

Annex 2 - Summary of feedback from consultation

The meeting took place on November 21st between 1.30pm and 2.30pm. Representatives of the Council were available to discuss individual concerns after the meeting.

Opening remarks

The overall aims and outcomes of the older persons' accommodation programme were outlined, including the Council's plans to modernise care for the elderly in the city. References were made to the closure of other Council run care homes as part of this programme and the needs of older people moving forward.

The proposal for Haxby Hall was then described. Care services would be transferred to another provider and a new care home would be built on the existing site. It was made clear that the plans were a proposal that required Executive approval. The need for a care home in Haxby was acknowledged however, it was stated that the current Haxby Hall is not fit for purpose and that the Council cannot provide nursing care. It was made clear that the provider and operator of a new care home would not be City of York Council.

The process for the upcoming years with regards to Haxby Hall was then described. This was as follows:

| Timeframe | Event/action |
|----------------|---|
| April 2017 | Identify and select a partner for transfer of services and redevelopment (subject to formal consultation) |
| September 2017 | Executive approval |
| April 2018 | Transfer of property and services |
| July 2018 | Planning application |
| April 2019 | Demolition and construction begin |

The process of how the provider would be selected was elaborated on in more detail to emphasise that the Council will scrutinise any potential provider.

The meeting was then opened up to questions from the attendees.

1. The first topic raised was whether residents would need to move out of Haxby Hall. This was discussed in detail and it was explained that the proposed plan is for the transfer and redevelopment to take place while the home remains open to minimise disturbance. The development of the new care home would be incremental. It was clarified throughout the meeting that the proposals are for a phased demolition and construction meaning that residents at Haxby Hall will not have to move off site.
2. Residents and relatives wanted to know what would happen to the levels of green space at Haxby Hall. It was explained that amount of green space would depend on the final design of the new care home.
3. A key discussion topic was the price of care. Residents and relatives were concerned that the price of care would increase if a private provider took over. It was clarified that this will form part of the agreement between the Council and the provider. If the Council currently funds your care they will continue to do so. This is based upon a financial assessment. In regards to self-funders there will be no difference between what happens now if the cost of the care was to change. At this point Richard explained the City of York Council's top-up panel and how it would support people in this situation.
4. The progress of the older persons' accommodation programme was highlighted. An example of lack of progress was given by an audience member of the proposed care village at Lowfield. It was confirmed that the Lowfield site still remains part of the plans for the older persons' accommodation programme.
5. The issue of timing was also raised in relation to planning permission for the new care home and that it would take a long time to get permission so why are the Council upsetting people by telling them about these proposals now. It was stated that the Council would rather tell residents and relatives first rather than them hearing about it in the media. The report is due to go to executive in December.
6. Audience members wanted to confirm if there would be a cut off date for taking new residents at the current Haxby Hall. It was confirmed that it is something that the Council is looking at but is not likely to be any time soon.
7. There was a long discussion about why the home is not currently fit for purpose and why the Council are not spending money on improving the home now. A suggestion was made that the current building should be extended into the south of the site and the existing building remain. It was

explained that the Council have spent money on the home to keep it up to standards for example replacing the floor however, this is not an appropriate way to create a modernised care home. It was stated by a member of the audience that it is the quality of care that counts more than the environment. This was agreed with but there are benefits to a modern care home design. A point about the staffing levels at Haxby Hall was raised by several residents/relatives. This was addressed after the meeting concluded.

8. The amount of disturbance during construction was also talked about at the meeting. It was stated that there will likely be some disturbance but the new operator would endeavour to keep disturbance to a minimum.
9. There was also a worry that the fees would go up after the initial agreement between the Council and new operator expired. The fact that the Actual Cost of Care (ACOC) has recently risen was also mentioned. It was suggested that the ACOC could be raised by the Council in the upcoming 2 years allowing the new operator to charge higher costs.