

Devon County Council

Residential Care Home Transitions – Phases 1 and 2

The principal purpose of the research is to:

- provide independent oversight of the quality of practice and process in relation to transition work with individuals.
- provide dynamic feedback to ensure learning from early transitions is incorporated into subsequent transitions of service users into new service settings.

Therefore the review is very much about the work done, process followed and support given by DCC transition staff and their colleagues in making the moves as smooth as possible for older vulnerable service users.

Well UK observes that many of the first cohort of service users, perhaps as many as 2/3rds, were supported largely by family members who actively chose the home, organised the move and provided emotional support. This was noted in the phase 1 report. This means that the DCC Transitions team, in many cases, were far less involved in the moves of this first cohort which may in part explain why some service users were unsure of the questions

The term 'Transition Team' was not always used in the questionnaire as it was considered that family members / friends might not understand the meaning. Respondents occasionally referred to individuals by name embracing a wider interpretation of care worker, social worker or care home staff so at times it is unclear whether the Transition team is specifically being commented on.

Due to rounding, percentages may not always add to 100%. There were also slight modifications to the questions following a piloting exercise.

Comments regarding practice issues made by the respondents were reported to ASC where further investigations were completed where necessary. This has been achieved by authenticating the comments against actual record-keeping by ASC at the time of the move.

Part A: Phase 2 Face to Face Interviews with Residents.

The results below are a summary of the first (14 participants) and second phase (11 participants) of face to face questionnaires with older people who have moved from council run care homes to the private / voluntary sector care homes. The total number of responses is 25. The summary statements are an interpretation of the data presented and the findings from the researchers.

Not all respondents felt able to answer all questions. Sometimes responses were led by family members who were closely involved with the move because the service user did not have sufficient cognitive awareness to answer on their own behalf without help. 68% answered the questions themselves without help from family members or staff.

A1 Did you move on the date you were scheduled to move?

	Phase 1	Phase 2	Combined ¹
Yes	43%	55%	48%
No – Moved earlier	7%	27%	16%
No – Moved later	0	9%	4%
Unsure	50%	9%	32%

Summary: Only 4% of residents reported that they moved later than expected. On aggregate half reported they moved on the date they expected. This figure is lower than the reflections of family / members and friends in the postal questionnaire where almost 80% felt the move was as expected.

A2 Did your family and/or friends organise your move?

	Phase 1	Phase 2	Combined
Yes	69%	91%	79%
No	15%	9%	13%
Unsure	15%	0%	8%

Summary: Of those that responded nearly 80% indicated family / friends had a role in supporting the resident and helping with choices. When compared with Q A16 76% of respondents in phase 2 felt the social workers / transition team were inclusive and consultative in each stage of the decision making process; this suggests that there was positive involvement of families and the transition team in organising moves.

¹ Due to different sample sizes the combined percentages are calculated from the whole dataset – not an average of Phase 1 and Phase 2 percentages

A3 Were you given information on the choice of new homes that you could go to?

	Phase 1	Phase 2	Combined
Yes	43%	18%	32%
No	36%	55%	44%
No because they knew which home they were transferring to	0%	9%	4%
Unsure	21%	18%	20%

Summary: Almost 45% of residents felt they were not given information on the choice of homes. This figure feels high and might be explained a) by the length of time between the move and interview dates and b) information being passed to family / friends – this is evidenced from the family / friends postal questionnaire where 66% indicated they were given information (and 75% in phase 2) about choices. There seems to be support by the transitions team given to family members and residents to keep everyone informed and this is a priority of the transitions team

A4 Was a visit or trial stay suggested or offered to you? i.e. So you could see if you liked them before you made your choice.

	Phase 1	Phase 2	Combined
Yes, a visit was suggested	50%	64%	56%
Yes, a trial stay was suggested	29%	0%	16%
Yes a visit and a trial stay was suggested	0%	9%	4%
No, neither a visit nor a trial stay was suggested	7%	9%	8%
Unsure	14%	18%	16%

Summary: More than 75% of respondents recollected they were offered a trial visit, a trial stay or both. Only 8% recollected not being offered a visit or a stay. A visit or trial stay might not have been always necessary or practical e.g. where family members were proactive in moving a resident to a home they knew or where the resident was moving a long distance.

A5 Did you receive help and support to view the new home(s)?²

	Phase 1	Phase 2	Combined
Yes, received help from my social worker	45%	20%	33%
Yes, received help from family/friends	27%	60%	43%
No, did not receive help	0%	0%	0%
Unsure	27%	20%	24%

Summary: Of those who responded approx. three quarters said they received help from family members or transition I workers. Some families escorted residents on visits, for others this was not practical.

A6 Are there any other comments you would like to make with regards to the period before you moved homes?

Summary: Several comments were made which reinforces many residents were actively supported by family in the choice of home, and that the role of the transition workers was recognised.

A7 How did you feel about the move?

A summary is combined with Q A8 below.

A8 If anxious / worried/nervous / unhappy etc. how would you describe the emotional support you received from your social worker/care workers? i.e. Were staff able to help you with how you were feeling and put your mind at rest? (The table has been filtered to include only those who expressed concerns of anxiousness, worry etc. in Q A7)

	Phase 1	Phase 2	Combined
They were very supportive	80%	67%	73%
They provided some support	0%	17%	9%
They were not supportive	0%	17%	9%
Don't know	20%	0%	9%

Summary for Q A7 & A8: Of those who commented 1/3rd indicated they were neither anxious nor worried about the move.

They were comments relating to the closure decision and the worry it caused.

The sample size of those that answered Q A8 having indicated anxiety / worry in Q A7 is relatively small (11). Over 80% of those that expressed anxiety or worry indicated they found the staff supportive. 90% of family /friends reported through the postal questionnaire that they felt they

² Some respondents gave multiple answers e.g. received help from social worker and from family / friends.

were supported; demonstrating how the transition team took a whole family approach to supporting the residents move.

A9 Were you given a copy of your care plan?

	Phase 1	Phase 2	Combined
Yes, I was given my care plan	29%	27%	28%
Yes, my family/friends were given my care plan	7%	18%	12%
No	29%	9%	20%
Unsure	36%	45%	40%

A summary is combined with Q A10 below.

A10 Do you feel your new residential home has all the information about you that they should have? (e.g. do they know about your personal requirements?)

	Phase 1	Phase 2	Combined
They have all my information	71%	55%	64%
They have some of my information	0%	9%	4%
They don't have any of my information	0%	0%	0%
Unsure	29%	36%	32%

Summary of Q A9 and Q A10: Approx. 40% felt they knew who had the care plan. DCC has confirmed it is normal practice for the family to be given the care plan where residents have limited capacity. Almost two thirds felt the new home had all the necessary information and more than 80% the family / friends' respondents in the postal questionnaire reported they felt the new home had all the necessary information. This information is provided through the Care Plan.

A11 Did any of your fellow residents from your last residential home move to the same new home as you?

	Phase 1	Phase 2	Combined
Yes	50%	55%	52%
No	43%	36%	40%
Unsure	7%	9%	8%

A12 **If Yes... Has that made it easier for you?** *(The results count only those that indicated 'yes' to Q A11 and so the sample is smaller (the combined sample is 12 who responded 'yes' to A11 and answered A12)*

	Phase 1	Phase 2	Combined
Yes	50%	50%	50%
No	17%	50%	33%
Unsure	33%	0%	17%

Summary Q11a and Q12: Approx. half moved to a new care home with fellow residents. Although the sample is relatively small in Q A12, half felt moving with fellow residents helped them to settle. Well UK doesn't know why one third did not feel it beneficial although comments inferred by family members / friends suggest some service users lacked the capacity to understand their surroundings and wouldn't benefit from knowing others had moved with them.

A13 **Are there any other comments you would like to make with regards to the move?**

Summary: In Phase 2 (from various comments made during the interviews with clients) there were some very complementary comments around the move generally and how smoothly it had gone recognising the roles of the family and transition teams. One respondent questioned the timeliness of the transfer of the resident's paperwork which didn't travel with them³.

A14 **Do you feel you have had enough help and support to get things organised in your new home?**

	Phase 1	Phase 2	Combined
Yes	85%	82%	83%
No	15%	18%	17% ⁴
Unsure	0%	0%	0%

A summary is combined with Q A15 below

A15 **Are there any other comments you would like to make with regards to getting things organised?**

Summary: Nearly all residents felt supported in the organisation and practicalities of the move and support was recognised and appreciated from family, transitions team, new home staff and those who physically moved their belongings –“the men with the van”.

³ Well UK raised this as a practice matter with DCC. It was reported that this referred to supplementary case notes that would only be transferred if especially requested by the new provider.

⁴ DCC provided further information from their records suggesting that in one of two cases this refers to a family who decided to organise the move and the Transition Team were thus not involved with these practicalities until the day of the move.

A16 Throughout the whole moving process, do you feel your Social Worker / Transition team have included you enough in making decisions about you and your new home?

	Phase 1	Phase 2	Combined
Yes	61%	73%	67%
No	8%	0%	4%
Unsure	31%	27%	29%

Summary: Across Phase 1 and Phase 2 almost 70% felt supported by the Transitions Team. The proportion of respondents who felt supported increased in Phase 2 and this is in line with the family / friends postal questionnaire. The lower figures in phase 1 are partly explained because some residents' moves were planned proactively by family members, with less involvement of the transitions team, once the closure programme was announced and opportunities to move to a suitable home arose.

A17 How important is it to you that you have been given the opportunity to comment on your experiences in order to help Devon CC to help others who will go through the transition experience?

	Phase 1	Phase 2	Combined
Very important	45%	27%	36%
Important	18%	36%	27%
Has some importance	0%	9%	5%
Not important	18%	9%	14%
Don't know	18%	18%	18%

The combined figure suggests that almost two thirds consider it is of importance to have a voice in this transition process and contribute to the way the transition team works for future residents moving to alternative homes.

A18 Any other comments you would like to make?

The final comments in phase 2 were focussed largely around the decision to close the homes. More positively, comments from phases 1 and 2 are summarised that the experience was an upheaval, but service users interviewed seemed to have settled with teething troubles being overcome. Only one respondent felt there was insufficient timely communication and a feeling of a lack of emotional and practical support.

Part B: Postal Questionnaire amongst Family / Friends of Residents.

The Postal Questionnaires were sent to 81 families / friends and achieved a combined response rate of 38%. The Phase 1 questionnaire received 15 responses and the Phase 2 questionnaire 16 responses.

The feedback from families / friends of residents from DCC homes in both phases is presented individually and as a combined result. Direct comparison between phases 1 and 2 should be made with caution because phase 1 covered a period where more families (perhaps as many as 2/3rd) took the decision to move their relatives / friends early after the closures were announced and without assistance or with limited assistance of the transition programme whereas families tended to work more closely with the transition team during phase 2. Two service users were assessed as Continuing Health Care and in such cases the role of the Transitions Team was less.

The combined scores are shown with an overall sample of 31 respondents in phases 1 and 2. Due to rounding, percentages may not always add to 100%.

B1 Was your family member/friend given information on the choice of new homes that they could go to?

	Phase 1	Phase 2	Combined ⁵
Yes	54%	75%	66%
No	38%	19%	28%
Unsure	8%	7%	7%

More than two thirds of respondents across the phases felt they were supported with information and alternatives. This is greater in phase 2 than in phase 1 perhaps reflecting that in phase 1 some families took advantage of opportunities to place family member / friends in new accommodation prior to their DCC home closing and thus did not use the transitions team to help find accommodation.

B2 Was a visit or trial stay suggested or offered to your family member/friend?

	Phase 1	Phase 2	Combined
Yes a trial visit was suggested	100%	71%	83%
Yes a trial stay was suggested	0%	0%	0%
No	0%	28%	17%
Unsure	0%	0%	0%

⁵ The sample sizes for phases 1 and 2 differ. Therefore the combined figure is drawn from the whole combined data set – not an average of phase 1 and phase 2 percentages.

Summary: Over phases 1 and 2, of those that responded 83% reported a trial visit was suggested. Although the trial visit score is slightly less in phase two, the sample numbers in each phase suggest there is nothing significant about the difference.

Where a visit was not apparently offered, in half of these cases it was because of the distance of the new home though in at least one ‘a visit and trial stay was discussed but discounted’.

B3 Were you asked to help with organising the move of your family member/friend?

	Phase 1	Phase 2	Combined
Yes	57%	50%	53%
No	36%	50%	43%
Unsure	7%	0%	3%

Summary: Of those who responded, over half were actively involved in preparing for the move. 43% said they were not asked to help organise the move. Well UK is unable to draw any meaningful conclusions from this data as the comments infer a mix of situations e.g.

- The family live at a distance and so found the organisational skills of the Transition Team helpful.
- A family member /friend was involved in planning for the move e.g. visiting / choosing homes – but they don’t recall their involvement being requested.
- Family members/ friends were content with the arrangements made by the Transition Team.
- The resident moved early in the closure process of a particular home and the family chose and organised the move with lesser involvement of the Transition Team.

B4 Did your family member/friend move on the date scheduled?

	Phase 1	Phase 2	Combined
Yes	86%	75%	80%
No Earlier	14%	13%	13%
No Later	0%	13%	7%
Unsure	0%	0%	0%

Summary: Of those that answered over 90% of family members/ friends reported move occurred on schedule or earlier. The research doesn’t identify why two respondents felt their family member /friend moved later than expected.

B5 Are there any other comments you would like to make with regards to the period before the move?

Summary: There were more positive comments than negative or neutral comments in Phase 2. The theme of the positive comments was the supportiveness of the staff, their professionalism, keeping people informed, planning and preparation and general helpfulness. The negative comments were around anxiety created by the closure process and a small cluster of comments around lack of timely

communication/information which may appear to be referring to early consultation and initial timelines.

B6 Could you please briefly describe how you think your family member/friend felt about the move?

Summary: Many respondents understandably reported that their relative/friend felt anxious, worried and unsettled about the move. In some instances, residents were described as settled once the move was completed. A few felt the process had been a strain on their family member's / friend's health.

B7 How would you describe the emotional support your family member/friend received from their social worker/care workers?

	Phase 1	Phase 2	Combined
They were very supportive	73%	88%	81%
They provided some support	13%	6%	10%
They were not supportive	0%	6%	3%
Don't know	13%	0%	6%

Summary: More than 90% found the professional staff very supportive or supportive and this is echoed in the comments made: Terms such as 'understanding', 'understanding and 'loving', 'A is a kind, lovely lady and can't do enough to help and put everyone's minds at rest'. Two comments were made about feelings of not being well supported or changes not happening as the family member understood would be the plan⁶.

B8 Was your family member/friend given a copy of their care plan?

	Phase 1	Phase 2	Combined
Yes, a care plan was given (to the service user)	14%	31%	23%
Yes, a care plan was given to me	43%	31%	37%
No	29%	6%	17%
Unsure	14%	31%	23%

Summary: Of those that responded to the question, 60% of respondents know the whereabouts of the care plan. 23% were not sure whether a care plan was given. More respondents in phase 2 appeared to know the whereabouts of the Care Plan than for Phase 1.

Responses to Q B9 shows 93% feel that the new home has all or some of the information needed, the care plan is central to this. These anomalies cannot be explained by the data, but Well UK

⁶ DCC provided further information indicating that where service users have cognitive capacity, their wishes will take precedent over those of family members' / friends'.

speculates that in the anxiety and planning of the move and all the other communication between care homes, service users and families, that the specifics of the care plan location might be a lower order concern for families/ friends (see also Q B9)

B9 Do you feel that the new residential home has all the information about your family member/friend they should have?

	Phase 1	Phase 2	Combined
They have all the information necessary	87%	81%	84%
They have some of the information necessary	7%	13%	9%
They don't seem to have any of the information necessary	0%	0%	0%
Unsure	7%	6%	6%

Summary: Almost all family members / friends felt the new home had all or some of the information necessary. No family member / friend felt there was a lack of information.

B10 Did any of the fellow residents from the last residential home move to the same new home your family member/friend moved to?

	Phase 1	Phase 2	Combined	Combined excluding long-distance moves
Yes	27%	44%	35%	39%
No	60%	50%	55%	50%
Unsure	13%	6%	10%	11%

Summary: Over both phases one third of residents moved with fellow residents to the same home. The difference between phases 1 and 2 appears to be because more of those that moved in phase 1 did so independently or more independently of the transitions team. Whereas in Phase 2, with a greater role of, and support from, the Transitions Team, they have been able to co-ordinate as appropriate the transfers of fellow residents (friendship groups) to the same home.

Of those where fellow residents did not move there were three respondents who moved long distances (sometimes reported to be closer to family / friends). It would be reasonable not to expect fellow residents to make these long distance moves without good reason, thus the data is also shown excluding those that moved away from the Devon area.

B11 If the answer to Q B10 was yes, has that made it easier for your family member/friend to settle in?

	Phase 1	Phase 2	Combined
Yes	50%	57%	55%

No	50%	29%	36%
Unsure	0%	14%	9%

Summary: The answers to this question are conditional upon a ‘yes’ response to Q B10. Therefore the sample numbers are quite small (7) in phase 2 and the combined count (11). Over half felt that moving with friends / acquaintances in friendship groups is positive to helping them settle in. Well UK doesn’t know why 36% did not feel it beneficial although comments inferred that some family members/friends lacked the capacity to understand their surroundings and wouldn’t benefit from knowing others had moved with them.

B12 Throughout the whole moving process, do you feel your family member/friend was included enough in the decision making by the social worker (transition team)?

	Phase 1	Phase 2	Combined
Yes	67%	80%	75%
No	17%	13%	14%
Unsure	17%	7%	11%

Summary: 80% of respondents felt their family member / friend was included in the process in phase 2 and three quarters across both phases. Again this appears to reflect that in phase 1 more residents’ moves were arranged independently or more independently than in phase 2.

B13 How important is it to you that you have been given the opportunity to comment on your family member’s/friend’s experiences?

	Phase 1	Phase 2	Combined
Very important	60%	69%	63%
Important	20%	25%	25%
Has some importance	20%	0%	9%
Not important	0%	0%	0%
Don’t know	0%	6%	3%

Summary: Over 95% of those who responded welcomed the opportunity to take part in research and to have the ability to comment on their own and their family member’s / friend’s experiences of the transition process to inform the process for other residents who will be moving in later stages in the programme..

B14 Any other comments you would like to make?

Those who responded in phase two provided similar comments to those who responded in phase 1. There were some general comments around the principals of the closure programme and specific comments about how greater consideration should have been given to the negative impact of the move on well-being due to age, cognitive ability and health.

There were also a range of positive comments about the process describing staff at the former home, new home and Transition Team as loving, caring, excellent, helpful, flexible to changing needs, 'contributed enormously to making the move as smooth and trouble free as possible' and a sense that once the move was completed the family member / friend was happier once they had settled in.

Well UK

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