



# Younger Adults Care Home Engagement Report July 2022

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## **1 Background:**

Engagement and Participation is an integral part of commissioning work. Commissioners focus carefully on enabling people to play an active and influential part in the decision-making process.

The overall aim for this piece of engagement work was to ensure that people from Calderdale's younger adult's community had an opportunity to participate in a meaningful way on Calderdale's younger adult's care home model that comes into effect on the 1<sup>st</sup> October 2022. This model will be designed around the needs of younger adults with learning disabilities, aged 18 to 64 who live in a Calderdale residential or nursing home, which provides safe and personalised care, promotes choice, dignity, control and quality of life for all residents.

This report describes a process which was undertaken to engage people who live, work, or are a relative/friend, connected to a younger adult care home. Everyone's opinions, personal experiences, thoughts, and feelings have been collated under the findings section and will inform a joint Calderdale Council and NHS Calderdale CCG younger adults care home strategy and service specification.

This piece of engagement was led by Calderdale Council's Commissioning Engagement Officer and the assigned Senior Commissioning Officer.

In February 2022, when this piece of work began there were 109 residents permanently living in 13 Calderdale younger adults residential / nursing care homes, which are supported under contractual arrangements with both Calderdale Council and NHS Calderdale CCG.

### **1.1 What we set out to achieve:**

- To give people who live, work, are a relative/friend or are a health and social care professional connected to a care home the opportunity to help influence how care

home provision and services are shaped through learning and listening to their views and experiences, so we understand what really matters to them

- To communicate clear and simple messages in an accessible format using 'Think Local Act Personal (TLAP)' appropriate engagement approaches to engage all stakeholders
- To reach our diverse communities and protected groups
- To hear the voice from those who may have had a disproportionate and serious impact from Covid-19
- To have a coordinated approach to engagement across care home provision
- To ensure communications are timely, consistent, and coordinated
- To make good use of what we already know through conversations that have already taken place
- To ensure the engagement is captured accurately to use the intelligence to inform future care home provision and models of care
- To ensure any engagement and equality is delivered in line with current legislation
- To feedback to people the outcome of this engagement activity.

## **1.2 What we achieved:**

We heard the views and opinions from:

- **5 Residents**
- **0 Relatives/Friends**
- **17 Care Home Staff**

Participants were given the option to name the care home, they were speaking about or to not use the name for those participants preferring not to say. The name of the care homes that have been identified as part of this piece of engagement were:

- Beckly House
- Harvelin Park
- Heatherstones
- New Fern
- Sutherland Court
- Thornhill
- Well Royd
- Wheatley Lane

We gave people who live, work in a care home, or are a relative/friend a platform and opportunity to help influence how care home provision and services are locally shaped. The main approach was by working in partnership with existing services and using current mechanisms which enabled us to reach the agreed target audiences (residents, staff members and relatives/friends). This approach was agreed by Calderdale's Care Homes Commissioning Workstream as the main facilitator with help and support from all partners which included the NHS CCG, Local Authority and the Voluntary and Community Sector.

Due to the nature of this piece of engagement, it felt that talking to those who live in a younger adults care home required a face-to-face conversation. Asking questions about someone's home is potentially a sensitive subject and needs to be handled with care and diplomacy by trusted people who know the person and understand them and their needs, therefore we asked for support with this part of the engagement exercise from care home staff, relatives and friends, who visit the residents in their homes.

Due to restrictions around the ways we were able to work during this period of the pandemic and protecting the clinically extremely vulnerable, we had a limited scope to engage with people using face-to-face methods. Although we used a range of methods to collect feedback, we recognise and acknowledge the challenges and barriers of reaching people and every effort was made to ensure we engaged with all our communities and ensured a wide range of representative views.

Three individual surveys were developed following the same principles of the surveys developed for older people. This took the form of on-line surveys and developed to offer both visual and audio versions to support residents to complete the survey themselves, rather than needing staff support to complete them.

Clear communication channels were formed through simple, accessible messages using a variety of approaches. These approaches included: emails, phone calls, social media posts for the use of multi social media channels, publicity for service bulletins and newsletters, and attendance from the Commissioning Engagement Officer to online team meetings and Care Home Managers forums.

The surveys were hosted on a platform called 'You Can Say' and also shared on the Calderdale Council's consultation database 'ENGAGE', where information on projects is registered and uploaded to both the Internet and Intranet for members of Council staff and the public with an active interest to be notified and given the opportunity to take part.

A joint engagement plan was agreed and signed off at the Care Homes Commissioning Workstream, which provided a coordinated approach to this piece of engagement across care home provision. The engagement plan included a timeline which ensured that all the communications were timely, consistent, and coordinated. Within the plan there was a scoping exercise, where recent intelligence on care home provision was gathered from a cross sector of organisations and used as knowledge and baseline evidence on what conversations had already taken place in this area of work.

Through robust analysis all the engagement has been captured accurately. The intelligence, as raw data has been given to the lead Commissioner who will use this to inform the future provision and model of care homes going forward.

## **2 Findings:**

We received 100% of equality monitoring across each of the target audiences and ensured that the engagement and equality being delivered was in line with current legislation.

Due to the extensive number of questions and answers within each of the three questionnaires, it was agreed by the lead Commissioner that for this report we would highlight the key findings using a range of questions specific to the needs of younger adults living in residential care provision.

It needs to be noted there were no responses from family/relatives to the survey. Summary results of the residents and staff surveys are as follows:

## 2.1 Residents survey results

Survey question	Result
I feel safe	<b>100% of the residents</b> said they strongly agree they felt safe in their home.
I feel listened to	<b>100% of the residents</b> said they strongly agree they felt listened to in their home
I feel part of my community	<b>100% of the residents</b> said they strongly agree or agree they felt part of their community
I feel lonely	<b>60% of the residents</b> said they did not feel lonely and <b>40% of the residents</b> sometimes felt lonely in their home.
I feel involved in making choices	<b>100% of the residents</b> said they strongly agree they felt involved in making choices
I feel happy	<b>100% of the residents</b> said they strongly agree they felt happy in their home
I am cared for	<b>60% of the residents</b> said they felt cared for and <b>40% of the residents</b> said 'sometimes' felt cared for in their home
I know who to tell if I am worried	<b>100% of the residents</b> said they knew who to tell if they felt worried.
The staff know me well	<b>100% of the residents</b> said they felt staff knew them well
The staff support me to be healthy and well	<b>100% of the residents</b> said they felt staff support them to be healthy and well
I like my home	<b>100% of the residents</b> said they liked their home
I do activities I enjoy	<b>100% of the residents</b> said they do activities they enjoy
I have friends	<b>80% of the residents</b> said they had friends and <b>20%</b> said they had no friends
I use the internet when I want to	<b>40% of the residents</b> said they use the internet when they want to, <b>40%</b> said they use the internet 'sometimes' and <b>20%</b> said they do not use the internet
I feel I am treated differently because of my gender, ethnicity, religion, sexual orientation, age, or disability	<b>80% of the residents</b> said they do not feel they are treated differently and <b>20%</b> said they do feel they are treated differently.
I choose what I eat and when	<b>80% of the residents</b> said they choose what to eat and when, while <b>20% of the residents</b> said 'sometimes'.
I choose what I drink and when	<b>100% of the residents</b> said they choose what to drink and when
I can choose when I get up and go to bed	<b>100% of the residents</b> said they choose when to get up and go to bed

<b>My family and friends can come and visit me</b>	<b>80% of the residents</b> said my family and friends can come and visit me, while <b>20% of the residents</b> said 'sometimes'.
<b>I can go out with my family and friends when I want to</b>	<b>60% of the residents</b> said they can go out with family and friends when they want to, while <b>40% of the residents</b> said 'sometimes'.
<b>I can speak to my family and friends when I want to</b>	<b>80% of the residents</b> said they can speak to family and friends when they want to, while <b>20% of the residents</b> said 'sometimes'.

## 2.2 Staff Survey results:

Theme - Residents' wellbeing	
Survey question	Result
<b>I feel that I can support the residents to feel safe</b>	<b>100% of staff</b> said they strongly agree or agree they felt support residents to feel safe.
<b>I value the residents I care for</b>	<b>100% of staff</b> said they strongly agree they value the residents they care for
<b>I recognise when a resident is bored</b>	<b>100% of staff</b> said they strongly agree or agree they recognise when a resident is bored
<b>I have time to listen to residents</b>	<b>100% of staff</b> said they strongly agree or agree they have time to listen to residents they care for
<b>I encourage residents to be part of the community</b>	<b>94% of staff</b> said they strongly agree or agree they encourage residents to be part of the community. While <b>6%</b> did not know.
<b>I recognise when a resident is lonely</b>	<b>100% of staff</b> said they strongly agree or agree they recognise when a resident feels lonely.
<b>I show dignity and respect to residents</b>	<b>100% of staff</b> said strongly agree or agree they show residents dignity and respect.
<b>I involve residents in decisions being made about their lives</b>	<b>100% of staff</b> said strongly agree or agree they involve residents in decisions being made about their lives
<b>I encourage and motivate residents to be independent</b>	<b>100% of staff</b> said strongly agree or agree they encourage and motivate residents to be independent
<b>I encourage friendships amongst residents</b>	<b>100% of staff</b> said strongly agree or agree they encourage friendships amongst residents
<b>I support residents to contact their family and friends</b>	<b>94% of staff</b> said they strongly agree or agree they support

	residents to contact their family and friends. While <b>6%</b> did not know.
<b>I have the knowledge and skills to support residents' individual needs</b>	<b>100% of staff</b> said they strongly agree or agree they have the knowledge and skills to support residents individual needs
<b>Residents are able to spend time in an outdoor space when they want to</b>	<b>100% of staff</b> said they strongly agree or agree residents are able to spend time in an open space when they want to
<b>Theme - Residents' care and support</b>	
<b>Survey question</b>	<b>Result</b>
<b>I have the knowledge and skills to support residents' specific care needs</b>	<b>100% of staff</b> said they strongly agree or agree they have the knowledge and skills to support residents' specific care needs
<b>I have the time to meet the resident's specific care needs</b>	<b>100% of staff</b> said they strongly agree or agree they have the time to meet the resident's specific care needs
<b>I know who to speak to if I have a concern about a resident and that it will be dealt with appropriately and in a timely manner</b>	<b>100% of staff</b> said they strongly agree or agree they know who to speak to if they have a concern about a resident and that it will be dealt with appropriately and in a timely manner
<b>The residents know me well</b>	<b>100% of staff</b> said they strongly agree or agree they felt residents know them well
<b>I go the extra mile to make the residents feel worthy and important</b>	<b>100% of staff</b> said they strongly agree or agree they felt they go the extra mile to make residents feel worthy and important
<b>I encourage residents to be active and move more</b>	<b>100% of staff</b> said they strongly agree or agree they encourage residents to be active and move more.
<b>I encourage residents to spend time doing what they enjoy</b>	<b>100% of staff</b> said they strongly agree or agree they encourage residents to spend time doing what they enjoy
<b>I support residents to access digital technology</b>	<b>82% of staff</b> said they strongly agree or agree they support residents to access digital technology, while <b>18%</b> said they disagreed or didn't know.
<b>I encourage residents to think about their future life aspirations</b>	<b>82% of staff</b> said they strongly agree or agree they encourage residents to think about their future life aspirations, while <b>18%</b> said they disagreed or didn't know.

I support residents to think about options for transition such as Supported Living at home, Extra Care Schemes	<b>65% of staff</b> said they strongly agree or agree they support residents to think about options for transition, while <b>35%</b> said they strongly disagreed, disagreed or didn't know.
Theme - Workplace	
Survey question	Result
The residents are happy	<b>100% of staff</b> said they strongly agree or agree the residents are happy
The care home provides a good choice of activity for the residents	<b>94% of staff</b> said they strongly agree or agree the care home provides a good choice of activity for the residents. While <b>6%</b> disagree.
I am not discriminated against in any way e.g., because of my gender, ethnicity, religion, sexual orientation, age, or disability	<b>100% of staff</b> said they strongly agree or agree they are not discriminated against in any way.
I have job satisfaction	<b>100% of staff</b> said they strongly agree or agree they have job satisfaction.
I have access to digital technology where I work	<b>94% of staff</b> said they strongly agree or agree they have access to digital technology where they work. While <b>6%</b> disagree.
I have received sufficient training to fulfil my role	<b>100% of staff</b> said they strongly agree or agree they have received sufficient training to fulfil their role.
I know who to speak to if I have a personal concern and that it will be dealt with appropriately and in a timely manner	<b>100% of staff</b> said they strongly agree or agree they know who to speak to if they have a personal concern
I involve relatives in decisions about resident's care and support	<b>94% of staff</b> said they strongly agree or agree they involve relatives in decisions about residents' care and support. While <b>6%</b> said they didn't know.
I ensure I keep relatives informed of any changes or incidents that have occurred	<b>94% of staff</b> said they strongly agree or agree they keep relative informed of any changes or incidents that have occurred. While <b>6%</b> said they didn't know.
I feel supported by management	<b>94% of staff</b> said they strongly agree or agree they felt supported by management. While <b>6%</b> said they disagreed.
I contribute to decisions in work	<b>100% of staff</b> said they strongly agree or agree they contribute to decisions in work

**I am aware of other alternatives to Care Homes for younger people such as Supported Living at home, Extra Care Scheme**

**88% of staff** said they strongly agree or agree they are aware of other alternatives to care homes for younger people. While **12%** said they disagreed or didn't know.

### **3 Conclusion:**

It's important to note that when this piece of engagement was conducted, there were national and local restrictions in place with the advice that people work from home where necessary and only meet face-to-face with vulnerable groups of people if it was essential. Residents in younger adults care homes are some of the most vulnerable groups in Calderdale. Due to these restrictions, we had to rely on social media platforms and colleagues in the Local Authority, NHS, and the Voluntary and Community Sector to help distribute the survey link and communications virtually to those who they were in contact with. We feel that without face-to-face guidance and a full explanation on why people were being asked to participate in this survey the overall reach and number of responses we received has been negatively affected. It is also important to note the small number of residents who responded to the survey (5 in total) when reading the conclusions of this report

It is vital that everyone who lives in a care home, feels the home they live in, is safe, secure, and meets their individual needs. The feedback said 100% of residents felt happy where they live, 100% of residents felt safe, and 100% of residents said staff support them to be healthy and well. 100% of residents also said they did activities they enjoyed.

It is important the care home staff feel supported, valued, and recognised for the care work they give to the residents. The feedback said 94% of staff members feel supported by their management, 100% feel they contribute to decisions in work and 100% have job satisfaction.

These report findings highlighted improvements are needed, with 40% of residents sometimes feeling lonely. 40% of residents also felt they were cared for only some of the time and only 40% accessed the internet when they wanted to.

### **4 Next Steps**

This report will be shared with the Care Homes Commissioning Workstream and Care Homes Programme Board and distributed across all Calderdale younger adult's care homes and Health and Social Care staff. As part of the engagement process, it is paramount that the people who have engaged in this process are provided with the overall feedback and outcomes of the engagement activity.

### **5 Recommendations**

- For the Care Homes Commissioning Workstream, Integrated Commissioning, Contracts and Quality, Quality Team and Business Relationship Managers to look at and respond to all the raw data provided, which includes all written comments made by residents, relatives/friends, health and social care professionals, and care home staff.



- Via the Care Homes Commissioning Workstream to establish a small task and finish group to consider key themes and develop an action plan to address the areas raised.

**Written by Graham Mozley 02/09/2022**