



Cheshire West & Chester Council

Ageing Well Accommodation and Support Strategy 2022 - 2026

Consultation



Cheshire West
and Chester

Consultation Report

Produced for Cheshire West and Chester Council

By
Ask for Research
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Contents

	Page
Introduction	3
Summary	6
Main report	8
Support for the vision and its focus for accommodation	8
Priority 1 To enable people to stay in their own homes for longer	12
Priority 2 To provide an alternative accommodation when home is no longer appropriate	14
Priority 3 To support people with changing and complex needs within Care Homes	17
Priority 4 To ensure our residents feel part of the community that they live in	19
Priority 5 To ensure there is affordable accommodation with care and support across the borough to enable people to stay in their own homes for longer	22
Impact of the Ageing Well and Accommodation Support Strategy	25
Improvements to the Ageing Well and Accommodation Support Strategy	27
Respondent profile	29
End of report	32

Introduction

Strategy context

Cheshire West and Chester Council's vision is to support people to live within their own homes for as long as possible, and when this is no longer practical, to live within a place that they can call home, which will adapt with their changing needs. An Ageing Well Accommodation and Support Strategy to assist residents over the age of 55 to live well in their own home, independent accommodation and Care Homes within the Borough is being created to ensure West Cheshire's older residents can stay independent for as long as possible and make informed decisions regarding future care and support services which may be needed.

In 2016, the Council produced a four year Vulnerable and Older People's Accommodation Strategy, an outcome of which was the introduction of 690 Extra Care housing units. As this strategy has now expired, a new vision is being developed for the way in which local older people are supported to live. The draft strategy aligns with the changing way in which the Council delivers Adult Social Care following the Care Act 2014's introduction, and has been divided into nine care communities:

- Ellesmere Port
- Northwich
- Winsford
- Neston and Willaston
- Frodsham, Helsby and Elton
- Chester East
- Chester South
- Chester Central (Fountains)
- Rural Alliance.

The draft strategy has been developed in partnership with Chester West and Chester Council Adult Social Care, Housing and Planning Services, as well as the Cheshire and Merseyside Health and Care Partnership, bringing together the vision of these partners for accommodation with care and support for older aged adults within Cheshire West and Chester.

The key aims for the strategy are for older residents within Cheshire West and Chester to:

- Have improved health, wellbeing and quality of life
- Be able to access their local community
- Be able to live in suitable and adaptable accommodation, with appropriate care and support to meet their changing needs now and in the future
- Have accommodation choices available to them to meet their range of health and social care needs flexibly and responsively
- Get the right level of support at the right time and in the right way.

The main priorities that the Council would like to achieve as part of the draft strategy over the next five years are to:

Enable people to stay in their own homes for longer:

Working with preventative service providers to make a variety of services available; improving access and updating the services and working with the community sector to increase access to services.

Provide alternative accommodation when home is no longer appropriate:

Appropriate accommodation may include; sheltered housing, extra care housing, intermediate care and respite care. The delivery of independent accommodation options is a critical element of the strategy.

Support people with changing and complex needs within Care Homes:

Residents with changing needs and deteriorating health may require more suitable accommodation with higher levels of care and support, working with high quality providers to meet changing needs and preferences.

Ensure residents feel part of the community that they live in:

To be able to offer residents a choice of accommodation to meet changing health and wellbeing needs at home, independent accommodation, residential and nursing homes; whilst addressing sense of community and social interaction.

To ensure there is affordable accommodation with care and support across the borough to enable people to stay in their homes for longer:

Ensuring access, provision and services are available, sustainable and accessible for all residents through working with key stakeholders to ensure that all accommodation options provide value for money.

As part of the Government's new plans under the White Paper; "People at the Heart of Care Social Care" charging reform, from October 2023 the Council's responsibility for residents who fund their own care will change. The Council recently undertook a cost of care review with care homes in order to agree a recommended rate and Cheshire West and Chester Council would like to work with partners in order to ensure similar transparency takes place across all services. A shift in the Council's vision will reflect a move to a preventative way of delivering care and support.

Research methodology

The Council want to ensure that the strategy addresses the issues that are most important to Older Age People living locally; to ensure that the draft strategy addresses their accommodation and supports needs. An eight week consultation period, ending 28 August 2022, was planned in order to gather the views of local residents, service users, care and support providers, developers and the general public.

The areas the Council were keen to gain feedback on were:

- An understanding of the needs and aspirations for the future accommodation and support offer for people aged 55 and over in Cheshire West and Chester
- The extent to which people agree or disagree with the vision and priorities set out in the draft strategy and the reasons why people agree or disagree
- How the strategy will impact on people and wider stakeholders across Cheshire West and Chester, how it could be improved and whether there is anything missing.

A range of engagement approaches were designed to promote the consultation and provide the opportunity to engage in a number of different ways:

- An Ageing Well strategy consultation page with supporting information was hosted on the Council website
- A strategy consultation document was produced which provided background and context to the strategy and consultation and the proposed vision and five strategy priorities
- An online survey was promoted and hosted on the Council website
- The survey was also available in a postal hard copy version and by telephone interview
- The opportunity to provide additional feedback was available online, by post and by telephone
- Three face-to-face sessions were held with service users
- Four online discussion sessions were held for service providers and other partners.

The printed and online information were available in Easy Read format and other formats as required. The consultation activity generated a total of 488 engagements:

- 447 online survey responses
- 23 postal survey responses
- 4 Easy Read online survey responses
- 7 responses from discussions held with service providers
- 5 responses from face-to-face sessions held with service users
- 2 responses were received via email
- No telephone responses were received.

All responses were compiled and analysed to produce the findings in this report. Combined data percentages have been calculated from absolutes and so summing of appropriate percentages may not always tally. Significant differences are dependent upon the available sample sizes for confident analysis of the profile data.

To note:

- The 488 engagements exclude the number of “hits” to the Council’s Ageing Well consultation strategy page for visitors who did not take part in the online survey.
- The 488 engagements relates to the number of responses received and not the number of respondents. For example, a respondent may have completed the online survey and also taken part in a provider engagement opportunity.

Summary

Next steps

A new vision is being developed for the way in which local older people are supported to live.

An Ageing Well Accommodation and Support Strategy is being created to assist residents over the age of 55 to live well in their own home, independent accommodation and Care Homes within the borough. It will ensure that West Cheshire's older residents can stay independent for as long as possible and make informed decisions regarding future care and support services which may be needed.

Cheshire West and Chester Council would like to co-produce an action plan of the strategy with local residents with lived experience.

We would like to thank everyone who has contributed to this consultation. The feedback will help shape the Ageing Well Accommodation and Support Strategy which will change the way in which the Council deliver and commission accommodation and support for older people living in Cheshire West and Chester.

Key findings

The consultation illustrates a strong support for the strategy, with significant positive feedback regarding the vision and its supporting five priorities.

A key underlying consideration is the strong need for personal preference and individual need to both be accommodated in the delivery of the priorities; every resident's situation and wants are specific and unique.

The desire for people to stay in their own homes supports the vision and priorities; being able to remain independent through appropriate support and services to enable wellbeing within their home that is fit to support physical, mental and personal needs. Accommodation resource needs to be available, accessible and relevant.

Avoidance of isolation is a key factor in this provision, providing accessible, inclusive and relevant integration with the community at a level desired by the individual. The level of service provision and activities again requires a response to personal need, interests, capability and capacity. Community involvement needs to be physically accessible and affordable.

Any potential implication of the strategy on residents' personal finances and funding needs to be considered and clearly communicated.

The potential impact of the strategy on respondents is positive. Having an impact on the respondent's personal situation is a key impact, with respondents keen to stay in their homes and the focus of the strategy supporting this preference.

There is the acknowledgement that residents' needs are likely to increase as they age and this is likely to require an increase in services and support to enable them to remain in their own accommodation.

The strategy needs to be appropriately resourced, supported and integrated with other relevant service areas and provision. Sufficient funding needs to be available, services need to be developed in partnership and resources available to deliver relevant and timely services. Integration and development of services should be developed in consideration of benefiting from economies of scale, pooling of resource and quality of service provision. The strategy supports service providers' overall focus on providing appropriate and quality care.

The strategy and options need to be communicated effectively using methods appropriate to reach and inform all relevant residents. Decisions need to be made based on thorough information provided in a timely situation; ideally when choice is an option and change is not a necessity. Dependent on the resident's situation, capacity and capability, is the potential to include family members in the process.

Summarising key themes to take forwards in developing the strategy are:

- Sufficient capacity and resource in order to deliver the strategy
- Information and capability to make appropriate decisions
- Relevant accommodation available to meet local needs
- Practical support to meet physical, mental and personal needs
- Inclusion and access to services and support
- Consideration of individual need and personal preference.

Main report

Support for the vision and its focus on accommodation

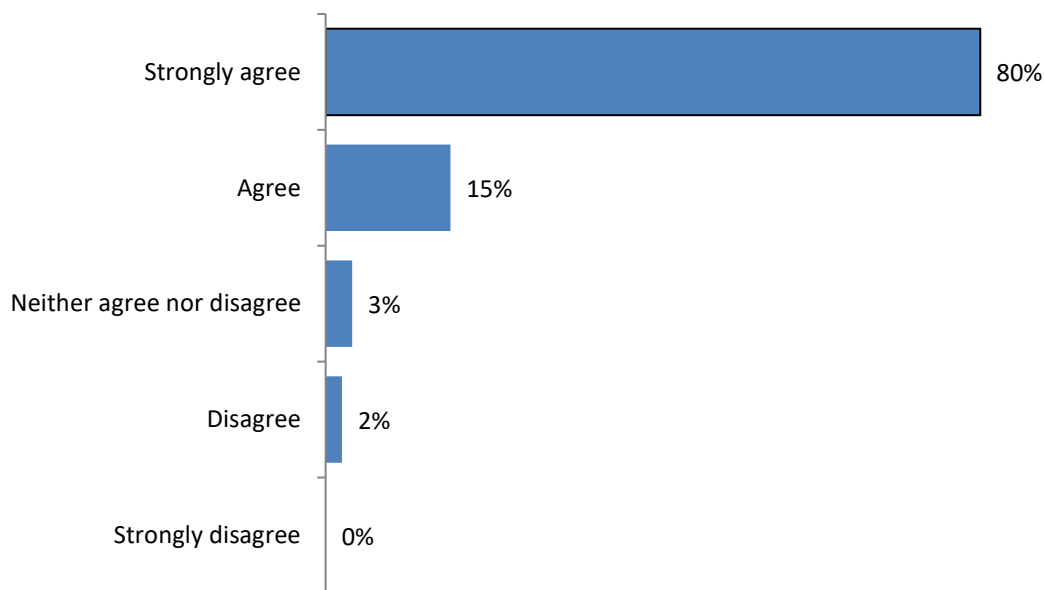
The Council’s vision is for people to live great lives. They want people to live healthy, happy and independent lives, achieving their full potential by staying independent in their own homes for as long as possible and making informed decisions about any future care and support services they may need.

The vision for the strategy is:

“To support people to live within their own homes for as long as possible, and when this is no longer practical, to live within a place they can call home, which will adapt with their changing needs.”

Survey respondents were asked how strongly they agree or disagree with this vision. The overall support is strong, with 95% of respondents agreeing (15%) or strongly agreeing (80%) with the vision. 2% of respondents disagree in any way with the vision.

Chart 1:
Level of support for the vision



Sample base = 402 (all respondents who provided a response)
 Number of respondents answering Unsure/No comment: 0

Comments on the vision:

Respondents feel there is a need to consider individual needs and choices regarding the options for accommodation and support for older people; the vision needs to accommodate flexibility and adaptability to respond to individual need and situation.

Both government and individual cost relating to funding and implementing the vision were raised.

It was mentioned that the vision is a statement which realistically is actually difficult to disagree with.

There is the feeling that the vision provides choice and a natural, rather than linear, progression for elderly care. It was suggested that care home services, such as meals and bathing facilities, could be accessed by residents to help support them to live at home, with available care home transport facilitating such journeys. It is seen that the vision supports service providers' focus on the most relevant support being provided to meet individual need.

The aims of the strategy:

Respondents were asked to rate how important the six aims are which relate to future accommodation and support for older people in Cheshire West and Chester:

1. To get the right level of support at the right time and in the right way
2. To improve health, wellbeing and quality of life
3. To be able to live with appropriate care and support to meet changing needs now and in the future
4. To be able to live in suitable and adaptable accommodation to meet changing needs now and in the future
5. To have accommodation choices available to meet a range of health and social care needs flexibly and responsively
6. To be able to access the local community.

Table 1 illustrates that a minimum of 93% of respondents think each of the six future accommodation and support aims are fairly important or very important and 3% or less of respondents think each of the six areas are either fairly unimportant or very unimportant.

Table 1:
Rating of importance of each of the six areas for future accommodation and support for older people in Cheshire West and Chester

View on area of consideration for future accommodation and support	Total sample	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant
To get the right level of support at the right time and in the right way	417	89%	8%	1%	0.2%	1%
To improve health, wellbeing and quality of life	418	86%	11%	1%	0.2%	1%
To be able to live with appropriate care and support to meet changing needs now and in the future	419	81%	16%	1%	1%	1%
To be able to live in suitable and adaptable accommodation to meet changing needs now and in the future	417	78%	18%	1%	1%	1%
To have accommodation choices available to meet a range of health and social care needs flexibly and responsively	416	74%	21%	3%	1%	1%
To be able to access the local community	416	70%	24%	4%	2%	1%

Total sample = All respondents who provided a rating for each area.

Number of respondents answering Unsure/No comment:

- *To improve health, wellbeing and quality of life: 1*
- *To be able to access the local community: 2*
- *To be able to live in suitable and adaptable accommodation to meet changing needs now and in the future: 2*
- *To be able to live with appropriate care and support to meet changing needs now and in the future: 2*
- *To have accommodation choices available to meet a range of health and social care needs flexibly and responsively: 3*
- *To get the right level of support at the right time and in the right way: 4*

Comments on the aims:

Respondents are supportive of residents to living in their own homes for as long as possible with the assurance that there is sufficient housing which meets people's physical and practical needs. Feedback also suggests that appropriate access to the community and related services needs to meet individual personal preference and meet both physical and mental needs.

Awareness and consideration of individual need and choice are also considered paramount in provision.

Feedback also makes clear that the cost of, and funding for, accommodation and support need to recognise individual circumstances; accommodation needs to be affordable for everyone. Access to appropriate information is also seen as important in order for residents to make informed choices.

Priority 1:

To enable people to stay in their own homes for longer

The Council wants to support people to live well at home for longer. Its vision and duty under the Care Act 2014, means the Council must provide services which help people maintain good health and wellbeing and promote a good quality of life.

To accomplish this, the Council will commission preventative services to reduce people needing long-term care and support. Preventative services include:

- Information and advice – Providing information and advice on the services and support that are available, to help people access services to meet their needs.
- Technology Enabled Care – Equipment which can be installed in people’s homes, to provide remote support such as pendant alarms, falls detectors or Alexa devices.
- Community Equipment – Equipment which can be installed in people’s homes to aid independence such as grab rails, commodes and hoists.
- Home improvement works – Funded or part-funded work to people’s home undertaken by the Housing Improvement Agency, such as provision of an extension to provide a ground floor toilet/bathroom or bedroom.

To achieve Priority 1, the Council will work with preventative service providers to make a variety of services available. They will also improve access to these services, by updating the way these services are publicised for people living within West Cheshire.

Additionally, the Council will work with developers, to make sure that new homes are accessible and adaptable, meaning that they are homes for life. The Council will also work with private landlords through the Cheshire West Landlord Accreditation Scheme to improve the quality of existing homes.

The Council will work to ensure that homes are suitably sized for the needs and requirements of all residents of the borough, including promotion of the downsizing scheme. This scheme, supported by Cheshire and Warrington Housing Alliance, helps those who wish to move to a smaller, more manageable accommodation.

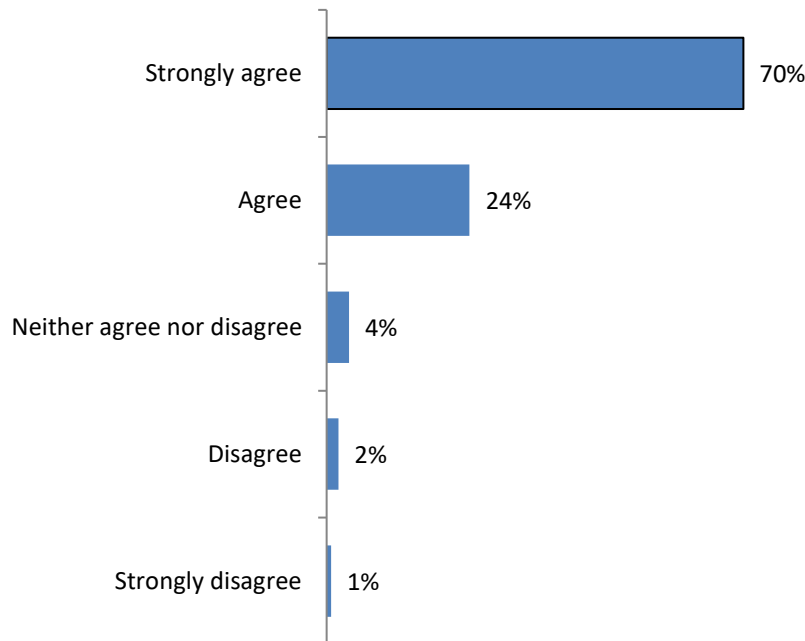
Finally, to support people to live comfortably at home and with pride, the Council will work with the community sector, to increase access to services that might be required to maintain a home, such as garden maintenance, a handyman’s service and cleaning.

Agreement with priority 1

Support for Priority 1 is strong amongst survey respondents, with 94% of respondents strongly agreeing or agreeing and 3% of respondents disagreeing to any extent.

Chart 2:

Support for Priority 1: To enable people to live in their own homes for longer



Sample base = 402 (All respondents who provided a rating)
Number of respondents answering Unsure/No comment: 1

Comments on Priority 1

There is a strong desire from respondents for people to be able to stay in their own homes, and this needs to be supported with the assurance of appropriate housing and care to meet residents' physical and mental needs if living in their own home.

Quality of life and wellbeing was raised as a key consideration for the priority; that both the physical and mental needs of residents have to be supported. Residents need to be able to "live well" in their homes.

Feedback suggested appropriate housing needs to include adaptations, any physical changes to the property and the provision of maintenance services to ensure accommodation is suitable. Avoiding isolation is also cited as an important consideration, providing access to, and opportunity for, inclusion and integration.

Respondents also highlighted that behind all such support is the necessity to focus on considering individual need, choice and preference. Feedback also suggested that resident's health situation and the physical nature of the property may however mean that the priority is not relevant in all situations.

Priority 2:

To provide an alternative accommodation when home is no longer appropriate

Through Care Act assessments, and close links with health colleagues, the Council will support people to remain at home for as long as possible, but also recognises that long-term care plans can change and a move into more suitable accommodation may be necessary to meet a person's needs.

As part of the strategy, the Council want to highlight "step up" provisions, like independent accommodation, to make residents aware that a move into a care home is not always the only or best option.

There are many different types of independent accommodation which may be appropriate as a next step from living at home, such as:

- Sheltered Housing – private independent units, with some shared facilities such as communal halls and access to a housing support staff member. Most Sheltered Housing includes Technology Enabled Care (such as a pendant that can call remotely for help should you need it).
- Extra Care Housing – similar to sheltered housing but with the additional support of a care team on site to assist.
- Respite care – is also a time limited service, for people who need supported accommodation on a temporary basis to assist the family or friend caring for them to have a break from their caring role.

The delivery of new independent accommodation options is a critical element of this strategy. The Council will work with private developers within the local planning framework, and independent accommodation providers, to design accommodation which is flexible and can be easily adapted to meet the changing needs of its occupants as they age.

Working together the Council will deliver high-quality, inclusive independent accommodation, to assist more vulnerable adults to live within their local community with:

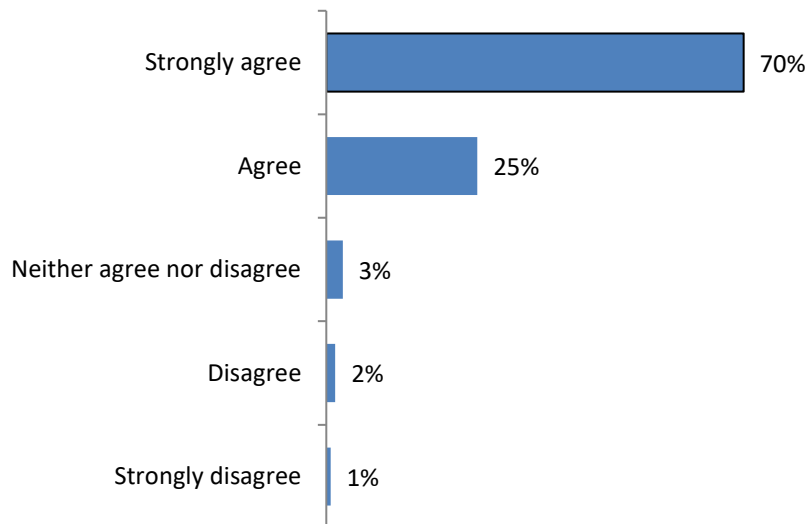
- Peace of mind and reassurance
- Flexible care and support designed around their needs
- Suitable integrated digital technologies and adaptations.

Agreement with priority 2

Priority 2 received significant support, with 95% of survey respondents agreeing or strongly agreeing with the priority, and with 3% disagreeing or strongly disagreeing.

Chart 3:

Rating of agreement with Priority 2: To provide an alternative accommodation when home is no longer appropriate



*Sample base = 400 (all respondents who provided a response)
Number of respondents answering Unsure/No comment: 2*

Comments on Priority 2

Respondents felt that a key element of Priority 2 will be to ensure residents are both aware of the options available to them and that they have the relevant information in order to make an informed choice and decision based on the option most suitable to their individual needs and situation.

Respondents felt that such a decision should ideally be made at the stage when the resident has a choice and is able to make their own choice; before a specific move and change become a necessity. A resident's ability to make an informed decision also needs to be considered.

Feedback suggested residents need to be provided with information regarding the different accommodation options and levels of support and care in order for them to make this informed choice. The importance of ensuring individual choice is accommodated is again a key consideration.

Respondents felt the least disruption possible needs to accompany any change in accommodation; considering the accommodation, its surroundings and locality. Any move needs to integrate the resident's need and want for family and community access. Continuing access to interests and hobbies is also considered important.

Maintaining independence was also cited as important and this being supported through the services provided within the accommodation setting and being able to access services externally, if either remaining in or moving to alternative accommodation, is key.

Respondents highlighted the need for alternative accommodation to be varied. The needs of the individual, regarding both physical and social amenities, along with their capabilities and capacity, need to be matched closely with this provision.

The relevance of the word “appropriate” was also raised, and it was suggested that “when home is no longer a viable option” provides a more appropriate phrase.

The potential need to sell personal homes to finance alternative accommodation was raised as a consideration relating to this priority.

Respondents also felt that the priority made the process seem somewhat “linear” in progression, when this is not necessarily relevant or most appropriate; for example, a resident who is unable to stay in their own home may not receive the level of care they need in a residential care situation in which they retain responsibility for themselves.

Priority 3:

To support people with changing and complex needs within Care Homes

As people's needs continue to change and their health deteriorates, the Council will assess and review their needs to consider more suitable accommodation with higher levels of care and support, such as a Care Home placement. There are two main types of care homes within Cheshire West and Chester, Residential homes and Nursing homes. Each type also provides support to people with complex Dementia, with Nursing homes supporting more complex needs due to having a registered nurse on site 24 hours a day.

The Council know that people want to stay in their own homes or independent accommodation for as long as possible, and as such, there is decreased demand for places in Residential homes, in favour of care coming into the family home.

However, the Council also know that there will be an increase in people with more complex needs over coming years, and therefore an increased demand for nursing home places, particularly given the predicted prevalence of Dementia. This is due to people living longer and the increased health risk this brings, meaning that the provision of more nursing homes will become a priority.

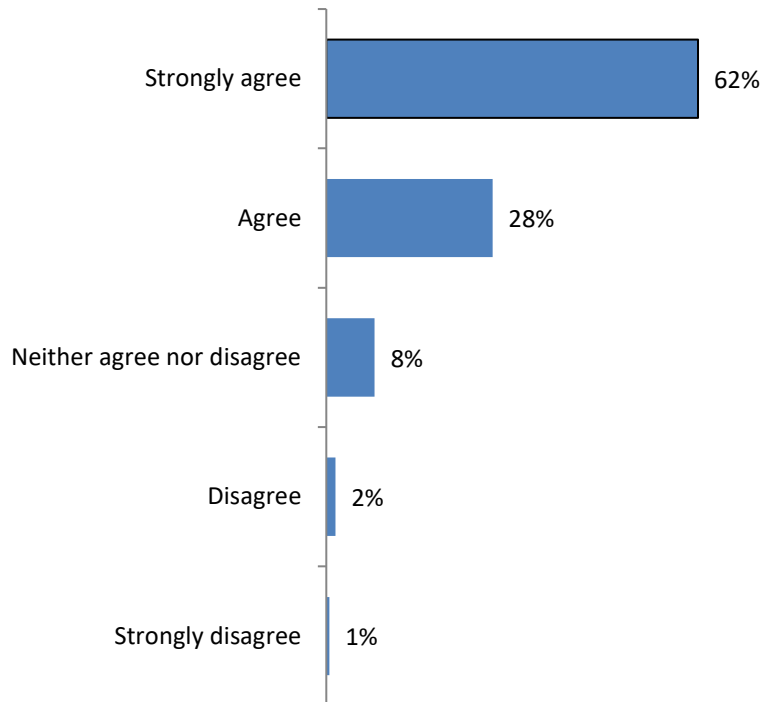
The Council would therefore like to work with providers who provide high-quality services for people with more complex needs in those areas of the borough where the data shows there are gaps in residential homes that support people with Dementia and nursing homes that support people with Dementia.

Agreement with Priority 3

There is strong support for Priority 3, with 90% of respondents agreeing (28%) or strongly agreeing (62%) with the priority and 3% disagreeing (2%) or disagreeing strongly (1%).

Chart 4:

Rating of agreement with Priority 3: To support people with changing and complex needs within Care Homes



Sample base = 396 (all respondents who provided a response)
 Number of respondents answering Unsure/No comment: 4

Comments on Priority 3

Respondents highlighted the importance of the quality of the services provided by care homes. Respondents felt Care home services need to meet a wide range of residents’ physical and mental needs which reflect the wide range of the capabilities, capacities and needs of residents. Service provision needs to reflect individual need and choice.

Respondents also felt that the service provision needs to be affordable for all, fully resourced and able to meet changing needs of residents as they age.

The word “complex” was questioned by respondents regarding its precise meaning; in particular at what level of support requirement do needs become “complex” and whether this refers to physical and/or mental needs.

Priority 4:

To ensure our residents feel part of the community that they live in

The Council want to be able to offer residents a choice of accommodation options to meet their changing health and wellbeing needs, be that care at home, independent accommodation or residential or nursing homes. The Council's priority across all types of accommodation is to ensure that people feel part of the community in which they live, by promoting independence and good health and connecting people with the community they live in, their friends and family they love.

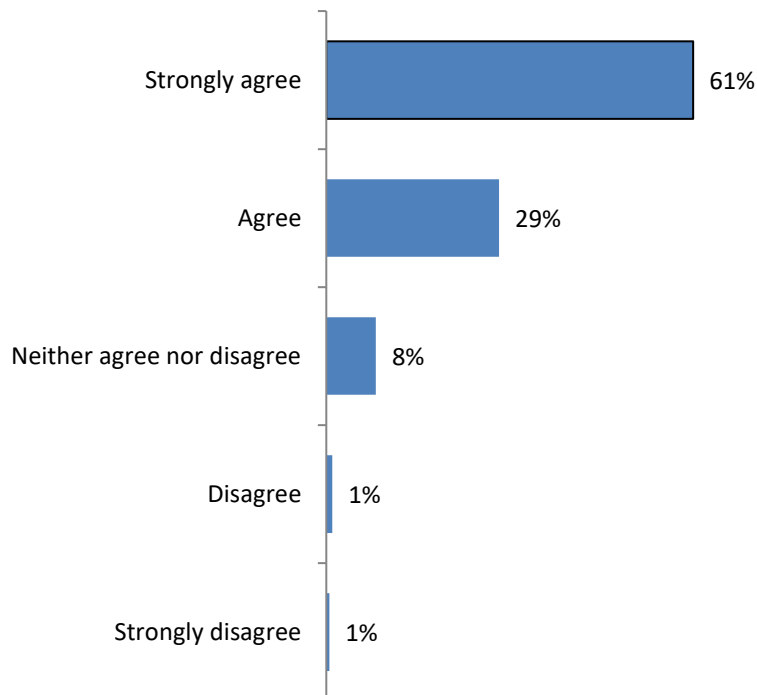
A priority for independent accommodation and residential and nursing homes will be to play a role in the community in which they are based, by both inviting local residents in, and supporting people living in these types of accommodation to access their local community.

Whilst the data clearly indicates that older residents want to stay in their own homes for longer, the Council understand that there is a need for residents to stay connected within their communities and would welcome suggestions from community organisations and home support providers about new models and new ideas to achieve this.

Agreement with Priority 4

Priority 4 is strongly supported, with 90% of respondents agreeing with the priority; (29% agreeing and 61% strongly agreeing), and 2% disagreeing (2% disagreeing and 1% strongly disagreeing). Both inclusion and access are seen to be key considerations regarding Priority 4.

Chart 5: Level of agreement with Priority 4: To ensure our residents feel part of the community that they live in



*Sample base = 398 (all respondents who provided a response)
Number of respondents answering Unsure/No comment: 0*

Comments on Priority 4

Respondents commented that the priority needs to be considered within the personal preference of the individual resident; how much involvement with the community they would like.

Respondents suggested there are a number of ways in which inclusion is relevant. For example, affordability is one form of inclusion, ensuring that cost does not create a barrier to residents receiving the services or undertaking the activities they want.

Respondents considered a resident's capacity and capability to participate is a further aspect of inclusion; to ensure that services and activities are delivered at an appropriate level for residents to be physically and mentally capable of involvement.

A further consideration is appropriateness, providing services and activities which are relevant to a resident's interests.

Respondents felt accessibility also comprises a number of areas for consideration. For example, services and resources need to be physically accessible, whether this is in providing services at the place of residence or in providing appropriate transport for residents to be able to visit service and activity centres in the community. Ensuring residents are aware of the range of services in which they can participate, through appropriate communication, is also considered a further aspect of access.

Respondents felt strongly that residents should be and feel to be part of their local community; although only to the extent that they themselves wish to participate. The need for older residents to be and feel a part of the community, whether actively or passively was considered key in supporting wellbeing and mental health. Isolation is also seen as a consideration, whether this results from a lack of physical or mental capacity or resource to interact and integrate.

Respondents also highlighted that whilst care homes have an infrastructure and physical foundation on which to develop community involvement, this may not be the case for older residents living at home who may be isolated for any of the inclusion and access considerations raised.

It was commented that there is the need for connectivity with services and activities. Respondents felt that access needs to be considered regarding; physical access and safety, such as pavements, public transport facilities and safe driving. In supporting people to live in their homes longer, it was felt that the support needs to ensure older people can independently and safely access the services and support they need.

Transport difficulties, including the cost of taxis and lack of buses, were also cited as providing a physical barrier to community access.

Comments also included questioning about how the priority could actually be delivered and potential coverage for safeguarding.

A key focus of comments for consideration relates to it being the individual's decision on how involved they want to be with the community. This again reinforces respondents' feeling that there is the need for all priorities to take individual views and preferences into account.

Priority 5:

To ensure there is affordable accommodation with care and support across the borough to enable people to stay in their own homes for longer

Cheshire West and Chester has a mixture of wealthy and deprived areas, therefore the Council wants to make sure that accommodation with care and support options available are sustainable, affordable and accessible for all. To do this, the Council will work with key stakeholders to ensure that all accommodation options provide value for money.

Adult Social Care is means tested, meaning those who receive support from the Council are required to have a financial assessment to check if they contribute to the care and support that they receive based on their income and capital. Not all contribute, but for those that do and for those whose care and support are Council funded, the Council need to ensure that they have the right resources to meet people's needs.

From October 2023, the Council's responsibility for those who fund their own care will change as part of the Government's new plans under the Social Care charging reform. To support this, the Council recently undertook a cost of care review with care homes to agree a recommended rate. The Council would like to work with partners to ensure similar transparency takes place across all services.

The Council will continue to review the cost of provision across all accommodation and support services, to ensure they receive value for money and are able to invest in services required to meet their vision. As they move to a preventative way of delivering care and support, the shift in Council spend will reflect this vision.

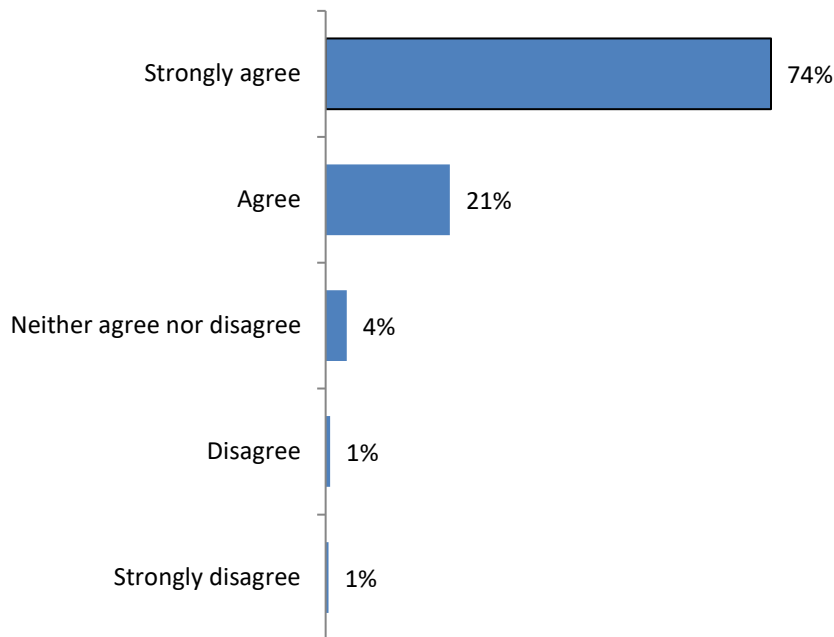
The Council also recognise that people who wish to remain at home will require major adaptations to their property and therefore will look at available grants including Disability Facilities Grants, Decent Homes Loans and Home Safety Grants to support this.

Agreement with Priority 5

Priority 5 received strong support from respondents. In total, 95% of respondents agree with the priority (74% agree strongly and 21% agree) and 2% disagree with the priority (1% disagree and 1% strongly disagree).

Chart 6:

Level of agreement with Priority 5: To ensure there is affordable accommodation with care and support across the borough to enable people to stay in their own homes for longer



*Sample base = 395 (All respondents who provided a response)
 Number of respondents answering Unsure/No comment: 6*

Comments on Priority 5

Respondents' comments support the need for residents to be able to stay in their own homes for longer. It was felt that this needs to be underpinned by ensuring that accommodation is also appropriate.

Respondents felt services to support residents remaining in their own homes can range from gardening to home adaptations and to the provision of personal care. All elements of home support need to be incorporated.

Respondents suggested services and support need to be relevant, sufficient and accessible. In addition they suggested services need to be timely, ensuring that lengthy application times are not encountered and that homes are physically capable of having relevant adaptations made.

Respondents highlighted the need for there to be an adequate resource of relevant physical accommodation available to support elderly residents to live in their own home in order to meet this priority.

The financial cost of adaptations and the physical nature of homes making relevant adaptation potentially impractical were also identified as two barriers to meeting this priority's aim.

Finance and affordability were considerations raised by respondents. For example, whether the priority is a taxpayer's responsibility, the need to sell personal homes to fund care services, the fact that the level of care should not be dependent upon a resident's personal finance situation, how residents without financial resources would be able to fund this personally and how the priority itself could be funded.

In supporting residents to be able stay in their own homes, respondents felt there is the need to ensure there is effective communication informing residents of the range of services available to support remaining in their own home and the ways in which these services can be accessed; in particular that messages are produced and delivered in relevant formats.

Impact of the Ageing Well and Accommodation Support Strategy

Impact of the strategy

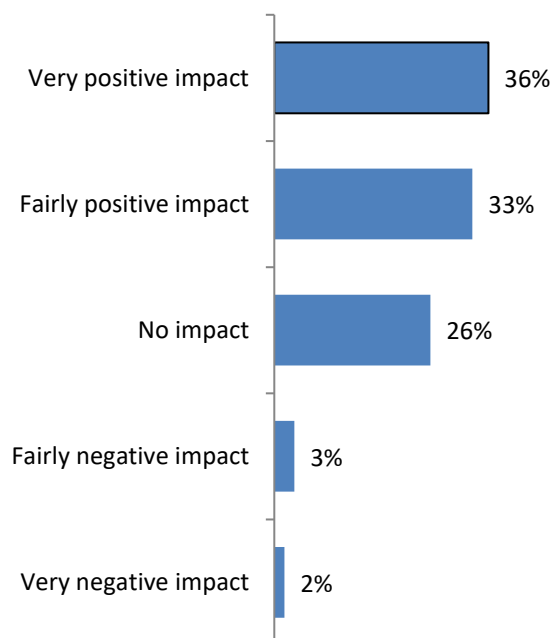
Respondents were asked how, if at all, would the Ageing Well Accommodation and Support Strategy impact on themselves or their organisation. Respondents were asked to rate the impact on a scale of 1-5, where 1 = a very negative impact and 5 = a very positive impact.

74% of respondents identify some form of impact of the strategy and 26% state there is no impact. 69% of all respondents feel the impact will be positive to some extent (36% stating a very positive impact and 33% stating a fairly positive impact). 5% of respondents feel the impact will be negative to some extent (2% a very negative impact and 3% a fairly negative impact).

Of respondents who identified any positive or negative impact and excluding the 26% who stated no impact; 93% of these respondents state that the impact of the strategy will be positive to some extent and 7% that this impact will be negative to some extent.

To note is the relatively high number of respondents who responded “Unsure/No comment” to this question when compared to all of the other survey questions. 91 respondents from a total of 390 respondents answered “Unsure/No comment”.

Chart 7:
Impact of Ageing Well and Accommodation Support Strategy



Sample base = 299(All respondents who provided a rating)
Number of respondents answering Unsure/No comment: 91

Comments on the impact of the strategy

Respondents felt the strategy would have a personal effect on themselves as they age; as the strategy will be relevant to their own personal situation, needs and circumstance. Respondents also mentioned that it was reassuring to know that action is being taken to make options available for elderly residents. They felt the strategy provides a framework in which residents can plan for their own old age to some extent.

Respondents are keen to stay in their own homes and the focus of the strategy supports this preference. Respondents acknowledged that residents' needs will change as they age. For example deterioration in health and a decline in physical and mental capabilities will increase residents' demands on support services to help them stay in their homes.

Maintaining their independence and links with their community whilst avoiding isolation are seen by respondents as potential benefits of the strategy. A focus on community organisations to support residents in their home and in care homes and to have the option for community involvement was suggested to provide a route to reducing isolation.

The impact of the strategy on respondents' own relatives was noted, in particular that the strategy has the potential to support elderly relatives and their families who would currently benefit from the strategy.

Respondents highlighted that elderly residents can be reliant on a wide range of service provision. Therefore there is a need to ensure this provision is integrated in its approach and that services work cohesively together. Respondents felt the strategy supports service providers' overall focus on providing appropriate and quality care and the strategy potentially provides a common theme on which partnership working and services could be developed.

If resourced effectively, respondents felt that the strategy could have a positive influence on residents being able to stay in their own homes for longer. Respondents cited the need for appropriate resource in the form of funding to support the implementation for the strategy. Funding was raised both regarding the availability of appropriate resources from service providers and the impact on residents' own personal financial situations, such as the need to sell a personal home to fund care.

Respondents also commented that there is the need for residents to have full and accessible information on which to make the decision which is appropriate for them. Information needs to be shared, clear and effectively communicated.

Improvements to the Ageing Well and Accommodation Support Strategy

Respondents suggested improvements relate to a wide range of aspects, including service, provision and delivery elements. The strategy needs to ensure it goes beyond accommodation and considers the integrated wellbeing of residents as they age.

Respondents' comments support the areas of focus provided when considering each of the five priorities individually. Respondents feel the service needs to be accessible and inclusive, supporting appropriate links to avoid isolation. Respondents also feel the physical accommodation needs to be fit for purpose and appropriately serviced and supported; being personally as well as physically sufficient.

Respondents suggested an individuals' need and personal preference needs to be considered within the strategy's delivery, along with the potential need for input from family members.

Respondents also felt that the strategy needs to be integrated with relevant services, ensuring the quality of service and the efficiency of delivery and use of resource. Respondents suggested the integration with other processes, models, plans and strategies needs to be considered with the aim of developing a holistic approach for an area of provision which is reliant on a wide range of services.

Regarding access and inclusion; respondents highlighted the need to ensure that residents, both those in their own homes and in care homes, are able to access the range and type of services relevant to their physical and mental capabilities and to the extent with which they wish to be involved. Such activity needs to also ensure inclusion through physical access, such as relevant transport, and affordability.

Respondents suggested links with the community, such as informal links with schools, more formal links with services providers and relevant community hubs, are resources which could help support this need and avoid isolation.

Respondents felt that physical accommodation in the community needs to be relevant and fit for purpose. They also felt it needs to be adaptable or alternative accommodation available. The need for provision of services for the home and the resident, were also felt to increase as residents age.

Respondents suggested that accommodation needs to be personal as well as practical and that there is a need to be flexible and responsive to accommodate the need for short term and long term support.

Respondents felt that the approach is reliant on effective service integration, affecting both the quality of service delivery and the application of resources across services; ensuring efficiencies in delivery can be optimised whilst the service provision to residents is holistic. The potential for integrating with other relevant strategies or plans was highlighted as something that needs to be considered, such as considering transport, planning and leisure provision.

Respondents highlighted the importance of the strategy being realistic and effectively resourced. For example, the funding for the strategy needs to be appropriate, and supporting this is the consideration for realism in both implementation and delivery. A further consideration raised regarding funding is any implication for residents themselves, the extent to which any personal funding or change in funding responsibility is required.

Respondents felt that the strategy needs to be effectively delivered and monitored in its provision.

Respondents suggested that information needs to be proactive and clear; in particular residents need to be communicated with in a way relevant for them. Respondents felt that residents need to have all of the information they need in a timely manner in order to make informed decisions.

The capacity of a resident to make informed decisions was also highlighted as something that needs to be considered; in particular whether an individual has limited capacity and/or relatives need to be included with the decision making process; as well as ensuring that all factors relating to capacity, capability, resource and wellbeing are incorporated within the decision.

Also related to choice, respondents highlighted the need for the strategy to consider and implement individual preference and need. Respondents felt this should consider an individual's wellbeing regarding their physical and mental capacity as well as their own personal choice and preference.

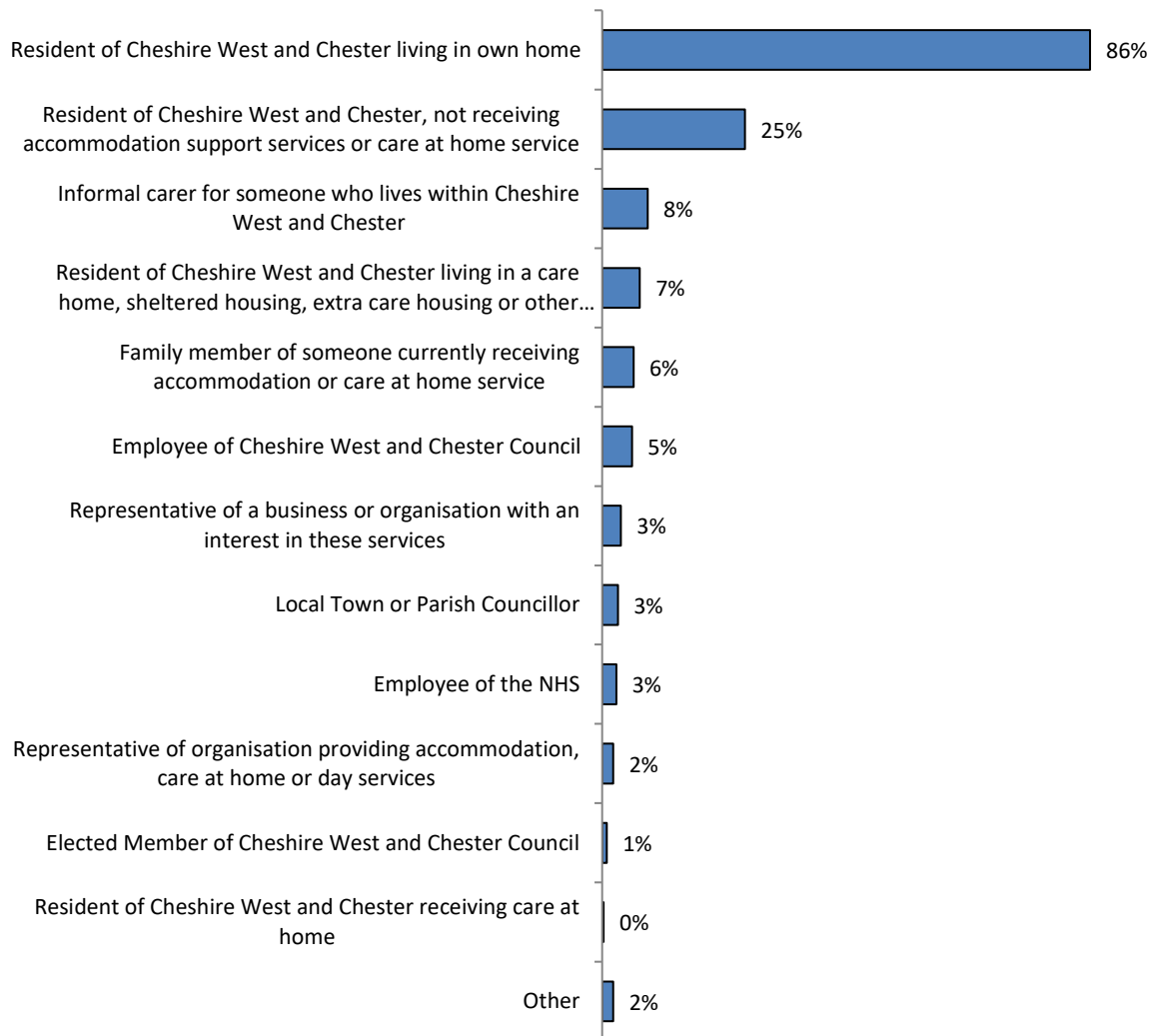
The age of the strategy was raised, with differing views expressed by respondents at one end whether the inclusion of younger people's needs should be included and at the other end whether 55 years is too young an age for the strategy.

Respondent profile

1. Respondent representation

The major proportion of respondents (86%) to the survey comprised residents of Cheshire West and Chester living in their own homes.

Chart 8:
Respondent representation



Sample base = 360, Percentages do not equal 100 as people could choose more than one option.

2. Gender identity

64% of respondents are female, 34% are male and 1% preferred not to say.
The sample base for this question is 354.

3. Age

81% of respondents fall into the age category to which the strategy relates; residents aged 55 years and older. 19% of respondents fall within a younger category; under 55 years old.

The age profile of respondents is as follows:

- 2% are aged 25 – 34
- 5% are aged 35 – 44
- 12% are aged 45 – 54
- 27% are aged 55 – 64
- 31% are aged 65 – 74
- 22% are aged 75 or over
- Prefer not to say – 1%.

The sample base for this question is 353.

4. Long term illness, health issues or disability

29% of respondents have a disability, long term illness or health issue that limits their daily activities or the work they can do. 68% of respondents do not have a disability, long term illness or health issue and 4% preferred not to say.

The sample base for this question is 353.

5. Provision of help or support

Respondents were asked how often, if at all, do they look after, or give any help or support to family members, friends or neighbours because of long term physical or mental ill health or disability, or issues related to old age. 47% of respondents provide some form, of help or support, with 50% of respondents rarely or never doing so. 27% of respondents provide under 10 hours of help or support per week and 13% provide 10 or more hours of help or support per week.

The responses for the frequency of providing help or support is as follows:

- Rarely or never – 50%
- 1 – 3 hours per week – 17%
- 4 – 9 hours per week – 10%
- 10 – 19 hours per week – 5%
- 20 – 49 hours per week – 5%
- 50 or more hours per week – 4%
- Other – 7%
- Prefer not to say - 3%.

The sample base for this question is 349.

6. Ethnic group

95% of respondents consider themselves to belong to White – English/Welsh/ Scottish/Northern Irish/British ethnic group and 3% responded as White – Any other white background ethnic group. 1% of respondents preferred not to say.

The sample base for this question is 357.

7. Religious beliefs/faith

Respondents were asked which best describes their religious beliefs/faith. 57% of respondents state Christian best describes their religious/beliefs faith, 1% state Buddhist and 34% state that None best describes their religious beliefs/faith. 2% selected 'Other' and 6 % said they'd prefer not to say.

The sample base for this question is 354.

8. Sexual orientation

Respondents were asked which best describes their sexual orientation. 90% described Heterosexual/Straight and 3% Gay/Lesbian. 6% preferred not to say and 1% preferred to use their own term.

The sample base for this question is 352.



Cheshire West & Chester Council

Ageing Well Accommodation and Support Strategy 2022 - 2026

Consultation

