



## Residential and day services in Crowborough: Consultation report



This report is written in Easy Read.

You can ask for help reading it.



You can ask:

- A carer
- A support worker
- A friend
- A member of your family, or
- An advocate



On 15 February 2016 we started a **consultation** about residential and day services in Crowborough.

A **consultation** is when we ask people what they think about something.



We wanted to know what you thought about our ideas to change services in Crowborough.



We asked what you thought about our plans to provide a new residential service from one site in Crowborough.

The residential services provided at Greenacres, Beacongate and The Gables would move to the new site.

These buildings would then be closed.



We also asked what you thought about our plan to provide a day service on the ground floor of the new building in Crowborough.



The day services provided at Southview would move to the new site.

The Southview building would then be closed.

**Thank you to everyone who took part in the consultation.**

## How we did the consultation

The consultation happened in the following ways.

### Letter



Everyone who uses the services was sent a letter about the consultation. It said why it was happening and how to take part.



### Meetings and information events

Meetings and information events gave people a chance to hear about the consultation and to ask questions.



People were supported to tell us what they thought about our plans and fill in a comment form.



## Residential clients and their family

We held meetings for people who live at the residential homes. We also held meetings for relatives and family members.



All **16** residents had an individual meeting and **12** went to the group meetings.

**10** relatives and families had meetings with managers.



## Day service clients and their carers

On 12th April we held information events at Southview for people who use the service, and for their parents and carers.



**42** clients and parents and carers went to these meetings and events.

## Comment form



**Questions**

1. What do you think about it?

☐ Good

☐ Bad

☒ Not sure

We gave people a comment form with questions about our ideas.



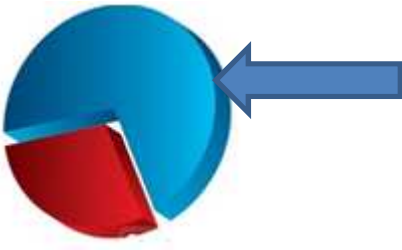
We posted the form to people who didn't come to the meetings.



If people didn't want other people to know what they had said they could post their comment form in a cardboard post box at Southview Close.



**90** people filled in a comment form.



Nearly **three quarters** of the people who completed a comment form live at one of the residential homes or go to Southview.



## Letters, emails and comments

People could also write to us about the consultation.



Or they could talk to a member of staff.



**2** people wrote to us or talked to us about the consultation.

## What people like about our plans



**Most** people are very positive about our plans.

### The new building



They think the new building would be better for residents and for the day service.



It would be better for people who use wheelchairs.



People like the idea of having more space in their bedrooms and having their own bathroom.







## Decorating the new building

People want to choose paint colours and furniture for their bedrooms.



People want to be involved in choosing how to decorate the new day service.



Family and carers say the building work must be as nice as Greenwood.



## Activities



People like the idea of having more space for activities. They like the idea of having a better garden.



People say it is important to have lots of community activities and outings.



They like the idea of living nearer to town and the shops.

## Staff



People say it is important to keep the same staff at the new building.

## What people are worried about



**Some** people are worried about things changing.



A few people are not sure about moving to the new building.

## Your things



People are worried about how their furniture and belongings would be moved to the new building.

## Travel



Some family members say it will mean longer journeys to visit their relatives.



A few people are worried about travelling to the new building for their day service.

## People and security



A few people are worried that the new building would have too many people in it and be too noisy.

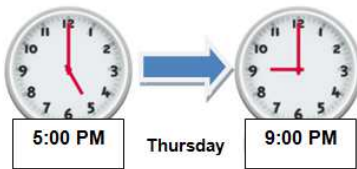


People say it is important that the new building is safe and secure.

## Sharing the new building



Some people are worried about how the two services would share the same building.



## The Extended Day Service

Family and carers say it is important that the Extended Day Service is still offered.

**How we can help people to prepare if the plans go ahead**



People had lots of ideas for how we could help them to prepare.

## Involving and helping people



People said we should work closely with them and their family and carers to help them get used to the changes.



People need time to get used to the changes.



People said we should ask what they think about the plans for the new building.

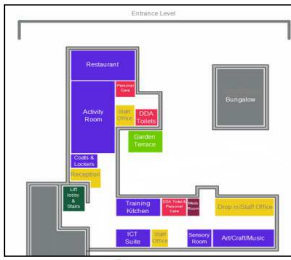


They want to choose their furniture and paint colours.

## Information



People want to be kept up-to-date with what is happening.



People want more information about the plans for the new building.



## Opening the new building

People suggested having an opening day or party when the new building is ready.



A few people said that there should be a welcome pack for visitors.

**Questions**

1. What do you think about it?

☐ Good

☐ Bad

☒ Not sure

It will be important to ask people what they think about the new building and services.



## What happens next?



In June 2016 there will be a meeting with the Lead Member for Adult Social Care to decide what happens next.



After the meeting, we will write to people to let them know what is happening next.