

# Baytree House Public Feedback Summary

Summary  
Report

February  
2016



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# Introduction

## About **healthwatch**

Healthwatch Torbay is the independent consumer champion for health and social care services in Torbay, ensuring the voice of the community is used to influence and improved services for local people.

An officially registered charity (Registered Charity Number 1153450) and a company limited by guarantee (Company No. 8396325), Healthwatch Torbay's role is to ensure that local health and social care services, and local decision-makers, put the experiences of people at the heart of their care.

We gather and analyse information to identify key issues and trends and have statutory powers to hold poor services to account and report all feedback to relevant local and national bodies in order to improve services.

## About Baytree House

Baytree House is a unit with 10 beds (8 used) for adults from the age of 18 - 65 with Learning Disabilities, offering Respite Care. They also offer a service of assessment for three months, in which they are able to obtain the capabilities and needs of an individual.

Baytree House is a large, period detached building situated in central Torquay. It is within walking distance of the town centre, sea front and the train station. This makes it ideally situated for community based activities.

In September 2013 the Care Quality Commission (CQC) inspected the service and found it met the required standard for all aspects, including: respecting and involving people who use services; consent to care and treatment; care and welfare



of people who use services; staffing and records.

The facility, which is run by Torbay and Southern Devon Health and Care NHS Trust, has seen an apparent decline in use over recent years with only a 45% occupancy rate during 2014-2015, although Baytree service users do not agree with this figure, believing it to be more around 60%. In addition to this, the Trust has seen an apparent increase in the number of clients who do use the facility having more complex care needs, meaning it may not always be the best care setting for that individual.

The Trust has considered a number of options to improve occupancy and ensure a sustainable, fit for purpose facility, but these have not proved viable. By looking to close the unit and reinvest the combined personal budget allowance into new options for short breaks, the Trust believes it can find modern, reliable, and high quality alternatives that can better meet people's needs.

In January 2016, Healthwatch Torbay consulted with the Trust, carers and service-users in order to come up with a number of new short breaks options. Short breaks are a vital support mechanism for carers and whilst some people like more traditional short breaks, such as overnight respite care, others want more choice and control over the type of care and break they receive. This report summarises the public feedback Healthwatch Torbay received from this consultation.

# Providers

In addition to Baytree House, a number of other potential providers have been suggested by Torbay and Southern Devon Health and Care NHS Trust. An outline of some of these providers and what each can offer is below.

## Burrow Down Support Services (Paignton)

A 4 bed unit providing supported living, residential care, short breaks and daytime opportunities. Includes bathroom facilities for people with mobility issues. They keep 1 bed free for emergencies and are already heavily subscribed with very limited availability during busy periods.

## Renaissance Care and Support (Torquay)

Part of this residential home and supported living unit is being adapted to create a 3 bed short breaks unit to support a wide range of users, including those with profound and multiple disabilities (PMLD). The rooms are PMLD equipped and designed and may not be a suitable alternative for the majority of Baytree House users. It is still incomplete and availability will not be guaranteed on short term notice.

## Robert Owen Communities (Newton Abbot)

A 2 bed short breaks facility in Newton Abbot is being developed but there is little information to tell whether it will be staffed 24/7 and whether it is compatible for different types of service user.

## Shared Lives South West

A regional organisation that offers short breaks places for people with learning disabilities with families (maximum of 3 per family home). This is however, heavily booked with limited availability.



## Specialist Supported Care (Paignton)

This will be a 10 bed short breaks unit built over 3 floors to support a wide range of people with profound learning disabilities and autism. Limited information available but it has been suggested that they will specialise in more profound and challenging needs than Baytree House users and may not be a suitable alternative.

## Summerlands

A supported living provider offering individual support and non-accommodation breaks (days/evenings) in a range of Torbay properties. Limited information available.

## Hannah's (Seal Hayne, Newton Abbot)

A 4 bed facility based in Newton Abbot. Limited information on availability. Accessibility would be a problem for some service users without adequate transport.

Although some of these providers are available for use, there are concerns from Baytree House service users regarding:

- Lack of availability
- Lack of suitability/compatibility for their individual accommodation needs
- Lack of accessibility for those outside of Torquay

# Results

## Service User Views

The main concern raised by those present at the consultation was that carers appeared to be presented with a deadline for Baytree House closure with no alternative provision in place.

This was a particular issue with respite care, with people concerned over the lack of use of Baytree House for respite and whether people are being steered to alternative services.

Some individuals even mentioned having their respite care cut and that referrals were not being made to Baytree House.

Other concerns raised include:

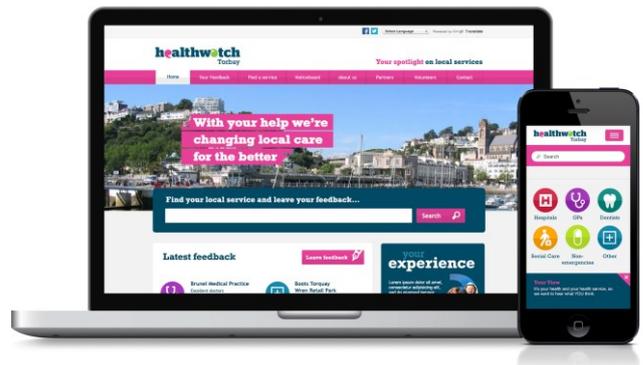
- The need for consistency within social workers approach when carrying out assessments. When completed professionally and with respect it makes a huge difference to carers and service users ensuring their voices are heard.
- The quality and waiting time for assessments. Several people present mentioned waiting in excess of 5 years or more for an assessment.
- Which other services are in place prior to the closure of Baytree House, as the transition process takes time for people to settle in to new services.
- The consultation process causing strain and uncertainty as the closure appears imminent with no clear alternative in place. Some Carers feel bullied and that the Trust should be doing more over their duty of care for the disabled.



- Carers felt that if Baytree House must close then it should not be considered until March 2017 to allow time for alternative providers such as Shared Lives (currently long delays), Care in your home, St Johns (still being built not ready until April at earliest) and Burrow Down (open day delayed so not sure what services are being offered) can be ready to provide support and be clear about the support they can provide.
- The availability of emergency bed space, including frequency, location and continuity for service users.
- Due to a lack of alternative providers not being in place all present felt that the consultation period should be delayed to allow for assessments to be conducted, the Trust to consider the concerns and requirements for service users and carers and for appropriate service provision to be put in place.
- The impact on carers and service users who are at breaking point as they are unable to plan beyond March 16 or give any reassurance to the cared for.
- The reported £250,000 available funds are insufficient to deliver the required service provision.

## Other Feedback

Healthwatch Torbay also run an online feedback centre which allows the public to rate and review health and/or social care related services. Only five reviews exist concerning Baytree House, all 5 star rated. They read as follows:



★★★★★ I live here and love it

Staff look after me very well, treat me as an individual and respect me.

★★★★★ Excellent

Staff are brilliant, building has ceiling hoists and wheelchair access, etc.

★★★★★ Experienced and knowledgeable staff

Worked here for a year and love it.

★★★★★ Excellent

Looked after my sister for months and the staff have a great caring attitude.

★★★★★ Can't fault the care given

Excellent training, up to date equipment, knowledgeable staff



# Torbay and South Devon Responses

NHS Foundation Trust

Members of the Torbay and Southern Devon Health and Care NHS Trust were present at the consultations to respond to some of the concerns raised above by carers and service-users. Their responses were as follows:

- With regards to the duty of care for the disabled, Trust representatives suggested setting up a separate meeting to discuss the varied experiences carers have received from social workers completing assessments to ensure lessons are learnt, making sure professional quality standards are met all the time.
- The Trust also recognised that the March 2016 deadline has caused stress for both carers and service users. The Trust stressed that they are trying to be open and honest at every meeting about the decision to be made, ensuring the services provided meet with the required quality standards and meet service user and carer needs. The Trust also acknowledged that they have a duty of care to ensure alternatives services in place meet the service user and carer needs.
- The Care Quality Commission (CQC) are due to inspect the Trust services during February 2016 and currently Baytree House is not providing the appropriate quality required to meet CQC set standards. It is important that the Trust are able to present an alternative plan when the CQC inspect Baytree House. The Trust acknowledged that at the 2013 CQC inspection it was demonstrated that the unit performed safely and to a good standard within its registration and that the staff at Baytree are committed to the cared for and family Carers in the manner by which they deliver the service.
- The Trust extended an invitation to members of the consultation to join their

next Board Meeting to discuss the closure of Baytree House. A representative agreed to attend this meeting on behalf of the group, with the Trust agreeing to make available all paperwork, reports and appropriate documents in advance of the meeting. The Trust have arranged from Mr Helmore representing the “Save Baytree House” campaign to speak at the Public Board in March 2016.

- The Trust confirmed that other options will be considered if service user and carer needs can't be met by current service providers, however, any alternative proposal will need sufficient evidence that needs will be met before the Board will approve it.
- The Trust also agreed to put forward a recommendation for a delay in the implementation to the board whilst evidence and assessments are completed. A recommendation to this effect will be in the Board report, subject to approval by the Trust Executive.
- The Trust confirmed that Carers can still continue to book with Baytree House until a decision is made in March 2016 and they can advise a clearer timeline for closure.
- They also confirmed that there is a minimum statutory legal process and set of procedures that the Trust have definitely followed correctly.
- By way of assurance, the Board report with respect to the consultation will be detailed and endeavour to address all the concerns and questions raised in the information previously provided by Health Watch on behalf of Mr Helmore. In particular points related to the estate, occupancy and finances.

Approved by Steve Honeywill - Head of Operational Change,  
Torbay and South Devon NHS Foundation Trust

# Recommendations

Based on all the consultation results above, the following recommendations are proposed by Healthwatch Torbay:

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**Recommendation 1** *We recommend for a delay in the implementation to the board, not only whilst evidence and assessments are completed and a full consultation review can be conducted, but also to allow time for alternative providers to be ready to provide support and be clear about the support they can provide. Service users will need reassurance and clarity on how they will access a service provider in order to meet their individual needs effectively.*

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**Recommendation 2** *With the above in mind, we also recommend carers attend a forthcoming meeting to provide information about provision currently in place and proposals for providers, whilst also ensuring the completion of both assessment forms and consultation forms. The consultation forms should be used, along with any other concerns raised on Baytree House, by the group's representative at the Trust's next Board Meeting.*

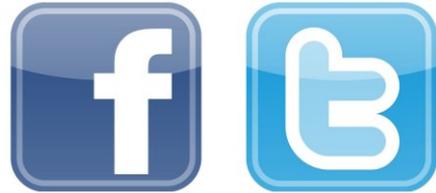
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**Recommendation 3** *Healthwatch Torbay would also respectfully request the Trust learn from this consultation and the concerns raised and take a different approach to public consultation in future decision-making processes, in order to avoid public strain or feelings of disengagement or that they are not listened to.*

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# Contact us

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