



Campbell House Consultation Report

Report by Consultation & Engagement Team

January 2024

Analysis notes

- Results are presented in the questionnaire format with 'Don't know' type responses removed unless stated.
- Comments have been categorised where feasible. Categories may overlap and a comment from one respondent included in multiple categories. A sample of comments [verbatim] are included in the report. Comments may be abbreviated so that only the relevant extract is included. One comment may be coded into multiple categories, and each category may only cover a certain aspect of the comment, for example a respondent may have made both positive and negative comments about the same aspect.
- Due to the number of respondents, results are presented numerically rather than as percentages.
- Base: unless otherwise stated the base is the number of respondents to a particular question.
- Data has been cleansed where appropriate, e.g., comments moved into existing responses.

1. Background and Methodology

Between the 22nd November 2023 and 3rd January 2024 Bolton Council, in collaboration with Bolton at Home, ran a public consultation, seeking to engage tenants and stakeholders that live and engage with Campbell House, an extra care scheme in Farnworth, in sharing their reflections on the future of the property.

Bolton Council proposes 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 is approved, Campbell House would no longer be viable as a housing option for older people, as a result Bolton at Home propose to decommission Campbell House as a housing scheme for older people.

During that period a comprehensive communication plan was implemented to raise awareness of the proposal with stakeholders, with a strong emphasis on engaging the 16 residents living at Campbell House. Further to this, all Elected Members were informed of the proposal and a press statement, on behalf of Bolton Council and Bolton at Home, was distributed to the local media. Supporting documentation was also made available on the Council's consultation webpage.

During the planning phase both organisations actively engaged with Bolton Cares, ensuring that tenants would be supported throughout the consultation period. Staff at the property were briefed by Bolton Cares managers on the 21st November 2023, ahead of the consultation starting, ensuring residents were supported with consistent messaging. Tenants were invited to a briefing session on Wednesday 22nd November, to listen to why the consultation was being undertaken, what the process would involve and how they could actively engage with the consultation. Information packs, including a frequently asked questions guide and a paper survey, were distributed to all tenants following the briefing session (refer to

Appendix A). Where residents had limited capacity, the team liaised directly with family members / advocates.

On Wednesday 29th November, Bolton Council, Bolton at Home and Bolton Cares held a drop-in session for all residents wanting to seek further guidance on the proposal. Residents attended this session as a group.

On Tuesday 5th December, Bolton Council, Bolton at Home and Bolton Cares held a drop-in session for all residents wanting to seek further guidance on the proposal and the impact it would have on them as an individual. One-to-one sessions took place, enabling residents and family members the opportunity to discuss the personal impact the proposal would have if implemented. This session was intended to enable residents to make an informed response to the consultation.

On Wednesday 6th December, the Consultation and Engagement Team at Bolton Council, alongside the Consultation Team at Bolton at Home, ran a drop-in consultation session for all residents and their families/friends/advocates at Campbell House. The session was delivered as a one-to-one session, to ensure residents could express their own views on the proposal.

The questionnaire was also made available digitally, with the questionnaire being accessible on the Council's consultation web page, as well as in hard copy format, on request. A copy of the questionnaire is included at the end of this document, located in Appendix B.

During the 6th December session, residents outlined their anguish regarding the consultation process and the impact on their wellbeing, with particular uncertainties on how the proposal would impact on them. Their questions have been categorised into the following themes:

- **Future care and property preferences:** residents wanted to feel empowered by seeking clarity on what their choices are, if the proposal to implement a change in care and/or decommission the property is implemented. Some residents highlighted particularly housing schemes and care options they wanted to explore further with Bolton Council and Bolton at Home.

"Want to stay with people in age group, not younger people".

"Interested in Lever Gardens (ODUA), but would like to be fully informed on financial impact on all proposed properties. Would also like to remain local to Farnworth or Little Lever".

"Would prefer a similar Extra Care setting, that would accommodate my needs - ground floor or bungalow.".

- **Financial:** residents were keen to know what the financial implications the proposal would have on them. Residents are aware that a home-loss payment would be made available to them,

however specific questions were raised around the cost of properties and the financial costs of physically moving.

"Worried about rent costs in a new place. Would Lever Gardens be more expensive?"

"Will I have to pay full rent in new place? Will there be other costs in new place?"

"Will I have to pay to dispose of things I don't want to take with me?"

- **Care Needs:** Residents had particular concerns about receiving the same level of care as they receive now, with some outlining their concerns of future care needs. Some residents had questions concerning mental health support and future emergency care.

"Worried they will think I no longer need extra care, don't need physical care but still need emotional support as and when, without it could go downhill."

"Will someone assess my social care needs if Campbell House were to close to tell me what my future property and care options are?"

"Will the staff in the new property be aware of my care needs or will I have to tell them?"

"What will happen if care is removed for those with care hours?"

"Would care staff be available in case of an emergency?"

"I need more care / support than currently getting"

- **Practical move:** Residents had a number of questions about the practicalities around the proposal to decommission the property and physically move locations.

"What will happen if care is removed for those with care hours?"

"Can I get support redirecting my mail?"

"Will we be told to leave with nowhere to go?"

"Will someone help me to apply for other house options?"

- **Meeting other residents:** Some residents had specific questions regarding integration into new settings.

"Can we have support to meet other residents?"

"I'm worried I'll become isolated in a new property and not want to meet other residents, as I don't like big groups and I may not fit in. I feel part of the local community here - will we get support to meet new people?"

- **Making informed decisions:** Residents felt very strongly that they wanted to have access to information to make informed decisions, should the proposal be approved and their care and accommodation changing. Residents wanted key information about the range of properties available in the borough and the variety of care they can access.

“Can we have support to view properties to make an informed decision?”

What are the cost of properties, we need to know how it will impact us financially to make an informed choice.

- **Other:** A range of other questions were asked, including solutions for residents living independently at Campbell House, to the impact on the care staff within the setting.

“Can you not supply people with air fryers / other appliances to support them cooking in their own flats at Campbell House?”

“Worried about staff losing their jobs?”

“Not bothered about closing?”

As a result of the questions put forward by residents at Campbell House, it was felt that further support and information would be useful to tenants and stakeholders. A further Frequently Asked Questions document was supplied to tenants the week of the 18th December and Bolton at Home offered to provide all tenants with support exploring housing options, under the guidance that no decision had been made on the outcome of the Campbell House consultation (refer to Appendix C).

2. Consultation responses

A number of open-ended questions were included in the questionnaire to give respondents the opportunity to comment on the proposal, suggest alternative approaches to the delivery of care at Campbell House, as well as outline the impact of the proposal and the support needed if the proposal was approved.

All residents were informed of the consultation. Family and advocates of those with limited capacity were also encouraged to participate in the consultation. A total of 31 stakeholders took part in the consultation, outlining their reflections of the proposal to change the care provision at Campbell House and subsequently decommission the property. 11 of the 16 residents completed the consultation survey, via face to face engagement and digitally. 9 family members / advocates participated in the survey. 4 Bolton Cares employees at Campbell House completed the survey, as well as 7 wider stakeholders, including a Ward Councillor.

In addition, an official response was received from the Eden Farnworth, a community project delivered by Farnworth Baptist Church (refer to Appendix D).

A petition was also received entitled *“Help to prevent the closure of Campbell House”*. This petition contains 83 signatures from both local residents in the Farnworth area, as well as additional signatories from wider stakeholders across the borough. None of the signatories are resident at Campbell House.

3. 'Impact of the proposal

Tenants and stakeholders were provided with the background information and rationale for the proposal, as well as the wider support available for residents. Following this, all stakeholders were asked to reflect on the proposal and outline the potential impact if the on-site extra care delivery was changed and/or the property was to close. 31 stakeholder comments were received, which contained cross-cutting themes. These have been categorised into the following themes.

Direct feedback from tenants at Campbell House

10 comments were received from tenants that primarily focus on the impacts to health; the impacts of changes to care and accommodation; and the sense of belonging to the community.

Impact on health:

- *"Affect mental health. Concerns for the future, worried about not getting enough support in a new place. It's only living here with support that's sorted me out and got me to where I can cope, but up & down & could go downhill without support".*
- *"Anxiety & depression. Being in extra care is important as really helped me stay independent and cope".*
- *"Could be good for me, nothing in flat. Stuck in flat & isolated".*
- *"I'm concerned with how this will affect my mental health, as I feel settled and safe in my home at Campbell House".*
- *"I don't feel physically or mentally able to move. I am extremely distressed by this whole proposal, it has terrified me, as I don't want to move.*
- *"It has made me sad, I thought I would live here forever".*

Proposed changes to care and accommodation:

- *"Worried about what will happen if my care is removed".*
- *"I am really worried that the care could change, and I could be left without care, as I rely on them, as cannot remember to take my meds, for personal hygiene, making meals and shopping".*
- *"Physically moving to a new home is going to be very challenging for me".*
- *"I'm worried that I may be placed in accommodation that isn't based on the ground floor".*
- *"I don't feel I am affected as I moved around a lot during my life".*
- *"Having to make other arrangements and the hassle of moving will affect me".*

Campbell House, its location and place within the community:

- *"I am settled here and would be upset to leave".*
- *"I'm close to my family who support me with my shopping, bills, and medication.*
- *"I have friends who help me at Campbell".*
- *"Campbell House is a good location".*

Specific comments from family members and staff on the impact to tenants.

A number of comments were received from family members and staff that made specific reference to the impact the proposal would have on their relatives at Campbell House.

- *“Living nearby this care home for family members makes it much easier to visit their relatives, However closing it down could cause a lot of these elderly people to only see their family’s every now and then rather than everyday/ every week”.*
- *“My relative currently receives limited extra care at Campbell House as they only need help doing certain things. They have a check once a day to ensure they have an evening meal and whether they need any other support. If Campbell House closed this care would stop and would affect them”.*
- *“My relative has mental health issues and before moving into Campbell House they really struggled. They’re really happy here and I’m worried their mental health may be affected and they may become depressed again”.*
- *“The loss of extra care services means that my relative may lose some of their independence, as the on-site availability of carers allows some flexibility with the timing of visits, and they are usually able to come at a time which allows them to leave on time for various local activities”.*
- *“Staff seem to be just as in the dark but are trying to support various people, each varying individual need, some saying now they are ‘suicidal’ because of what is happening to them and being passed the Samaritans phone number, people who cannot read or write”.*

Wider stakeholder comments on the impact to tenants

Comments have been received from wider stakeholders with an interest in Campbell House, specifically around the impact the proposal will have on tenants, if implemented. The majority of comments received under this theme focused on the vulnerability of tenants and the impact to mental health.

- *“It is already, as I am aware of, having a massive impact on the mental health and wellbeing of many people living at Campbell house”.*
- *“The tenants are happy in there flats and don’t want to move they have worked hard on the decorating the flats and this has been there home for many years and there safe place”.*
- *“I think it is outrageous that vulnerable people are being made to move out of there forever homes”.*
- *“Awful this is people’s homes and lifes not just a building”.*
- *“It would probably contribute to alot of upset, worry and unnecessary stress for the elderly person in taking their care away and being moved to a different accommodation”.*
- *“I do not agree with closing Cambell House down and it could cause a lot of distress to the elderly people who live there”.*
- *“This is a home for vulnerable people who need access to support on site, these people are of older age, these people moved here in the hope this would be the final home they would have in their later years”.*
- *“My friend is devastated to learn they may have to move and start all over again at an age when change can have a devastating impact on physical and mental health”.*
- *“Loss of independent and security people need”.*

Campbell House – Part of the community

In addition to the 83 signatures on the stakeholder petition, wider stakeholders also made reference to the proposal having an impact on the community, including the potential impact to tenants who may feel part of the local community.

- *“The relationships and trust built up with staff and neighbours”.*
- *“The staff that they have very close bonds to be shattered in front of their eyes. I don’t think anyone would like this to happen to them!”*
- *“Campbell house is a big part of the Farnworth/ Bolton community, many families who live nearby have relatives that are tenants.”*
- *“The people who live in Campbell house have made friends and met new people, including the staff members, and a lot of people don’t like to make change as it makes them feel as they are not at home, don’t belong there or could feel very awkward meeting new people”.*
- *“You will be taking away a community of people who love where they live”.*
- *“My friends at Campbell house are an active part of the community”.*
- *“Loose community spirit and friends”.*
- *“My relative has a very small social network consisting of neighbours within Campbell House, contacts made through nearby Willow Hey and a few people who they met through our church”.*
- *“It’s the whole community that will be affected”.*

Using rehoming allowance to upgrade Campbell House

Some comments focused on Bolton at Home using the rehoming allocation as investment into Campbell House, making it fit for purpose as a sheltered scheme. Making improvements to kitchen areas was specifically referenced to support residents in remaining independent at Campbell House. Two comments were also received that queried the onsite support for preparing meals.

- *“These people would rather not be offered compensation to leave and rather the 8000 x 16 would be used to make their homes to the standard you state they lack”.*
- *“I can’t understand why additional investment can’t be made to make these properties habitable, by using the re-homing allocation funding, why rehouse people when there is a shortage of housing stock”.*
- *“Campbell House should be upgraded to an Extra Care scheme, attracting support from existing services and attracting support from GP services and a walk in community hub open to the public with support from caterers hairdressers chiropodist etc.”*
- *“Clearly stated in the proposal that facilities are not fit for purpose ie kitchen’s not adequate for independent living. There are currently 12 tenants who do NOT need support from onsite staff to cook meals. The ‘tea club’ which is also mentioned, has not been available for almost four years since lockdown. Bolton Cares would not reinstate this service when lockdown restrictions eased, which was only available on a Tuesday and Thursday afternoon. It was something where tenants got together as a community and socialised with one another, it was never something that was designed to ensure they were eating properly. So to state that tenants rely on this aspect of care when it hasn’t been available for four years?”*
- *“The tenants manage very well and independently in their ‘very small’ kitchen space and only 7 of the 17 tenants living in Campbell house have care plans in place for cares to support with meals.”*

Impact on the residential housing stock in Farnworth

Some comments made specific reference to the impact on housing stock in Farnworth, limiting the choice for future residents that might require care and support.

- *“This does not directly affect me at this point in time but it is a service which would no longer be available to the residents”.*
- *“Reduced level of choice for Farnworth residents, as well as a loss of small extra care centre, which is cosy and person centred”.*
- *“We were told that when we were no longer able to live in the bungalows we could move into Campbell House and our care needs would be met in the area in which we have lived for a period of time”.*
- *“No other Council service available if this closes”.*
- *“The information provided in the consultation places much emphasis on extra care housing provision in the borough and likely the south of the borough. This falls very short of the need for a like for like replacement of extra care housing and the need for it by Farnworth residents. Many residents want like for like replacement to be in Farnworth itself. Many people want to remain living in Farnworth as it has been their home for a very long time. Need is growing so new provision needs to be larger than any provision sadly that could be taken away. BaH and other commissioners could have been planning earlier if they know old housing stock was becoming out of date and not fit for purpose.*
- *“Campbell House enjoys vistas across green space at both the front and rear, encouraging residents to take exercise, and to enjoy the benefits of spending time in the open air. Many residents think the location is a good place for an extra care scheme for older people and so a brand new fit for purpose new one in this area would be great for Farnworth”.*
- *“Residents are cross and angry that they face not having such a housing scheme in Farnworth”.*

Lack of consultation support and the continuation of support for tenants

Despite the engagement consultation process, some wider stakeholders commented that there had been a lack of support for tenants during the consultation period. Some wider stakeholders also referenced their concern to tenant finances and made recommendations for further support, should the proposal be implemented.

- *“The tenants at Campbell House since the plans to close was announced to them have had no formal support, relying solely on Bolton Cares staff”.*
- *“No support from Bolton at Home who cannot provide tenants with straight answers”.*
- *“The majority have made the decision to move across to Lever Gardens with no set payments they will be expected to pay. Most tenants are funded wholly by housing benefit and their benefit payments paying the majority of their care bills so are now, understandably worried about the financial impact this will have on them in the long run”.*
- *“Residents want me to make the case for workers such as social workers and money advisers to be made available to tenants where legacy benefits moving to UC would be triggered. This itself has notable mental and physical health impact”.*
- *“Each and every tenant and their needs are to be fully considered. No one must ‘fall through the crack’s’ where BaH think health services are helping a tenant or the council thinks BaH is helping the tenant. Each case needs considering fully”.*

Impact to neighbouring bungalow tenants

Residents in the neighbouring bungalows are particularly concerned that the proposal could lead to a rise in antisocial behaviour, particularly if the property was to be decommissioned or left empty.

- *“The cameras and lighting, provide our property with safety measures which would be affected if the property closes, putting us at risk from youths in the area / anti social behaviour”.*
- *“If it closes my immediate concern is the security to my property, as I lived in the sheltered bungalows, as I back immediately onto the property, there is nothing between us apart from a garden gate”.*

4. Concerns

Tenants and stakeholders were asked to reflect on any concerns or worries they may have if the proposal to change onsite extra care was implemented or Campbell House was to close. 29 responses were received, which outline the concerns of tenants. The comments received also highlight concerns by wider stakeholders. These concerns were specifically focused on the impact to tenants, their family members and impact to the local community.

Tenant concerns

In addition to the concerns highlighted in the one-to-one consultation engagement sessions, tenants used the consultation survey to outline their apprehensions further. These comments have been categorised into three main themes:

- Impact of a future move and the importance of the right environment

“Worried about going in with younger people, want to be with people in my own age group 60s.”

“Need long term move, worried that a new place won't be permanent..”

“Worried about moving to a private house that wouldn't have secure tenancy. Only want to move once.”

“Will council dispose of old things in flat that I don't want to take with me?”

“Will I get help to physically move things?”

“Want somewhere small, not 60 bed new build. Would like own kitchen?”

“Not bothered about closing. Need ground floor. Somewhere nearby. Would consider a bungalow. Garden space would be nice.”

“I want to stay in the Farnworth area.”

“I'm worried that I may not have my own room. I'm worried about change.”

“Relocating is a worry, I would need ground floor accommodation.”

“I would want to go to a similar setting.”

- Impact on finances

“Worried about moving costs and setting up new flat. Need some of £8k before move so I can buy things - carpets, curtains etc. New build Lever Gardens sounds nice but rent too expensive.”

“Concerned if I will have to pay full / more rent at new place, and what other extra costs I would need to pay”.

“I'm also worried that I will be told to leave with nowhere to go and if I would be able to afford alternative accommodation.”.

"I'm worried about the cost of moving, but other than that I have no concerns".

- Impact on care

"Concerned that I will be moved to somewhere without extra care, don't get physical help but need emotional care and worried this will stop. Worried they will think I don't need support".

"Somewhere with better support for medication so get right meds as prescribed".

"Would want somewhere with support. Need more care / support than getting now. Not bothered about closing."

"Somewhere with better support for medication so get right meds as prescribed".

"I'm worried my care will change. I would want to go to a similar setting. I'm worried that a new site wouldn't have care staff available in an emergency."

"Although I don't have care needs, I feel I have the security of the extra care staff at Campbell House and want to keep extra care support if my health was to decline".

Impact to tenants – comments from wider stakeholders

Members of the wider community, with an interest in Campbell House, were particularly concerned about the vulnerability of tenants and the impact the proposal may have on their mental, physical and financial wellbeing.

- *"Moving in possibly the last stages of life and vulnerable people who may not understand the process. This will cause a lot of stress".*
- *"These vulnerable people will be Heart Broken to find out that they have to leave their homes behind".*
- *"It would probably contribute to a lot of upset, worry and unnecessary stress for the elderly person in taking their care away and being moved to a different accommodation".*
- *"This will affect tenants with mental health issues and those who live there to be close to family members".*
- *"It may affect my relative's mental health as they are settled at Campbell House and trust and feel safe with staff here".*
- *"I am concerned about the potential deterioration in mental health which may be triggered by an enforced move, and the anxiety around the changes to care provision".*
- *"There is much concern now about tenants money matters and welfare. People are aware that DWP rules mean that a change of circumstances (including a change of address) will trigger managed migration to Universal Credit for those on legacy benefits. They believe that up to 50% of the current residents of Campbell House may be impacted by this, the majority of whom are affected by poor mental health and/or learning disabilities and are therefore particularly vulnerable due to issues around communication and social interaction".*

Concerns from neighbouring residents (bungalow)

Despite Careline Services being independent of the services delivered at Campbell House, and their base being located at Prince Street, School Hill, tenants of the neighbouring bungalows are of the perception that Careline Services respond from Campbell House. As a result, specific comments arose around the

concern that Careline Provision would stop or be re-routed from elsewhere in the borough and put a risk to lives.

- *“We still pay for care line in the bungalows and have a landline so we can keep the careline system. Will we still be able to keep this system if there is no-one to answer the call at Campbell House?”*
- *“Concerned that Careline response has changed from Campbell House to School Hill, it is too far to respond in an emergency, especially onsite care at Campbell House”.*

Impact on relationships, including with the wider community

Stakeholders raised concerns about the impact to tenants and the relationships they have formed whilst being resident at Campbell House. Stakeholders are concerned about how these will be maintained if the proposal is implemented. Specific concerns are around the impact of isolation and the distancing of relationships having an impact on mental health.

- *“Building the relationships again and starting from scratch at a new scheme will cause so much un needed stress and fear for them.”*
- *“The elderly people living there could be moved further across Bolton away from their family members therefore making it harder for their relatives to see them”.*
- *“I worry my friends will become isolated and the changes make them ill , Campbell house is such a supportive environment the staff are amazing and all the residents feel like it's one big family, my two friends are part of a group at willow hey project which is easily accessible for them ,the shops across the road again easily accessible, this gives them a little independence and enrichment”.*
- *“My relative is settled at Campbell House and trusts and feels safe with staff here”.*
- *“The staff are amazing, welcoming and the relationships formed in Campbell House is warm and compassionate, to pull these people away from what they consider their safe place and them potentially losing not only staff members, but people who they consider their family/friends I would imagine will massively negatively impact these people who are supported!”*
- *“They say this would mean moving away from the only family and friends they have in this part of the borough, along with losing the support of chosen faith community, doctor, and other services”.*

Future residential environments

Relatives of tenants were particularly concerned about the future care environments tenants may move to if the proposal is implemented. They outline how the environment and location of Campbell House meets their relative's needs.

- *“My main concern is the next place my relative will live. Will they have staff on site like Campbell House who can support them where needed or who they go to for help?”*
- *“My relative is currently in a ground floor flat, which is more easily accessible for them.*
- *“I am concerned about loss of independence as Campbell House is ideally situated with shops across the road, social activities at Willow Hey and Farnworth Cricket Club, and a good bus service to Bolton and Farnworth”.*

Impact on family members

Some stakeholders are concerned that if the proposal is implemented, it could result in tenants accessing residential care in other parts of the borough, making it difficult for family members to maintain regular visits.

- *“The elderly people living there could be moved further across Bolton away from their family members therefore making it harder for their relatives to see them”.*
- *“Family members will be further away, have less time or occasions for visits/contacts.*

Future of Campbell House plot of land and care services

Some stakeholders are concerned about what will happen to the land if the proposal to decommission Campbell House takes place, and highlighted the risk to care services if the provision of extra care in the Farnworth area is removed.

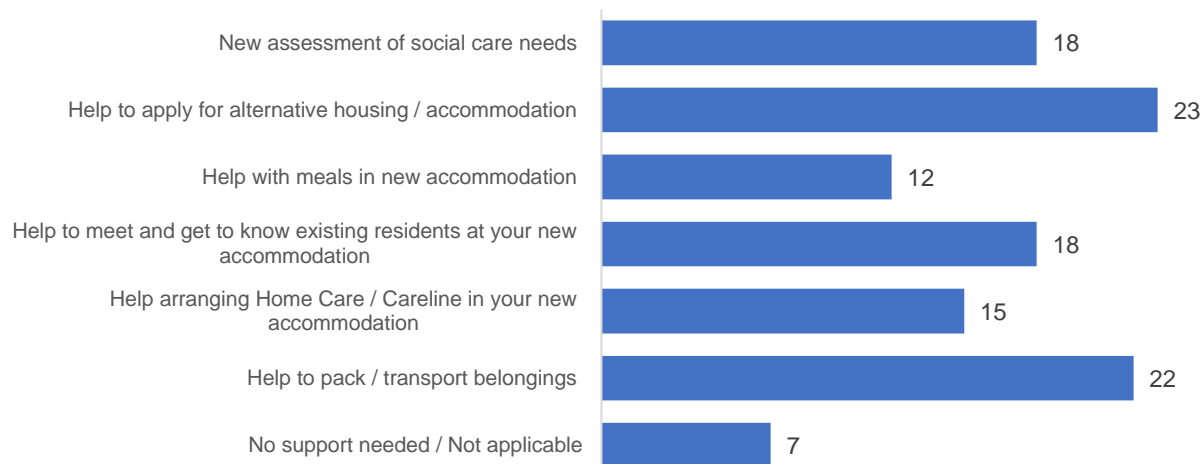
- *“How long will the building be empty for after its closure? What are the plans for it, if any?”*
- *“I am concerned what the property will be used for if it closes, including a rumour that it will be used for asylum seekers?”*
- *“Closing Campbell House is not the answer it would be a deterioration of services for the elderly, lots of people now and in the future would lose a much-needed facility”.*

6a. Support

The consultation explored what support stakeholders would need, should the proposal be approved, and the way care is delivered changes and/or the property was to close. 30 individuals took part in this question, including 11 tenants of Campbell House and 9 friends/relatives/advocates of tenants at Campbell House.

The support most needed by stakeholders is ‘needing support to apply for alternative housing’ (23); ‘help to pack and transport belongings’ (22); ‘having a new assessment of social care needs’ (18); and ‘help integrating in a new setting’ (18).

If the proposal to change the way onsite care is delivered goes ahead, or the proposal to close Campbell House goes ahead, what support would you need?



Base: 30

6b. Other support

Of the 22 responses received that explored other options for support, these could be categorised into the following 6 themes:

Accessing accommodation and financial information

The majority of comments received were specifically around accessing advice and guidance on the variety of accommodation types for older people, that can be accessed by tenants if the proposal is approved. Stakeholders also highlighted the need to be fully informed about the financial implications of accessing alternative accommodation in the borough.

- *“We would need support in finding my relative alternative accommodation close to us as their family, if Campbell House closes.”*
- *“I would like to view potential properties during the consultation period. I would really like to know the costings of other schemes now, not later.”*
- *“I would like support to view future properties if Campbell House were to close. I would also like support with costings.”*
- *“My relative will need help finding alternative accommodation and viewing other properties”.*
- *“I would also like to know what financial impact a new property will have on me and whether I will be supported to move my paperwork over to a new property (address).”*
- *“I would need support to help me choose a suitable home”.*
- *“I would like support to move to Lever Gardens”.*
- *“I would like support to see potential new homes.”*
- *“Inform these people of new charges asap and look if Lever Gardens is actually affordable for each”.*

Mental health and social care support

Several comments were received from stakeholders that highlight the impact the proposal is having on tenants mental health, as well as the need to fully assess the needs of tenants if the proposal is implemented.

- *“Mental health support, being keep informed of everything going on”.*
- *“The mental health leaflet is a kick in the teeth seen as though some of the tenants already suffer with mental health and many been awaiting long time for professional help”.*
- *“No social worker assigned or contacted families almost 4 weeks after plans announced. As it stands they believe they are going to be moving together and their staff will go with them. It would be a shame for this to fail and these people let down even more.”*

Practical support for residents

Comments were received that expressed the need for practical support, should the proposal be implemented. This includes support to integrate into new communities; joining a new GP practice; as well as support for redirecting mail.

- *“Finding out what groups are accessible and suitable for them to join in the area.”*
- *“I would also like support with redirecting mail and moving my GP.”*
- *“I would like support to teach me to cook, which I am looking forward to.”*
- *“Will need support moving my belongings.”*
- *“I also need support with mail redirection and some support to get new equipment and furniture.”*
- *“We will need extensive support and practical help both before, during and after, should a move be required.”*
- *“May need help with identifying and access new GP.”*

Support to retain Campbell House as a residential accommodation

Further to the comments received above, calling for investment into Campbell House, some stakeholders focused specifically on retaining Campbell House as a residential property for older people.

- *“Just leave Campbell House it's residents and its carers alone.”*
- *“Support on loosing there homes that they have worked hard on.”*
- *“By not closing”.*
- *“Just think before you jump into what seems to be a fiscal decision, People matter look at the extra care potential and think of the smiley faces if this was to be introduced.”*

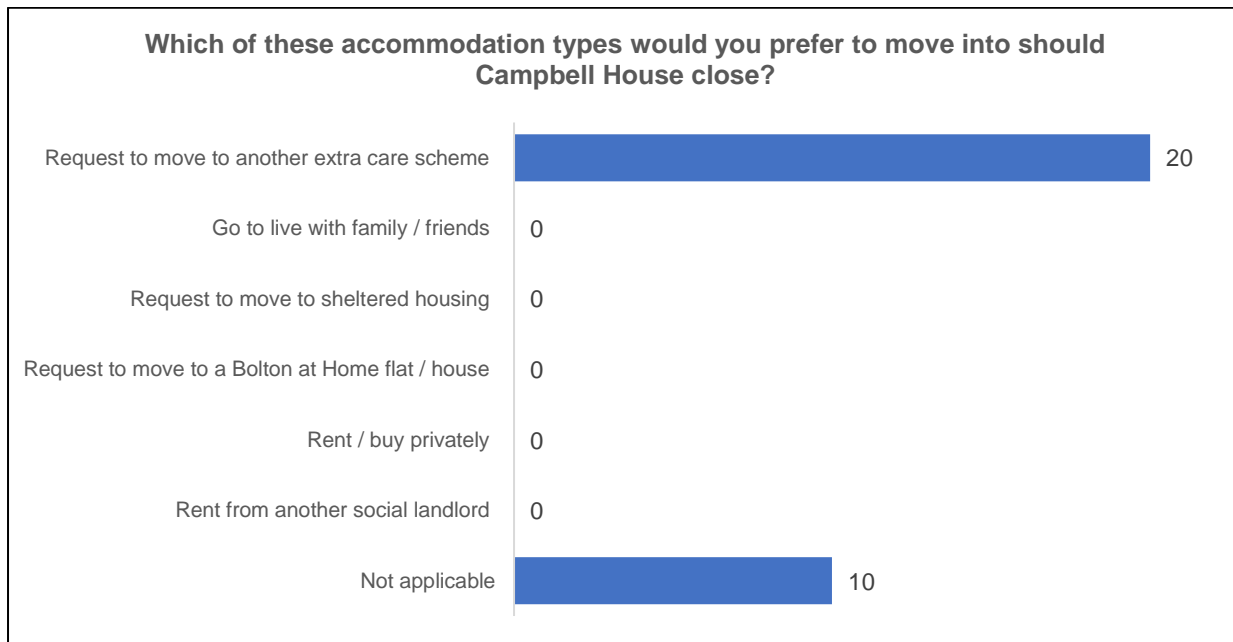
Support for neighbouring residents

Several comments were received outlining the support needed for residents in the neighbouring bungalows. Comments received are specifically around accessing social activities, accessing mental health support, as well as addressing safety concerns if Campbell House were to close.

- *“It is extremely stressful and worrying for those living in the neighbouring bungalows, is there any support you could offer us as we saw Campbell House as a residential property to meet our future needs.”*
- *“Traditionally those living in these bungalows have been included in social activities at Campbell House. If the closure goes ahead, they will lose this important social network.”*
- *“The bungalows are classified as sheltered housing and come under the support remit of the manager of Campbell House unless individual tenants ‘opt out’. The tenants of the bungalows are understandably concerned about the future of the site. This hiatus will leave those living in the adjacent bungalows with an extended period of uncertainty and anxiety about security, antisocial behaviour and what may eventually take the place of the current building. Residents feel that this is a stand out issue that needs addressing presently.”*

7a. Future accommodation preferences

All stakeholders were asked to reflect on future accommodation preferences, should the proposal be implemented, and Campbell House decommissioned. Stakeholders were presented with 7 options, of which 20 stakeholders outlined a preference to move to another extra care scheme, should the proposal be implemented. This includes 11 responses from tenants at Campbell House and 7 responses from family/friends/advocates of tenants at Campbell. The remaining 10 responses are from stakeholders that state the question is not applicable for them to answer.



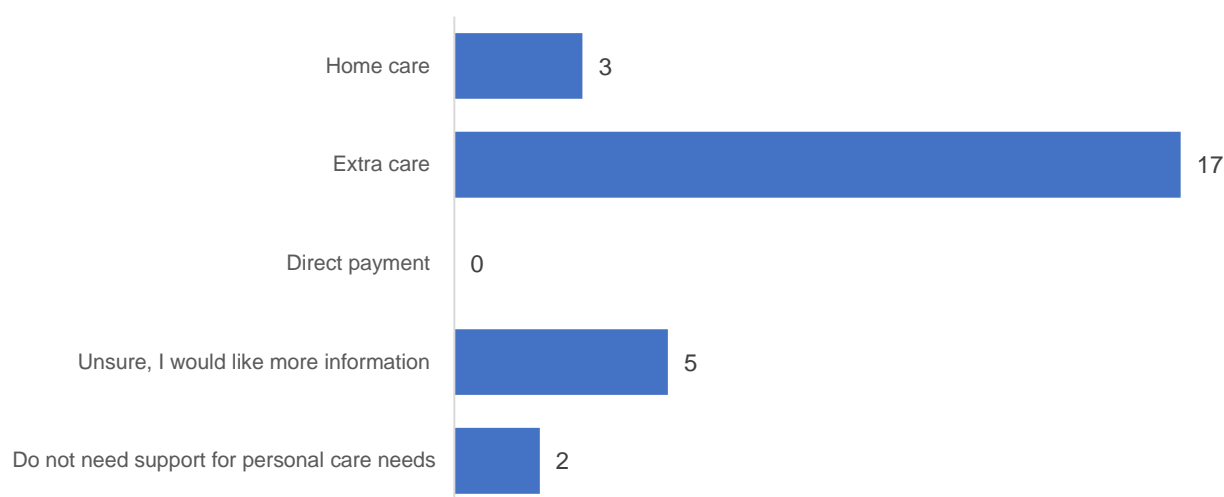
Base: 30

7b. Future care preferences

All stakeholders were asked to reflect on future care preferences, should the proposal be implemented and the onsite extra care delivery change. Stakeholders were presented with 5 options, with 27 providing their reflections, including 11 tenants at Campbell House.

17 stakeholders would prefer to access extra care services. 5 stakeholders are unsure and would like to access further information. 3 stakeholders would prefer that tenants access home care services, and 2 respondents do not need support for personal care.

Which of these options for personal care would you prefer should the onsite extra care service end at Campbell House?



Base: 27

8. Further comments

All residents and stakeholders were provided with the opportunity to comment further on the proposal, outlining any further considerations they would like decision makers to consider. 17 comments were received, which reiterate the importance of keeping tenants informed of their options, should the proposal be implemented. Additional comments also explore concerns around the consultation process; the impact of mental health and relationships, and the practicalities of implementing the proposal.

Remaining informed of options and processes

A number of comments were received from tenants and family members that require further information on the types of schemes they would be eligible for, should the proposal be implemented.

- *“Would my relative be required to take the first offer given if Campbell House closed or could they take a look at several options and choose?”*
- *“In addition to extra care, I would consider sheltered housing and rent from another social landlord”.*
- *“I would also like to explore sheltered properties, but would need to be a bungalow and possibly home care. I would also like to stay local to the Farnworth / Little Lever area.”*
- *“I need to move somewhere that will accommodate my declining health, I don't want to move again.”*
- *“The hospital is so near to Campbell House, it is a perfect location for tenants with social care and aging care needs, why relocate them.”*
- *“Keep the tenants informed through out the process.”*
- *“I really want to Bolton Council and Bolton at Home to keep me informed and support me in making informed decisions throughout the consultation. I want to plan throughout the consultation period, not at the end”.*

Consultation process

Some comments from stakeholders focused on the consultation process, particularly questioning its timing, engagement and information provided.

- *“Very badly applied consultation. To choose Christmas time to do this is disgusting”.*
- *“Looks like this is an old consultation and you need to re look at facts!”*
- *“There has been a recent lack of consultation with local councillors by Bolton at Home in Smithills. This is causing much concern. It does not bode well as residents of Farnworth are regularly in touch expecting ward councillors to know what is going on regarding housing changes in Farnworth and also that we are able to make the case for the needs of residents here so that they can continue to live in Farnworth and enjoy the local town as many have for years. This is a proposal to close the only social housing extra care housing scheme for older people in Farnworth. With no offer in the consultation of a new purpose built replacement housing scheme.”*

Don't close Campbell House

Three comments were received that called for all options to be explored and/or not to close the property.

- *“Don't close it”.*
- *“You need to review others areas and leave our elderly alone”.*
- *“We don't need proper kitchens, as we can use air fryers and other appliances.”*

Impact on mental health and relationships

Several comments were received that reflected on the impact the proposal was having on mental health, highlighting the strain that implementation may have on relationships that have been formed.

- *“Closing down this building is putting a lot of these elderly people in distress, your taking away their family. That being the staff and the other tenants living there”.*
- *“My friends are being made poorly over this ,I can't believe this can happen ! Prime site for development to make more money is being prioritised over human happiness and stability”.*
- *“Stress caused by moving and breakup of social connections”.*
- *“I attend some of the events at Campbell House and this would be a great loss for engagement in the community for those in the bungalows that are restricted with their conditions. Will help be provided to engage in other activities in the local area as UCAN is too far”.*

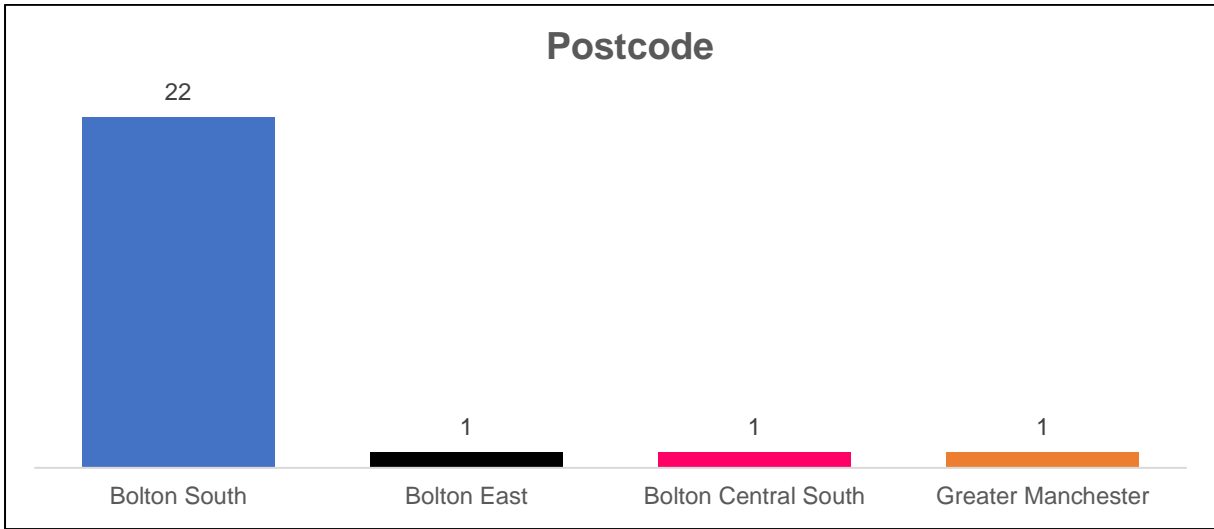
Other comments

Two other comments were received that focus on wider concerns.

- *“Concerned that the proposal will have an impact on the local businesses we shop with”.*
- *“Concerned about anti social behaviour if the site was to become vacant. I live in the bungalows next to Campbell House and would like to know how our security will be maintained if the property closes”.*

9a. Demographics

A total of 25 respondents provided their full postcode. The majority of respondents are resident in Bolton South, this includes the Farnworth area. The remaining 3 responses are split evenly between Bolton East, Central South and Greater Manchester.

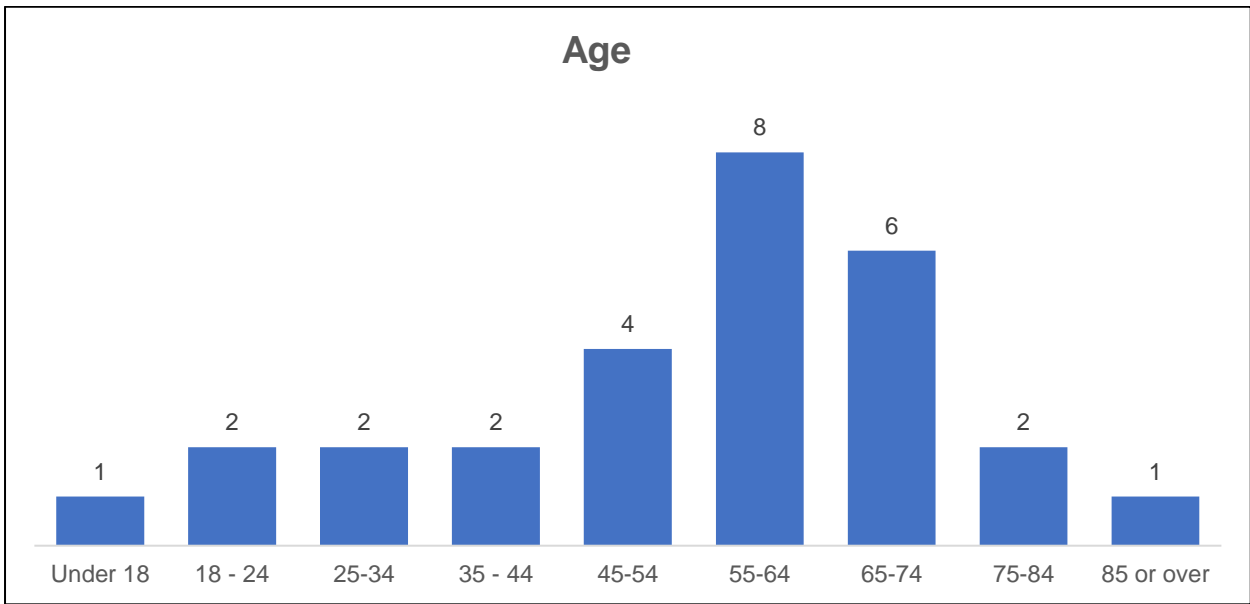


10b. Gender

28 responses were received providing the respondent's gender. 17 respondents identify as being female and 11 identify as male.

10c Age

Responses were received from individuals in all age categories. 3 respondents are under the age of 24 years. 16 respondents are aged between 25 – 64 years. 9 responses were received from individuals above the age of 65 years.



10d. Caring responsibilities

Respondents were asked whether or not they had any caring responsibilities. Of the 27 responses received, 7 individuals stated they cared for someone else.

10e. Health and disability status

Residents and stakeholders responding to the survey were asked whether they had any long-term physical or mental health challenges or disability. Of the 27 responses received 17 are limited in some capacity.

10f. Ethnicity

27 respondents provided their ethnicity when undertaking the consultation. 24 reported as being white – British. 3 stakeholders report as being from other ethnically diverse communities.

Summary


Between the 22nd November 2023 and 3rd January 2024 Bolton Council, in collaboration with Bolton at Home, ran a 6 week public consultation, seeking to engage tenants and stakeholders that live and engage with Campbell House, an extra care scheme in Farnworth, in sharing their reflections on the future of the property. An extensive consultation, marketing and engagement plan was implemented to ensure that tenants, family members and wider stakeholders could meaningfully participate in the consultation.

The consultation received 31 responses, including 11 from tenants at the property, 9 from family/friends/advocates, 4 from employees, 7 from wider stakeholders and 1 from a Ward Councillor. Furthermore, an official response was received from Eden Farnworth, a community programme in the Ward, as well as a petition about the proposal to decommission. The petition was made up of 83 signatories, however none are resident in Campbell House.

Impact: The consultation process highlighted the impact the proposal could have on tenants' health, particularly their mental health. Tenants specifically raised concerns that the proposal could have an impact on their care needs and accommodation, with Campbell House being a prime location for their needs.

The wider community, including families/advocates, outlined their concerns that the proposal would have a direct negative impact on vulnerable tenants. This group of stakeholders also highlighted further impacts, including to the community; the housing stock within the Ward; and the possible rise in anti-social behaviour if the property was to be decommissioned. Stakeholders also expressed an interest in using the rehoming allowance to upgrade the property to bring it up to a standard where residents could live independently.

Concerns: Tenants raised concerns about the impact of the proposal, specifically concerns around moving into the right environment for their current and future care needs. Financial concerns were also raised, as they were unsure about future cost implications.



Wider stakeholders also raised concerns about the impact to tenants; the impact on community relationships; the impact on family members; concerns about the impact to neighbouring tenants in the bungalows and their Careline support. In addition, concerns were raised about the possibility of Campbell House becoming a vacant property and what would become of it.

Support: Primarily, stakeholders stated that if the proposal to change the way extra care is delivered and Campbell House was to close, then tenants and family members would require support to access alternative accommodation and help to commission the right care services. Stakeholders highlighted the need for care and housing assessments to take place, as well as practical support to be implemented.

Additional areas of support would be required around accessing mental health services and providing support for neighbouring residents in the bungalows. Respondents also highlighted the need to explore every option in retaining Campbell House as a residential setting for older people, enabling residents to live independently.

Preferred accommodation and care type: Stakeholders outlined that moving into an alternative extra care scheme would be a preferred option, should the proposal be implemented. Furthermore, extra care was outlined as a preferred care option. However, it should also be noted that all stakeholders felt strongly that tenants and advocates should have a holistic outline of their individual options, in order to make fully informed decisions.

Other comments: Those taking part in the Campbell House consultation raised the importance of ensuring that all stakeholders remained informed on the future of Campbell House, having access to the options available to them, including accessing mental health and financial support, and should be kept abreast of any future changes.

End.

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 \(2023-2033\)'](https://bit.ly/HousingCare2023). 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 handyman / 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.

Consultation on the future of Campbell House

Please complete this questionnaire online if possible by going to the 'Active consultations' section of Bolton Council's website at www.bolton.gov.uk, where all background documents can be found. If you would like paper copies of any documents however, please contact the Consultation & Engagement Team on 01204 334875.

What are we consulting on?

This is a joint consultation on the future of Campbell House and the way onsite care needs are delivered.

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

Who is consulting?

This is a joint consultation by Bolton Council, who commission extra care and Bolton at Home, the landlord for Campbell House.

Background

Campbell House is a small extra care scheme consisting of 24 individual properties. Bolton Council and Bolton at Home feel that Campbell House is no longer suitable for an extra care scheme.

Extra care is intended to provide people with the care and support they need, whilst helping maintain independence in their own accommodation. It's very difficult to support independent living at Campbell House as the individual flats have limited facilities.

If the proposal to remove onsite extra care service goes ahead, the scheme would no longer be viable as a housing option for older people and so Bolton at Home are proposing to decommission Campbell House as a housing scheme for older people.

Bolton Council and Bolton at Home would like your views on these proposals and how they might impact you, your friends or family.

Support

If the proposal to close Campbell House goes ahead, support would be offered to everyone who lives there. No-one would have to leave Campbell House until suitable alternative arrangements were in place, however the way care is delivered 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.

Further information

We understand that this can be a worrying time. Bolton Council and Bolton at Home will meet with tenants and their families so we can explain the proposals and give people the chance to discuss any concerns.

We're also speaking to staff who currently work at Campbell House. All staff will continue their roles at other Bolton Cares and Bolton at Home services operating in the borough.

Please note that no decisions will be made before January 2024.

We've prepared a set of Frequently Asked Questions and some background documents which give detailed information about the proposals to remove onsite extra care and close Campbell House. These can be found on the 'Active consultations' section of Bolton Council's website www.bolton.gov.uk

Your views

We want to hear from tenants and anyone else who might be affected by the proposal to change onsite extra care provision at Campbell House and the proposal to close the facility.

We want to know how these proposals will affect you, your friends or family, and about any support that would be needed if the proposals are implemented.

Bolton Council will consider the views of everyone who takes part in the consultation, regarding the proposal to stop providing onsite extra care service at Campbell House.

However Bolton at Home will only consider the views of tenant stakeholders, regarding the proposal to close Campbell House.

Please complete this questionnaire to give us your views, which will be considered alongside other information to help Bolton Council and Bolton at Home decide the appropriate delivery care plan and the future of Campbell House.

Your response - keeping your data safe

If you're responding as an individual you won't be identified in any report; your responses will be anonymised and grouped with responses from other people. All questions are optional; just miss out any that you don't want to answer.

Reports may be made public. If you're responding in an official capacity your response may be published but no personal details will be made public.

Data will be shared with Bolton Council and Bolton at Home. Any personal data you provide will be held securely, in line with our retention schedules and privacy policies. More information on each organisation's data protection policy / privacy notices can be found on the following websites:

Bolton Council: www.bolton.gov.uk, Bolton at Home: www.boltonathome.org.uk

We use Snap Surveys professional software to collect and process your data. Snap Surveys Ltd. follow the UK General Data Protection Regulation. Their privacy policy can be found at www.snapsurveys.com.

Impact of the proposal

1. Please describe how you [or your friend or relative] would be affected if onsite extra care delivery was changed and Campbell House closed.

Concerns

- Q2. Please tell us about any concerns or worries you [or your friend or relative] have about the proposal to change how onsite extra care is delivered, as well as any concerns or worries you may have about the proposal to close Campbell House.**

Support

- Q3. If the proposal to change the way onsite care is delivered goes ahead, or the proposal to close Campbell House goes ahead, what support would you [or your friend / relative] need?**

Please tick all that apply

- New assessment of social care needs
- Help to apply for alternative housing / accommodation
- Help with meals in new accommodation
- Help to meet and get to know existing residents at your new accommodation
- Help arranging Home Care / Careline in your new accommodation
- Help to pack / transport belongings
- No support needed / Not applicable

- Q4. Is there any other support or help that either Bolton Council or Bolton at Home could offer you [or your friend / relative]?**

Your future

Q5. Based on the information you have, which of these accommodation types would you [or your friend or relative] prefer to move into should Campbell House close?

This does not commit you to anything, it just helps Bolton at Home to plan for the future

Please tick ONE

- Request to move to another extra care scheme
- Go to live with family / friends
- Request to move to sheltered housing
- Request to move to a Bolton at Home flat / house
- Rent / buy privately
- Rent from another social landlord
- Not applicable

Q6. Based on the information provided, which of these options for personal care would you [or your friend or relative] prefer should the onsite extra care service end at Campbell House?

This does not commit you to anything, it just helps Bolton Council to plan for the future

Please tick ONE

- Home care
- Extra care
- Direct payment
- Unsure, I would like more information to discuss options for myself, my friend or relative
- I / my friend or relative do not need support for personal care needs

Anything else

Q7. Do you have any other comments or concerns that you would like us to take into consideration during this consultation?

Your interest

Q8. Which of the following best describes your interest in Campbell House / extra care services in Bolton borough?

Please tick ONE.

- Live in Campbell House - please go to Q9
- A friend, relative or advocate of someone that lives in Campbell House - please go to Q9
- Work for Bolton Cares at Campbell House - please go to Q9
- Live in a different extra care property in Bolton borough - please go to Q9
- A friend / relative lives in a different extra care property in Bolton borough - please go to Q9
- Work or volunteer in social care / social housing in Bolton borough - please go to Q9
- Live / work / study in Bolton Borough - please go to Q9
- Official response from Parish / Bolton borough Councillor / Elected Member - please answer Q8b and Q8c then there are no further questions for you - please don't answer the 'About you' section
- Official response from a business / organisation / community group. You must have their permission to submit an official response on their behalf - please answer Q8b and Q8c then there are no further questions for you - please don't answer the 'About you' section
- None of the above - please explain below - please answer Q8a then go to Q9

Q8a Please say what your interest is

Q8b Please say which ward, business organisation or community group you represent

Q8c Please say what your role is - in what official capacity do you represent the business, organisation or community group?

About you

Your answers in this section help us to make sure we are getting views from different types of people. They won't be used to contact or identify you.

Q9. Please give your full postcode

Q10. Are you...?

- Female Male Identify in another way

Q11. Which age group are you in?

- Under18 35 - 44 65 - 74
 18 - 24 45 - 54 75 - 84
 25 - 34 55 - 64 85 or over

Q12. Do you look after, or give any help of support to family members, friends, neighbours or others who need help because they have a long-term physical or mental ill-health / disability, or have problems relating to old age?

Please don't count anything you do as part of paid employment.

- No
- Yes, 1-19 hours a week
- Yes, 20 - 49 hours a week
- Yes, 50 or more hours a week

Q13. Are your day-to-day activities limited because of a long-term physical or mental health condition of illness?

- Yes, limited a lot
- Yes, limited a little
- No

Q14. What is your ethnic group?

- White British
- White other
- Mixed or Multiple ethnic group
- Asian or Asian British
- Black, Black British, Caribbean or African
- Other ethnic group

Thanks! Please return to: FREEPOST RTTT-YTEL-YSXS, Consultation & Engagement Team, 2nd Floor, Town Hall, Victoria Square, Bolton, BL1 1RU.

Bolton
at Home

Bolton
Council

Consultation on the future of Campbell House

Mid-Consultation Responses
December 2023

Mid-Consultation Stakeholder Questions

Bolton Council and Bolton at Home are undertaking a consultation on the future of Campbell House. The council is consulting on proposals to end the on-site care service within Campbell House. Without the in-house care service being present, the scheme would no longer be viable as a housing option for older people and so Bolton at Home are proposing to close Campbell House.

The information below is a summary of the questions which we have received so far during the consultation. The consultation closes on 3 January 2024.

Moving home, what happens if the decision is made to close Campbell House?

If Campbell House does close, will we be told to leave with nowhere to go?

You will not be told to leave with nowhere to go. If the decision is made to close Campbell House, you won't be asked to leave before you have identified a new home. Bolton at Home will support you in relation to your housing needs and will help you each step of the way until you have moved into your new home.

The housing staff will help to identify suitable rehousing options for everyone seeking a new home. You would need to register with "Homes for You," the Choice Based Lettings Service to allow you to apply for another property.

If Campbell House does close everyone currently living there would be a priority for rehousing into an alternative home with Homes for You.

If Campbell House does close, will someone help me to apply for other housing options?

Bolton at Home will guide and support you through the relocation process, helping you to register and apply for suitable housing.

Can we have support to view properties to make an informed decision

Bolton at Home can arrange for you to view new places to live, helping you make an informed decision.

What are the cost of other properties?

As rent and service charges vary, Bolton at Home will provide cost details for specific properties, including access to welfare benefits.

If Campbell House does close, will Bolton at Home dispose of things I don't want to take with me?

Bolton at Home will help you to access services to dispose of any unwanted items. You might need to cover the costs for the disposal of these items.

If Campbell House does close, will I get help to physically move belongings?

Bolton at Home will arrange and cover costs for a professional removal company to assist your move and pack-up your items if required.

Can I get support redirecting my mail and transferring my address over?

Bolton at Home will support you in redirecting mail and updating your address with relevant services.

Can I get support to transfer to a new GP / Pharmacy?

Bolton at Home will assist you in transferring your address with services, including GPs and Chemists.

Can I get support to access new equipment and furniture?

Bolton at Home staff can assist you to find essential equipment and furniture using the internet. You would need to make your own arrangements should you wish to visit shops or showrooms to buy items.

Will relatives be able to visit me in my new property?

Yes, arrangements will be the same as at Campbell House.

Can we have support to meet other residents and community members?

We will consider what can be put in place to enable residents to keep in touch and maintain their links, but we may not be able to provide ongoing support.

Supporting your care needs

If Campbell House does close, will someone assess my social care needs?

If you currently have social care needs your social worker will arrange to carry out a new assessment of your needs. This will be an opportunity to discuss your future care options, which may include housing options such as moving to another extra care scheme in Bolton.

What will happen to those who currently receive regular care (eligible care) from Bolton Cares, if the care service is removed and Campbell House remains open?

If Campbell House doesn't close, but the extra care service ends. Your care would transfer to a home care provider. The council will organise this on your behalf.

In some cases, a Direct Payments may be an option, where you want to organise your own care. You would need to discuss this with your social worker.

What type of care can we expect to receive in other settings?

If Campbell House closes then you may choose to move to another extra care scheme in Bolton, where you will receive care in the same way as you do now. There are ten other schemes in Bolton.

If you move to a bungalow or a sheltered housing property the council can transfer your care to a home care provider.

Would care staff be available in other settings, in case of an emergency?

If you move to an extra care scheme then staff will be available on site. However, if you move to another type of accommodation it is also possible to have a Careline emergency response system fitted into any property, if you opt to live in a core sheltered property or a general let bungalow.

Can I have support to get Careline set up?



Careline will visit and set up the emergency response system and equipment for you.

Can I receive the same level of care as I do at Campbell House?

You can apply to live in another extra care scheme where you would receive a similar level of care.

Will someone support me with my medication, preparing meals, shopping and personal hygiene?

You could receive this in another extra care scheme where you would receive help with your care needs, your care would be agreed as part of your care plan which would be agreed when you move in.

If you opted to live independently in a flat or bungalow you could receive care via a home care provider who would carry out home visits to support you.

Can I access mental health support during the consultation period?

If you are struggling with your mental health, it is important to talk to your GP if you feel you need support.

However, if you 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:

- 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, seven days a week. They can discuss your current mental health needs and provide access to further support if needed.



Will my mental health be taken into consideration when you assess my social care needs?

You can discuss your mental health needs during your social care assessment and how this impacts on your wider wellbeing, to help ensure that you get the right support in place for you in the future. However, this may be something that you need to speak to your GP about who can make a referral to ensure you get the right support.

Questions about staff

Will staff lose their jobs?

If Campbell House closes none of the staff will lose their jobs, they will be redeployed to other locations.

Appendix D

Date: 8th December
2023



Hello

I am writing in my capacity as Co-Leader of Eden Farnworth, a community project run by Farnworth Baptist Church focusing on supporting the community in the Flower Estate and Campbell Street area. As part of this project, we have run a fortnightly social group in Campbell House for the last 15 months and have developed a strong rapport with residents and staff alike.

We recently became aware of the proposed closure of Campbell House, which lies at the centre of this area, and is a point of stability in an area where people have long felt ignored and neglected, and where instability is the norm for many. We have several concerns both about the proposed closure, and about the way in which the consultation into said closure is being conducted.

With regards to the proposed closure:

The residents of Campbell House form a close-knit community, who support and care for each other. Those who are more able will cheerfully run local errands for those who are not able to get to the nearby shops. The thought of breaking up this supportive community is causing high levels of anxiety and distress to the affected residents.

We note that the consultation document includes a number of references to encouraging and supporting people to live as independently as possible. However, the limited options available to these same people following the closure leads us to question whether they are truly being empowered to make the choices that Bolton at Home claims to want for them.

Campbell House is ideally placed for encouraging independent living. There are shops and a hairdresser just across the road, along with 2 bus stops. From here one can catch a bus into Farnworth, Bolton, or Manchester, thereby giving residents a wide range of opportunities. One of the buses also provides access to the UCAN centre at New Bury, allowing access to social and learning opportunities which are not currently available within the immediate community. Campbell House also enjoys vistas across green space at both the front and rear, encouraging residents to take exercise, and to enjoy the benefits of spending time in the open air.

One of my colleagues, whose stepmother lives in Campbell House, has begun looking at alternative provision. However, it appears that the only Extra Care facilities are in other areas of the borough. There would seem, therefore, to be no comparable provision available within the area in which the residents have chosen to live. When my colleague raised this at one of the consultation meetings, she and her stepmother were told that 'she may have to move away from Farnworth'. This would mean moving away from the only family and friends she has in this part of the country, along with losing the support of her chosen faith community, doctor, and other services.

We are aware that DWP rules mean that a change of circumstances (including a change of address) will trigger managed migration to Universal Credit for those on legacy benefits. We believe that up to 50% of the current residents of Campbell House may be impacted by this, the majority of whom are affected by poor mental health and/or learning disabilities and are therefore particularly vulnerable due to issues around communication and social interaction.

Concerns have been raised with respect to the impact on tenants of the group of bungalows adjacent to Campbell House. These include:

- Traditionally those living in these bungalows have been included in social activities at Campbell House. If the closure goes ahead, they will lose this important social network.
- The bungalows are classified as sheltered housing and come under the support remit of the manager of Campbell House unless individual tenants 'opt out'. We are unaware as to whether affected tenants in the bungalows have been specifically included in the consultation but feel that it is important that this happens.
- The tenants of the bungalows are understandably concerned about the future of the site. My colleague, Gail Scholes, has been informed by a Bolton at Home representative that no decision has been taken in this regard. This hiatus will leave those living in the adjacent bungalows with an extended period of uncertainty and anxiety about security, antisocial behaviour and what may eventually take the place of the current building.

In respect of the consultation:

We are concerned about the timing of the consultation. Having it run over Christmas and New Year at a time when families are likely to be busy, with school holidays and extended family to deal with may mean that family support for vulnerable people to complete the consultation form may be limited. Additionally, professionals who may have offered support with completing the form may not be available due to seasonal closure of services.

We are aware that support has been offered by Bolton at Home staff. However, as it is Bolton at Home who are proposing the closure, we are concerned about the genuine impartiality of these individuals.

We understand that the consultation forms were delivered to residents by care staff, thus associating those staff with the proposed closure. We are concerned that this could in some cases compromise the relationship between residents and care staff at a time when the residents are experiencing heightened vulnerability.

The form states that input into the consultation is wanted from all affected parties, including family members of the current tenants. We understand that families have not been informed directly, rather relying on vulnerable tenants, some of whom have memory loss, to pass on the information.

We remain committed to supporting the residents of Campbell House throughout the consultation period and beyond. Our staff team, who have extensive experience in welfare rights, benefits, and housing, and are also trained in the provision of pastoral support; are available to assist tenants and their families with completing the consultation questionnaire, or with navigating the transition from legacy benefits to Universal Credit if necessary. If it would be helpful, we are happy to make one of our Welfare and Benefits Advisers available to run a preliminary session at Campbell House for those affected. We are also happy to assist tenants in other ways.

Yours Sincerely

Sandra Baker

Co-Leader Eden Farnworth