

Appendix 1 – Responses to the Osborne Grove Nursing Home Consultation

Introduction

This document provides a full summary of the responses, queries and comments raised during the Osborne Grove Nursing Home consultation.

It includes views expressed by residents, their carer, friends and family, staff, members, voluntary organisations, GPs and other various stakeholders. The quotes are either extracts from completed questionnaires, letters and emails or taken during the organised drop-in sessions.

Background

Following CQC inspection in December 2016 and subsequent inspection in March 2017 which referenced concerns around the level of care and support at Osborne Grove Nursing Home, Cabinet agreed to consult on the proposal to close OGNH.

The 'consultation' sought the views of residents, families and carers and the general public on the future and possible closure of Osborne Grove nursing Home.

- The public consultation launched on Monday 17 July and closed on Sunday 12 November. A copy of the consultation papers is attached as Appendix 4.

Methodology and Approaches

- **Letter:** All current residents of the nursing home, their carers and families received a letter detailing the reasons for the proposed closure of the nursing home and how they could express their views on the proposed closure. This included a questionnaire with a pre-paid envelope - included within the letter along with supporting documentation.
- **Online:** The consultation questionnaire was published online via a dedicated web page which gave an outline of the proposals and provided supporting documentation including the cabinet decision report, CQC inspection report and comprehensive Q&As.
- **Paper copies:** Stakeholders were able to request paper copies of the questionnaire via a dedicated email address or by writing to the council.
- **Advocacy sessions:** Sessions were organised for residents and/or their family or carer to ascertain their views about the consultation and to ensure they are supported to speak out about the proposal to consider closing the nursing home
- **Drop-in sessions:** Six drop-in sessions were organised at the nursing home to assist residents, carers and their families to discuss the implications of the consultation and to express their views and ask questions. Independent advocacy was made available in case residents preferred to give their views to someone else. Throughout the duration of the consultation, supporting

documentation including a copy of the cabinet decision paper, CQC report and comprehensive Q&As was placed in the home for ease of access. Sessions were attended by councillors.

- **Staff consultation meeting:** all Osborne Grove Nursing Home staff were invited to two consultation meetings on 27 October and 7th November to discuss the implications of the consultation and how they could express their views.
- **Partner letters:** Statutory Agencies (including GP surgeries) and the voluntary sector were sent a letter informing them of the proposals along with details about how they could have their say and signposting them to further information either via Haringey’s website; the Service Manager’s telephone number or via an email address.
- **Partner newsletters:** Information was sent out in partner publications signposting people to the consultation.
- **Press releases:** A mixture of proactive and reactive press statements was sent to the media during the period of consultation.

All drop-in sessions and meetings were minuted for key comments and questions.

The level of response to the consultation is as follows:

Completed online questionnaires	17
Completed emailed questionnaires	7
Number attending staff meetings	42
Number attending drop-in sessions	43
Number receiving one to one advocacy	9
Telephone calls, letters or emailed comments	4

Summary of results

The consultation process has been thorough and gathered the views of many with a keen interest in the future of Osborne Grove Nursing Home and its residents and other users of the service.

Online responses

A total of 23 formal responses were received from a range of stakeholders. Responses included 17 questionnaires completed online and seven hardcopies that were emailed to the council.

Q1- What is your relationship to Osborne Grove Nursing Home?

Response	Total
I am a resident (-)	0%
I am a carer or family member of a resident	26% (6)
I know someone who is a resident	4% (1)
Other (see below)	70% (16)

In relation to 'other', the following table is based on 15 responses which have been grouped into similar headings.

Response	Number of people	Total
Local forum or reference group member	4	27%
Local resident	8	53%
Former employee	1	7%
Supporter of the home	1	7%
Financial guardian	1	7%

Q2 – Do you understand the reasons why we are proposing to close Osborne Grove Nursing Home?

Response	Total
Yes	87% (20)
No	13% (3)
Don't know	0%

Q3 – To what extent do you support our proposal to close Osborne Grove Nursing Home?

Response	Total
Strongly agree	9% (2)
Agree	0%
Disagree	4% (1)
Strongly disagree	87% (20)
Don't know	0%

Q3a - Please tell us your reasons for this view

Of the three respondents who agree with the closure, the consensus was that closure should proceed due to the Osborne Grove performance and CQC reports. 20 respondents disagreed/strongly disagreed with the proposal to close Osborne Grove Nursing Home.

The following table is based on 21 responses. Comments have been grouped into similar themes.

Response	Number of people	Total
The negative health implications on residents if they are moved	6	29%
Prior investment in the nursing home	2	10%
Purpose built and modern	3	14%
The home shows improvement	5	24%
Local people need this type of resource	10	48%
Impact on families, carers and friends	4	19%
Level of care from care staff	2	10%
Land earmarked for sale	2	10%
Sufficient time needed for improvements	5	24%

Q4 – Which of the following would be your biggest concern if we closed Osborne Grove Nursing Home?

Response	Total
Finding somewhere suitable to live	26% (6)
Staying in the borough	4% (1)
Having to get used to new staff	4% (1)
Losing friendship groups	9% (2)
Additional expense	0%
Other (see below)	30% (7)

If other, please specify

In response to 'other', the following table is based on 12 comments which have been grouped into similar phrases.

Other	Number of people	Total
Loss of community asset	10	83%
Reliance on private and voluntary sector	1	8%
Additional expense to the council	1	8%
Extra travel pressure on carers and families	2	16%
What would happen to the current site	1	8%
Familiarity with environment	1	8%
Standards of new home	1	8%

Q5. If the decision is taken to close Osborne Grove Nursing Home, what ways could we support you?

The following results are based on 13 views. Comments have been grouped into similar themes.

Response	Number of people	Percentage
----------	------------------	------------

Provide full support in finding suitable accommodation that's within Haringey and close to public transport	6	80%
By changing your decision and keeping the nursing home open	2	20%

Other comments not directly applicable to the question

- “Who knows which of us might in future need the help and support which a facility like Osborne Grove can offer”
- “Assure local residents that a new and improved nursing home facility is installed, rather than the land being put to some other use, such as development of commercially-profitable housing”
- “The Council to offer me a suitable flat and then to transfer my relative to me – also to make me his carers”

Q6 Do you have any further comments?

The following table is based on 16 views. Responses have been grouped into similar themes.

Response	Number of people	Total
There needs to be more concern for the views and welfare of Osborne Grove residents and their families and carers	4	25%
Improvements have been noted. That should be built on	5	31%
Closure would represent loss of a valuable amenity that seems fit for purpose	3	19%
Residents will have to rely private sector placements – that may be out of borough and more expensive	3	19%
The facility could be utilised for other methods of care and support	2	13%
The decision to close is based on profits	1	6%
Staff should be supported to live locally which would address the high staff turnover	1	6%

Other responses

The tone of the consultation is negative, focusing on the scenario of closure and not of the home remaining open.

“The consultation gives no indication of how people will be cared for in the future; this is not adequate.

“This site is clearly a good resource, especially when work such as CHINS is developing and there is a chance for closer relationship between residential and preventive or intermediate services”.

Drop-in sessions at Osborne Grove Nursing Home

The following summarises views and opinions submitted during the six drop-in sessions and meetings at Osborne Grove Nursing Home at which residents and next of kin as well as interested stakeholders were invited to share their views and opinions on the proposal and to ask any questions. Residents who lacked the capacity to make their views known were appropriately represented their families or carers or an advocate.

Over the five sessions, 43 people attended. Members were also represented. Based on results, the principle common themes which ran through the feedback from the drop-in sessions and letters concerned the impact on residents and relatives if the care home were to close and lack of support for the closure.

These concerns can best be summarised as follows:

1. Impact on residents and carers

Respondents commented that they thought closure would be to the detriment of the residents and moving would be stressful and disruptive

It was also felt that the ability of residents to maintain established friendships and relationships with other residents and staff as well as links with local faith groups and organisation would be impeded by the move to a different care home – particularly for those without family.

Concerns were expressed about the potential impact on carers and families who would have the added stress of looking for a new home for their cared for person and also possibly have to think about transport to any other place.

2. Capacity and Demand

Respondents were apprehensive about the impact closure would have on both choices for the local elderly population in the future together with the financial impact of loss of local employment and resources.

It was felt that at a time when people are living longer, we need to retain resources and ensure supply can meet demand. Closure would result in both the quality and diversity of care available in Haringey being substantially diminished and the implications of the cumulative impact of the loss of this specialist function have not been fully considered.

Attendees also argued that it was immoral to lose the beds and the building; which in any eventuality, should retain its use as a care facility. And that Osborne Grove represents an opportunity to more closely integrate health and social care services.

3. Resources

Respondents believed changes could be made to improve the environment for people and capital resources could bring all facilities on the site to the standard required.

It was felt that the home was good resource, especially when work such as CHINS is developing and there is a chance for closer relationship between residential and preventive or intermediate services.

Respondents believed that the issues laid out in the CQC report were not insurmountable and that it would be in the best interest of all involved to keep the home open.

4. The Haringey Development vehicle (HDV)

There was a belief that the consultation appeared to be a foregone conclusion. Concerns were raised that the proposed closure was based on financial reasons and that the building and land it stands on had already been earmarked for sale as part of the Haringey Development Vehicle programme.

It was argued that this was one of the reasons options other than closure had been too quickly dismissed and closure would impact on an already diminished supply of appropriate alternative accommodation in Haringey for frail and vulnerable elderly residents.

5. Finances

There was concern amongst respondents that the cost of private care is prohibitive and the council should be working in partnership with public sector bodies to provide an improved offer.

The view was expressed that considering the council had invested heavily in the home, it seemed immoral that the cost of maintaining the home to meet the needs of residents and the cost of running the current service were now being overlooked in favour of closure. This would impact negatively on the finances of residents due to the cost of private nursing care.

Respondents felt that the private sector would not provide the right level of care as the industry is all about profit and not about the quality of care for those they are looking after.

6. Quality of care

There was a strong feeling that Osborne Grove Nursing Home is fit for purpose due to the outcome of the Care Quality Commission (CQC) inspection in July.

Respondents called into question the suggestion that failings in the home were largely due to the quality of care provided by staff. This was at odds with the experience of residents and carers who valued the quality and dedication of the staff employed at Osborne - especially since the improvement measures were implemented.

7. Clinical Commissioning Group

Respondents questioned why the council was not liaising with the Clinical Commissioning Group to address the issues laid out in the CQC report as and when they were identified.

Conclusion

Overall respondents understood the consultation proposal regarding Osborne Grove Nursing Home. There was no support throughout the consultation process in favour of the proposal to close the home.

The criteria used by the council to determine the proposal to close the home was seen to be flawed owing to the results of the last CQC report in September 2017 in July 2017 and believed it that along with recent improvements, it provides a solid basis for continued improvement.

Respondents clearly expressed their appreciation for the standard of care currently provided by the staff at the home.

UNISON response to proposal to close Osborne Grove Nursing Home

UNISON opposes the closure of the home, and believe that this is not in the best interests of the residents, their families/friends, or the staff. It would also remove an important and valuable service in the community that others may need to utilise in future.