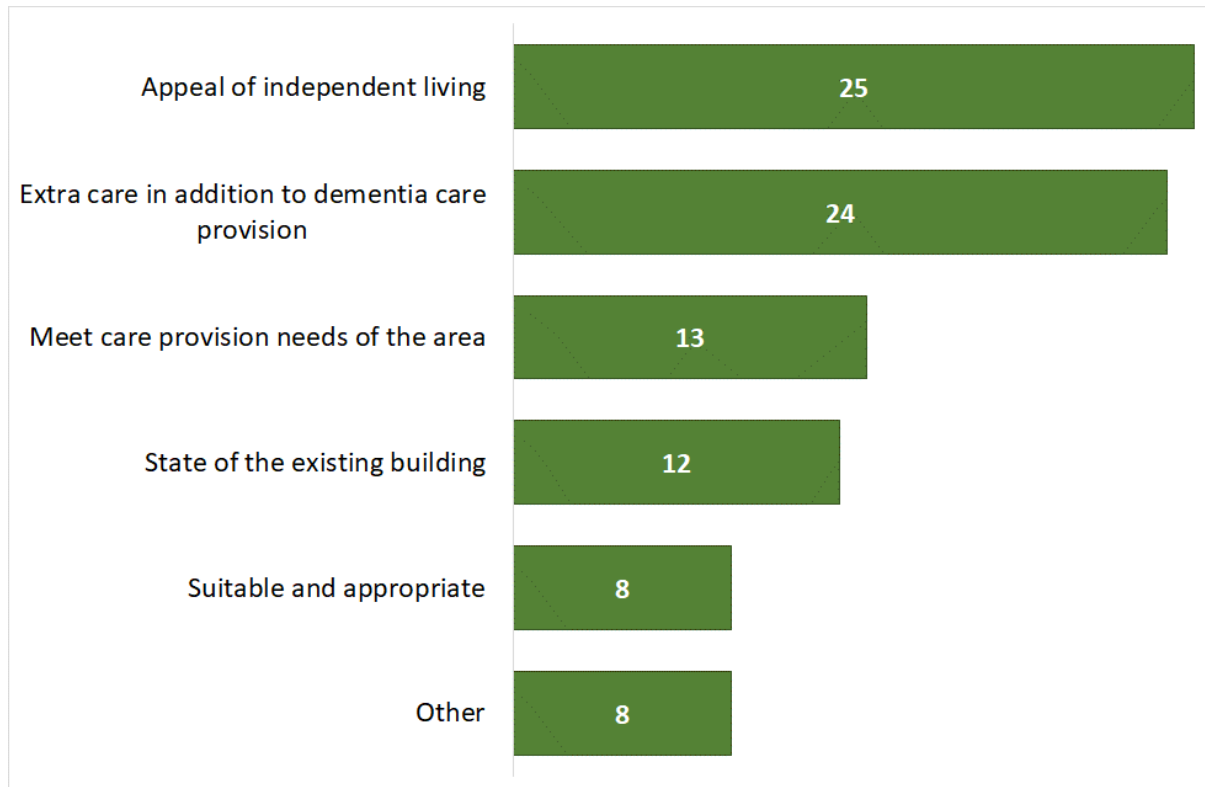


Base: all (264); community (148); residents/carers/family (68); staff (30)

For those respondents who **agreed** with the proposal to build an extra care scheme in the grounds of Bowgreave rise and made a comment, they gave the following responses.

- Over a third of those who agreed with the proposal and commented, gave their reason as the appeal of independent living.
- A similar number agreed, but provided that extra care is in addition to provision for dementia care.
- More than half of the comments received from those agreeing are not driven by extra care, but driven by opportunity to increase and invest in care provision in the area.

Chart 3 - Reasons given by respondents who agreed with building an extra care scheme in the grounds of Bowgreave Rise?

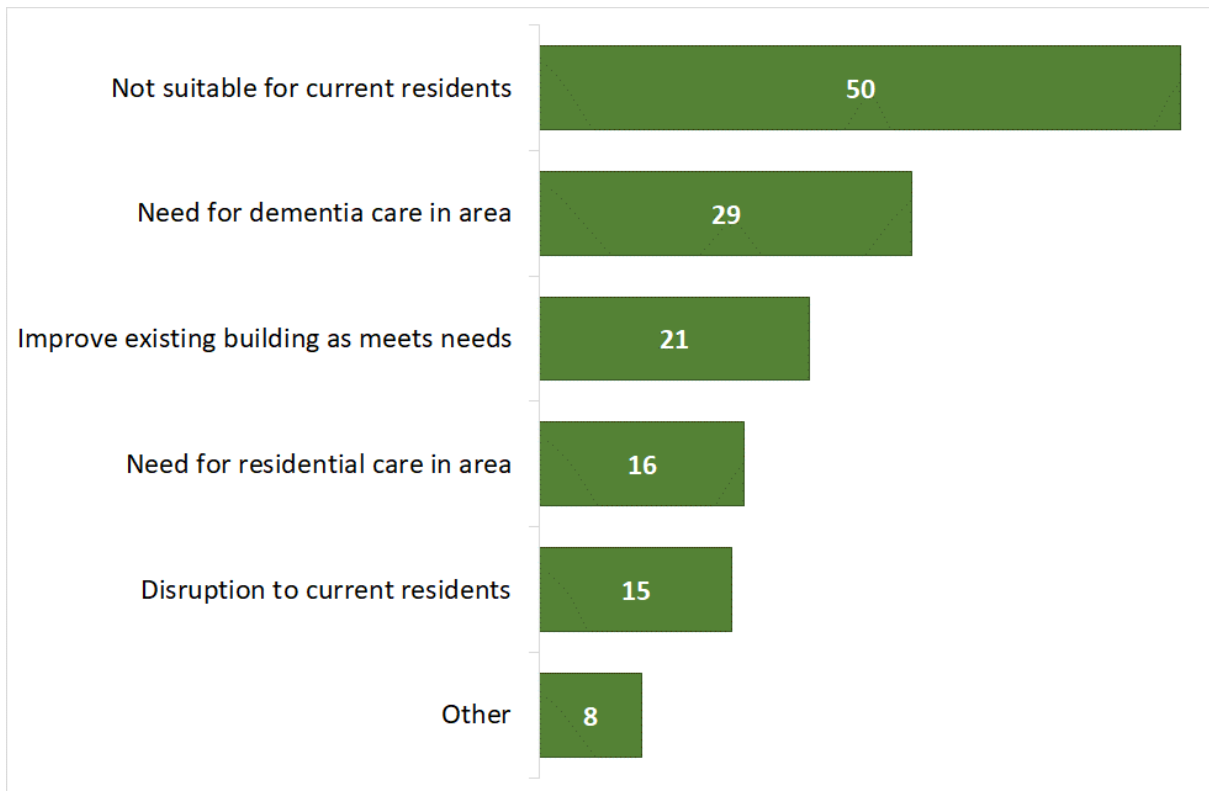


Base: all who strongly agree or tended to agree with "Building an extra care scheme in the grounds of Bowgreave Rise" and made a comment (71)

For those respondents who **disagreed** with the proposal to build an extra care scheme in the grounds of Bowgreave rise and made a comment, they gave the following responses.

- Respondents felt extra care was unsuitable for existing residents and this is the most frequent reason for disagreeing.
- Respondents felt there was a need for dementia and/or residential care, which is not being met by proposal.
- The existing provision was seen as sufficient, and consideration for current residents were also influencing factors for respondents who disagreed with building extra care at Bowgreave Rise.

Chart 4 - Reasons given by respondents who disagreed with building an extra care scheme in the grounds of Bowgreave Rise?

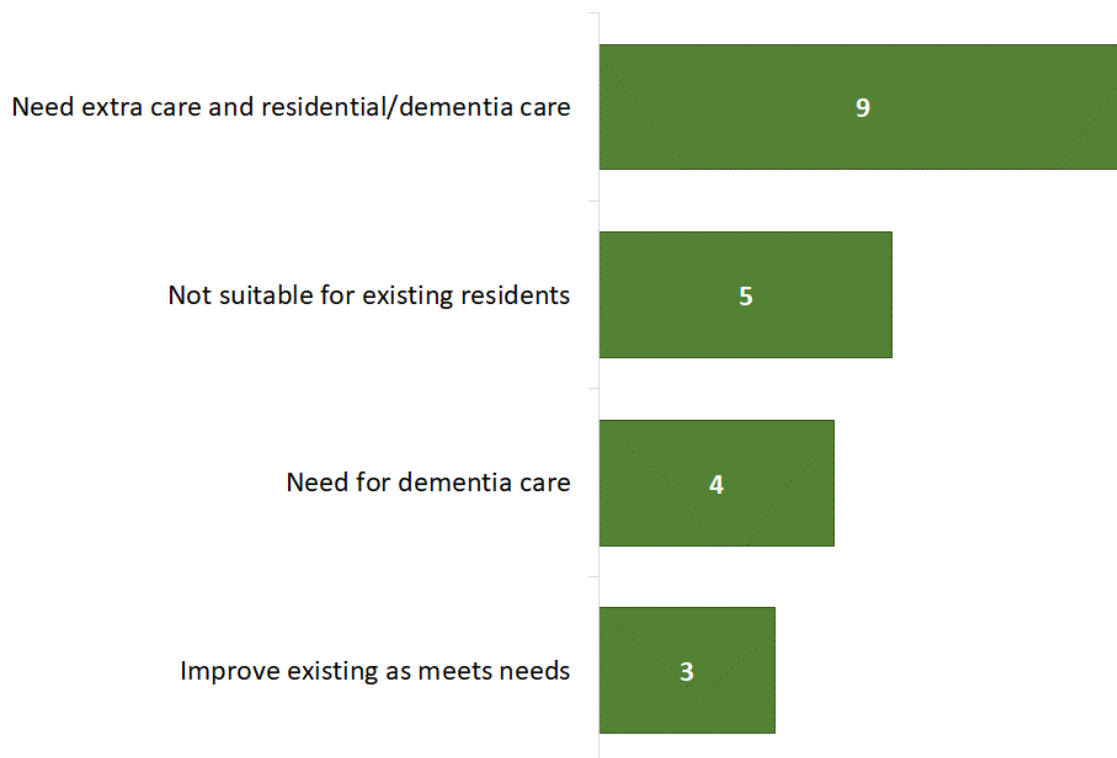


Base: all who strongly disagree or tended to disagree with "Building an extra care scheme in the grounds of Bowgreave Rise" and made a comment (112)

For those respondents who **neither agreed or disagreed** with the proposal to build an extra care scheme in the grounds of Bowgreave rise and made a comment, they gave the following responses.

- The key reasons provided by this small group were their concerns for existing residents and the belief in need for dementia care.

Chart 5 - Reasons given by respondents who neither agreed or disagreed with building an extra care scheme in the grounds of Bowgreave Rise?



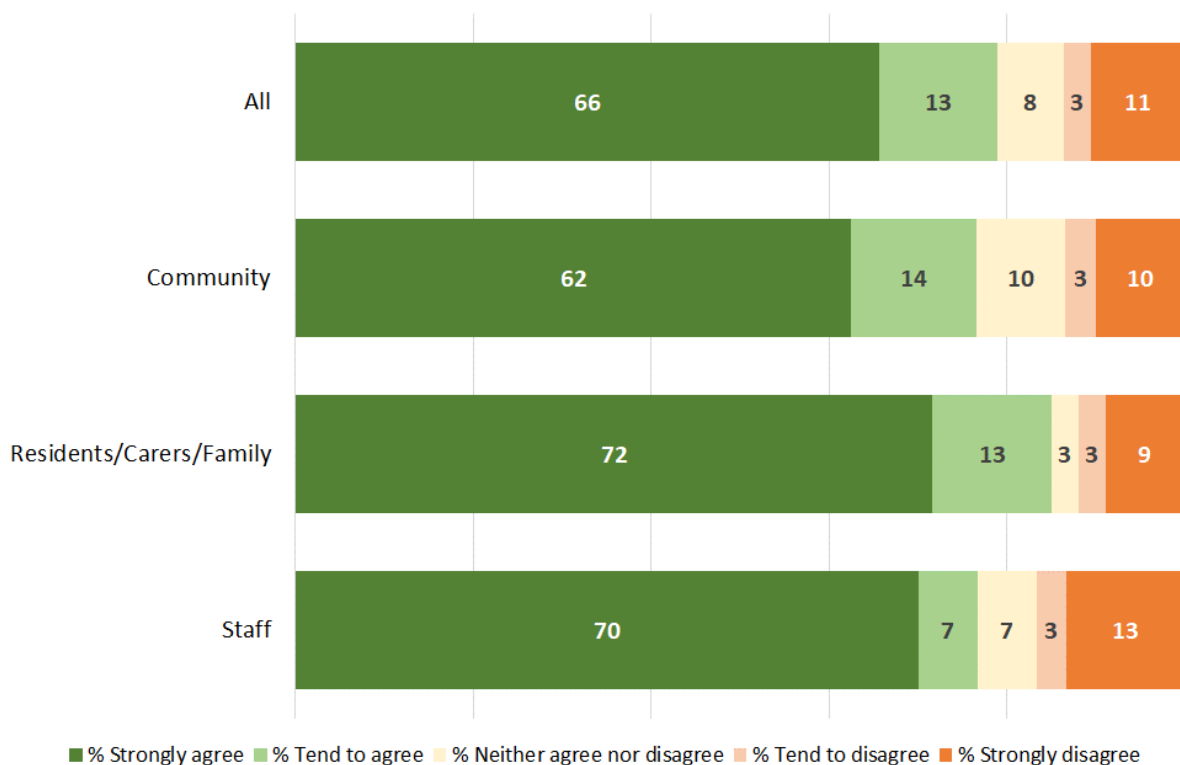
Base: all who neither agreed or disagreed with "Building an extra care scheme in the grounds of Bowgreave Rise" and made a comment (16)

4.2 Residents remaining at the existing care home whilst the extra care scheme is built

Respondents were asked how strongly they agreed or disagreed with residents remaining at the existing care home whilst the extra care scheme is being built.

- Four in five respondents (79%) believed the current residents should remain in their existing Bowgreave Care home during the extra care build with majority of these tending to strongly agree.
- One in 10 respondents strongly disagreed with residents continuing to live at the existing site during the build.

Chart 6 - Residents remaining at the existing care home whilst the extra care scheme is built

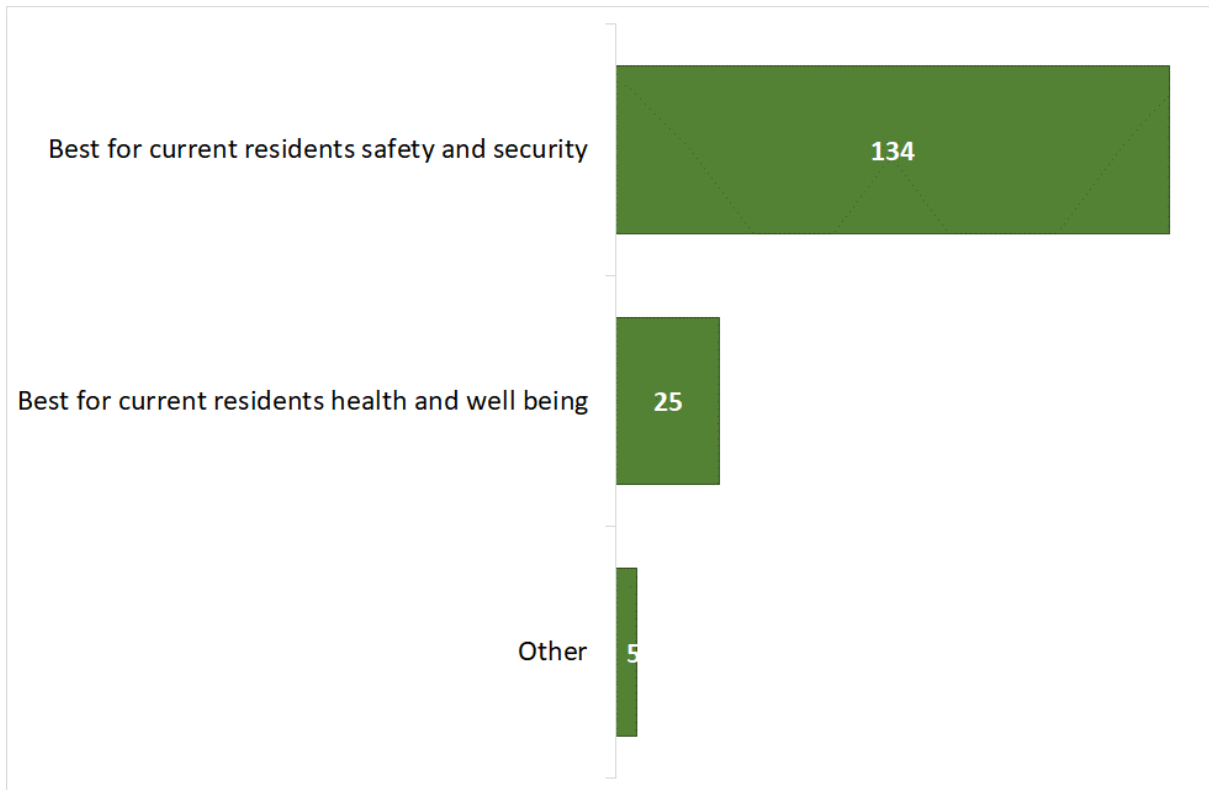


Base: Base: all (265); community (149); residents/carers/family (67); staff (30)

For those respondents who **agreed** with residents remaining at the existing care home whilst the extra care scheme is being built, and made a comment, they gave the following responses.

- The best interest of residents – commenting on familiarity, family, avoiding disturbance, minimise change and specific needs due to dementia.

Chart 7 - Reasons given by respondents who agreed with residents remaining at the existing care home whilst the extra care scheme is being built

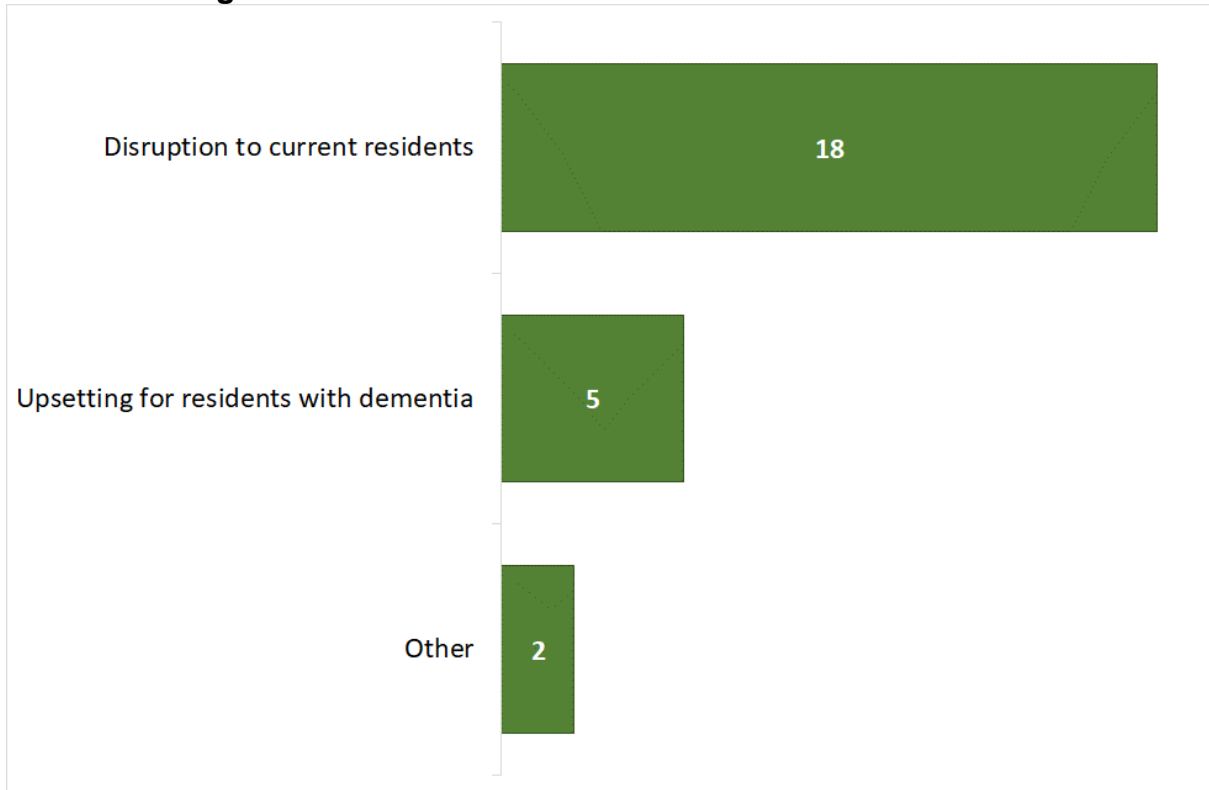


Base: all who agreed with "Residents remaining at existing care home whilst the extra care scheme is being built" and made a comment (148)

For those respondents who **disagreed** with residents remaining at the existing care home whilst the extra care scheme is being built, and made a comment, they gave the following responses.

- There was concern for current residents both in terms of their comfort and wellbeing.

Chart 8 - Reasons given by respondents who disagreed with residents remaining at the existing care home whilst the extra care scheme is being built?



Base: all who disagreed with "Residents remaining at existing care home whilst the extra care scheme is being built" and made a comment (25)

For those respondents who **neither agreed or disagreed** with residents remaining at the existing care home whilst the extra care scheme is being built, and made a comment, they gave the following responses.

- Although a small number of comments, respondents focus on the best interest of residents, such as concern for the wellbeing and needs of residents as reasons for neither agreeing or disagreeing.

Chart 9 - Reasons given by respondents who neither agreed or disagreed with residents remaining at the existing care home whilst the extra care scheme is being built?



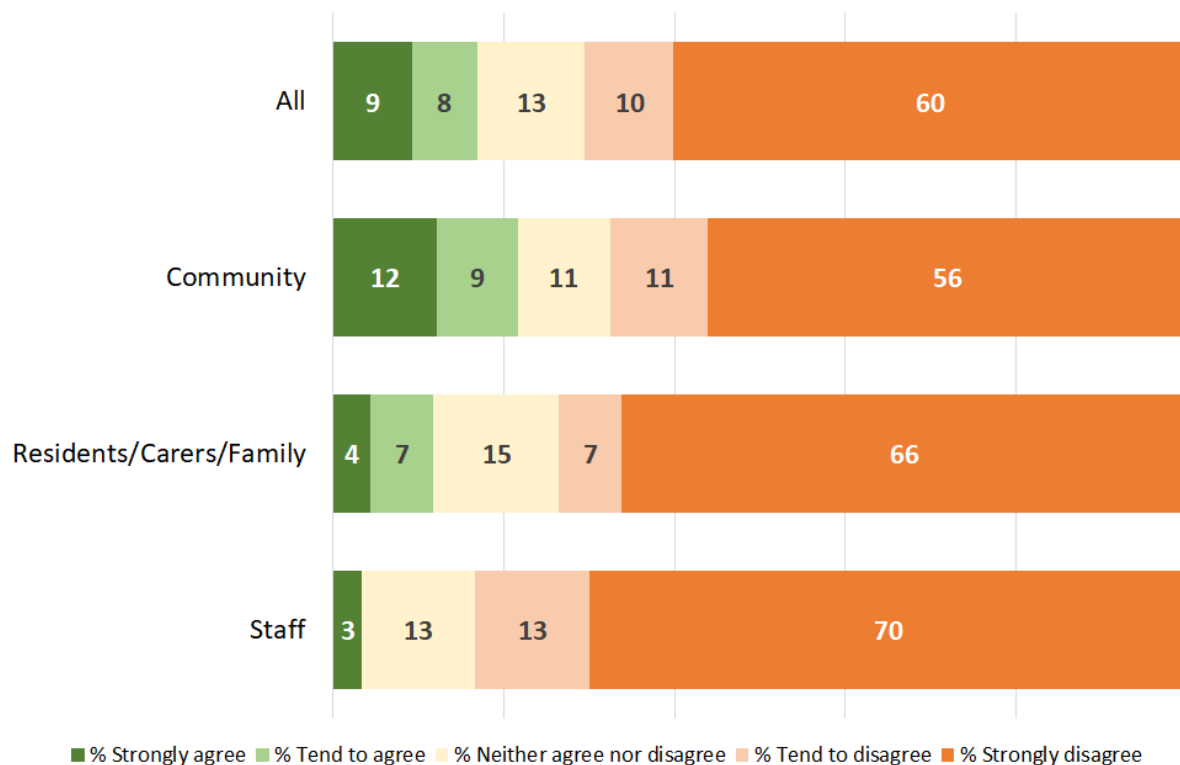
Base: all who neither agreed or disagreed with "Residents remaining at existing care home whilst the extra care scheme is being built" and made a comment (12)

4.3 Demolishing the care home after the extra care scheme has been built and all residents have moved out

Respondents were asked how strongly they agreed or disagreed with demolishing the care home after the extra care scheme has been built and all residents have moved out.

- 70% of respondents believed Bowgreave Care home should not be demolished. This opinion is highest amongst staff, with more than four in five disagreeing.
- It should also be noted that the majority of those who disagreed, expressing that they strongly disagreed.
- One in five of community respondents did agree with the demolition of the care home after the extra care scheme has been built and all residents have moved out.

Chart 10 - Demolishing the care home after the extra care scheme has been built and all residents have moved out

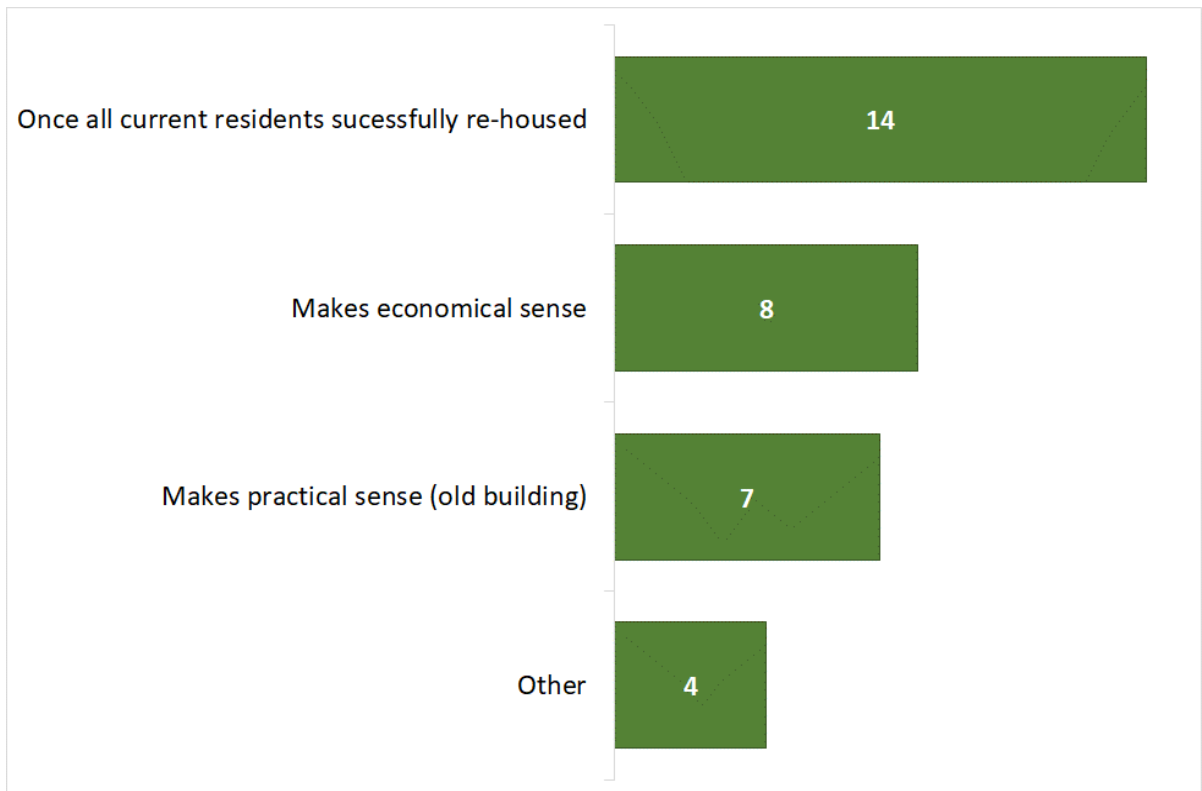


Base: Base: all (264); community (148); residents/carers/family (68); staff (30)

For those respondents who **agreed** with demolishing the care home after the extra care scheme is built and all residents have moved out, and made a comment, they gave the following responses.

- Those who agreed to demolition did so on the condition that all residents are successfully re-housed first.
- Respondents reflect pragmatism in their reasons for agreeing with the demolition by providing cost efficiency and the state of existing building as their reasons for agreeing to demolition of care home.

Chart 11 - Reasons given by respondents who agreed with demolishing the care home after the extra care scheme has been built and all residents have moved out

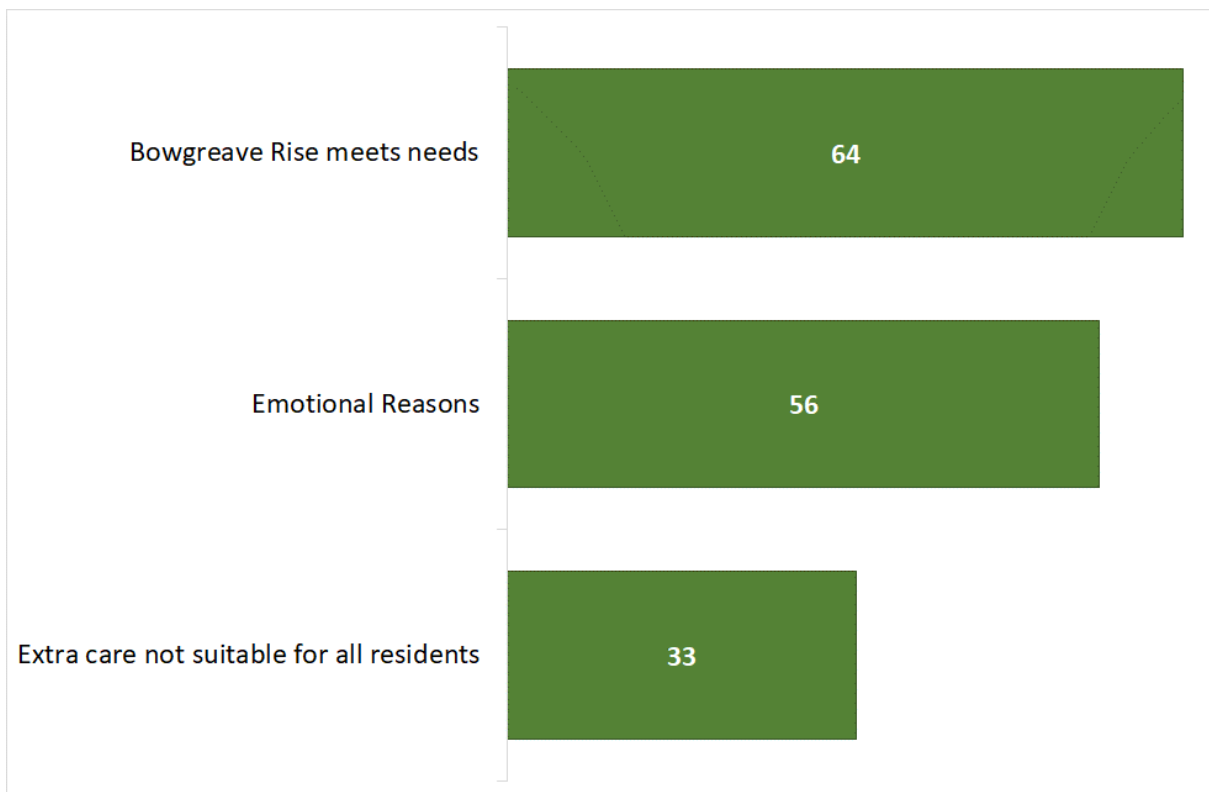


Base: all who agree with "Demolishing the care home after the extra care scheme is been built and all residents moved out" and made a comment (33)

For those respondents who **disagreed** with demolishing the care home after the extra care scheme is built and all residents have moved out, and made a comment, they gave the following responses.

- Respondents who disagreed to demolishing, said they believed in continued role and value of Bowgreave Rise, as it meets and delivers care needs.
- There is a lot of sentiment and emotive attachment to Bowgreave Rise from some respondents, such as its history, part of community, and 'home' of family members, and therefore are reluctant to lose it.
- Respondents also felt that the needs and interests of existing residents should be considered, as extra care would not be suitable to meet those needs.

Chart 12 - Reasons given by respondents who disagreed with demolishing the care home after the extra care scheme has been built and all residents have moved out



Base: all who disagree with "Demolishing the care home after the extra care scheme is been built and all residents moved out" and made a comment (138)

For those respondents who **neither agreed or disagreed** with demolishing the care home after the extra care scheme is built and all residents have moved out, and made a comment, they gave the following responses.

- Respondents mentioned the best interests of existing residents, such as concern for their wellbeing and impact on them.

Chart 13 - Reasons given by respondents who neither agreed or disagreed with demolishing the care home after the extra care scheme has been built and all residents have moved out



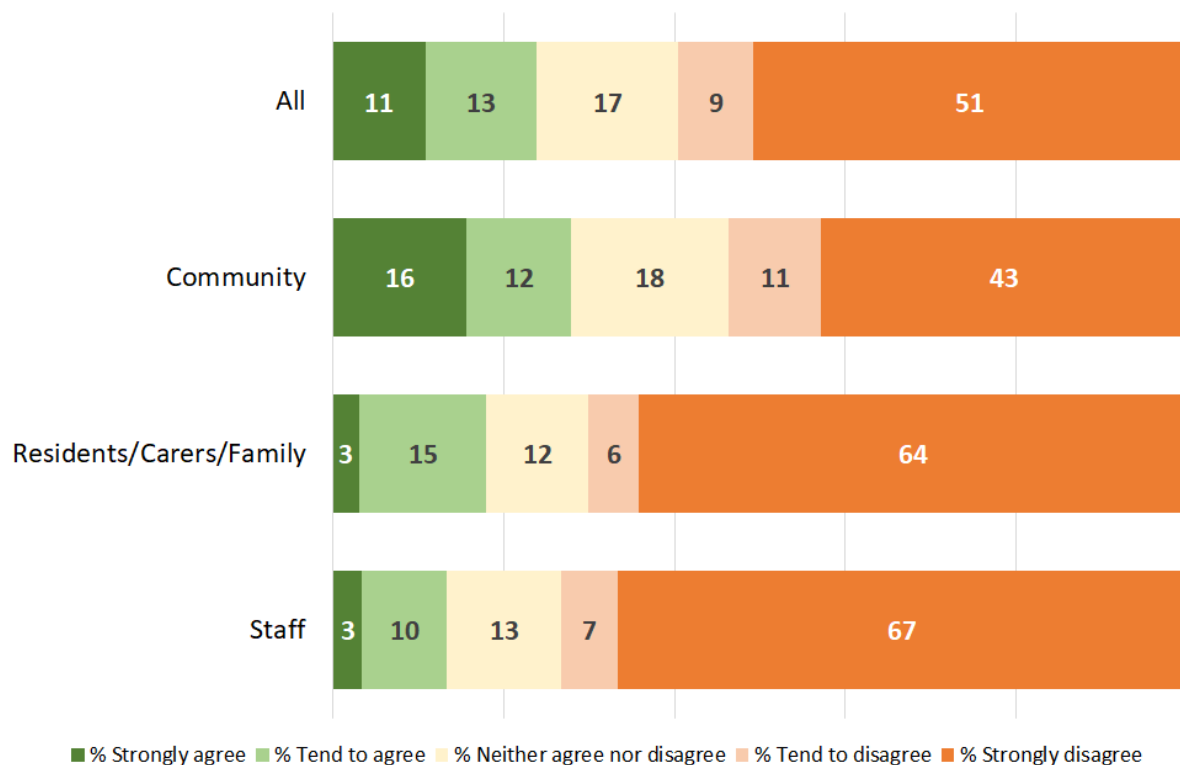
Base: all who neither agree or disagree with "Demolishing the care home after the extra care scheme is been built and all residents moved out" and made a comment (19)

4.4 Following the demolition, building supported housing for people with social care needs on the cleared land

Respondents were asked how strongly they agreed or disagreed with following the demolition, building supported housing for people with social care needs on the cleared land.

- Just under two thirds (60%) of all respondents disagreed with building supported housing, with the majority of these strongly disagreeing.
- Residents/carers/family and staff were most likely to disagree (70% and 74% respectively), with two thirds of each group strongly disagreeing with the idea of building supported housing on the cleared land.

Chart 14 - Following the demolition, building supported housing for people with social care needs on the cleared land

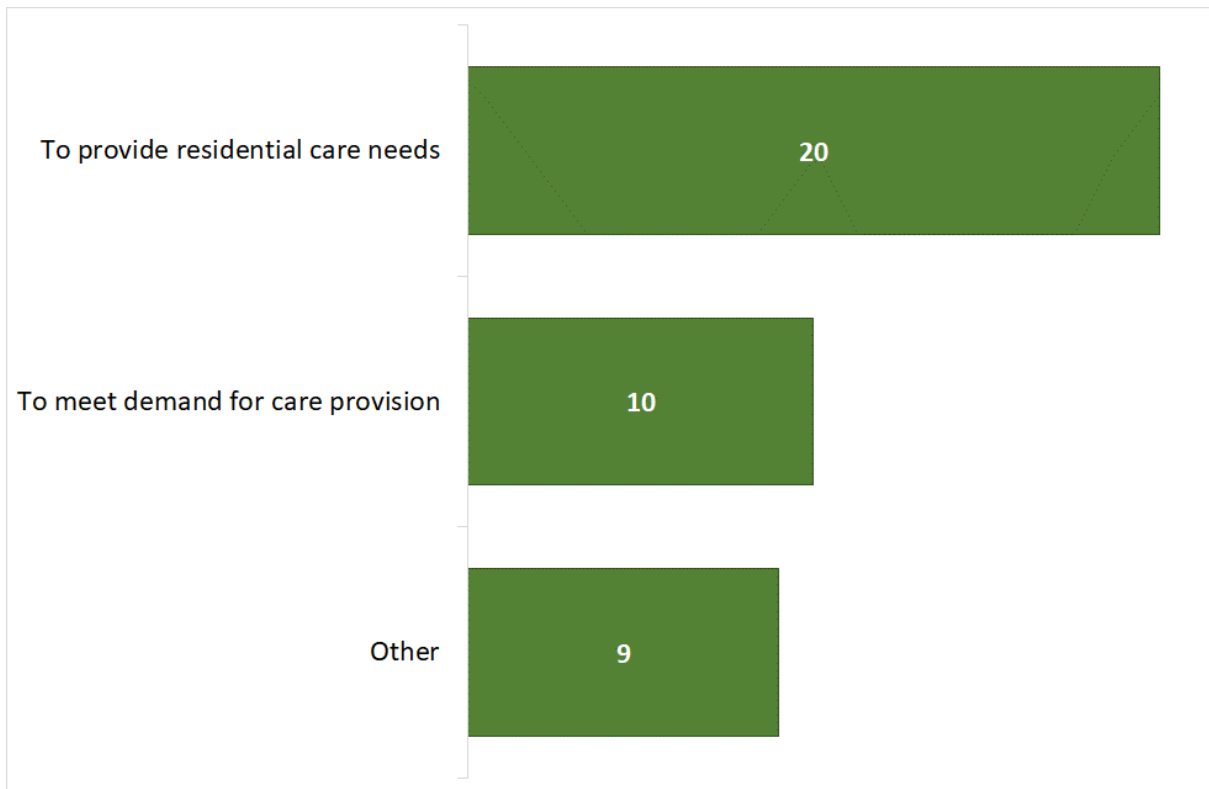


Base: Base: all (264); community (147); residents/carers/family (67); staff (30)

For those respondents who **agreed** with, following the demolition, building supported housing for people with social care needs on the cleared land, and made a comment, they gave the following responses.

- Although respondents agreed with the statement, the underlying reasons for agreeing are associated with meeting residential and other care needs of residents.

Chart 15 - Reasons given by respondents who agreed with, following the demolition, building supported housing for people with social care needs on the cleared land

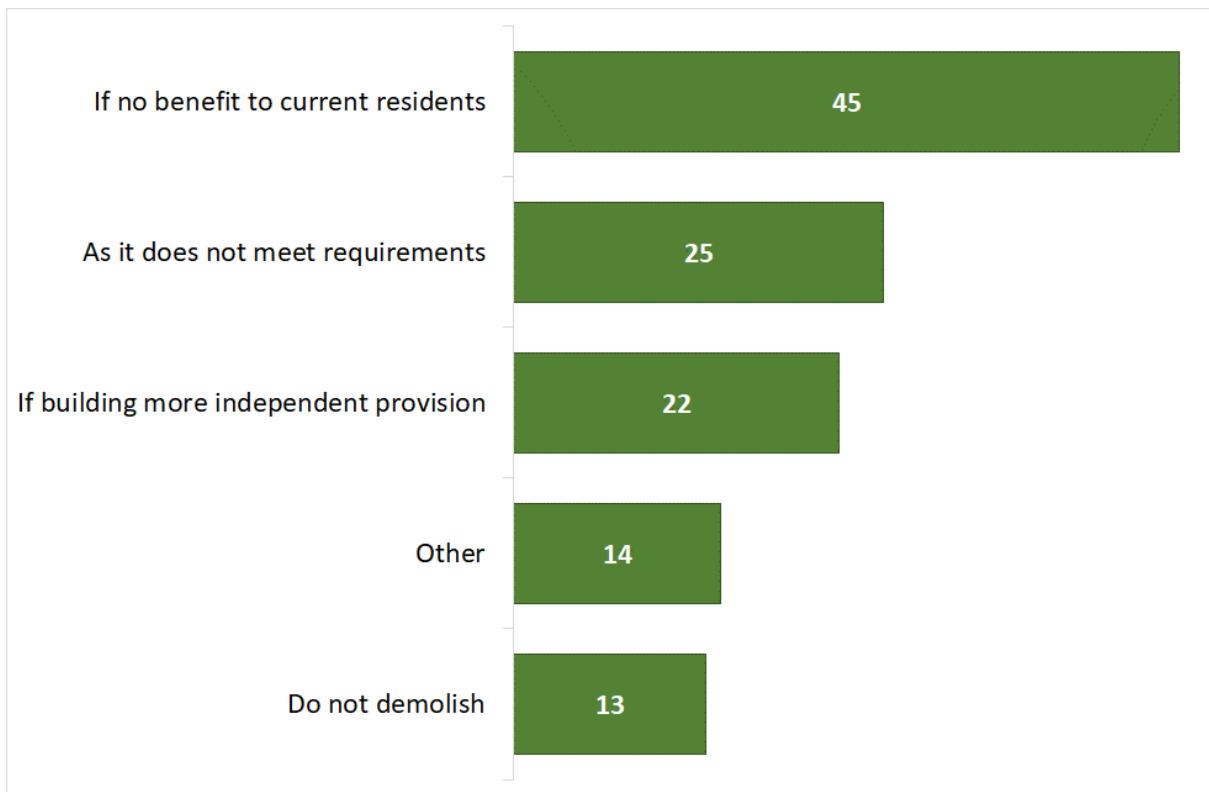


Base: all who agree "Following the demolition, building supported housing for people with social care needs on the cleared land" and made a comment (35)

For those respondents who **disagreed** with, following the demolition, building supported housing for people with social care needs on the cleared land, and made a comment, they gave the following responses.

- The needs and interest of current residents was the most given reason for disagreeing with the idea of supported housing, if the proposal did not benefit current residents.
- There was a feeling that proposal would not meet existing or future needs and is not what is required.

Chart 16 - Reasons given by respondents who disagreed with, following the demolition, building supported housing for people with social care needs on the cleared land

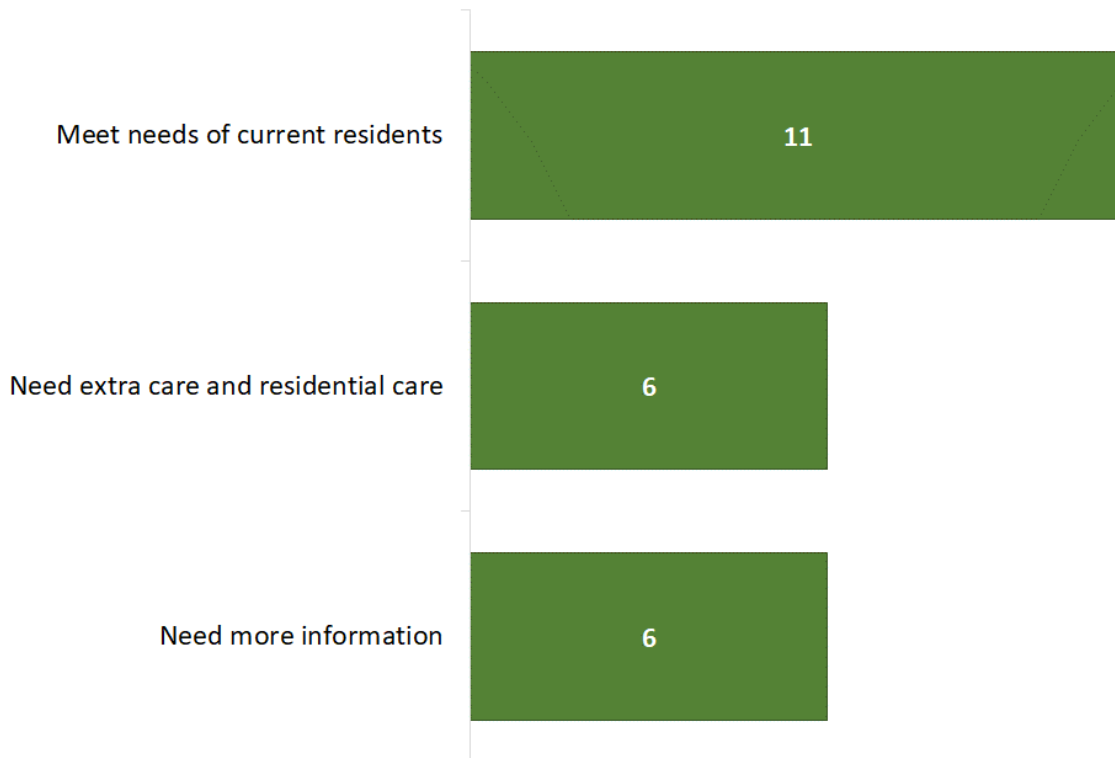


Base: all who disagree "Following the demolition, building supported housing for people with social care needs on the cleared land" and made a comment (107)

For those respondents who **neither agreed or disagreed** with, following the demolition, building supported housing for people with social care needs on the cleared land, and made a comment, they gave the following responses.

- For those who neither agreed or disagreed with the idea of building supported housing the main reason given was any development needed to meet current and future care needs.

Chart 17 - Reasons given by respondents who neither agreed or disagreed with, following the demolition, building supported housing for people with social care needs on the cleared land

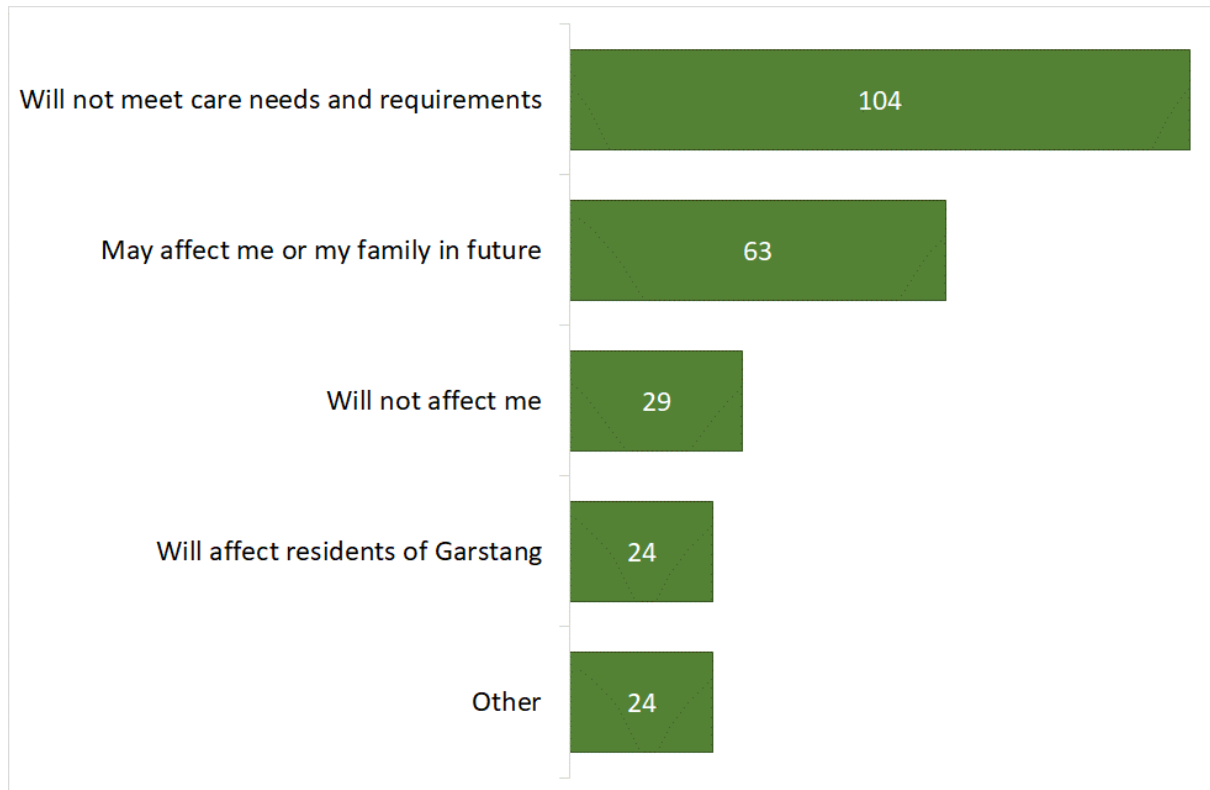


Base: all who disagree "Following the demolition, building supported housing for people with social care needs on the cleared land" and made a comment (21)

Respondents were then asked how the proposal would affect them.

- Respondents were most likely to say that the impact of the proposal was that it would not meet care needs or requirements.
- A quarter of respondents who commented said that the proposal would affect them or their family in the future.

Chart 18 - How will the proposal affect you?

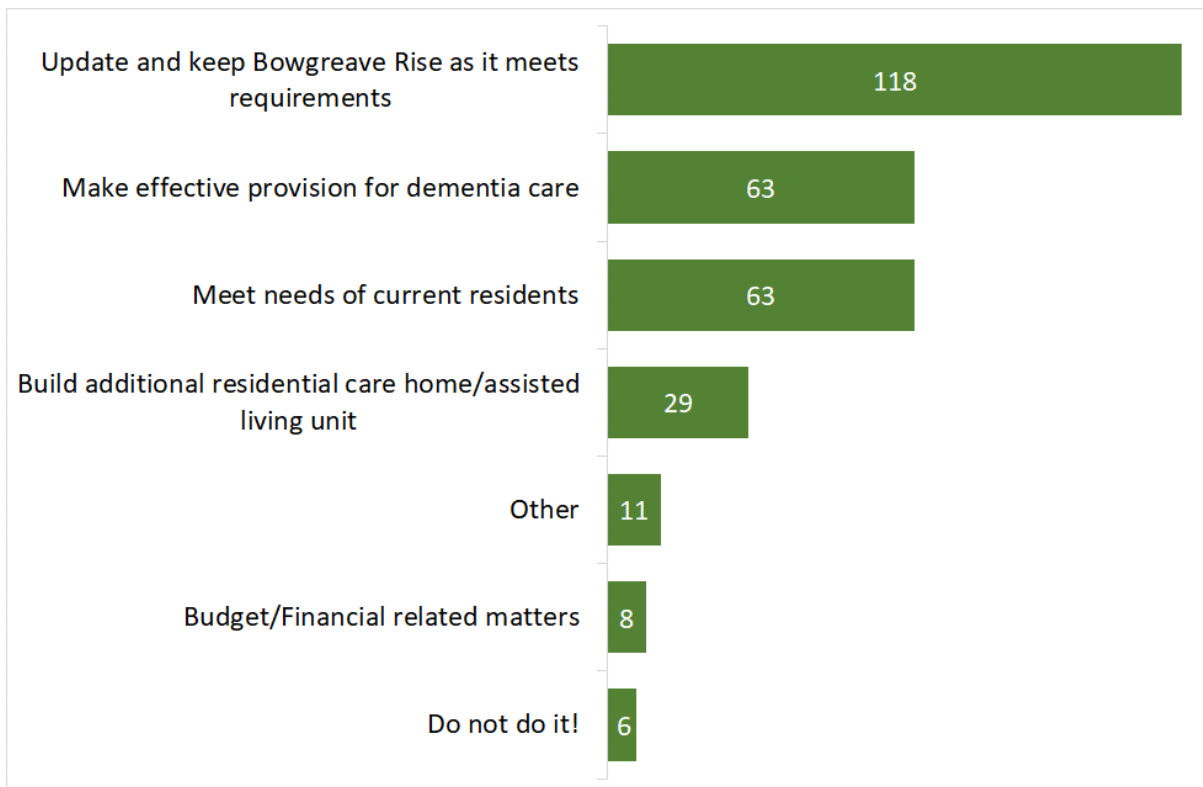


Base: all who provided comment "How will the proposal affect you?" (217)

Respondents were then asked if there was anything about the proposal that they thought could be done differently.

- The most frequent comment made was that Bowgreave Rise should be kept and updated.
- Respondents wanted any proposal to be needs driven, meeting the needs of existing residents, dementia care requirements and the anticipated future care needs of the area.

Chart 19 - Is there anything else about this proposal that you think we could do differently?



Base: all who provided comment "How will the proposal affect you?" (216)

Appendix 1 – respondent profile

Table 1 - Are you...?

	%
Resident of Lancashire County Council	54%
Carer or family member of a Bowgreave Rise resident	15%
Member of staff at Bowgreave Rise care home	12%
Bowgreave Rise resident or completing on behalf of	8%
Other	7%
Member of a voluntary or community organisation	2%
Elected member of Lancashire County Council	1%
Elected member of a parish or town council in Lancashire	1%

Base: all respondents (257)

Table 2 - Are you...?

	%
Female	81%
Male	16%
Prefer not to say	3%

Base: all respondents (262)

Table 3 - What is your age?

	%
Under 25	5%
25-39	16%
40-49	23%
50-59	27%
60-69	15%
70-79	7%
80-89	3%
90+	1%
Prefer not to say	3%

Base: all respondents (264)

Table 4 - What is your ethnic background?

	%
White	90%
Other	4%
Prefer not to say	6%

Base: all respondents (263)

Table 5 - Do you have a disability?

	%
Yes	8%
No	84%
Prefer not to say	8%

Base: all respondents (264)