

Report on the future of Cartref Y Frondeg Consultation Results

Introduction

A formal consultation on the future of the Frondeg registered residential home was held between 14 September and 30 October 2015, with the intention of developing a new accommodation model for adults with a learning disability on the same site.

Earlier initial engagement took place during 2013 and 2014 with Frondeg service users, families and staff.

The consultation process

As part of the consultation process, an 'Information Pack and Questionnaire' was prepared for the sharing of information and to give an opportunity for stakeholders to express their view. An 'Easy Read' version of the 'Information Pack and Questionnaire' was produced. The Information Pack and Questionnaire was available on the Council website, with a page dedicated for sharing information about the consultation.

All members of Gwynedd Council were informed of the consultation by including information in the Rhaeadr, as well as sending an Information Pack and Questionnaire directly to members of the Cabinet and relevant councillors, to be included and to participate in the consultation, namely Councillors Gareth Roberts, Ioan Thomas, Elin Walker Jones, Peter Reed, and Glyn Thomas.

Information was sent to the Members of Parliament, Assembly Members, Caernarfon Town Council, Mantell Gwynedd, Arfon Community Scheme, health service contacts, and the Gwynedd and Môn Autism Group.

At the beginning of the consultation period, the Information Pack and Questionnaire was shared with the families of Frondeg residents by post, with an offer to organise a one-to-one meeting if desired. A meeting was held with Y Frondeg staff and the information pack shared.

Case workers / social workers were asked to liaise directly with the families of service users who currently receive care outside the County.

Derwen – the integrated team for disabled children and children with additional needs – was contacted, for the sharing of information about the consultation with children in the transition age group, 14-18 years, and their families.

In addition all service users who are on the Gwynedd Council learning disability register were directly informed by post, with an advertisement included in the engagement pack 'Moving Ahead – How to provide learning disability services in future' before the consultation period began.

Information about the consultation was shared in the local press through advertising and press releases, and also through social media such as Facebook and Twitter.

A web-page was developed for the consultation with a link to the Information Pack and Questionnaire either to be filled online or for downloading a hard copy. The Easy Read version was also available on the page for downloading, as well as information of how to take part in the consultation and contact telephone numbers for any enquiries.

The Advocacy Service was commissioned to undertake individual discussions with Service users if they so wished.

Meetings

An offer was made to meet with the families of current service users of Y Frondeg and the families of service users who receive care outside the County to discuss options further..

Three one-to-one meetings were organised with the families of Frondeg residents following a request by the family. One meeting was held with a councillor.

Issues highlighted

We recognise that a problem arose with completing a questionnaire online between 16 September and 22 September, which was beyond the service's control. Because of this, it was decided to extend the consultation period for an additional week. A statement was placed on the consultation web page to explain the situation.

The defect was repaired by the Council's IT unit as soon as possible.

Page 7 'Information Pack and Questionnaire': there is a printing discrepancy between the Welsh and English versions.

In Welsh it notes on 1c) Aelod o staff sy'n gweithio yn Y Frondeg (member of staff who works in Frondeg),

and in English it notes 1c) Gwynedd/Community Councillors and also in 1e)

Page 4 'Information Pack and Questionnaire' – it lists under 'Why Option 5 is Preferred'

- To develop a special provision for specific fields eg autism.

This refers to a person who has a learning disability but is also on the autism spectrum, as we are discussing an accommodation development for adults with a learning disability, not for individuals on the autistic spectrum solely.

Questionnaire Results

Number of responses

36 paper questionnaires were received through the post.

A total of 37 people had looked on the online questionnaire, however, only 21 of these have completed the questionnaire.

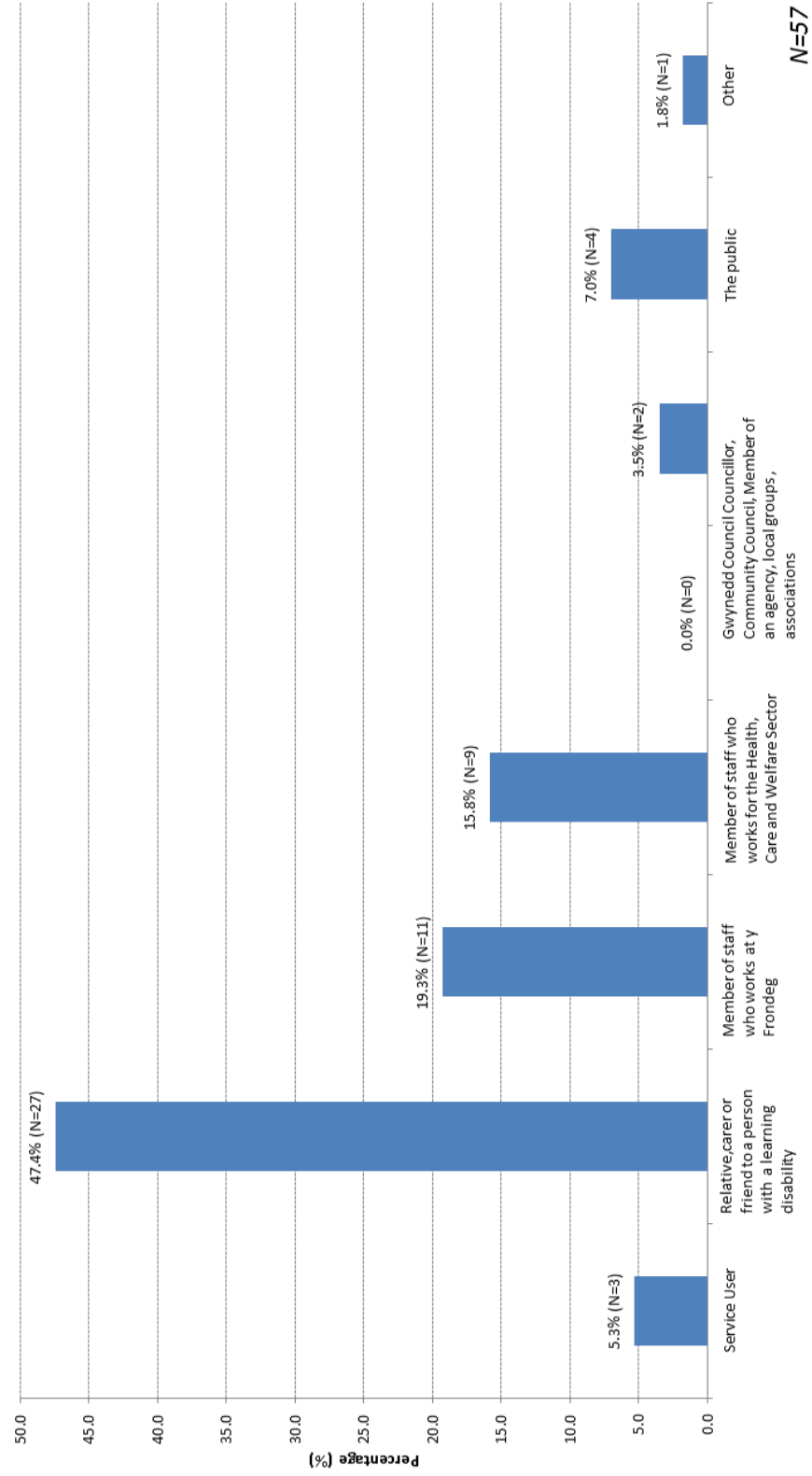
Therefore there is a total of 57 questionnaires available for analysis.

Question 1: In what role are to responding to the questionnaire?

It can be seen that half the respondents (47.4% (N=27)) are a relative, carer or friend to the person with a learning disability, whilst 19.3% (N=11) are a member of staff working in Frondeg, 15.8% (N=9) a member of staff working in the Health, Care and Well-being sector, 7.0% (N=4) are members of the public, and 5.3% (N=3) are service users.

	Number	Percentage
Service user	3	5.3
– who lives at Y Frondeg	1	1.8
- who currently lives in an out-of-county location	2	3.5
- who is under 18 years old	0	0.0
- who is an adult over 18 years old	0	0.0
Relative, carer or friend of an individual with a learning disability	27	47.4
- who lives at Y Frondeg	11	19.3
- who currently lives in an out-of-county location	3	5.3
- who is under 18 years old	4	7.0
- who is an adult over 18 years old	9	15.8
Member of staff who works at Y Frondeg	11	19.3
Member of staff who works in the Health, Care and Wellbeing sector	9	15.8
Gwynedd Council Councillor / Community Councillors	0	0.0
Member of an organisation, local group, society	2	3.5
Member of the public	4	7.0
Other	1	1.8
		<i>N=57</i>

In what role are you responding to this questionnaire?



Question 2: Have you read the information attached which explains the reasons for conducting a formal consultation on the future of the home?

93% (N=53) of respondents noted that they had read the information pack.

	Number	Percentage
Yes	53	93.0
No	3	5.3
No reply	1	1.8
<i>N=57</i>		

Question 3: The Council has considered 6 options. Is there another cost-effective option(s) that you can think of that would respond to the needs of adults with a learning disability for the future?

	Number	Percentage
Yes	4	7.0
No	49	86.0
No reply	4	7.0
<i>N=57</i>		

Of the 4 persons who had noted 'Yes', only one response was different from the 6 options the Council have already considered.

The one different suggestion was, to create a new separate unit for people with Autism / complex learning disabilities, and to keep Frondeg as it is, for individuals with learning disabilities, who can live in the community with support.

Question 4: Do you support Gwynedd Council's intention to develop a new accommodation model for adults with a learning disability?

82.5% (N=47) of respondents agreed with Option 5 as a preferred option for developing a new accommodation model for adults with a learning disability.

	Number	Percentage
Yes	47	82.5
No	6	10.5
No opinion	3	5.3
No reply	1	1.8
<i>N=57</i>		

The responses can be analysed according to the type of person. The table below shows in what role the respondents have responded to the questionnaire.

	Yes	No	No opinion	No reply	Total
Service user	1	0	2	0	3
Relative, carer, or friend to a person with a learning disability (who does not live at Y Frondeg)	16	0	0	0	16

Relative, carer, or friend to a person with a learning disability (who lives at Y Frondeg)	5	5	1	0	11
Member of staff who works at Y Frondeg	11	0	0	0	11
Member of staff who works in the Health, Care and Wellbeing sectors	9	0	0	0	9
Gwynedd Council Councillor / Community Councillors	0	0	0	0	0
Member of an organisation, local group, society	2	0	0	0	2
Member of the public	3	0	0	1	4
Other	0	1	0	0	1
Total	47	6	3	1	57

A number of comments were received as part of this question. From the comments, there were a number themes and questions arising.

Themes from the comments of respondents who agreed with Option 5 as a preferred option:	Themes from the comments of respondent who did not agree with Option 5 as a preferred option:
<ul style="list-style-type: none"> • An Unit for individuals with profound / complex needs should be considered • An opportunity to develop a suitable property • An opportunity for individuals to return to the communities • Autism needs to be considered separately • Service user need to continue to live together • Welsh language provision is essential • There is a need for a variety of opportunities for people with learning disabilities • Offering a service with special provision in specific fields is a positive development 	<ul style="list-style-type: none"> • Clinical feeling • Cost-saving exercise rather than placing the service user at the centre • A service user was very happy at Frondeg

Some questions arising as a response to this question were:

- Will rent costs have to be paid as well as paying for care?

- Will the clients be living with a carer all the time?
- What will happen to the current building or its site?

Question 5: If you do not support Option 5, which option do you prefer and why?

*** This question was filtered for the response of people who had replied ‘No’ or ‘No opinion’ in question 4***

It was asked to the individuals who had noted that they did not agree with Option 5 or had noted ‘No opinion’ which option they would prefer.

Of the 9 who had noted that they did not agree, or did not have an opinion 5 (55.6%) of them noted that they preferred Option 2, one (11.1) preferred Option 4, and one (11.1) preferred an option they had previously noted.

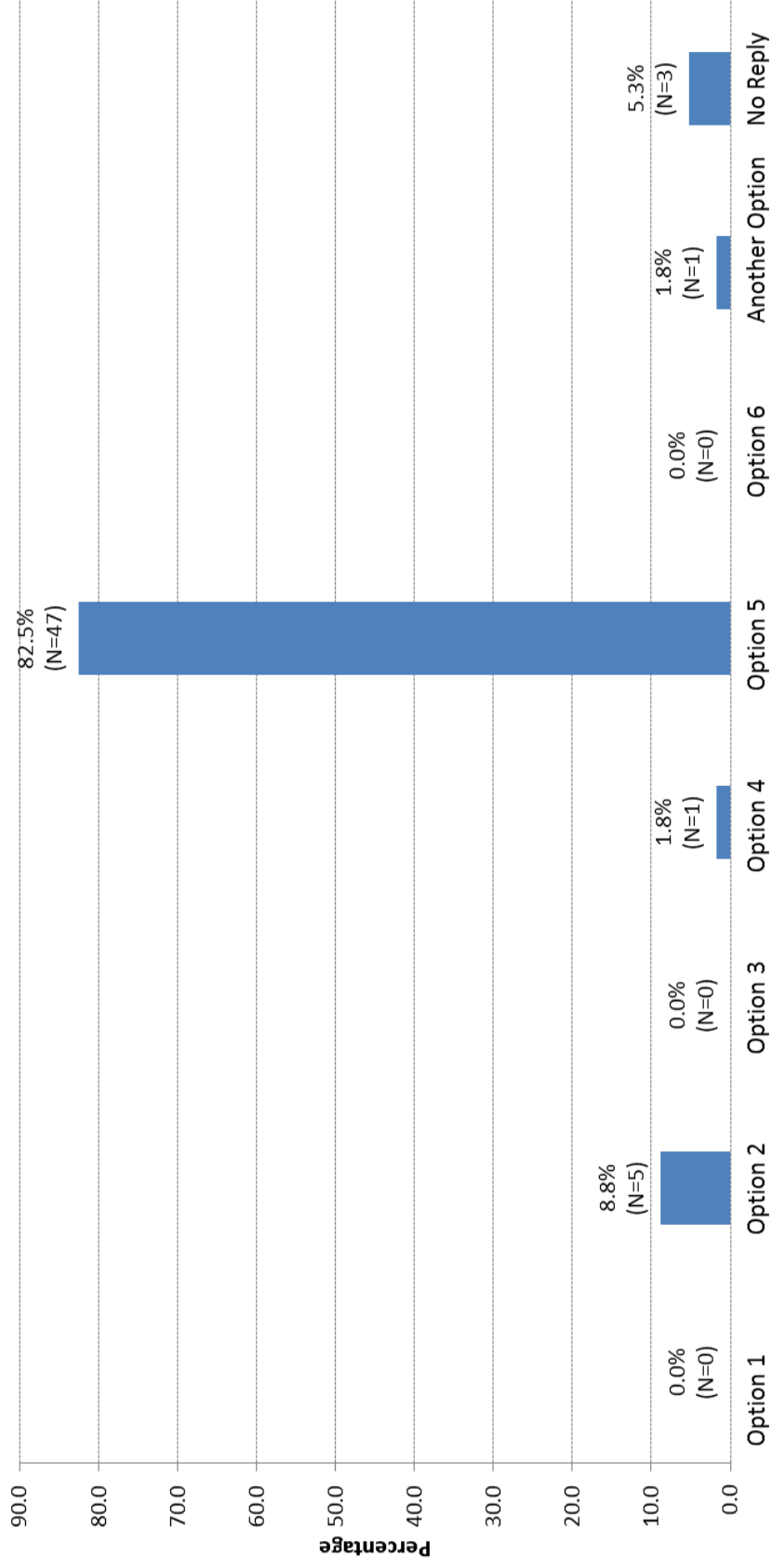
	Number	Percentage
Option 2	5	55.6
Option 4	1	11.1
Another option	1	11.1
No reply	2	22.2
<i>N=9</i>		

The table below shows themes from the comments received for the option that was preferred by the respondents who did not agree with preferring Option 5.

Preferred option	Themes raised from the comments
Option 2	<ul style="list-style-type: none"> • Negative impact on the service users because of the changes to their routine and home • There is a need to hold on to the environment with which users are familiar • Option 2 is the best option for the service users • No need to change something that works properly
Option 4	<ul style="list-style-type: none"> • Less disruption to the service users
Another option	<ul style="list-style-type: none"> • Flaws in option 5 – financial, on principle, in terms of the individuals’ needs and in the consultation process

The graph below shows a summary of the options preferred by the questionnaire respondents.

Summary of the options preferred by the respondents



Question 6: If a decision is made to develop a new accommodation model, what type of accommodation would you prefer?

	Number	Percentage
Your own individual property	10	17.5
Shared property – in a small group of 2/3	24	42.1
Shared property – in a larger group of 4/6	8	14.0
Other	15	26.3
		N=57

A number of comments were received as a response to question 6.

The themes that arise from these comments are set out below:

- Each one of the above is unsuitable
- One large building with a day centre
- One building with small departments in it
- Accommodation for 3 or 4
- Various
- Depends on what are the individual's needs
- Current Frondeg model

Question 7: If there were purpose-built modern accommodation facilities available in Gwynedd, would you be interested in returning to live in the county?

*** This is a question only for a 'relative, carer, or friend of a person with a learning disability who are currently living outside Gwynedd', or a 'service user who are currently living outside Gwynedd' in question 1***

Of the 5 persons who replied to this question, 4 (80%) of them were interested in returning to live in the County, with one (20%) that they did not want to return to the County.

Reasons respondents gave for returning to the County was to be nearer to family and friends.

A reason for not returning to the County was that they felt safer in the location where they currently live.

Question 8: Do you have any further comments?

Some of the themes raised in the further comments were:

- There is a need to identify individuals who are going there to live
- Ensure that staff have been trained to the required level
- A great help that user are going to be able to be near their families
- Unhappiness with the engagement process
- Could not Frondeg home be improved as it is?
- Some suggestions on how the new model should look.

Question 9: Do you wish to take part in any further discussions?

19 persons (33.3%) have left their contact details and wish to take part in further discussion.

Themes of comments received separately from the questionnaire

During the consultation a number of relevant considerations were highlighted by the respondents. The principal points raised for the Council to consider when making a decision are:

Current service

- What featured prominently was praise to the staff of Frondeg home for the quality of care they have provided at the home over the years
- A service user was very happy at Y Frondeg
- Can Frondeg home be improved?
- Change to service users creates a feeling of insecurity
- Frondeg residents need to continue to live together

Specialist service

- There was general agreement and the principle of enabling individuals from outside the county to return to live in Gwynedd
- An opportunity for individuals to return to their communities
- A great help that service users are going to be able to be near to their families
- Not appropriate to bring everyone who receives care outside the county back to Gwynedd
- A comment was given that Autism is a condition in itself, and that it is not noted as a learning disability
- No reference to autism within the Information Pack
- More information on how specialist provision for autism and data have led to planning the options
- No input was had from the Autism Champion Councillor nor the Gwynedd and Môn Asperger / Autism Group
- There should be a separate accommodation, one for Frondeg residents and another for individuals with complex needs
- Users who receive care outside the county are in successful placements, that meet complex needs, any change would have a negative impact on the service users
- The need for a high level of specialist skills for staff and specialist training for staff

Plans

- 16 is a high number of people to be accommodated at one site
- Is there a plan for the development?
- What other resources will be built on the site?
- The kind of individuals who are going to live in the new development need to be identified
- Ensure that staff have been trained to the required level
- Suggestions on how the new development should look

Cost

- Where does the £3.8 million of capital costs come from?
- Does the above cost include the demolition and reparation costs at the site?
- The costs basis was questioned

Communication

- No offer of advocacy that included people who receive care outside the county in the consultation
- Need to ensure that co-production takes place
- Clear and effective communication
- Welsh language provision is essential

Consultation

- Concern over the quality of the consultation
- There should be two separate consultations for: 1. Bringing people who receive care outside the county back to Gwynedd, 2. For a specialist provision for individuals with intense and complex needs at the Frondeg site