

Future development of Moor Lane

Consultation feedback



“Building a Stronger Sandwell”

Initial Findings Report

The following document includes feedback from the consultation activity undertaken between 26 November 2019 until 26 February 2020.

This report includes:

- ◆ Background information
- ◆ Summary of activity and key findings
- ◆ Analysis of the survey results

Further detail can be supplied on request.

Background information

The Cabinet report of the 20 November 2019 'Consultation on Moor Lane Development' sought approval to commence consultation on a proposed transfer of tenants from Manifoldia Grange and Holly Grange, to the new Moor Lane Extra Care development or alternate Extra Care services by February 2021. This consultation also included current tenants that are living in what was previously the wardens living quarters on site at both Manifoldia and Holly Granges.

The report also requested that consultation commenced with the Council employed staff teams at Manifoldia Grange and Holly Grange, on a proposed move of working location to the new Moor Lane development by February 2021.

Following Cabinet approval on 20 November 2019, consultation commenced on the 26 November 2019 and ended on 26 February 2020.

The consultation involved existing tenants, staff and wider stakeholders, and was carried out in line with existing Council policy. The consultation also included current tenants who are living in what was previously the wardens living quarters on site at both Manifoldia and Holly Granges and their care provider.

The consultation focused on:

The future options for Extra Care provision for tenants of Manifoldia Grange and Holly Grange, within the Councils new Extra Care Scheme at Moor Lane, or within alternative Extra Care provision within the Borough.

Implications for staff currently employed within Manifoldia Grange and Holly Grange Extra Care Schemes, the proposed transfer to the new Moor Lane Extra Care Scheme, and the implications should this transfer not take place.

Staff and tenants were supported throughout the consultation process, in line with approaches and learning from similar consultation exercises conducted previously with vulnerable adults. Throughout the consultation, specific attention was given to individuals needs to enable people to actively contribute at a level and pace associated with their care and support needs.

HR and Union representatives were fully engaged throughout the process.

Summary of activity and key findings

The consultation included:

- Face to face discussions
- Independent Advocacy
- Drop in sessions
- Staff briefing sessions
- Online or paper questionnaire
- Tenant support provided by Healthwatch

The questionnaire was publicised via SMBC's web page, through Sandwell Community Voluntary Organisation, Sandwell Healthwatch and internally by Officers. There was also a dedicated email address created for staff queries and a box set up in both establishments for anonymous queries and concerns

A number of briefing sessions were held:

Managers & Staff Sessions:

- 2 December 2019
- 16 December 2019
- 13 January 2020 (1:1 sessions for Managers only)

Tenants & Relatives Sessions:

- 6 December 2019
- 18 December 2019
- 15 January 2020
- 12 February 2020

Feedback from Briefing Sessions

The various Briefing Sessions were well attended by staff, residents and their families.

A large number of tenants and staff utilised the briefing sessions in order to express their views around the proposals. The survey was running parallel to the sessions but some tenants and staff stated that they did not wish to complete a survey.

Staff and tenants both reflected that they struggled with the current buildings and were often frustrated as a result. Equally, the excellent staff support at the two schemes was recognised by all stakeholders and those same staff themselves presented significant views around being able to move to a service that would allow them to move from a “Good” CQC rating to “Outstanding”.

A selection of comments from the briefings are detailed below:

“We really like the staff here and don’t want them to go”

“I don’t want to move from Smethwick, I’m happy here”

“We’d like the opportunity to move to a new building and get an “Outstanding CQC”

Feedback from survey

Between 26 November 2019 and 26 February 2020 people were able to give their views and feedback on the proposals.

The survey was available as a paper copy and housed online via the Sandwell Council Website where anybody could access. The survey was promoted to staff, residents, family members and members of the public to complete

Respondents

In total 55 people completed the survey.

This was made up from:

34 tenants of Holly Grange

16 tenants of Manifoldia Grange

1 Family member, carer or supporter of a tenant affected

2 Sandwell Council Staff

2 members of the public/ community

From the tenants that responded 26 were male and 24 were female. 10% of these respondents identified as BAME.

Summary of activity and key findings

Tenants and their family and friends were asked:

What is important to you about where you live?

Feeling safe and secure	51	100.00%
Staff that work with me in the scheme	43	84.30%
Accessibility and suitability for my needs	47	92.20%
Facilities at the place I live	49	96.10%
Facilities near where I live	32	62.70%
Cleanliness	48	94.10%
Location	33	64.70%
Other	12	23.50%

Comments in the response to this question included:

“A place I can call Home”

“I don’t mind where I live as long as I have company”

“To be near my daughter, to play bingo as it’s important to me”

“I’d rather stay, but understand I have to move”

“I don’t want to move to Rowley Regis, I love Smethwick”

Summary of activity and key findings

Tenants and their family and friends were asked:

What is important to you in relation to the on-site catering?

Opening Hours	31	63.30%
Option to have a cooked breakfast/breakfast sandwich	28	57.10%
Option to have hot lunch freshly prepared	41	83.70%
A mixture of fresh and frozen (Appetito) options	26	53.10%
Ability to have a meal delivered to my flat	37	75.50%
Comfortable seating areas	46	93.90%
Facilities that can accommodate my relatives as well so that we could have a meal together	33	67.30%
Cost of meals	34	69.40%
Choice of meals/menu	45	91.80%
Hygiene rating	42	85.70%

Tenants and their family and friends were asked:

Do you think the new extra-care housing scheme at Moor Lane would suit your existing care and support needs?

Yes	40 78.40%
No	3 5.90%
Don't know	8 15.70%

Comments in the response to this question included:

“I’m 55 and disabled. For me fear of moving. I have no family, only my brother David my carer”

“It’s hard to say as I haven’t seen it”

Do you think Moor Lane would be somewhere you’d consider living in Holly range and Manifoldia Grange did close?

Yes	39 76.50%
No	4 7.80%
Don't know	8 15.70%

Comments in the response to this question included:

“I like Holly Grange, staff are lovely”

“I don’t want to move out of Smethwick”

“I’d like to talk to someone about my options”

“I don’t know, if Jim (Manager) goes, I’ll go”

Summary of activity and key findings

All respondents were asked:

To what extent do you agree or disagree with the following statements about the proposals to close Holly Grange and Manifoldia, and the building of the new scheme

Moor Lane?

Counts Analysis % Respondents	Total					
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Holly Grange and Manifoldia Grange cannot meet the growing needs and requirements of Sandwell residents in need of extra-care housing	54	4 7.40%	22 40.70%	23 42.60%	4 7.40%	1 1.90%
The building of Moor Lane will help meet older people's needs in Sandwell now and in the future	54	10 18.50%	34 63.00%	9 16.70%	- -	1 1.90%
The building of Moor Lane will help improve the quality of life for older people living in Sandwell	55	17 30.90%	25 45.50%	11 20.00%	1 1.80%	1 1.80%
The Moor Lane development would benefit from having a fully functioning catering facility that is also open to the public	55	19 34.50%	25 45.50%	6 10.90%	2 3.60%	3 5.50%
On the whole the aims of these plans will improve options for older people in Sandwell	55	17 30.90%	30 54.50%	6 10.90%	1 1.80%	1 1.80%

Tenants and their family and friends were asked:

What are your biggest concerns about the suggested closure of Holly Grange and Manifoldia Grange? Feedback included:

“I have no concerns”

“I will miss the cosiness and homely feel of Holly Grange. It is like living in one big family because staff and residents make it feel like that, I’m delighted staff are coming”

“The cost of moving”

“No concerns, new build all very positive”

“Concerned Moor Lane will be like a hospital”

“I want to stay in Smethwick”

“I am settled here, I thought I would be here for life”

Do you have any concerns about the proposals? Feedback included:

“None. This is a positive response from Sandwell Council finally planning for the future”

“Being an older resident I don’t like change and will be sad to leave Holly Grange, as I am used to the method of working here, and the staff”

“No concerns, the information provided by staff is proving all positive”

“I am local to West Bromwich so I am concerned, I don’t know Rowley Regis”

“No concerns as it’s for the best”

Do you have any additional comments or suggestions?

“I hope we don’t lose the atmosphere that is present in the Granges and that the large scale of Moor Lane will still feel like home and not too clinical.

“Looking forward to a new home for my dad and continued excellent service”

“I don’t want to live in a place where there unsociable behaviour (eg. Alcoholics and innapropriate behaviour)”

“Couldn’t facilities be built in each of the 6 towns so residents can stay in their locality”

“I don’t want to change my GP”

“I would like to choose which flat I have at Moor Lane”

Building a Stronger Sandwell

Summary of activity and key findings

The summary of the findings are:

Based on the previous survey responses, the following has been put forward for the Cabinet Report:

The survey was completed by 50 tenants, 1 family member, 2 council employees and 2 members of the wider community.

84% felt retaining the current staff was most important to them. Comments in the free text box supports this.

92% felt accessibility and suitability for needs was most important.

92% agreed that Moor Lane will help meet older people's needs now and in the future.

76% agreed that Moor Lane would help improve the quality of life for older people living in Sandwell.

81% agreed that on the whole the proposal would improve options for older people in Sandwell.

Only 9% felt that the current Granges could meet the growing needs and requirements of Sandwell residents in need of Extra Care Housing.

Only 6% did not believe that Moor Lane would suit their existing care and support needs, from the comments received this is attributable to preference of geographical location.

