

Consultation Report

As part of the formal consultation process a series of consultation meetings with residents, family members and staff were run with GGC representatives.

In addition, meetings were held with an independent consultancy Evolving Communities, who produced their own report, (Appendix 1 to the main Cabinet Report)

We also held virtual consultation meetings with a GP for Bohanam House who wished to feed into the Consultation and the Local Medical Committee (LMC).

The wider community had the opportunity to feed into the consultation and share their views via the online consultation portal.

An introduction script was read at all meetings and attendees at the first meetings were asked the same questions to ensure consistency. At the second consultation meetings attendees were asked if there was anything additional they wanted to raise, no other questions were asked. Attendees were also invited to complete the online survey and were provided with details on the web address, for those without online access a printout of the questionnaire and a prepaid postage envelope were provided.

Meeting attendance

Consultation meeting	Bohanam House		Orchard House		The Elms		Westbury Court	
	Staff	Residents/ relatives	Staff	Residents/ relatives	Staff	Residents/ relatives	Staff	Residents/ relatives
First	20	29	17	12	21	8	38	17
Second	30	20	16	8	12	5	21	10

First consultation meetings

Summary of main themes discussed during the first consultation meeting

The comments recorded at the meetings were categorised and the main themes discussed are detailed below:

Bohanam House	Orchard House	The Elms	Westbury Court
Quality of care	Process	Decline in mental health	Closure rationale
Closure rationale	Travel	Closure rationale	Decline in health
Process	Quality of care	Future provision	Quality of care
Loss of jobs	Pandemic	Refurbishment	Family culture
Family culture	Decline in mental health	Travel	Financial impact
Hospital discharge	Family culture	Care package	

Summary of comments and responses collected during the first consultation meetings

	Bohanam			Orchard		The Elms		Westbury		LMC
	Staff	Residents	GP	Staff	Residents	Staff	Residents	Staff	Residents	
Care package	0	0	1	3	1	1	3	0	4	1
Choice of home	0	0	0	0	1	0	0	0	1	0
Closure rationale	2	7	1	1	0	2	3	23	2	2
Community connections with the home	2	0	0	4	2	1	0	0	1	0
Decline in health if moved	0	2	1	1	0	1	1	2	6	0
Decline in mental health if moved	0	2	1	4	3	3	3	3	1	0
Not in support closure	0	1	1	1	1	1	1	1	1	0
Facilities	0	0	1	0	0	1	1	0	4	0
Family culture at the home	5	1	0	4	3	2	0	4	2	0
Financial impact	1	2	0	1	2	3	0	1	4	1
Financial profit for GCC	0	1	0	2	1	1	0	2	0	0
Future provision	0	0	1	0	0	3	2	0	2	1
Hospital discharge	5	0	0	0	0	0	0	4	0	2
Location	1	0	0	2	0	1	2	0	1	0
Loss of jobs	4	2	0	0	0	1	0	2	1	0
Mortality impact	0	3	0	1	0	1	0	0	1	0
No positive benefits	0	1	1	0	0	0	1	1	0	0
Pandemic has affected the home	0	1	0	4	4	1	0	0	0	0
Petition to save home	1	0	0	0	0	0	0	0	0	0
Preventing closure	1	0	0	0	0	0	1	2	0	0
Process of the consultation	5	3	0	7	5	3	0	1	1	2
Quality of care at current home	8	9	9	5	4	1	1	2	6	2
Reduction in visits	0	0	0	0	0	0	0	0	2	0
Refurbishment of the home	2	0	0	2	1	4	1	2	1	0
Site redevelopment	0	0	0	0	0	2	0	0	0	0
Staffing team	2	0	0	0	3	0	1	3	1	3
Stressful	1	0	0	1	2	1	2	0	0	1
Sufficiency of provision	0	0	1	0	0	0	0	0	0	3
Support	0	0	0	0	1	0	0	0	0	1
Timeline of the consultation	0	1	0	0	1	0	2	0	0	0
Transfer to new home	1	0	0	0	1	0	0	0	0	0
Travel to another home	1	2	0	8	3	2	2	1	2	0
Uncertainty during consultation	1	0	0	0	3	0	1	1	0	0
Vacancies by care category	0	0	0	0	0	0	1	0	0	0
Visiting	0	0	0	0	0	0	1	0	0	0

First Staff Consultation meeting - Bohanam

What concerns you the most about the possible closure of Bohanam House?

- Staff shortages
- Quality of care
- Stress

Staff said they were concerned at the proposal as there is such a shortage of care staff in the sector.

Others said they felt that the quality of care provided at Bohanam was exceptional, and that they had prevented a lot of hospital admissions in the past and more recently. One said 'at the weekend we took a lady for respite as her care package had broken down, with us and rapid response we keep people out of hospital'

Another said 'it's a small home but we've no issues with social distancing and we are not registered for dementia so that's not an issue'

They also said they had concerns that it was causing a lot of stress for the residents. 'We have a resident who is 98 years old and has been here 6 years, he never shows emotion, but he's really upset. We are feeling stressed so imagine how they are feeling'

How do you think a closure of this home would impact the residents?

- Friendships
- Quality of care

Staff told us there were concerned that residents would not receive the same care in another home as they know the residents so well one said 'We are worried residents won't get the care they need, some residents will eat with their eyes shut but we know that and in a new home they may think there asleep and not even try'

Others said they were concerned about the loss of friendship groups 'we are not spilt we are all together (dementia & non dementia) one resident who does not speak still comes down and will watch everyone and smile' 'We are worried they would be split across different homes.'

How do you think a closure of Bohanam House would impact on relatives and friends of residents?

- Financial
- Trust/Relationships

Staff said they felt this would impact on relatives and friends immensely. 'Lots of visitors walk here, they will not get on a bus

Another said 'Who is going to cover the additional costs, it may be more expensive to move to a more expensive home, they have a contract here'

Others said there were concerned about the impact on residents and relatives building new relationships with staff 'It's the impact of having to get to know new staff and trust them. Would need to get used to a new environment and build trust.'

'We have a lady who spends Christmas day here with her mum as we are the closet thing she has to family'

How do you think a closure of Bohanam House would impact on you as a staff member?

- Loss of job
- Family culture
- Uncertainty

Staff told us that the home had a family culture and that was one of the main reasons for wanting to work at the home, even if they had other homes they could work at closer to their own home. Others said they lived locally

and said 'I live round the corner I have been here 3 years; it will be stressful to move, and I feel for the residents and their families'

Another said, 'it's a home, not a hotel, why can't you close a big one and split it between us four homes (homes under consultation)?'

Staff were worried about the loss of their jobs and the uncertainty 'I am gutted, I am the breadwinner I've been here 34 years and to have to do a cv and interview again'

Another said 'single mums, uncertain about what is going to happen, do I start looking for a new job but then I am worried there won't be enough people to look after the residents'

Do you see any positive benefits a potential move could have on residents?

- Staff did not see any benefits

All staff told us they did not see any positive benefits a move could have on residents and felt they could meet all residents' needs, and that people had improved since being admitted one added 'I come from Lydney but chose this home as its special'

Would you support a closure of this home?

All staff told us that they did not support a closure.

Further comments from staff:

Further comments from staff were around what they felt they could do to better utilise the home and support the market:

- 'Take out the inadequate care homes, we've always been good CQC here'
- 'Assessment units, couldn't we be something like that? Could we do reablement care?'
- 'Why can't we make improvements here?'
- 'Have you looked into us being used for respite to take the pressure off hospital'

Other comments were around rationale, staff members said they felt they had enquired about beds in the previous weeks and could have increased occupancy. Others said 'we are an older building, but we are one of the best homes for keeping residents safe. Only got covid once when we opened. None of our residents need a bathroom, maybe one, but there all high risk of falls.'

First Resident & Relative Consultation Meeting - Bohanam

What concerns you most about the possible closure of Bohanam House?

- Decline in health & wellbeing
- Travel

Relatives told us they had concerns around their relative/friend's health & wellbeing if they had to move to another home. One relative said 'My mother's health is a concern, she has cancer and dementia, she cannot see or talk, and she is in her 90's. If something happened to my mother in transit if it killed her, who is answerable to that?'

Others raised concerns around distance of the home for visitors without access to transport. 'My mums been here 8 years, I don't drive but I can still visit her regularly if she moved to another home, I wouldn't be able to visit as often'

How do you think a closure of this home would impact on you as a resident?

Relatives said they chose the home, because of the ambiance and not the facilities and said, 'it's such a nice home' and worried there relative/friend wouldn't get the same elsewhere.

Residents said the same. One resident said, I have been here just over 7 years and the quality of care I get here is more than good. My worry is that will I get the same level of care somewhere else. Would I settle in my new home, we are all a family here we are not just a care home'

How do you think a closure of this home would impact on your daily activities and everyday life as a resident?

There was some discussion regarding covid and that activities and the usual entertainment that was provided had changed with restrictions, however a resident added 'we have an expectational good activities lady here, if you want to do something she is there, we will lose a lot of things'

There were also comments and concerns around the impact on friendship groups at the home a resident said 'I don't want to leave here, all my friends are here, my view is your pushing us out'

How do you think a closure of this home would impact on relatives and friends of residents?

Family members said they feel this had been discussed in other questions, and again highlighted visiting concerns if they were to move further away and the concerns that the quality of care and atmosphere would not be the same in another home.

Do you see any positive benefits a potential move could have for the residents?

All relatives and residents said they did not see any positive benefits

Would you support a closure of Bohanam?

All relatives and residents at the meeting said that they did not support a closure.

Further comments from relatives & residents:

Family members further told us of their concerns around there fears of relative/friends dying if they were to move home. One relative said, 'My mum is over 100 years old; how would we move her safely and stop her dying on the journey?'

There was also discussion and questions around occupancy levels of the home, other OSJ homes and the rest of the Gloucester care market as well as self-funders. One relative said 'Is it true you get more money from self-funders? I am trying to understand why the market has changed and everything is being blamed on covid?'

Residents also discussed their friendship groups and if social workers would support them if the decision were too close, and what choice there would be. There was a lot of passion from both residents and relatives about the home and one resident added 'But Bohanam house is not closing, you have got our backs up and if we get our backs up you people have got a problem'

GP Questions & Feedback - Bohanam

What concerns you most about the possible closure of Bohanam House?

- Quality of care
- Decline in resident health

They said they felt that Bohanam was the best home by far, and said 'the quality of referrals, the staff knowledge, and one of the strengths of Bohanam is the end-of-life care.'

One resident is over 100 years old and has been on end-of-life care for 9 years, and the GP said they felt it was the quality of care that they receive.

The GP also said that they were concerned and worried for the residents' health, and said 'uprooting them, will have a detrimental effect on their health. Especially for those living with dementia or suffering with anxiety'

They also expressed their concerns around individuals living at home who aren't able to cope and said that these often present as medical needs when it's actually a residential need.

They also expressed a concern around number of beds and said 'I think we'll hit crisis point in the next couple of months and there won't be enough beds. Patients keep coming back as their needs are not being met social needs rather than medical'

Concerns were also expressed around community care, and the sufficiency of provision available.

How do you think a closure of this home would impact on residents?

'It will isolate them from their families, and possibly move them away and destroy relationships'

'Residents had bubbles during covid, and this helped their mental health, I think they will give up and die'

How do you think a closure would impact on relatives and friends of residents?

The GP said was concerned about the short-term risk to vulnerable residents. 'They know the dynamics of the family members which impacts on the quality of care, they will have to get to know staff again. Miscommunications and poor communication have always played a part in when things go wrong, it will make residents vulnerable as there will be gaps in information'

They also added 'good handovers can mitigate risk, but you can make better decisions when you know about someone's past'

Do you see any positive benefits a potential move could have for residents?

'No, I can't see anything good coming out of it'

Would you support a closure of Bohanam House?

They said they would not support a closure

Further comments:

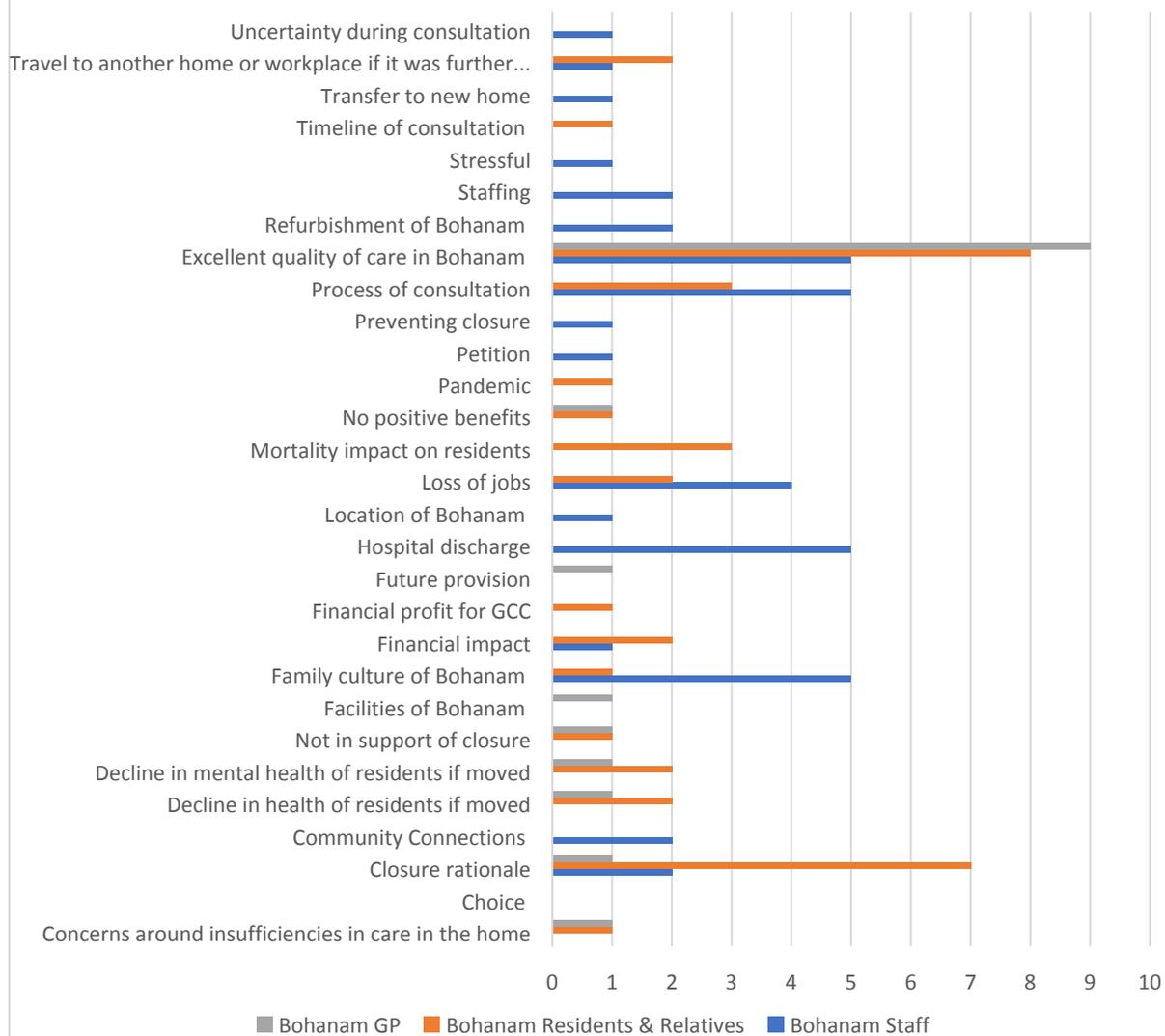
Further comments were around the quality of the care 'the staff are incredible and the zone of nursing home having a lead GP has been their strength, it's been well run over the last 7 years'

They said they understood how an ensuite would be more hygienic but still didn't feel this was important.

'Would I put my relative there, yes I would'

They also commented on activity in the home and that there has always been stimulation and something on the go for example bingo, and the food always smells nice.

First consultation meetings summary of comments & responses - Bohanam



First Staff Consultation meeting – Orchard House

What concerns you the most about the possible closure of Orchard House?

- Popular home
- Community involvement
- Covid has prevented admissions

Staff told us that they were concerned about the proposal and expressed they felt the home was a popular choice, a staff member said it was 'buzzing 24/7 before covid' they also said 'We want to see people here and have the home full, to make people's lives happier and create a buzzing environment'

Staff said the home was well known in the local area, and that staff are well known. They said the community had said it's a local resource and stated, 'people are still wanting to come here, even though you want to close & upgrade it' Staff also said 'People are queuing for Orchard House, and have been told there can be no new admissions by GCC due to outbreak'

Staff also said they felt the decision had already been made stating 'we do have sources in the council who have said that the decision has already been made so this is a waste of our time' and said this was a 'giant slap in the face' as the manager had asked previously if the home maybe closing and was told no.

Staff also expressed concerns around who was supporting the residents while they attended the consultation meeting.

How do you think a closure of this home would impact the residents?

- Fears for residents' health and wellbeing if they were moved
- Family culture in the home

Staff expressed their concerns for the residents if the home were to close and told us that the proposal had already started to impact on some residents. Staff said 'their mental state will decline; they get really worried and want an explanation on what is going to happen. They are settled and happy here' Staff expressed their worries for the residents and said 'we may lose the residents much earlier if they move, because of the shock'

Staff also said 'we are a family; we've been here over a decade' they also said that some of the residents had also lived there for a long time.

Staff said 'didn't we win a grant for 1.2 million to get the home up to standard, why happened to that'

How do you think a closure of Orchard House would impact on relatives and friends of residents?

- Family culture
- Local to families' homes and part of the community
- Resident decline

Staff said that many families had chosen this home as it is part of the community and local to their homes and families, and that people may have to rely on public transport to visit which they don't want to do. A staff member said 'someone moved their auntie here, as she lives locally to Cheltenham, where will she put her now? She can't drive'

They also told us that families and friends are concerned, as they feel their relative/friend receives extraordinary care at Orchard house, and that the home is an extended family to them. 'For years this has been the care home serving Bishops Cleeve, so many people talk about it, it is well known the level of excellent care given here'

They felt that the impact on relatives and friends would be them watching a decline of their relative/friend, if they were to move.

How do you think a closure of Orchard House would impact on you as a staff member?

- Travel
- Financial impact
- Family culture

Staff told us that the biggest impact on them would be travel, and they felt that the public transport connections in Bishops Cleeve were an issue 'Travel from Bishops Cleeve is horrible, it is one of the most horribly connected places in the county' 'I can't drive which means I'll have to rely on public transport which will be a nightmare'

They said a lot of transport links in Cheltenham have depleted, which makes it more difficult. A staff member shared other experiences of travel 'my sister works in Cheltenham and sometimes the buses are cancelled which means she's had to walk home. Imagine if we had to walk all the way back to Bishops Cleeve'

Staff also expressed that they felt there would be a financial impact to them, with the increase in cost of living and petrol prices. 'This will affect people financially due to the costs of living, which will lead to a decline in mental health, we just want an answer so we can start planning for our futures'

The family culture of the home was also discussed, and staff told us that they chose to work in this home because it is like a small family. 'I love my job, I love this place, I can find a job in Gloucester so it's not about transport. We're here for the residents, and you will destroy our lives'

Staff said that they felt people didn't want an ensuite, they just want a friendly family atmosphere. 'We put our own money in this place for the residents for them to enjoy everyday activities'

Staff members also expressed that they have children, and this could pose childcare issues if they had to find another job, another said 'being on maternity leave and dealing with the proposal is unsettling, not knowing what is going to happen'

Do you see any positive benefits a potential move could have on residents?

Staff did not see any benefits

All staff told us they did not see any positive benefits a move could have on residents. They said 'People don't want to be in their own home. They want someone 24/7 to help them. You cannot give consistency of care whilst they are living at home'

Staff expressed concerns around domiciliary care, and the time schedules carers have to work to. They also said they felt individuals in the community were not given sufficient care as there isn't the time.

Staff said they felt this proposal was for financial profit for GCC, one staff member said 'please don't focus on the improvement of your profit please think about our lives and how you will ruin it. Why have you not done anything here to improve it? Despite that people still want to come here'

Would you support a closure of this home?

All staff told us that they did not support a closure.

Further comments from staff:

Many of the other comments from staff were around the process, staff said they felt it was a 'frustrating' and 'long process' with one staff member saying 'it is a cruel, dragged-out process'.

The staff also asked several questions around their own employment consultation process which OSJ supported to answer:

- At any point can a staff member had in their notice even if they've said they are going to stay?
- Is the redundancy paid by OSJ or the Government?

Staff also had questions around the Consultation and Cabinet process

- What do you do with the feedback, and does it make a difference to the decision?
- Are the council funding the support for extra staff whilst the consultation meetings are happening?
- How do the public know about the consultation, and how do they respond to it?

The consultation timeline and key dates were explained, and the options to feed into the consultation for both staff, residents and relatives and the wider community were explained. One staff member confirmed that the GP attached to the home has received the letter but stated they did not know if they wanted to respond. Others discussed private homes in the area, staff said 'this is the only home in the village that is council, there is a private home, but they won't take council funded people' they also asked 'has the privately funded home been

approached to take council rates? If they start taking them then we are dead in the water' another staff member added 'I have had the manager of the new home phone us to ask about local authority rates, and considering the other homes with all the facilities that you say people want, they are struggling to fill the vacancies how does that help?' another staff member added 'ultimately, the council is responsible for shutting this home. Why can't we merge with another home?'

There were also comments made around the process, and some staff said they felt it was going to close. A staff member said 'It's just a shame, the homes been here a long time, and I was here when they said it was going to close before. We have a petition and it stayed open but there isn't the older population around here now it's all built on younger people, it isn't a village anymore its more of a town'

First Resident & Relative Consultation Meeting – Orchard House

What concerns you most about the possible closure of Orchard House?

- Decline in health & wellbeing
- Stress
- Use of agency staff

Lots of relatives expressed their concerns for their relative/friend's health and wellbeing if they were to move. 'For someone with dementia, it can push someone in a downward decline. This can be mental and physical' A family member said, 'my mum had dementia and a move could be enough to tip the balance which is what I'm really worried about it could be too much for her.'

They also told us that due to the pandemic and the lack of visitor access, residents relate to the carers as these were who they saw daily. 'The quality of care is extraordinary, staff have had a rough time and it has been the staff who have kept the relatives happy, you are effectively breaking up a family.'

Relatives also felt that Orchard House was a part of the community and said 'Cleeve is a thriving hub, you should be seizing the opportunity to enhance on it'

One family member told us they had seen an increase in agency staff working in the home and said they were concerned they were not passing on information on how to specifically care for individuals.

Relatives said they felt they have added stress and were worried about changing information about bank details for their relative/friends.

How do you think a closure of this home would impact on you as a resident?

Residents at Orchard House did not or were unable to express their views on closure themselves, however family members gave their views on how they felt it would affect their relative/friends.

They told us they felt it would upset them, as it's taken time for them to settle in. One said 'my mother has been moved to different rooms 3 times since being here, and she is oxygen, and she has been very unsettled'

Family members asked the following questions:

Is it the commercial impact, is that the main reason for a proposed closure?

How much do you think covid has affected the whole market in terms of people coming into the homes?

How many times has a home not closed after going through this process?

GCC responded to the questions, with the rationale in the March 22 Cabinet Report as to the purpose of the consultation and decision to consult on a proposed closure.

How do you think a closure of this home would impact on your daily activities and everyday life as a resident?

Residents at Orchard House did not express their views on closure themselves, however family members gave their views on how they felt the daily activities and everyday life would be affected for their relative/friends.

Relatives told us that due to the pandemic, the activities at the home had been restricted and the residents had been isolating in their rooms for most of the past 2 years. They told us that there used to be singing groups, quizzes and animal pet therapy visits, and said 'the dining room would be packed with residents sitting in friendship groups'

Many told us that since covid, their relative/friends have found making friends in the home has been difficult as they haven't had the chance to socialise. A relative said 'it used to be a place with so much laughter'

They said the staff appear to still keep the residents occupied, and that it's not just the residents but the staff 'they all do things together'

Relatives said having local staff helps to keep them connected and bring back memories of the past.

How do you think a closure of this home would impact on relatives and friends of residents?

- Concerns around care standards/choice of alternative homes
- Travel
- Financial impact
- Stress

Relatives expressed various concerns on how it would impact them, with some concerned regarding travel and distance getting to another home should their relative/friend move and others expressed their concerns regarding the levels of care they receive and Orchard and worried they would not be able to find this elsewhere and asked if they would get a choice of other suitable care homes.

One family member said 'The biggest thing for me is not the travelling, I've never had to worry about my brother due to the level of care he receives here. I will have to re-start the whole process again, getting to know the staff and who will be looking after him if he has to move'

Some expressed the uncertainty they felt, and said 'Will we have a choice of where to send our relative or will we just have to go where you say?' Others told us that they were concerned if their relative/friend were to move further away, saying they do not want to have to rely on public transport and the reduced time they would get with their relative/friend if they moved further away 'I am lucky that this home is on a bus route, and I work close. My concern is that my work will not be happy with me taking longer breaks to see my mum' Others had similar concerns regarding the increased costs of travel 'We already travel 18 miles to get here (Orchard) which can be expensive and it will be hard if she is moved for families to come and see her'

Do you see any positive benefits a potential move could have for the residents?

Residents at Orchard House did not express their views on closure themselves, however family members gave their views on any potential benefits for their relative/friends.

All relatives at the meeting said they did not see any positive benefits, some shared with us their reasons for choosing Orchard House. 'We chose this home due to the locality of it, and the price'

A family said they had looked at other homes but felt they were 'soulless' and that Orchard had a 'vibrant atmosphere' and that the communication between the staff and families is 'outstanding'

Another family member said 'while I understand, and ensuite might be nice to have for my mother it is completely useless'

While the consensus was that they could not see any positive benefits in closing the home they did say 'if the homes were to close something positive should be done with it, it shouldn't be left to rack and ruin'

Would you support a closure of Orchard House?

All relatives at the meeting said that they did not support a closure.

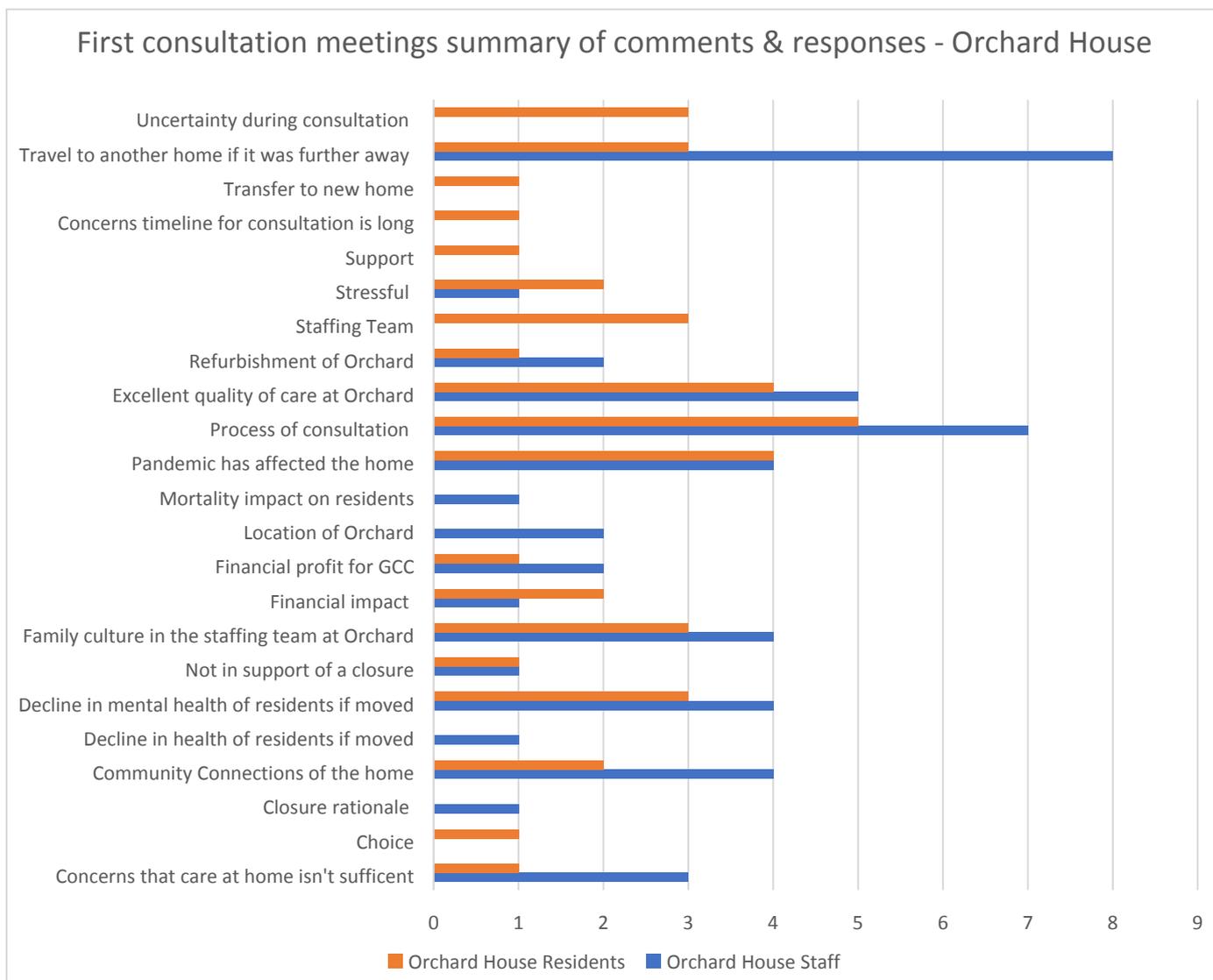
Further comments from relatives:

We had further comments from relatives around the rationale, one family member said 'if GCC's main thrust of economic viability of running the homes at less than capacity, what would be your view if alternative funding could

be found divesting GCC's responsibility' another family member also asked, 'are there other homes that don't have ensuites are they closing too?'

We had questions around the timeline and what to expect and the key dates were shared with family members. Others asked what help and support would be available. One relative said 'as long as my mother is going to be safe, and we are going to get help then I am okay with it'

There were also questions around security of the property, should the decisions be to close, and family asked 'if it does close and takes some time to decide what to do, will there be security to ensure there can't be illegal entry'



First Staff Consultation meeting – The Elms

What concerns you the most about the possible closure of The Elms?

- Decline in resident health and wellbeing
- Loss of jobs

Staff told us that they were concerned for the residents and worried it would influence their health and wellbeing and said that some residents have had to move previously and worried another move would cause a decline in their health.

Staff also said they worried about the loss of their job 'What will we do?'

How do you think a closure of The Elms would impact the residents?

- Residents Anxiety
- Local community

Staff told us further that they were more concerned for the residents than themselves and said 'residents are starting to look at other care homes as they are worried' they also said they feel the chances of residents passing away after a move and staff said they were concerned that we had not taken this into consideration. Staff said they felt if residents moved it would take them a long time to adjust 'We know the residents really well so moving them were they don't know would stress them out' another staff member added 'we worry that the residents will go somewhere where their cant won't be the same, how we care for them'

Staff said 'we hand on heart deal with everything here, it's rare we can't meet people's needs'

They also said that the home is a part of the community 'Some residents came here as they have lived in Stonehouse for most of their life and grew up here, it is all they have known and would have to leave' another said 'The Elms is part of the community here in Stonehouse'

Others expressed financial concerns and said, 'What if the residents move and cannot afford it, or they go somewhere and their money runs out sooner, what happens then?' a further staff member added 'there are lots of other private homes in Stonehouse, but there is not anywhere like this. This is for normal people who do not have loads of money'

How do you think a closure of The Elms would impact on relatives and friends of residents?

- Increased travel

Staff said they were concerned that if The Elms were to close, that friends and relatives may not be able to visit as often as many of them live locally to the home and some do not drive.

How do you think a closure of The Elms would impact on you as a staff member?

- Family culture
- Live locally
- Financial
- Emotional impact

Staff expressed their emotions, and some told us they were finding this very stressful. They told us that they see the home as a family 'we all come as a group, everyone who works here knows each other inside out, closing the home would separate us and disrupt the culture and family we have built over the years' another staff member added 'we are a big family and you're going to break it, that's really hard and after the last two years we've come through we are not letting this family go without a fight'

Some staff said they live locally to the home, and said they are worried about what they would do. One said, 'Public transport is very hit and miss around here' and another said 'the increased cost of living is rising'

Staff members said that some staff have already been through previous closures of other homes and they have been concerned for some time and have heard 'rumours' about a possible closure of The Elms and said it had been unsettling 'We keep wondering if this is the last Christmas we will have here, what if you decide to close more homes in a few years' time and we have to go through this again?'

Do you see any positive benefits a potential move could have on residents?

- Staff did not see any benefits

All staff told us they did not see any positive benefits a move could have on residents.

Staff felt that the home was full capacity prior to Covid and said that residents do not want modern ensuite facilities and choose to come to the home as they hear good things about the care and culture even if they do not have the most up to date facilities. 'Residents can't use the facilities on their own, so they'll be paying for rooms just to look at them'

Staff said they felt that the home should have been invested in and said, 'We were meant to have been invested in before Covid, why can't you do this now and not close it?'

Would you support a closure of this home?

All staff told us that they did not support a closure.

A staff member said 'we don't have many care homes in this area as they're all being closed down, locals will have no choice but to leave the place where they have been their whole life'

Further feedback from staff:

Staff asked questions around what to expect from the process

- When will we be notified of the cabinet decision?
- What happens if the decision is to close, what happens after the 22nd of June?
- Will we have access to these reports?

There were also further questions around rationale, and many raised questions regarding individuals in hospital and asked why we cannot place them in the vacant beds with one staff member saying 'I am sure you could fill the beds if you went over to the hospital'

There were also other comments made by staff around the land and property 'you want the land' 'if you are getting your rent what is the problem?' with one staff member adding 'this is going to be a housing estate; the library is closed its going to be council houses'

Others said they felt there was so much uncertainty and they felt they wanted to 'laugh' at the questions asked. Others said they understand that they 'do not have all the facts' but this is their team and their lives.

First Resident & Relative Consultation Meeting – The Elms

What concerns you most about the possible closure of The Elms?

- Decline in health & wellbeing
- Location of other homes
- Capacity

Some relatives expressed that their relative/friends were happy in the home and would not want them to leave. A family member said 'my mother has been here only a few weeks, and I was relieved when I saw the quality of care here'

Another family member said they were concerned about the health of their relative/friend and said 'for residents who have dementia, when they move it will make their condition a lot worse'

Several family members asked questions regarding the capacity in the rest of the care home market, in particular in the Stroud District. One family member said 'I trust that you will put people in care homes as close to their districts as possible, which is the closest one to here?'

Another said, 'So will I need to know the vacancies for each of the homes and the categories of care they offer?'

Family also expressed their concerns regarding the staff team and said 'I imagine this is very difficult for the staff if they don't have their own transport and are local to this home'

How do you think a closure of this home would impact on you as a resident?

- Resident upset

Financial Costs

Only one resident at The Elms expressed their views, for those that did not or were unable to express their views on closure themselves, family members gave their views on how they felt it would affect their relative/friends.

Relatives said they feel it would upset the resident and impact them a lot, one said 'They come here at a difficult time in their life, leaving everything they know, to come to an alien place' another relative said 'it's difficult to come to terms with, imagine being told you have 12 weeks' notice to leave your home'

A resident expressed that her family live far away, and said she was worried if she had to move how she would visit alternative care homes to view and the cost of the transport to get there.

How do you think a closure of this home would impact on your daily activities and everyday life as a resident?

- Familiar staff

Residents at The Elms did not express their views on closure themselves, however family members gave their views on how they felt the daily activities and everyday life would be affected for their relative/friends.

Some family members said that their relative/friends knew the staff well, and felt if she were to move, she would not know anyone.

Family expressed that due to Covid regulations, things have been difficult and not daily life as usual. One family member said 'I wanted to take my mother out into town last summer, but they care home risk assessed this and it wasn't possible so instead we sat in the garden'

How do you think a closure of this home would impact on relatives and friends of residents?

Some relatives expressed a concern if their relative/friend was to move to a home further away as they live locally. One said 'I am only 15 minutes up the road so it is very easy for me to come and visit (Covid permitted) and it will be an upheaval if we have to move her again'

Others expressed different views one family member said 'It would be good if we could move mum closer to the Stroud centre closer to relatives' another family member said that they had wanted their relative/friend to go to an alternative OSJ home however due to Covid the home was closed and so they felt this could be a good time to move them to their first-choice home if capacity allowed.

Do you see any positive benefits a potential move could have for the residents?

- Closer to family
- Facilities/staffing to better meet personal hygiene needs

Most relatives at the meeting said they did not see any positive benefits and felt their relative/friends were settled in the home and received great care.

While other relatives agreed that their relative/friends were settled at the home, they shared with us the positive benefits their relative/friends may experience if they were to move, like moving closer to family.

One said 'I do not suppose it applies to every resident, but people may have been placed here because it was the only space so for some it could be a positive thing to move nearer relatives.

A resident added, 'My family live far away and I've got to try and make my mind up about where I want to be'

Others also expressed their views on modern facilities like en-suites and wet rooms. 'I understand the rooms here do not have en-suites and are dated compared to other homes, is there anything that can be done to change that here?' another relative added 'While I appreciate not everyone can use these, no one wants to use a commode and would rather have their own bathroom.'

One family member said 'One positive would be if there were less homes, and therefore more staff working in each of them it could mean residents could have showers more frequently, recently that has been a challenge due to staff shortages'

Another relative said 'My dad has not been able to have a bath for 2 years due to the risk assessments carried out'

A family member asked 'if the homes closed, will the money be spent to improve the care for the elderly?'

Would you support a closure of The Elms?

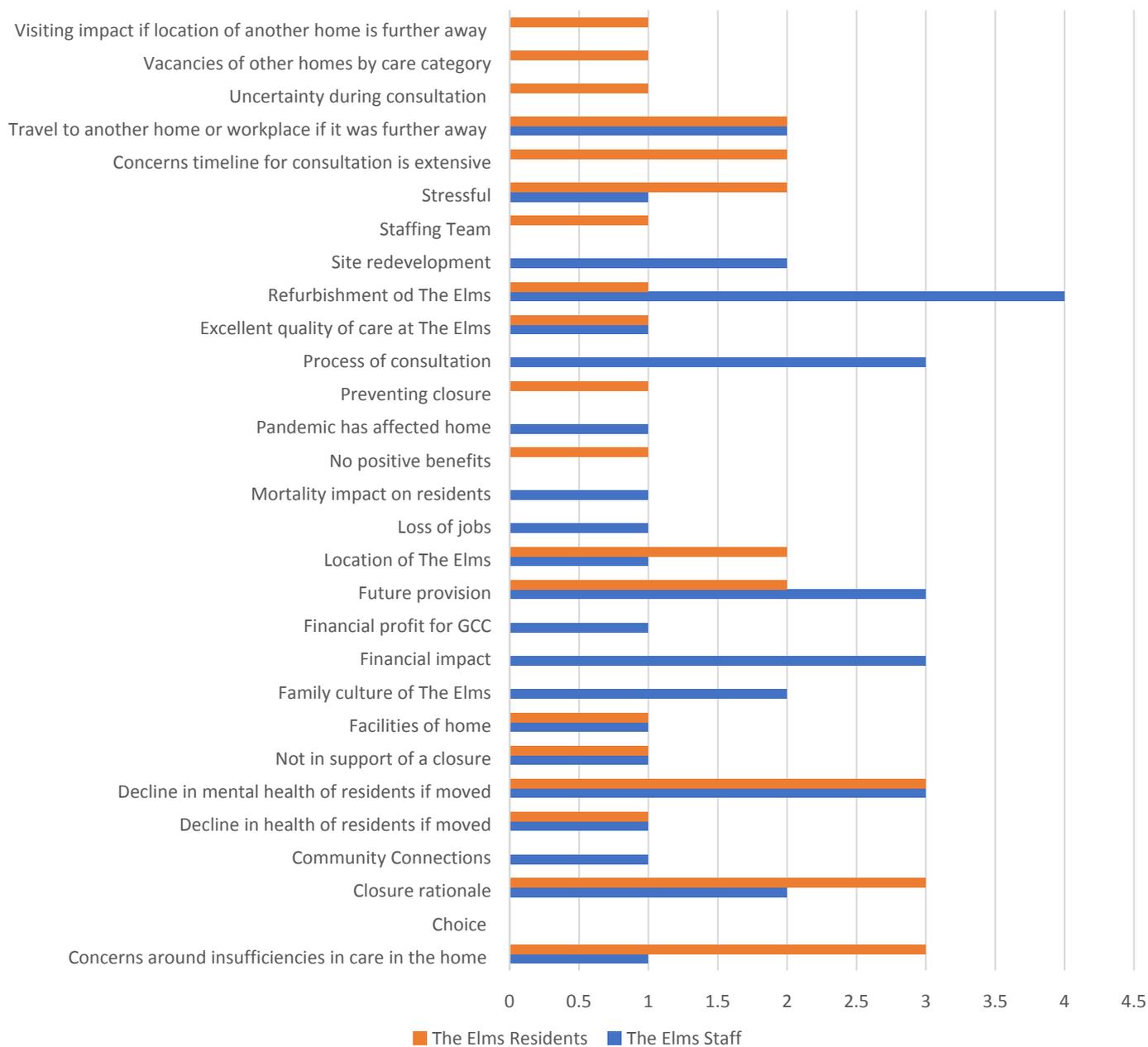
All relatives at the meeting said that they did not support a closure.

Family members did ask 'Are GCC planning on building more residential/nursing homes?'

Further feedback from Residents & Relatives:

Further feedback and questions were around process and social work assessments. Families wanted to know what the process would be. Other questions were around vacancies for the staff one relative asked 'are there many vacancies for staff to go to if it does close?' another relative added. 'It does make sense if there are lots of empty beds and not enough staff to combine them in less homes'

First consultation meetings summary of comments & responses - The Elms



First Staff Consultation meeting – Westbury Court

What concerns you the most about the possible closure of Westbury Court?

- Decline in Resident Health

Staff said they were concerned about the residents and their mental health & wellbeing. Staff said 'one of our residents is 100 years old and has never left Westbury' another added 'one resident is blind, but they can find their way around here'

Many other comments to this question were around closure rationale. Staff made these comments:

- 'You've closed homes in the past to fill other homes, and it just doesn't work'
- 'Why pick on the OSJ homes to close?'
- 'Do you think this would give you more money, to build houses on it?'
- 'We were full before the pandemic; we had a waiting list'
- 'Why Westbury Court, there are similar OSJ homes with a similar layout'

How do you think a closure of Westbury Court would impact the residents?

- Decline in Resident Health

Staff said again they were further concerned regarding the wellbeing of the residents. One said 'Residents with dementia don't do well with change, some of them don't even have any family, they will die of a broken heart' another added 'you've got residents with dementia who have been sat in meetings, and are now crying saying they are being kicked out'

Staff also said 'how is what you are doing a person-centred approach? This is about money'

How do you think a closure of Westbury Court would impact on relatives and friends of residents?

Staff said they felt that as the home was on a direct bus route if residents were to move to another home they may not have as many visitors. Another staff member said 'Relatives are devastated they've got a support group and a petition'

Another said that there were worried that by June there would not be anyone left as staff and some residents had already started to leave. One added 'you've of lost some good staff by the time there is a decision in June'

How do you think a closure of Westbury Court would impact on you as a staff member?

- Financial

One staff member said 'Financial loss if we do not get another job, with four homes closing a lot of people looking for jobs. Not viable to travel further for work as they weren't paid enough. Been here 30 years, gutted and we are a family, want to work together.'

Many of the other staff agreed and said 'we are a team; I will miss my work family'

Do you see any positive benefits a potential move could have on residents?

All staff said they did not see any positive benefits and said 'residents like it here, they have free access to the garden next door (National Trust) and are happy walking round it'

Would you support a closure of this home?

All staff said they would not support a closure of Westbury Court

Further feedback from staff:

Further comments and questions from staff members were around the rationale and process.

Some said, 'why is this process so long?' 'It's not acceptable that it takes this long there should be an emergency meeting for this sort of thing'

There were other questions raised as to redundancy which OSJ staff answered, there were also questions regarding further dates and when the decision would be made.

Others shared experience and comments around hospital scenarios and the NHS, one staff member said 'we have all had experience of NHS Bed Blocking and we've got a lady who has come to stay with us today as there isn't the Community Care'

Another staff member said, 'So if in the end this home stays open, will you try to close it in another 3 years?'

First Resident & Relative Consultation Meeting – Westbury Court

What concerns you most about the possible closure of Westbury Court?

- Decline in Health & Wellbeing
- Distance
- Other facilities

Relatives expressed concerns around their relative/friend's health and said 'people who move from one home to another with dementia can have a shorted life' another added 'my mum is 96 and this is her fourth home'

Relatives also discussed the location of Westbury Court as being important to them one said 'it is the distance we may have to travel, and I am concerned my mum would be moved further away. Forest of Dean is her home, and it will make it hard for her sister to visit also if she were to move'

Family members also discussed the other OSJ homes in the area, and the facilities they provide one asked 'are the facilities the same as Rodley and The Coombs, aren't we just moving people to similar facilities?' another added 'The important thing is the care, and I don't see an issue with shared facilities, it's the care that important'

Some relatives said they could understand some of the rationale, but felt the timing was wrong 'I am not opposed to the closure, but we want to know why? The timing is wrong. The Forest is oversubscribed in the number of people we need to care for. Moving people withing here friendships groups, and the location of the forest, we like to stay local.' One suggested the following 'can't we built the new care home before; we are not really out of covid'

How do you think a closure of this home would impact on you as a resident?

Residents at Westbury Court did not or were unable to express their views on closure themselves, however family members gave their views on how they felt it would affect their relative/friends.

- Decline in Health & Wellbeing

Nearly all family members expressed a concern over their relative/friend's health and wellbeing and said 'this will have a negative impact; my grandma built her home in her room due to covid. To move her to a new home all open with be stressful and have a detrimental impact on her health' Another said 'my sister is deaf and blind, and there are a good team here. I feel it will have a massive impact on her health as she is used to the surroundings and staff'

How do you think a closure of this home would impact on your daily activities and everyday life as a resident?

Residents at Westbury did not or were unable to express their views on closure themselves, however family members gave their views on how they felt it would affect their relative/friends.

- Visitors
- Church

Many of the comments and concerns were around visitors, and relatives said they felt if their relative/friend were to move if it were further away, they would not be able to visit as often. 'It is hard to get around the Forest if you don't drive, buses are impossible' another added 'Older friends won't be able to travel to other care homes, friends are local so it would be difficult for them'

Others expressed concerns around how close the church was to Westbury Court someone said 'I come in with the church, I haven't been able to during the pandemic, that's hugely important to people, I come in and pray with anyone who want end of life care that continuity is important'

How do you think a closure of this home would impact on relatives and friends of residents?

- Culture

Family and friends told us that they felt it was a family culture at Westbury Court 'it's a family here, they know your name when you arrive, it's that continuity of staff'

Another said 'it's the relation with staff, it takes time to build up relationships with carers'

Do you see any positive benefits a potential move could have for the residents?

- Facilities
- Technology

Most family members said they did not see any positive benefits a protentional move could have on residents. One did say a wet room, would be a protentional positive. Another added 'you were told through Care Act 2014 that you needed to provide better facilities, are there lots of homes who have those facilities already? I do not think people with dementia care about a wet room.'

Another asked a question around technology 'how will the new proposal of technology help, what sort of technology are we talking about? We need to go back to basics options, like an old dial telephone. Residents can't use a phone without support from staff.'

Would you support a closure of Westbury Court?

All relatives and friends at the meeting said they did not support a closure of Westbury Court

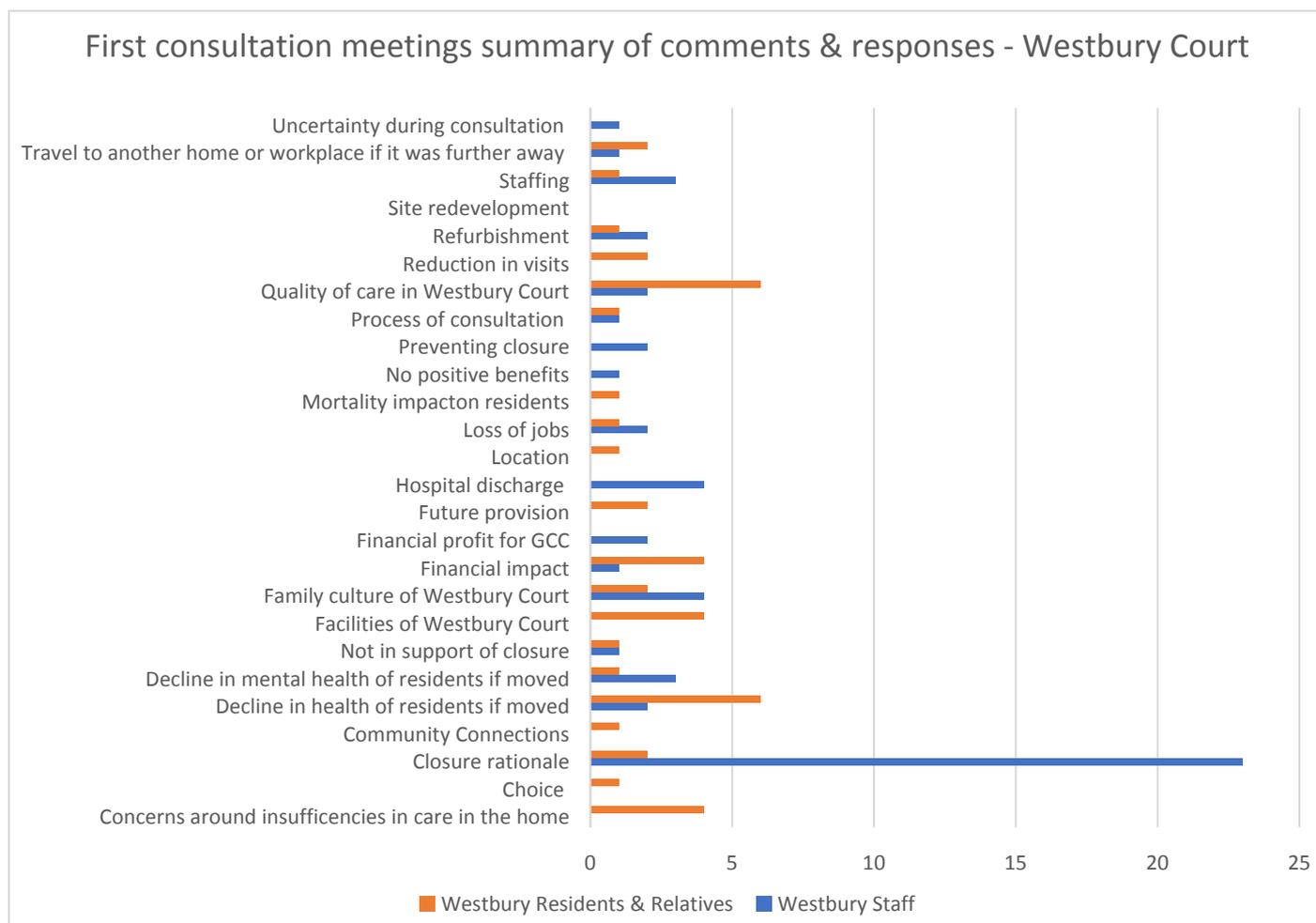
Further feedback from Residents & Relatives:

Further comments and questions were around the process and key dates around when the decision will be made and further questions around the councils' long-term plans.

A relative shared with us some of their experience in their relative/friend receiving care in the community, and her transition into a care home placement and some of the challenges.

Others shared with us their emotions one said 'I am worried and I'm not sleeping well'

There were also discussions with OSJ around vacancies in other OSJ care homes, and what the occupancy of these homes is like, and families expressed concerns that they did not have any vacancies one said, 'what's the point of going to see other homes if there's no chance of getting into them?'



Local Medical Committee Meeting – all homes

What concerns you most about the possible closure of the homes?

The LMC commented from a GP's point of view, across the county, there is a worry for the number of medically fit for discharge patients who are waiting to be moved. They had seen a lot of care homes temporarily going into outbreak – therefore shutting their front doors (so unable to accept new patients).

They were concerned that should demand change in the future it would be difficult to reopen a home. They did appreciate the difficulty of recruiting carers into the system. The reflection from GPs on the front line is that they see a number of patients being discharged from hospital, where a care package is not fully in place in the care home, and it falls apart within hours of them being discharged. GP surgeries therefore trying to pick up pieces but a lot of time it leads to bouncing straight back to hospital.

How do you think a closure of this home would impact the residents?

The LMC commented that there would be a personal impact – a change of routine, structure, staff and other residents that they're used to. This will be very unsettling for them. Especially people with dementia.

Do you see any positive benefits a potential move could have for residents within the home?

They would see positive benefits if we were able to ensure better staffing in those care homes and offer those more specialist services (such as dementia care and neurological care).

Second consultation meetings

Summary of main themes discussed during the first consultation meeting

The comments recorded at the meetings were categorised and the main themes discussed are detailed below:

Bohanam House	Orchard House	The Elms	Westbury Court
Process	Process	Process	Process
Closure rationale	Closure rationale	Closure rationale	Closure rationale
Site redevelopment	Site redevelopment	Stressful	Hospital discharge

Summary of comments and responses collected during the second consultation meetings

	Bohanam		Orchard		The Elms		Westbury	
	Staff	Residents	Staff	Residents	Staff	Residents	Staff	Residents
Care package	1	2	0	1	0	0	0	1
Choice of home	0	1	0	1	0	3	0	1
Closure rationale	11	8	5	2	16	2	16	3
Community	0	0	0	0	0	0	0	0
Decline in health	0	0	0	0	0	0	0	0
Decline in mental health	0	0	0	0	0	0	0	1
Don't support closure	0	0	0	0	0	0	0	0
Facilities	0	0	0	2	0	0	0	0
Family culture	2	0	0	0	3	0	0	1
Financial impact	0	0	0	0	0	0	0	0
Financial profit for GCC	0	1	0	2	2	0	0	0
Future provision	0	0	0	0	1	0	0	0
Hospital discharge	1	1	0	0	1	0	4	0
Location	0	0	0	0	0	0	0	0
Loss of jobs	0	0	0	0	0	0	0	0
Mortality impact	0	0	0	0	1	0	0	0
No positive benefits	0	0	0	0	0	0	0	0
Pandemic	0	0	0	0	0	0	0	0
Petition	0	0	0	0	1	0	0	0
Preventing closure	0	2	1	0	1	0	0	1
Process	5	14	11	7	13	7	7	13
Quality of care	2	2	0	0	2	1	0	3
Reduction in visits	0	0	0	0	0	0	0	0
Refurbishment	0	0	2	0	1	1	1	0
Site redevelopment	3	3	1	5	3	0	0	0
Staffing	0	0	1	1	0	2	0	1
Stressful	2	1	1	0	5	0	0	2
Sufficiency of provision	0	1	0	0	0	0	0	0
Support	0	0	0	1	0	0	0	0
Timeline	0	0	0	0	0	0	0	0
Transfer to new home	0	0	0	0	0	0	0	0
Travel	0	0	0	0	0	0	0	0

Uncertainty	0	0	0	0	0	0	0	0
Vacancies by care category	0	0	0	0	0	0	0	0
Visiting	0	0	0	0	0	0	0	0

Second Staff Consultation meeting – Bohanam

During the second consultation meeting staff at Bohanam questioned the closure rationale, particularly around occupancy levels and the need for smaller homes: "Over recent weeks that we've had enquiries about beds, but they've not been placed but we could have been over 30." "The smaller homes are more like family because we all get to know everyone. And I think that sometimes this outweighs what's in the bathrooms." They considered the pandemic had been the cause of reduced occupancy. They questioned the rationale around older homes not being suitable to cope with potential pandemics in the future as despite Bohanam being an older building they had kept residents safe during the pandemic.

They detailed the level of care provided at Bohanam, giving examples of how they have helped prevent people having to be admitted to hospital and the family feel it has. "The last few admissions we've had they'd looked round the bigger homes, but they didn't like them because the feeling of this home is that it's a family we're a close team."

They also questioned the process and the potential site redevelopment. "We are already hearing rumours about what you're going to do with the home afterwards. I know you've got to do your consultation, but does this impact the decision?"

Second Resident & Relative Consultation Meeting – Bohanam

During the second consultation meeting, Bohanam residents and relatives expressed frustration with the consultation process. "It looks like it's going to be swept under the carpet. I don't think the reasons that were given at the beginning hold water. People here are still in the dark."

They questioned the closure rationale as they considered it was about financial profit for GCC. "It's got to be cheaper to put someone in a home that's fully staffed than make someone go to see them a couple of times a day and they're sitting alone all day." "Is it the mix between self-funded and GCC funded that's changed and makes Bohanam unviable?" "Is it true you get more from self-funders? I'm trying to understand why it's changed and everything is being blamed on covid. We're still coming out of it and if you'd left it another year you could make a better decision."

They also highlighted how the pandemic had impacted the quality of care that could be provided. "All the people from the day centre couldn't see anyone they're lonely. A lot of the clients from the day centre when they needed to go into care chose here."

They questioned occupancy levels within the market and if these would still be available if Bohanam closed given the number of people still in hospital awaiting packages of care. "When you say there are 900 vacancies how does that correspond with the 200 people waiting in hospital." "There are no Dom Care workers so that's why they're stuck in hospital taking up beds needed for emergencies." They also suggested amalgamating with another OSJ home and talked about vacancies at other OSJ homes they would consider moving to.

Second Staff Consultation meeting – Orchard House

When asked if there was anything else they wanted to raise, staff at Orchard House commented on several areas. Their initial comments were around the length of the process - they felt it was a long drawn-out process and the uncertainty was causing them stress "it's a ridiculously long time, it's such a long process"

They questioned the rationale around occupancy as felt that they had a healthy enquiry tracker prior to the consultation but did recognise the changing demographics of Bishop's Cleeve: "It's just a shame, it's been here a really long time, I was here when it was going to close before. We had petitions and it stayed open but there isn't

the older population around here now it's all built on younger people." They were concerned about the local area not having a sufficient provision of homes that would accept GCC rates.

They also felt that GCC hadn't been placing residents within Orchard House long before the consultation process started.

Concerns were also raised about what would happen to the site after closure. They were disappointed that prior to the pandemic Orchard House was going to be refurbished.

They were concerned about job losses and people not wanting to move into the domiciliary care after working in a care home. "People don't want to work in domiciliary care, I haven't been here very long time, when I was looking for a job everything was in the field. People don't want that they want to give care here, where they can give people 24 hour care."

Second Resident & Relative Consultation Meeting – Orchard House

Most of the relatives felt that Orchard House was going to close and that the consultation meetings would have very little influence on the final decision. Most didn't support the closure. "You have to go through the procedure but it's not going to make a difference."

They considered the main thrust of the rationale was around the financial viability of Orchard House running at less than capacity. They asked if GCC would divest its responsibility if alternative funding could be found.

They recognised that improved facilities such as an ensuite would be nice but for some residents they wouldn't be of any benefit as the needed more care. They questioned if all homes without these facilities would be considered for closure in the future.

Concern was expressed about the site being left vacant for a long time. "Something positive should be done with this home, it shouldn't be left to rack and ruin."

They also requested help with processes change of address details; "As long as I know my mother is going to be safe and we're going to get help then I'm OK with it."

Second Staff Consultation meeting – The Elms

Staff at The Elms questioned the rationale particularly around occupancy and suggested moving people out of hospital into the Elms. They recognised that residents from The Elms would be used to fill beds in other homes but did not support the closure. "Basically, shut us and we can fill those empty beds" "So you're throwing us under the bus instead so they can survive". They also queried if the instability in the market applied to OSJTC "Are you suggesting that OSJ are struggling?"

They were concerned that the closure would mean a lot of people would leave the care sector as they wouldn't want to move from working in a care home to domiciliary care. "Demand for care has increased but there isn't the workers. If you close all the homes, there will be a lot of people who won't move onto 'dom', (home) care so you will have lost more staff."

They felt Stonehouse had a lot of private care homes but not many that accepted GCC rates and that GCC wanted the land to build houses on, that the site would be left empty for years.

They wanted to know the process after the cabinet meeting, the timeline for any closure. They found the consultation stressful and suggested that the more meetings we held the more it felt like a "tick box exercise" as the decision had already been made.

"Worry about residents going elsewhere, just worried that they'll go somewhere where their care won't be how we would care for them."

Second Resident & Relative Consultation Meeting – The Elms

Residents and relatives at The Elms considered it made sense to consolidate staff into fewer homes and reduce the number of empty beds. The increased staff would mean they would be able to support the residents more: "One very positive thing if residents have to move from here with more staff and nurses they'll have more showers

and their hair washed. For example, the last two weeks we haven't been able to have a skype call as the two ladies that can facilitate that are on holiday."

Other areas raised were support in finding a new home, who would pay for the move and refurbishment if the decision was not to close. "If it doesn't close, are you going to modernise it? Residents would have to move out whilst you did the work."

Second Staff Consultation meeting – Westbury

Westbury Court's staff comments at the second consultation meeting were predominately around the closure rationale. They queried the occupancy figures, they asked why GCC had not been placing residents in their own homes, why it wasn't being used to alleviate the pressure on the NHS with people waiting for hospital discharges, why D2A assessments weren't being placed there, why there were plans to build a new home when there are already new private homes opening in the area.

"Why aren't you doing more for the homes you run to make them up to capacity."

"Two years ago, we were turning people away."

"Why aren't these going into D2A beds. You're passing the problem off to the NHS."

"Why aren't you filling your own homes. You're not because we're not full. But they're your homes and you're putting people into the private sector. How does that seem sensible?"

"Why aren't you doing more for the homes you run to make them up to capacity."

Second Resident & Relative Consultation Meeting – Westbury Court

During the second consultation meeting relatives and residents expressed concern about the consultation process and their opinions not making a difference to the decision. They questioned the closure rationale particularly the criteria being used to make the decisions and if there was a long-term plan to run the homes down under GCP partnership.

"The GCP was set up in 2005 and that was when OSJ came in and took it over there were 21 at the time we're now down to 13. That partnership is not over but we've seen what's happened to Townsend, is the point of the partnership to remove this care. Is there a long-term plan in the council to run the homes down under the partnership."

Portal Survey Response:

The survey ran from 13th April to 20th May 2022. A total of 144 responses were received. Questions and responses split by home are listed below:

Please specify which care home you would like to feedback on:

Bohanam House	The Elms	Orchard House	Westbury Court
56	31	24	33

Which district do you live in?

	Bohanam House	The Elms	Orchard House	Westbury Court
Cheltenham	6	0	11	0
Cotswolds	0	0	2	0
Forest of Dean	3	1	0	30
Gloucester	43	3	0	1
Stroud	1	27	0	0
Tewkesbury	3	0	11	2

Do you or someone you support currently live in one of the homes listed below?

	Bohanam House	The Elms	Orchard House	Westbury Court
Yes	18	5	6	8
No	38	26	18	25

Are you responding as:

	Bohanam House	The Elms	Orchard House	Westbury Court
Resident	2	0	0	0
Family member	8	3	3	6
Carer Friend	3	1	2	1
Member of staff	5	0	1	0
Other (please specify)	0	1	0	2
Blank	38	26	18	24

How is your/your family member's care funded?

	Bohanam House	The Elms	Orchard House	Westbury Court
I/we pay for it all	2	0	0	2
I/we pay a contribution and Gloucestershire County Council pay for part of it	5	1	1	2
Gloucestershire County Council pay for all of my care	3	1	0	1
Prefer not to say	0	1	2	2

Blank	46	28	21	26
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How long have you/your family member lived there?

	Bohanam House	The Elms	Orchard House	Westbury Court
Less than a year	2	1	0	0
1-3 years	2	1	0	4
Over three years	6	0	3	3
Blank	46	29	21	26

What concerns you most about the possible closure of the home? Select all that apply

	Bohanam House	The Elms	Orchard House	Westbury Court
Residents moving further away from relatives and friends	10	3	4	6
Residents moving away from staff and friends in my home	13	1	4	5
Residents not liking the new home	9	2	1	3
Residents' health	13	2	2	5
Other	8	0	1	0
Blank	3	23	12	14

How do you think the closure will impact the daily activities and everyday life? This could include onsite activities, opportunities to keep doing what residents enjoy (hobbies/clubs), good community integration, near to shops and cafes etc.

	Bohanam House	The Elms	Orchard House	Westbury Court
Positive impact	1	2	0	0
Negative impact	17	2	6	8
No impact	0	0	0	0
Don't know	0	0	0	0
Blank	38	27	18	25

How do you think the closure will impact the residents' friends and relationships? This could include people they met in the home, friends who live nearby, relationships with staff, close relationship with another resident.

	Bohanam House	The Elms	Orchard House	Westbury Court
Positive impact	1	0	2	0
Negative impact	54	29	20	32
No impact	0	0	1	1
Don't know	1	1	0	0
Blank	0	1	1	0

How much do you agree with the proposed plans to increase care at home options across Gloucestershire?

	Bohanam House	The Elms	Orchard House	Westbury Court
Strongly agree	3	5	3	3
Agree	11	9	6	10
Disagree	21	6	5	9
Strongly disagree	21	10	9	11
Blank	0	1	1	0

How much do you agree with the proposed plans to close these homes?

	Bohanam House	The Elms	Orchard House	Westbury Court
Strongly agree	0	2	2	0
Agree	0	0	1	1
Disagree	6	5	3	5
Strongly disagree	50	23	16	27
Blank	0	1	2	0

How much do you agree with the proposal to commission the building of three new homes, two to provide general residential and nursing care and one specifically for dementia care?

	Bohanam House	The Elms	Orchard House	Westbury Court
Strongly agree	7	7	7	2
Agree	19	8	11	18
Disagree	12	5	2	7
Strongly disagree	18	10	3	6
Blank	0	1	1	0

What concerns you most about the possible closure of the home? Select all that apply (Other) Please specify:**Bohanam House**

- Dad is nearly 100 and a move at his age will be most unsettling. losing a home is cruel as it affects the most vulnerable in our society.
- I am settled with the home GP and have good care from them. I would not be able to stay with this GP. I can go out and enjoy the grounds and the local park independently.
- My mother I fear will not survive the move
- Bohanam is a home not a business it is a home.
- These people chose Bohanam as Their forever home with a low staff change over.
- Residents have been with most of the same staff for all their time at the home.

- Residents mental state and not recognising anyone
- My mother's mental well-being and safety as she has dementia and will not tolerate an ensuite bathroom and I do not feel she would be safe to have one
- Mum is unable to weight bear is blind and has dementia, the care she has received at Bohanam House is amazing
- We specifically chose it because of its relatively small size and its good reputation
- The well-run care homes under OSJ are only being closed because GCC are not prepared to risk the closure of private, commercial care facilities that are 'struggling' to exist. They are private companies that have funded good lifestyles for the owners for many years and they have to make a commercial decision around their businesses. This should not be buoyed up by ill thought-out decisions from GCC and the commissioners. To close these OSJ homes instead of investing in them is short-sighted at best and a step towards the privatisation of the care sector which is a licence to print money for the people that have ridden the profits of taking public money to provide services for many years. The private care homes I have experienced have been poorly run and have not had the residents' best interests first.

Orchard House

- Financial implications for residents needing to find more funds for their care if they are moved to more expensive establishments.

Westbury Court

- Relationships between my husband and the care staff has been of paramount importance in his being settled. He is very quiet until faced with strange surroundings and people. The staff at Westbury Court have made the ability for me to have quality of life that has been greatly appreciated. His physical health has deteriorated over recent months and the staff have been most supportive.
- We choose Westbury Court, so that it would be more accessible for us to visit especially her partner of 85, it's a 10min drive for him, or right on the bus stop if he is ever unable to drive. I live in Tewkesbury, and I really do not want to have to put mum somewhere further away from me. I do feel this would have a very negative affect on mums' conditions, and mum not seeing family has a real effect on her.
- The upheaval and stress and worry for a dementia person to be moved into a strange environment with carers they do not know.

Do you see any positive benefits a potential move could have on residents within the home?

Bohanam House

- A Larger room

Orchard House

- They could be offered accommodation that is more appropriate to their needs.
- The only positives would be if the residents and their families were fully consulted in every decision and that their wishes and concerns would be listened to. These are the people living with your decisions and unless you live through something one cannot fully understand the implications.
- We need new facilities rather than just keeping old ones open for the sake of it
- The building is not fit for purpose, communal toilets and bathrooms, the lift is not large enough to accommodate a stretcher or undertaker's trolley.
- Dignity in care provision is compromised due to the building restrictions. In 21st century paying and LA residents deserve a room greater than 10sqM with no ensuite
- The staff teams have always been caring, committed and experienced but those skills could be relocated to other OSJ homes. The residents could also be cared for in other OSJ homes or a private home in their location. This would enable relatives to visit as before.

- Occupancy is key to each home being financially viable.

The Elms

- No unless the replacement care improves their quality of life

Westbury Court

- I am in favour of as much care as possible in someone's own home but there does need to be some provision
- The only positive outcome would be to upgrade the care home for existing and new residents.
- The only benefit is if the entire "family" of residents and staff from Westbury Court move together into a new building.

What else do you think the council should consider supporting and help stabilise the local care market, or improve Adult Social Care?

Bohanam House

- 'Initiate a plan to make the Care Sector a career choice, with NVQ type training to ensure standardisation of care across all homes in Gloucestershire. This training should be mandatory and there needs to be proper pay and career progression.'
- 'Be realistic about the time that is given to carers to look after people in their homes. Care at home is OK but there is clear evidence that social isolation is a major problem for those who require care at home. The Council needs to look at funding and provision for Community hubs/day centres/activities and the transport to get people there from their homes.'
- 'Agree with increasing care at home across Gloucestershire but there comes a point when people can no longer manage at home and need 24-hour care in a home'
- 'As previously suggested develop a Digital Transformation Strategy for Social Care'
- 'Provide more consistent care that matches agreed care plans. Provide such services in house where possible instead of using contractors who then do not provide the agreed level of care'
- 'Weekend support for carers'
- 'At least one of these homes could be used for discharging patients from hospital when they are ready instead of taking up beds that are urgently needed for sick people'
- 'Keep the home open and modernise it'

Orchard House

- 'Why build new homes rather than convert existing ones? I am thinking of the cost and climate change impact of building new homes'
- 'If the care home in Cleeve has to close, please consider converting it into a women's refuge. There is little to no provision for this in Gloucestershire.'
- 'Improve discharge delays and transfers from hospital to care homes.'
- 'Funding for care that is realistic, market levels, support discharge plans to prevent older people remaining in hospital when fit for discharge'
- 'Commission care at home and in care homes that reflect the need and desires of service users.'
- 'Recognise the huge importance of the fantastic work the staff do in the homes, that far outweighs what they are paid'

The Elms

- 'Better to have fewer homes with full staffing and more residents. Less empty beds!'
- 'More day centres (to support carers)'
- Lots! E.g., more lunch clubs, activities, more at local leisure centres to cater for older adults, social groups etc....
- 'Better home care services'
- 'Have new homes in places with good transport links and staff parking'
- 'More Council-funded carer support for housebound elderly who don't want to go into care homes'
- 'I think stabilising the care market can only happen if more money is spent to both increase beds in homes and increase care help for people in their own homes. With people living longer, and the increase of the elderly population, the only way forward would appear to be to make both aspects equally, and more, accessible.'
- 'More sheltered accommodation so that people can live independently but with support.'
- 'Ensure that local residents have the option of being able to stay in their local area when residential care is required'

Westbury Court

- 'Day services with transport.'
- 'Keep existing care homes open until you build the proposed new ones.'
- 'Yes, increase pay for carers in order to encourage recruitment and incentivise the recruitment process.'
- 'Clearer advice must be provided earlier to enable people to make better judgements of the alternatives to home care and the financial implications to them personally especially about "retirement villages" which may be reasonable at the outset but become increasingly expensive when adding on "service costs". Many of these are advertising on TV. Not many elderly people are happy with using social media in its other forms. For those unable to cope well alone, there are good opportunities offered at "Dora Matthews House" in Coleford and "Hanover House" at Cinderford where at least there are staff on duty 24 hours a day'
- Employ more people and maybe not focus so much on qualifications but experience and passion along with a good support mechanism when things get challenging
- Fully integrate health and social care systems and budgets so you can provide personalised support.
- 'Would like more emphasis on living healthier lives in the county.'
- 'I don't think it is the Council's responsibility to "stabilise the local care market". I think that it is the Council's responsibility to ensure that care homes that are functioning well and providing good care should be fully supported rather than threatened with closure.'

Petitions

Petitions to save the homes from closure have been started for each home.

Bohanam House

Signatures: 796

Link: [Petition · Save Bohanam House · Change.org](#)

Some of the comments on the petition are the following:

- 'My Dad was a resident at Bohanam for 5 years, before he passed away in 2020. The care he received from all of the staff, was second to none. They couldn't do enough for him.'
- 'I am proud of the way the staff look after the residents. They are committed and dedicate their lives to looking after vulnerable patients.'
- 'I used to visit there as a Minister of Religion and respect the staffs care'
- 'We as city need these good homes'
- Bohanam house is home to a lot of old people. To move them would be a cruel act.
- 'The elderly who can no longer live at home need this support where they are looked after.'
- 'We need these homes for our community. It allows people to continue to live in safety within their hometowns. Otherwise, where will these poor people live and be looked after? The streets, hospitals?'

Orchard House

Signatures: 447

Link: [Petition · Please keep Orchard House in Bishops Cleeve open · Change.org](#)

Some of the comments on the petition are the following:

- 'Not everyone can afford the new care homes that are opening. Orchard House provides excellent care and should not be sacrificed because of cost'
- 'A village the size of Bishops Cleeve needs this facility for its community to enable families to visit locally and not have to travel far to do it.'
- 'Losing this would be dreadful, many many residents of Cleeve have benefitted from this care home, our community needs it. Update its facilities yes close it down no!'
- 'The residents and staff are owed a lot more by the Council & society than to be treated this way. Short-term thinking has to stop. Decision makers need to stop thinking of cost and must instead consider value.'
- 'My mum was only with you for a short time before she passed away, but you looked after her so well.'
- My friend's mother was a resident, and they were very happy with the care she received
- 'This is a valued facility for the community.'

The Elms

Signatures: 542

Link: [Petition · Save The Elms in Stonehouse. · Change.org](#)

Some of the comments on the petition are the following:

- 'My beloved Grandmother was cared for at The Elms for the last year of her life, during the pandemic. I could only see her once, but I am still so grateful to the whole of the staff, they all cared for her as if she was their

own Grandmother. Please, please, please do not close The Elms Nursing Home. The local community and the surrounding areas are still in dire need of superb care facilities like The Elms. We need to have outstanding care being taken of our relative/friends and our vulnerable and elderly members of public, and they deserve to be looked after with the utmost care and respect, and sadly, there aren't many other places like this in our locality. Please reconsider this disastrous situation and keep The Elms open.'

- 'This home is essential to the residents & their families. It must stay.'
- 'We need care homes for our elderly and The Elms is in the community'
- 'The Elms is an important facility in Stonehouse which is valued and appreciated by many who are unable to manage without 24-hour care.'
- 'There is a shortage of good care homes, and it will put a lot more people out of work when they are already struggling with the rising costs of living'
- 'Local council care homes are needed in the community more than ever'
- 'The Elms is a much needed and integral part of the community; we need more care homes not less. This is home for many elderly people, who are happy and settled there, targeting vulnerable people, and causing worry and uncertainty, is totally unacceptable. I hope this proposed closure is reconsidered.'

Westbury Court

Signatures: 501

Link: [Petition · Opposition to the closure of Westbury Court Care Home · Change.org](#)

Some of the comments on the petition are the following:

- 'Relatives have received outstanding care at Westbury Court Care Home'
- 'What are our local government playing at? Profit and loss is what it's all about, balancing the books, shame on them. No empathy for the people in Westbury Court Staff as well as residents.'
- 'We should be supporting rural care homes, not closing them'
- 'My mum has had excellent community care for the last 4 years; she has vascular dementia and recently had a fall, and her dementia has taken a step change and she can no longer be cared for safely at home. The care company cannot increase the package, I have also developed health problems so she needs the additional care a home can provide but we are having incredible difficulty in finding one. If GCC close these homes, there will be even less choice and more families will be unable to give their elderly parents the care they deserve'
- 'We need these nursing homes, more so now than ever, as folk are living so much longer.... what reason do they have to even suggest this closure....?'
- 'It's a wonderful place that is needed!!'
- 'I knew someone who lived here, and the staff were amazing'

Occupancy rates

Occupancy rates were requested in the consultation meetings, general opinion amongst staff and residents was that the homes were full prior to the pandemic, however figures for the past five years show a decline in all four homes:

