

Consultation on the future of Campbell House

**Consultation document
November 2023**

Overview

A decision has been made to consult on the proposal to change the way care is delivered for residents living at Campbell House. If the proposal to remove extra care services goes ahead by Bolton Council, Bolton at Home, as your landlord, would propose to close Campbell House as a housing scheme for older people.

We acknowledge this may be difficult for people living in this property, as well as the families and friends of people who support their loved ones in Campbell House. We want to be clear that this consultation is taking place because of the issues we face with the limited facilities within the building and the impact it has on supporting and fostering independent living. Please note that no decision will be made before January 2024.

The aim of this consultation is to make sure anyone who could be affected by the proposal has an opportunity to have their say before the final decision is made.

This document will aim to explain the background to the consultation and why we need to consult on the proposed changes to care delivery and the proposed decommissioning of the property.

There are many ways to give your feedback. Please choose the option or options that suit you, as detailed at the end of this document. Your views and suggestions are very important to us and will assist Bolton Council and Bolton at Home in making an informed decision on the future of the services at Campbell House.

Background

Campbell House is currently an extra care housing scheme; this means it provides independent living with onsite care and support for people aged over 55 years. The extra care service should enable residents to thrive and achieve a sense of independence and wellbeing. The aim of extra care is to provide a vibrant community living with support, should residents need it. Extra care can be provided in a flexible, responsive, and personalised way by onsite teams.

Campbell House was built in the 1970s, originally as a sheltered housing scheme, but converted to extra care as there was low demand due to the limited facilities within the properties. The property is made up of 24 individual properties. Currently these properties have very limited facilities, making it very difficult to support independent living.

There are sixteen people currently living in Campbell House with many receiving onsite care. The luncheon club, and an evening meal club, known as the Tea Club, provides meals to tenants in the dining room, with provision being highly reliant on Bolton Cares staff in supporting preparation of food. Tenants do have the use of the shared kitchen, however, again tenants are reliant on Bolton Cares staff to support them in preparing food and thus not supporting independence.

There are 10 staff providing extra care support at Campbell House.

Why we are consulting with you

Bolton Council is now proposing to end the on-site extra care service within Campbell House, due to the limited facilities not promoting independent living. If the proposal to remove on site extra care services goes ahead, Campbell House would no longer be viable as a housing option for older people, as a result Bolton at Home are proposing to decommission Campbell House as a housing scheme for older people.

- Bolton Council is consulting on proposals to change the way your onsite care is provided from Summer 2024
- Bolton at Home is consulting on proposals to close Campbell House from Summer 2024.

Bolton Council and Bolton at Home would now like to gain your views on how these proposals will impact you or your family member. This consultation process will provide you with an opportunity to share concerns you may have, and to ask what support you may need, so we can support your future care and accommodation needs.

We are consulting on these proposals between Wednesday 22nd November 2023 and Wednesday 3rd January 2024.

Mental Health Support

If you are struggling with your mental health, and would just like to talk, any time of day or night. There are free listening services which offer confidential support from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:

- Call 116 123 to talk to Samaritans, or email: jo@samaritans.org for a reply within 24 hours
- Text "SHOUT" to 85258 to contact the Shout Crisis Text Line.

These services will only share your information if they are very worried about you or think you are in immediate danger.

There is also the **NHS urgent mental health helpline**, locally this is provided by Greater Manchester Mental Health NHS Foundation Trust.

Telephone 0800 953 0285

Help is available 24 hours a day, 7 days a week. They can discuss your current mental health needs and provide access to further support if needed.

Frequently Asked Questions

Why is Bolton Council proposing to change onsite extra care support?

Bolton Council's ambition is to promote independence; supporting individuals to live in their own communities, live their best life, whatever their circumstances, ideally within their own home. We've set out plans for modern supported living accommodation and extra care housing in the community, to enable people to live their lives their own way. This is contained within our '*Housing with care and support 10 year prospectus (2023-2033)*'. To view this document please visit: <https://bit.ly/HousingCare2023>.

We are committed to providing a home with the level of support or care an individual needs to give them the best possible outcomes. The reason for this proposed change is that Campbell House is a small onsite extra care scheme, and the facilities are limited and do not support independent living, with services currently heavily supported by the onsite care team. The council is seeking to provide extra care in bigger, purpose-built schemes, where it is more sustainable to promote independent living with a better quality of accommodation for residents.

How would my care be affected?

If the proposal to stop delivering onsite extra care at Campbell House is approved, your care will be re-assessed by Bolton Council's social work team, in discussion with you, your family or advocate, this will determine how your future care needs will be met. The options available may include the council organising a home care provider to deliver your care in your new home, or referral to other services, including an alternative extra care scheme.

How can I make the decision about what care I need?

Social workers will be available to help support you and your family through the process and will support anyone with an assessed eligible care need. They will assess your needs and ensure that you have the appropriate level of care.

What is home care?

Home care (sometimes called domiciliary care) can be provided by a home care service who will visit at the agreed times. The council will arrange for this service to be put in place; the main

difference will be that they are not based in the building. Home care is when paid care staff visit you at home to help you with all kinds of things which may include these tasks, this list is not exhaustive:

- getting out of bed in the morning
- washing and dressing
- brushing your hair
- using the toilet
- preparing meals and drinks
- remembering to take your medicines
- getting settled in the evening and ready for bed

Can I move to another extra care scheme

Yes, if you meet the criteria for that scheme (in terms of needs, eligibility, risk, and compatibility). Bolton at Home's staff can tell you more about the range of extra care schemes in Bolton. There is more information in Bolton at Home's "Frequently Asked Questions" below, and they will be available at the drop-in sessions should you wish to discuss extra care options with them.

What is a Direct Payment?

Direct payments allow you to receive cash payments from Bolton Council instead of care services. This can give you more flexibility and greater control of your support package. You use the money to arrange your own care services.

When will the changes happen at Campbell House if the proposal is approved?

No decision will be made on the future of Campbell House before January 2024. Once we have looked at all the information to make an informed decision about the future of Campbell House, if approved, we would look to make this change by Summer 2024. Both Bolton Council and Bolton at Home will look at a period of transition to ensure your needs are met. During this period, we would support you in considering how you would like your future care and support to be delivered. No one would have to leave Campbell House until suitable alternative arrangements were in place, however the way your care is delivered at Campbell House may change.

All tenants would be offered:

- a new assessment of their social care and housing needs;
- support to apply for a package of suitable alternative accommodation and social care;
- a support package to help tenants move and set up a new home.

What will happen to the care staff at Campbell House?

They will continue to carry out their roles at other Bolton Cares and Bolton at Home services operating in the borough.

Who can I talk to about these proposed changes?

We are holding meetings for all residents at Campbell House on these dates, representatives from Bolton at Home will also be present:

- **Drop-in session 1** – Wednesday 29th November between 2pm – 4pm Care Management, Bolton Cares and Bolton at Home staff will be available;
- **Drop-in session 2** – Tuesday 5th December between 10am – 3pm Care Management, Bolton Cares and Bolton at Home staff will be available;

We will also arrange to talk to everyone affected individually, at a time convenient to you and your family / advocate, between now and when the consultation ends.

How can I take part in the consultation?

The consultation will take place over a 6 week period, between Wednesday 22nd November and Wednesday 3rd January.

You can complete the consultation survey online or you can request a printed version and return it by post. Details of how to obtain a printed version or other alternative formats can be found below. Alternatively, an in-person consultation support session will be offered on Wednesday 6th December between 1:30pm – 3:30pm. Staff from the consultation teams at Bolton Council and Bolton at Home will be present to help gather your feedback on the proposals.

What will happen following the consultation?

Bolton Council will compile a report using anonymous feedback from this consultation and other sources of information to make an informed decision about the future care services at Campbell House. Bolton at Home will undertake a similar exercise around the proposal to decommission Campbell House. Senior leaders from both organisations and cabinet members will review the

reports and make a final decision about the future of Campbell House and the care services provided from the site.

How to contact us, have your say and send us your feedback

If you have worries or concerns about these proposals, please let us know, and we will look at these and get back to you.

- **Support with care needs:** Please contact the Adult Services team on 01204 337717 or email AdultsSouthDistrict@bolton.gov.uk.
- **Consultation support:** Please contact the Consultation Team on 01204 336584 or email consultations@bolton.gov.uk should you require any support completing a survey. If you require a postal survey, please call the team, leaving your name, telephone number, address and state the consultation you are interested in, 'Campbell House'.

Any postal surveys can be returned to Freepost RTTT-YTEL-YSXS, Consultation & Research Team, 2nd Floor, Town Hall, Victoria Square, Bolton, BL1 1RU

- **Support with accommodation:** Please contact Bolton at Home on 01204 328000

Frequently Asked Questions



How would I be affected?

Should the Council decide to remove the onsite care service at Campbell House, the limitations of the accommodation, such as the size and layout of the properties, mean it would no longer be a suitable option for older person's housing. Therefore, if a decision is made to remove the onsite care service and close Campbell House, then you would need to be rehomed.

Bolton at Home staff would support you to consider alternative housing options and where you would like to be rehomed. Bolton at Home staff would also work alongside Bolton Council to ensure your individual needs are considered and you are fully supported throughout.

If you are required to move home, you would be entitled to receive a statutory home loss payment of £8,100. This is a one-off payment made to compensate you for the distress, inconvenience, and financial costs of having to move home.

When would I have to move?

You would not be asked to move before suitable alternative accommodation is found. We would start to look for a suitable property for you as soon as we know where you would like to live. This is to ensure you do not miss out on any properties that become available in your preferred location.

What support would I receive if I have to move?

Bolton at Home and Bolton Council staff would visit you and your families, carers or advocates to discuss these proposals. They would discuss with you your preferences on where you would like to live, the type of property you would like to move to, and the availability of properties in your preferred area. This may be another Bolton at Home property, or a property owned by another housing provider.

Bolton at Home would have a designated support officer who would be able to support you to register for rehousing, completing any referrals where appropriate for other extra care schemes or with other providers.

What other housing options would be available to me?

There are a number of other extra care and sheltered housing schemes, both in Farnworth and across Bolton, with different levels of service and the locations and availability of these can be discussed during our visits with you.

Our Homefinder Team would identify suitable properties that are available to ensure residents of Campbell House are given priority access to accommodation at the earliest opportunity. Where more than one resident expresses an interest in a property then the allocation would be made based on an assessment of your needs. Where possible we would also work with other housing providers to maximise rehousing opportunities for customers in their chosen areas.

We would continue to visit with you on a regular basis to answer any questions and provide whatever support you need. We would also assist you to access any social activities available in the area.

Would I receive help to move into a new home?

We would provide any practical and emotional support you require to help you secure and move to a suitable property. In addition to helping you register for a move and identify potential properties, we would assist you to view and sign for your new property.

We would also help with any practical aspects of moving such as assisting with removals and disconnection / reconnection of appliances and notifying others of your change of address, as well as any other help you require to ensure your move goes as smoothly as possible. You would be eligible for a home loss payment to help with these costs.

When would I receive my home loss payment?

Your home loss payment would be paid once you move home. However, if necessary, we can release some of this payment earlier to meet the cost of removals. Please note that as this payment is classified as compensation you would need to advise the Housing Benefit section at Bolton Council, however your entitlement is only affected if you have more than £10,000 (including the £8,100 payment) in total and only by £1 for every £500 over £10,000 in savings.

If you are working and in receipt Housing Benefit, your entitlement is affected by £1 in every £250 over £6,000. If you have savings above £16,000 you would not qualify for Housing Benefit or Council Tax Support.

I'm worried I may not be able to afford the cost of living in a new home, what should I do?

We would be able to discuss this matter and your individual circumstances as part of our regular visits. We can also, if you wish, arrange for our Money Advice Team to contact you to discuss your welfare benefit entitlement and ensure you are in receipt of your full entitlement.

What happens if I move?

Once you have moved, your home loss payment, or the residual amount if you have already received some funds, would be paid to you.

Once you have moved into your new home, the Bolton at Home support officer would visit with you to confirm everything is in place and that your previous tenancy had ended. If your new home is part of another sheltered or extra care scheme, we would then continue to visit and support you in your new tenancy.

What happens next?

Once the consultation is complete the Council would need to seek approval for any changes to the onsite care service at Campbell House. We will let residents know the outcome of this decision as soon as possible.

Should the Council decide to remove the onsite care service at Campbell House we would then commence the process of looking for new homes for residents.

For as long as you stay at Campbell House, Bolton at Home services will operate as normal with communal lounge and laundry remaining available for residents. We will continue to carry out repairs and maintenance to your property and the wider building and all systems such as the door entry, warden call and fire detection systems will remain operational. The handyperson / caretaker will also remain on site along with the support officer and they will continue to provide support to all residents living at the scheme.

Who can I speak to if I have further questions or concerns?

We will be in touch again soon and will be giving you the details of named individuals who will come and speak with you to explain everything about what happens next. If you have any questions in the meantime, please do not hesitate to contact us on 01204 328000.

