

# Responses to the Barnet Public Consultation on the Care Act 2014

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## 1. PURPOSE

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This report describes the responses to Barnet's consultation on the policy proposals supporting the changes required as a result of the Care Act 2014. The report demonstrates Barnet's approach to consultation, engagement and the responses received.

## 2. ACTIVITIES

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### 2.1 Consultation

Public consultation commenced on 17 November 2014 and ended on 16 January 2015. The consultation and engagement activities were planned in advance and the table below sets out the approach to the consultation.

Key target audiences and areas for engagement	Methods of Communication to targeted audiences
<ul style="list-style-type: none"> <li>• Barnet Residents, including:           <ul style="list-style-type: none"> <li>- Current social care users, funded by the council</li> <li>- Residents funding their own social care support</li> <li>- Carers</li> <li>- Potential users of social care services</li> </ul> </li> <li>• Local community groups and organisations</li> <li>• Providers</li> <li>• Partners and public bodies, including NHS</li> </ul>	<ul style="list-style-type: none"> <li>• On line survey (<i>details of consultation on 'Engage Space' - including offer for paper copy on request</i>)</li> <li>• Social media</li> <li>• Internet</li> <li>• Intranet</li> <li>• Emails distribution</li> <li>• Poster / Flyer distribution</li> <li>• Advert in local paper</li> <li>• Direct letter to provider organisations</li> <li>• Events</li> <li>• Focus Groups (upon request)</li> <li>• Word of mouth – front line staff</li> </ul>

## 2.2 Engagement

The table below outlines the specific methods and means by which a range of different stakeholders within the London Borough of Barnet were consulted.

Stakeholders	Methods	Date (w/c)
Barnet residents	On line survey (details of consultation on 'Engage Space'- including offer for paper copy on request)	17/11/14 -16/1/15
	Posters / flyers – distributed to key stakeholders (GP surgeries, libraries)	17/11/14
	Advert in local paper	24/11/14 5/1/15
Partnership Boards: - Learning Disability - Mental Health - Older Adults - Physical / Sensory impairment - Carers	Survey link via email	17/11/14
	Autumn Catch-up workshop	20/11/14
CommUNITY Barnet	Survey link via email	17/11/14
Healthwatch	Survey link via email	17/11/14
Barnet Seniors Assembly	Survey link via email (with offer to meet with group)	17/11/14
People with Learning Disabilities (your Choice Barnet via the Space)	Survey link via email (with offer to meet with groups)	17/11/14
BCIL	Survey link via email versions (with offer to meet with groups)	17/11/14
Learning Disability Parliament	Survey link via email versions (with invitation to meet with groups)	17/11/14
Speaking up Sub-group (LD)	Survey link via email (with offer to meet with group)	17/11/14
Carer's Forum and Carer's centre	Survey link via email versions (with offer to meet with group)	17/11/14
Barnet deaf forum	Survey link via email versions (with offer to meet with group)	17/11/14
Multi-cultural centre	Survey link via email versions (with offer to meet with group)	17/11/14
Providers	Letter	17/11/14
	Quality in Care event	03/12/14
NHS	Survey link via email versions To publicise on web	17/11/14

### 3. RESPONSE

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#### 3.1. Response

There was a moderate response to the survey (47 people responded online and 3 using paper). The response rate might partly be attributed to the generally non-controversial nature of subject area.

#### 3.2. Feedback: Information and Advice

Question: To what extent do you agree or disagree with our plans to improve I&A services in Barnet?	Response Per cent	Response Count
Strongly agree	38%	19
Tend to agree	28%	14
Neither agree nor disagree	12%	6
Tend to disagree	2%	1
Strongly disagree	2%	1
Don't know	18%	9

#### Summary of comments

- Face to face transfer of information between carers is a powerful tool
- Need sufficient information and advice in printed form and over the telephone.
- Information and advice should be less fragmented and proactively targeted at those who might need it like the elderly
- Information and advice should be kept up to date.
- Staff and partners should be trained to provide information and advice and understand the services they are discussing.

#### Some feedback comments

NETWORKING BETWEEN  
CARERS IS A POWERFUL TOOL -  
PERSONAL CONTACT/FACE TO FACE  
WITH COUNCIL MEMBERS WILL HELP  
WITH TRANSPARENCY + TRUST, AND IS  
A POSITIVE WAY TO IMPART INFORMATION

*"Emphasis on ensuring that those unable to use online info services have sufficient printed information to use, and that telephone enquiries can be handled with respect and understanding of a Carer's situation which is often very demanding and demoralizing."*

*"The plans as described above sound great but the 'information and advice' section of your document "The Care Act 2015 - have your say" makes the situation sound much more complicated and fragmented, with nine different sources of advice and services.... how do carers and those needing care know where to go and which services are appropriate for their circumstances? It would also be really helpful if the Council could be more proactive in offering information to those who might need it, rather than relying on the people needing help to seek out the information. Those who need social care and their carers may be too stressed or overwhelmed to seek out information, particularly since they may not know it is available."*

*"So long as all the information about vulnerable, elderly disabled etc people are continually updated on your system, this is paramount."*

*"They should have properly trained staff or volunteers to give information and advice. For instance when BCIL was given the contract to offer information and advice, they only gave the volunteers half a days training and some volunteers received no training."*

*"To reopen and support the agency (North Finchley) that supported people with disabilities into work."*

*"if you practise what you preach things might improve but you need to consider the following points*

*1 many years ago I needed the Occupational Therapist who not only was unable to provide the info I requested including all the written communications to me in alternative format like Audio but she was also rude in the matter and you should not let this happen.*

*2 the Citizen advice bureau has a home visiting scheme but ONLY FOR PEOPLE OVER 60 if one is disabled and under 60 you have no help whatsoever, you should extend the service so that the CAB would cover with home visiting scheme disabled people under 60 to give info and advice and offer the help they need."*

*"Ensure ease of information for the many elderly people without internet access."*

*"Insure that all health care professionals are made aware of the services and have information to pass on to their patients and carers."*

*"Remembering that the elderly are human beings."*

*"Stronger links with libraries"*

*"This is something LBB has been trying to achieve for a number of years; what will LBB do differently this time to achieve its goal? Consider and review the outcomes regarding distribution of information in the past and come up with new and innovative ideas this time. Look at how others have achieved this goal."*

### 3.3. Feedback: Prevention

Question: To what extent do you agree or disagree with our plans to improve prevention services in Barnet?	Response Per cent	Response Count
Strongly agree	43.18%	19
Tend to agree	15.91%	7
Neither agree nor disagree	11.36%	5
Tend to disagree	6.82%	3
Strongly disagree	2.27%	1
Don't know	20.45%	9

#### Summary of comments

- Prevention should give support to everyone including those with moderate and low needs.
- Information transfer from each department should be accurate and checked.
- Need an independent monitoring unit that publicise the process is not working.
- More services for blind adults.
- All staff should be trained and qualified.

#### Some feedback comments

I FEEL;  
 BARNET CARERS CENTRE HAS FAILED IN ITS  
 PROVISION AND HAS NOT FUFILLED IT  
 CONTRACTUAL OBLIGATION - WHERE ARE  
 THE CARERS SUPPORT GROUPS?

SINCE THE CUTBACKS, THOSE AT "FIN"  
 HAVE BEEN CLOSED AND NOT REPLACED

*"Do not go for short term fixes or temporary solutions, look ahead and ensure that plans are adequate to meet needs long term"*

*"The plans listed above are exactly what is needed, but as far as I can understand, they only apply to people who have 'critical' or 'substantial' need. Surely PREVENTION should involve getting support to people in moderate and low need, in order to prevent them deteriorating, failing, becoming physically or mentally unwell or getting into other difficulties. It's no use having a good 'prevention' strategy if it doesn't apply to everyone who might benefit. If I have misunderstood, and the prevention services are offered to all those in need of social care and their carers, then my score to the above question would be much higher."*

*"My experience is concerning elderly care and I would request that it is always made easy for people who need to contact the social services. It is obvious that the social services departments are under great strain and it is important that information from service users are correctly passed to the relevant organisations via the social workers. Mistakes should not be made at this stage. E.g. wrong telephone numbers, incorrect addresses of service users – the two most important contact details, medical details etc ! ACCURATE and UPDATED INFORMATION paramount so the services do not break down."*

*"An independent monitoring unit which will publicise when the process is not working or not happening."*

*"again if you practise what you preach many things would improve but let me say that members of staff I better say some members of staff need training in good manners and being polite. Secondly as far as I know and as far as I was told by the Adults Department ther are no social care activities for adults blind people and relative help with transport in Barnet. Housing is a problem of its own*

*1 I was taken out from the housing register because I ONLY HAD A DISABILITY AND I WAS NO LONER ELIGIBLE, if you have disabled people living in the borough who need to move to another area you should help them.*

*2 your criteria of accommodation being close to the shops is unique to you and does not apply to or might not apply to some disabled people who really need to be within a walking distance to shops and main facilities, instead now you are not only saying 'if we say it is close to the shops it is does not matter if it is not so, we say so therefore this is the absolute truth' but I aslo find the criteria of offering only one housing option tyrannical, criminal and totally unjustified, it is certainly anti-democratic."*

*"People who need care should be allowed care, not just left in shared accommodation as it's cheaper then a care home."*

*"Costs to the users"*

*"Quality Training and education is crucial to success and should be a priority."*

### 3.4. Feedback: Eligibility (Adults Needing Care and Support)

Question: To what extent do you agree or disagree with our plans to use the new national eligibility criteria for adults needing care and support in Barnet?	Response Per cent	Response Count
Strongly agree	24.39%	10
Tend to agree	31.71%	13
Neither agree nor disagree	9.76%	4
Tend to disagree	2.44%	1
Strongly disagree	12.20%	5
Don't know	19.51%	8

#### Summary of comments

- The criteria seem critical for those that only match one of the three requirements.
- The criteria are unclear on how it relates to the needs and what is meant by substantial or critical.
- Some people may be disadvantaged.
- The proposal seems reasonable.

#### Some feedback comments

You need reasons to find out about eligibility which is from the outcomes

It standardises eligibility across the country and as long as Barnet isn't going backwards its a good thing.

From PERSONAL EXPERIENCE you MAY BE ABLE TO FULFIL ALL OF NO 2, BUT THIS DOES NOT MEAN YOU ARE NOT IN NEED OF SUPPORT - IT

MAYBE BY PUSHING YOURSELF TO ACHIEVE THESE GOALS You COULD BE OVER STRESSED / OVERWORKED.

"the outcomes listed appear to cover most areas in which it is likely that a person with illness or physical or mental impairment would be in need of support including the elderly."

"All the above seems fairly critical to me. There may be a danger if a person did not qualify through only having one of the above needs, or a need that has not been thought of."

*"I don't understand how the above three criteria relate to the rating of needs as 'critical', 'substantial', 'moderate' and 'low'. This section of the consultation is VERY unclear about what exactly one is agreeing or disagreeing with. (Where are the four levels of eligibility covered in this questionnaire?) Also, criterion 3 ("there is or there is likely to be a significant impact on the adult's well-being" is far too vague to be useful. What is 'significant'? What constitutes well-being? Surely the criteria in (2) are sufficiently serious in themselves without these limitations needing also to 'significantly impact' the person's well-being?"*

*"I do feel with my experience and knowledge caring for my elderly mother for many years even if only one of these outcomes was applicable could leave them vulnerable without appropriate care being provided. "*

*"What about someone who is unable to live alone due to mental health issues, like PTSD and acute anxiety?"*

*"This is an attempt to deprive people of genuine need social care services in a bid to save money. Typical ruthless Tory policy"*

*"Barnet is a wealthy part of the UK. We should be aiming to look after our vulnerable elderly as much as possible NOT simply complying to the minimum standards."*

*"You have said that someone with a moderate need such as a moderate learning disability will not be supported or may only get 6 weeks support. How is the assessment done. How many people involved? Will they be aware of the variety of needs a person with a 'moderate learning disability' may need. Even if they can cope daily they may need input in say sexual or social skills or other input.. You have suggest a possible six week input. This would be only the 'tip of the ice berg. You have also suggested reliance on Charities and such. Are you checking they are equipped to deal with the range of issues."*

*"I hope that blind people enter in this category of people who need care since blindness is one of the most underestemated disability in this country. if blind are included to the category and if you are going to do what you plan, fine make sure you train people who want to do this job, are patient compassionate but not too patronizing, understanding and corteous as far as YOU REALIZE THAT BLIND PEOPLE DESPITE THE NEED AND AFFIRMATION OF INDIPENDENCE WILL NEVER BE COMPLETELY INDIPENDENT - THEY WILL ALWAYS NEED SOMEONE SIGHTED with them especially when going outside, some people do not mind having accidents but some other blind people do and would do go out if not without the help of a sighted person and you need to respect and understand and appreciate this."*

*"The criteria seems to cover the main issues relating to a person self-efficacy, dignity and humanity."*

*"The criteria sound reasonable."*

*"The needs assessment must be made by someone who understands the pride some elderly have about not disclosing their needs!"*

### 3.5. Eligibility (Carers)

Question: To what extent do you agree or disagree with our plans to use the new national eligibility criteria for carers in Barnet?	Response Per cent	Response Count
Strongly agree	35.90%	14
Tend to agree	28.21%	11
Neither agree nor disagree	7.69%	3
Tend to disagree	5.13%	2
Strongly disagree	2.56%	1
Don't know	20.51%	8

#### Summary of comments

- The criteria are vague on what the categories mean.
- Carers may not have time for a break.
- Previously not aware of services available.

#### Some feedback comments

You need reasons for eligibility for carers to do their caring job in good health

carers need to be supported and this will help do that, in future it can only get better.

\* MAYBE THE CAREER HAS CHOSEN TO NOT ENGAGE WITH THESE BECAUSE THEY FEAR IT WILL STRESS THEM MORE -

~~MAYBE THESE ELIGIBILITY~~ DONT LOOK AT LEVELS  
- IS THE CAREER DOING THE BEAR MINIMUM BECAUSE THAT IS ALL THEY CAN CARE WITH - COULD MORE BE DONE

"A carers health and well being is important, as without these their ability to care may be impacted. They also need time for other activities."

"Again, I find the criterion of a "significant impact on the carer's well-being" a very vague criterion. How do you measure the impact of a person not having time for recreational activities or indeed, any activities away from the person they care for?"

*"Having looked after my elderly parents over a period of 20 years I had been offered support a while back from the Barnet Carers Centre but to be perfectly honest when you are caring full time and for more than one person which I was before my dad passed away you don't even have the time for recreational facilities offered. I have brought up two children during this time also and I would probably ask you to speak to the majority of carers if they even have the time to participate or have the energy or inclination to make use of any other facilities. The problem is that the arrangement of any help for carers is also time consuming for the carer and there is always the concern at the back of one's mind arrangements break down and it is more stressful than it is worth. I would be speaking for the majority I am sure that we care because we want to, because we love those we care for and we just get on with it. Carers do need a huge of amount of support and I would welcome hearing about the ways this could work in the future."*

*"Again, because of the wealth in our borough Barnet should be setting its goal far higher than simply complying with minimum standards. We should be striving to set the highest standards."*

*"Have you taken into account that the carer may need a holiday?"*

*"I would add that some carers need free time or support or help not necessarily for the reasons outlined above but also because they do need help, suppose for example that a close relative is caring for a disabled daughter, sister or wife would not the person be entitled to - for example - a possibly free but not necessarily so holiday?"*

*"It sounds good but in my experience as a carer nothing ever materialized or I was never made aware of support available"*

### 3.6. Feedback: Carers Services

Question: To what extent do you agree or disagree with our plans to support carers in Barnet?	Response Per cent	Response Count
Strongly agree	42.11%	16
Tend to agree	26.32%	10
Neither agree nor disagree	7.89%	3
Tend to disagree	0.00%	0
Strongly disagree	2.63%	1
Don't know	21.05%	8

#### Summary of comments

- Improve links between social care and health.
- Spot checks on carers to ensure they are doing a satisfactory job.
- A carer's forum for carers to meet.
- More proactive work to seek out carers that need help.

#### Some feedback comments

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WHAT YOU HAVE GOES SOME WAY TO  
MEETING THE CRITERIA BUT THERE IS  
DEFINITELY ROOM FOR IMPROVEMENT.

*"Improve on the links between Social Services for Adults and the Health Services (CCGs)"*

*"I want to emphasize that the carer is always listened to."*

*"I would also suggest that spot checks are carried out to ensure that carers are doing a satisfactory job. Some may be overwhelmed by the task but not be aware of the help they could be given."*

*"Carers forum. A place for carers to meet and support."*

*"carers are often loathe to ask for help - there has to be some proactive work to ensure carers undergo an assessment."*

### 3.7. Feedback: Charging for Carers Services

Question: To what extent do you agree or disagree with our proposal not to charge carers for the services they receive in Barnet?	Response Per cent	Response Count
Strongly agree	57.89%	22
Tend to agree	7.89%	3
Neither agree nor disagree	10.53%	4
Tend to disagree	0.00%	0
Strongly disagree	2.63%	1
Don't know	21.05%	8

#### Summary of comments

- The proposals seem fair.
- Carers are valued for the support they provide and should not be charged.

#### Some feedback comments

The decision to allow for charging carers is stupid.  
Without carers doing all the work they do social care would collapse. To charge carers would stop them doing what they do and cost councils millions more.

THIS PROPOSAL IS VERY POSITIVE, AS WE KNOW FAMILY CARERS SAVE COUNCILS MILLIONS OF ££'S.  
BUT NO INDICATION IS GIVEN OF A REVIEW DATE

OR IF MONEY IS RINGFENCED TO ENSURE THIS CAN CONTINUE INTO THE FUTURE,  
I WOULD LIKE TO SEE MORE OF A COMMITMENT THAN THIS!

*"Carers are a valuable asset and resource within the community and should be valued as such, the amount of work that they do within the system should never be underestimated nor undervalued. Charging them for any services they might need in order to continue in their caring role would be an insult."*

*"Yes all carers, young and otherwise should be highly valued, Carers Allowances are shameful as it is let alone making us pay for any services we receive in our own right. Thank you Barnet."*

*"Some carers gave up working to care for a relative so they will have limited savings."*

*"we would all be grateful if you continue not to charge carers, with the ever increasingly expensive life expenses please consider*

*1 now we are all demanded to pay Council Tax*

*2 the situation of the disability benefits is not clear at this stage for certain categories of disabilities, I give an example: DLA Disability Living Allowance is now in place and currently a - for example - blind person is eligible to have the middle rate of care component, because of this she is entitled to have a full time carer who is currently eligible for the Invalid Care Allowance. with the introduction of PIP from October 2015 DLA and the middle rate of the care component will no longer exist and I am not clear if a full time carer for a blind person will be eligible for a carer's allowance. So in a few words someone who is caring full time for a blind person might not get a penny - might not get a penny anymore for the full time work, if you start charging carers in this situation it would be tragic."*

*"Seems fair."*

*"Carers are saving the local authority thousands of pounds and should not have to pay for any support they receive"*

### 3.8. Charging Self-funders for arranging services

Question: To what extent do you agree or disagree that Barnet Council should charge an arrangement fee to cover the administrative costs of arranging care and support, to people who can afford to pay for it?	Response Per cent	Response Count
Strongly agree	14.29%	5
Tend to agree	25.71%	9
Neither agree nor disagree	8.57%	3
Tend to disagree	20.00%	7
Strongly disagree	11.43%	4
Don't know	20.00%	7

#### Summary of comments

- Agree with proposals if people can really afford to pay .
- Charging a fee may deter people from asking for help.
- People should be financially assessed before being charged and the threshold for savings should be higher.
- Need to know what the fee is.
- Agree to charges if people have savings over the threshold.

#### Some feedback comments

All individual is paying NI contribution so cost is already paid when PAYE was done Why charge again?

Assylum seekers get everything without paying any admin charge!

Towards the admin cost but it does depend on the amount you charge. Perhaps you could scale up in % terms for the more they have saved to self fund rather than everybody the same.

-TEND TO AGREE, BUT £280 SOUNDS A LOT-  
"COMPLEX" DOESNT MEAN ANYTHING IN REAL TERMS TO A CARER, AS NO CASE SENIROS ARE

GIVEN.

"Providing that those involved can REALLY afford to pay for this service. "

*“Care costs can be substantial, and by charging a fee people who need help may not seek it = this may cause harm”*

*“I don't know much about administrative finances but it would seem there might be considerable savings in the Finance team's time if there was no fee for arranging care.”*

*“It does seem that we are paying for everything and getting very little back in return with regards to the administration regarding care. The contribution if it has to happen should be assessed under the FAIRER CONTRIBUTIONS I think. If someone's care plan is complex that is not the fault of the person. People need to know exactly what they are paying from the outset. I don't think it matters if it is a one off fee but I would hope you consult all service users with regards to this. The financial implications of paying towards care now is very difficult especially when there are huge gas bills etc in the winter months. It is a continual worry for a lot of people I know. An idea not to make the one off fee in the winter months perhaps if that is what is decided. I would also say as stated earlier in this survey that the Administration offered must be improved, attention to detail at all times and checked. Its not much help setting up a care plan which has the wrong telephone number, the wrong address, the wrong date of birth and care plan details incorrect or missed out, mistakes regarding medication and mistakes regarding the whole care package. A lot of vulnerable people are relying on Barnet to get this right for them from the outset, a lot of people using your services may not be able to check these for themselves. If you support the social workers from the outset with dealing with the administration of all cases then there should not be any problems. A good command of what is required on every individual case is important attention to detail for the safety of vulnerable children and people of all ages currently receiving care in the London of Barnet. Thank you.”*

*“The savings criteria of £23,250 is far too low. The figure should be nearer £100,000 before we start charging to set up their care.”*

*“It is disgusting!”*

*“You have not said what the arrangement fee is? I quote the following from your text: However, we can charge for the costs of providing and paying for care.' If they have savings of above £23,250. I can only think there is a lack of awareness of what proper care costs.”*

*“I agree and I would like to add that people living in council's flats or housing associations or even who rent privately have the right to have this service.”*

*“If people have more than £23,250 savings then an arrangement fee is not much to ask and will fund the increasing pressure on the council”*

*“The decision to charge appears to be based on guesswork rather than facts. “*

*“The self funder is saving the local authority thousands of pounds each year - surely existing planners could undertake additional work under their funding arrangements with the LA “*

### 3.9. Feedback: Provider Failure

Question: To what extent do you agree or disagree with our plans to manage provider failure in Barnet?	Response Per cent	Response Count
Strongly agree	28.13%	9
Tend to agree	34.38%	11
Neither agree nor disagree	12.50%	4
Tend to disagree	3.13%	1
Strongly disagree	3.13%	1
Don't know	18.75%	6

#### Summary of comments

- The cost should not be more than the cost incurred prior to provider failure.
- Agree with proposals and people can advise on improving services.
- Barnet should proactively monitor providers to pick up warning signs.
- Agree with the proposals but question if the CQC should handle this.

#### Some feedback comments

Of course if Provider Fails then it is Council's responsibility to ensure care is in place

There is a need for immediate support for a failed provider so patients don't suffer or even notice the financial problems of others.  
 The financial commitment though could be expensive and agreements with other councils would be great. Also taking over the care should also mean taking over the receipts and without the debts of the failed business should be able to continue without too much cost to the council.

CONTINUITY IS THE KEY - IT APPEARS THIS IS WHAT YOUR AIMING FOR.

*"The costs should not be any more than the costs that were being incurred prior to the provider failing."*

*"It all sounds great except for bullet point 4 - I am not sure of the implications of this point."*

*"I whole heartedly agree with this. My sister and I had flagged up a lot of problems with service providers and had to inform social services on these occasions. If anyone wants to contact me with regards to trying to improve the services from service providers I would be only too happy to. I can give you details on what has happened with regards to my mum and how service providers could improve on how they deliver the care, the administration, the information the carers need and ideas on how they can do this best."*

*"Barnet should be pro-active in monitoring care suppliers so that they pick-up warning signs about a possible failure either of the business or of the standards that the business supplies. A charge should be made on the business to ensure that in the event of failure all residents are seamlessly catered for in other accommodation. There should not be a penalty served on the vulnerable because of a business failure."*

*"I agree if a person has the freedom and can exercise the freedom to say 'I do want my care services to be continued' if the person is able to do so, if there elderly people who need someone else who take decisions for them please where applicable to respect the person's will."*

*"I think the priority is continuity of care and services and this seems to consider that."*

*"Should the CQC be handling this and not the local council?"*

## Document Control

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## Document History

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