

## Appendix 2 – 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 those who responded to the consultation. The quotes are extracts from completed questionnaires as no other responses were received.

### Background

Cabinet decided in July 2019, to build a new 70-bed nursing home on the Osborne Grove site, following the completion of a Feasibility Study. The study also determined that the redevelopment of Osborne Grove would have implications for the current residents, in terms of health and personal wellbeing due to the inevitable disruption that would result from the building work and site preparation.

Therefore, it agreed to consult on the proposal to move the remaining residents and to close the Home pending development of the site.

The 'consultation' sought the views of residents, families and carers and the general public on the closure of the Home pending the redevelopment of the site.

- The public consultation launched on Monday 7<sup>th</sup> October 2019 and closed on Sunday 5<sup>th</sup> January 2020.

### Methodology and Approaches

1.1.1. The following consultation method was followed:

- **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 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.
- **Drop-in sessions:** Two external 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.

- **Staff consultation meeting:** all Osborne Grove Nursing Home staff were invited to two consultation meetings on 7<sup>th</sup> November, 2019 to discuss the implications of the consultation and how they could express their views. In addition management held an all day drop in session on the 28<sup>th</sup>
- **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.
- **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:**

<b>Completed online questionnaires</b>	3
<b>Number attending external drop-in sessions</b>	1
<b>Number attending staff meetings</b>	8

### Summary of results

The consultation process has been thorough in trying to reach those that maybe interested in however the response rate has been very low with only 3 responses being received.

### Online responses

A total of 3 formal responses were received, all were online questionnaires.

**Q1 What is your relationship to Osborne Grove Nursing Home? Please tick one box only.**

<b>Response</b>	<b>Total</b>
I am an Osborne Grove resident: 0	0
I am a carer or family member of a resident: 0	0
I know someone who is a resident: 0	0
<b>I am a service provider / voluntary group: 1</b>	<b>33% (1)</b>
<b>I am a local resident: 2</b>	<b>67% (2)</b>
Other - please specify: 0	0

**Q2 Do you understand the reasons why the council is proposing to close and rebuild Osborne Grove Nursing Home? Please tick one box only.**

Responses	Total
Yes:	67% (2)
No:	33% (1)

Do not know: 0

**Q3 To what extent do you agree with the council's proposal to close Osborne Grove Nursing Home pending the rebuild?**

Responses	Total
Strongly agree: 0	0
Agree: 1	33% (1)
Not sure: 1	33%(1)
Disagree: 0	0
Strongly disagree: 1	33% (1)

Please give reasons for your view

Please note - the following questions 4 and 5 only apply to residents, carers and family members of Osborne Nursing Home.

**Q4 Which out of the following would be your biggest concern if Osborne Grove Nursing Home closed pending the rebuild?**

Responses	Total
Staying in the borough:	0
Suitable alternative accommodation:	100% (1)
Having to get used to new staff:	0
Losing friendship groups:	0
Additional expense:	0
No longer accessible for visits:	0
Other- please specify:	0

**Q5 If the decision is taken to close Osborne Grove Nursing Home, how could the council support you to make the transition easier?**

- *Keep the Co-design group fully apprised of developments at all stages*

**Q6 Do you have any further comments?**

- *Supporting the expansion and future day use facility so no qualms there*
- *I am astonished that a total rebuild should be thought necessary to a relatively new building that had been purpose built. In my view it is an utter waste of a perfectly good building and a disregard of the needs of the current and past residents. All the beds in the current building should be filled and any work needed should then be considered.*

## **Drop-in sessions at Osborne Grove Nursing Home**

There were two external drop in sessions held, across the two sessions only one person attended.

There were also two internal drop in sessions for staff.

There were no specific comments received as part of these sessions, discussion was focussed on explaining the process and potential next steps.

## **Conclusion**

The consultation received three responses and of these one was in support for the proposal, one against and one unsure. So, there was equal support and opposition to the proposal.

The opposition to the proposal comment appears to be in response to the overall proposals for a new facility on the site. The proposals for the new site has been developed in partnership through the Co-Design Group and will provide much needed additional nursing care facilities for the borough.

There was one response raising specific concerns around alternate suitable accommodation for residents. The Managing Successful Home Closure best practice guidance will be followed to ensure that appropriate accommodation is located that best meets the needs of the residents.

There has been a limited response to the consultation and an even split in support and opposition. The benefits associated with the redevelopment and the likely risks if residents remain on site it is proposed that the proposal is agreed and that the Home be closed and the remaining residents move be conducted in accordance with the best practice guidance.