



Northern Health  
and Social Care Trust

# **The Future of Norfolk Court Supported Living Schemes**

**Consultation Document**

**4 September - 27 November 2015**

## Foreword



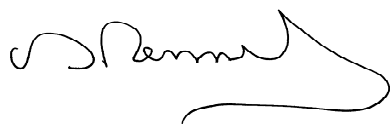
Mental illness is something that can affect anyone of us during our lives. The Trust is committed to improving outcomes for people with mental health problems through working with community partners to improve the way in which people are cared for and supported. We strive to ensure that services across sectors work together to promote choice and recovery and that the accommodation available for people facilitates effective support in a positive environment.

Mental health services have changed dramatically over recent years. Improvements to these services mean that most people now receive the treatment, care and support they require in their own homes. This includes supported living settings which aim to help people with enduring mental health problems to live as independently as possible.

We believe that everyone has the right to their own home which allows them to participate fully in the lives of their communities. We also believe that everyone has the right to live in high quality housing accommodation which meets their needs.

This document outlines our proposal for the future of Norfolk Court Supported Living Schemes (SLS) in Antrim. In developing the proposal we have consulted and engaged with the tenants in Norfolk Court. The document asks for the views of our consultees on our proposal and outlines how you can tell us what you think. At the heart of our plans are the people who use our mental health services. We look forward to the period of consultation to give us an opportunity to listen to your views and to develop services for the future.

Oscar Donnelly

A handwritten signature in black ink, appearing to read 'Oscar Donnelly', with a long horizontal flourish extending to the right.

**Director Mental Health and Disability Services**

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## **Alternative formats**

This document can be made available, upon request, in other formats including Braille, large print, computer disk, audio tape or in another language for anyone not fluent in English. For alternative formats please contact:

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## Section 1 - About the Trust

The Northern Health and Social Care Trust provides mental health services to a population of approximately 450,000 across both inpatient and community settings. The Trust provides a range of health and social care services, the majority of which are provided in people's own homes. We also provide community based health and social care services including day centres, community mental health services and Supported Living services across the Trust area.

### Our Vision

"To deliver excellent integrated services in partnership with our community"

We develop and deliver services adopting '**Core**' values:

1. We will treat the people who use our services and our colleagues with **compassion**;
2. We will display **openness** and honesty with our patients, clients and colleagues, acting with integrity, providing professional, high quality services and support;
3. We will **respect** the dignity, diversity and individuality of all our patients, clients and colleagues promoting equality and addressing inequality
4. We will strive for **excellence**, as a community of leaders, through consistent delivery of services and applied learning.

## Section 2 – Introduction and background

Over recent years we have embarked on a modernisation programme of our mental health services, in line with the strategic direction of the Bamford Review.

The Bamford Review of Adult Mental Health, published in June 2005, recommended a shift towards community based services and away from an over reliance on hospital services. The publication and Minister's endorsement of *Transforming Your Care* (TYC) set out a vision of making 'home the hub of care'. TYC requires that there should be no long-stay patients in mental health hospitals by March 2015. In response, the Northern Trust has been required to further develop Supported Living services for people who no longer need inpatient

treatment. The emphasis being on step down through resettlement from inpatient services to community based services with a focus on the promotion of recovery and independence.

A key element of this is working with housing partners to ensure that people have access to accommodation of a standard that we all would wish for our family or ourselves. We want to improve the quality of care and support we provide to adults with a mental illness in accommodation that is fit for purpose and supports an ethos of recovery and independence. We believe that the accommodation in Norfolk Court is no longer fit for purpose and propose to stop using it as a Supported Living unit. Tenants to date have been and will continue to be supported to make decisions about their standard of accommodation and where they want to live.

### **Section 3 – Current supported living accommodation in Trust area**

There are currently a range of supported living developments for people with mental health problems across the Trust areas. The table below illustrates that Antrim has the highest level of unit places per 1000 of general adult population across the ten former local council areas in the Trust. The 75 unit places across these seven Schemes in the former Antrim local council area provide provision of 2.3 places per 1000 population. This level of development in Antrim reflects the proximity to Holywell Hospital.

| <b>Town</b>          | <b>Care &amp; Support Provider</b> | <b>Schemes</b>                | <b>Places in complement</b> |
|----------------------|------------------------------------|-------------------------------|-----------------------------|
| <b>Antrim</b>        | PRAXIS                             | RATHKYLE STILES               | 16                          |
| <b>Antrim</b>        | MINDWISE                           | ABBEYSIDE                     | 12                          |
| <b>Antrim</b>        | NIAMH                              | CEDAR COURT                   | 7                           |
| <b>Antrim</b>        | NIAMH                              | MOYLENA COURT                 | 12                          |
| <b>Antrim</b>        | NHSCT                              | NORFOLK COURT                 | 12                          |
| <b>Antrim</b>        | NHSCT                              | THE LODGE                     | 6                           |
| <b>Antrim</b>        | NHSCT                              | THE PINES                     | 10                          |
| <b>Ballymena</b>     | NHSCT                              | BRAIDWATER QUAY               | 15                          |
| <b>Ballymena</b>     | NHSCT                              | CARNINY COURT                 | 6                           |
| <b>Ballymoney</b>    | NIAMH                              | SHIELDS COURT                 | 12                          |
| <b>Carrickfergus</b> | MINDWISE                           | HENRY GILL COURT/ELLIS STREET | 12                          |
| <b>Coleraine</b>     | PRAXIS                             | WEAVERS COURT                 | 15                          |
| <b>Portrush</b>      | THRESHOLD                          | GLENDUN HOUSE (KHARA-MINN)    | 14                          |

|                    |           |                              |    |
|--------------------|-----------|------------------------------|----|
| <b>Cookstown</b>   | NIAMH     | NEWHAVEN                     | 6  |
| <b>Larne</b>       | PRAXIS    | LAUREL LODGE                 | 12 |
| <b>Larne</b>       | PRAXIS    | LOWER CAIRNCASTLE ROAD       | 6  |
| <b>Magherafelt</b> | PRAXIS    | SANDYGROVE                   | 15 |
| <b>Magherafelt</b> | NHSCT     | CHURCH LANE MEWS             | 14 |
| <b>Ballyclare</b>  | PRAXIS    | CHISHOLM HOUSE/CHISHOLM MEWS | 18 |
| <b>Glengormley</b> | THRESHOLD | GLENCARN HOUSE               | 14 |
| <b>Glengormley</b> | THRESHOLD | SOPHIA HOUSE                 | 16 |

## Section 4 – Norfolk Court

Norfolk Court SLS is Trust managed and is one of seven Schemes in the Antrim area. The Trust directly manages three of these seven Schemes.

Norfolk Court SLS was established in the mid-1980s and provided tenancies for 12 people who require supported living.

Norfolk Court SLS consists of five houses, four owned by the Trust and one leased from the Northern Ireland Housing Executive (NIHE). It provides accommodation for tenants on a shared model of accommodation. One of the houses provides staff office and overnight accommodation. None of the bedrooms are en-suite meaning bathrooms are shared and six of the bedrooms are small and provide limited space for adult tenants.

We have considered the standard and model of accommodation at Norfolk Court SLS. We feel that the communal living configuration, layout, space and state of repair of the accommodation are not adequate to meet the needs of tenants and do not support the provision of an independent living model.

The accommodation at Norfolk Court was assessed by the Trust's Estates Department with all areas of the facility being measured against their intended purpose. Whilst the Schemes scored highly in relation to having a 'homely environment', most measurements for the Schemes scored between 2 and 3 (poor to adequate). In particular the following areas were highlighted as poor or very poor.

- Disabled access and mobility getting around within Schemes.

- Kitchen facilities were below health and safety standards.
- Lack of en-suite facilities for any of the bedrooms resulting in lack of privacy.
- Size of six bedrooms was considered inadequate and unacceptable for tenants – it was difficult for tenants to store belongings and there was insufficient space to decorate their bedrooms.
- The quality of décor linked to the fabric of building
- Tenants' sense of privacy and family life is compromised due to communal layout of the building.

Due to the poor standard of this accommodation it has been difficult to attract people to the Schemes.

## **Section 5 – Housing needs**

As is evident from Section 3 the Antrim area is well served in terms of supported living opportunities. Since 2013 the Trust has commissioned 12 new supported living placements in the Antrim/Ballymena area through Northern Area Supporting People and a further 14 in Mid Ulster to facilitate people returning to that area. In addition with the rehabilitative ethos of supported living, many people will move on from this model of housing to more independent living.

If this proposal is approved following consultation and consideration of the feedback received the Trust must follow the required disposal process for capital assets. The Trust is aware that there is demand for housing in the Rathenraw Estate and will work with partners such as the NIHE to ensure an effective alternative use for the houses.

## **Section 6 – Norfolk Court current tenants**

Since 2010/11 the occupancy levels at Norfolk Court have remained low, with the service finding it difficult to attract potential tenants due to the living environment and the availability of other accommodation options in the Antrim area and beyond. The last tenant moved from Norfolk Court

to more suitable supported living accommodation on 6 July 2015 and there have been no new applications requesting tenancy from 2014.

## **Section 7– Supporting our staff**

We value and respect our staff and will keep them informed at every stage.

These changes at Norfolk Court affect 8 members of staff. These skilled and experienced staff will be redeployed to other areas in the Trust. All continue to be permanent members of staff and will be kept fully informed and supported during this change process.

The principles of the Trust’s Management of Change Human Resources Framework provide a robust and transparent process for supporting staff through the change process. The principles of fairness, dignity and equity of treatment will be applied in the management of staff undergoing this change process. Steps will be taken to ensure that the implementation process in no way conflicts with the requirements of existing quality and anti-discrimination legislation. Existing arrangements such as reasonable adjustments for individual staff will remain.

## **Section 8– Promoting equality and human Rights**

The Northern Trust is committed to promoting equality of opportunity, good relations and human rights in all aspects of its work. Section 75 of the Northern Ireland Act 1998 requires the Trust, when carrying out its functions in relation to Northern Ireland, to have due regard to the need to promote equality of opportunity between nine categories of persons, namely:

- between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- between men and women generally;
- between persons with a disability and persons without; and
- between persons with dependants and persons without.

Without prejudice to its obligations above, the Trust must also have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.



Our Equality Schemes outline how we propose to fulfil our statutory duties under Section 75. Within the Schemes, the Trust gave a commitment to apply the screening methodology below to all new and revised policies and where necessary and appropriate to subject these policies to further equality impact assessment.

When screening policies/proposals the Trust will consider,

- What is the likely impact of equality of opportunity for those affected by this policy/proposal, for each of the Section 75 equality categories?
- Are there opportunities to better promote equality of opportunity for people within Section 75 equality categories?
- To what extent is the policy/proposal likely to impact on good relations between people of different religious belief, political opinion or racial group?
- Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?

In keeping with the Trust's commitments in its Equality Schemes the Trust has applied the above screening criteria to proposals in the document. The screening process is used to identify which policies/proposals are likely to have an impact on equality of opportunity or good relations. Screening assesses the likely impact as major, minor or none. We believe that these proposals will have a minor impact on service users and staff. A copy of the equality screening template can be found on our website [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)

The Trust invites views on this screening assessment and will consider all feedback received during the consultation period which runs to 27 November 2015.

## **Section 9- Formal consultation and engagement**

The Trust will consult over a 12 week period from 4 September to 27 November 2015.

The Trust wishes to consult as widely as possible on this document as follows.

- Correspondence will be issued to all consultees listed on the Trust's consultation database detailing the consultation process – a list of

consultees can be found on the Trust's website or by contacting the Equality Unit (contact details below).

- A copy of this consultation document is available on the Trust's website at <http://www.northerntrust.hscni.net>.
- Meetings with all staff affected by the change and with Trade Union Representatives.

For those who wish to provide written feedback, a comments form is available in Appendix 2. It is also available on the Trust website at <http://www.northerntrust.hscni.net>. However we welcome your feedback in any format. You can respond to the consultation document by e-mail, letter or fax as follows:

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E-mail: [equality.unit@northerntrust.hscni.net](mailto:equality.unit@northerntrust.hscni.net)

The closing date for responses is 27 November 2015.

Before you submit your response, please read the section on Freedom of Information Act 2000 and the confidentiality of responses to public consultation exercises at the end of the comments form.

If you have any queries about this document, and its availability in alternative formats (including Braille, disk and audio cassette, and in minority languages to meet the needs of those who are not fluent in English) then please contact the Equality Unit.

In compliance with legislative requirements, when making any final decision the Trust will take into account the feedback received from this consultation process. A consultation feedback report will be published on the Trust web site.

**Thank you for taking the time to read this document.**

## **Questions and Answers**

### **Why do we need to change our existing service at Norfolk Court?**

The standard of accommodation at Norfolk Court is of poor quality and does not provide tenants with opportunity for privacy and independence. The Trust has not been receiving referrals to the facility because potential tenants do not want to live there due to the standard of the environment.

The Trust did explore the option of upgrading the accommodation however the properties are small for multiple occupancy and it would not have been possible to accommodate the scale of tenancies necessary to maintain a viable service.

### **How will the needs of Service Users in the Antrim area be met if Norfolk Court is not an option?**

Antrim area will continue to have the highest number of Supported Living unit places per 1000 of the general adult population across the Trust. To date, tenants choosing to move on have been in a position to consider a range of options in vacant places in Schemes that best meet their needs.

### **What will happen to staff?**

We value and respect our staff and will keep them informed at every stage. The principles of the Trust's Management of Change Human Resources Framework provide a robust and transparent process for supporting staff through the change process.

### **What will happen to the views we provide and will they be considered?**

All the views gathered during consultation will be considered before any final decision is made. A consultation feedback report, detailing the feedback and how the Trust considered it will be put on our website.



# The Future of Norfolk Court Supported Living Schemes

## Comments Form

The aim of this consultation is to obtain views from stakeholders and the Trust would be most grateful if you would respond by completing this form. Please answer each question by writing your comments in the space provided. An electronic version of this comments form is also available on our website [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net). The closing date for this consultation is 27 November 2015 and we need to receive your feedback on or before that date. You can respond to the consultation document by e-mail, letter or fax as follows:

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Website: [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)

**The Trust is committed to ensuring that adults with a mental illness are supported in accommodation that is fit for purpose and supports an ethos of recovery and independence. Do you feel that Norfolk Court provides this environment?**

Yes

No

Please detail below.

**The Trust has proposed to stop using Norfolk Court SLS as a supported living unit. Would you agree with this proposal?**

Yes

No

Please provide any comments below.

**The Trust is committed to promoting equality of opportunity and good relations. Having considered our EQIA (available on our website [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)) please provide details below if you feel our proposals will have an impact on any of the nine equality categories.**

**Are there any other comments or views you would wish to express?**



**So that we can acknowledge receipt of your comments please fill in your name and address or that of your organisation. You may withhold this information if you wish but we will not then be able to acknowledge receipt of your comments.**

|                      |  |
|----------------------|--|
| <b>Name:</b>         |  |
| <b>Position:</b>     |  |
| <b>Organisation:</b> |  |
| <b>Address:</b>      |  |
|                      |  |
|                      |  |
|                      |  |

**I am responding:** as an individual   
*(please tick)*  
on behalf of an organisation

Before you submit your response, please read this section on Freedom of Information Act 2000 and the confidentiality of responses to public consultation exercises.

### **Trust Response and Freedom of Information Act (2000)**

The Northern Health and Social Care Trust will publish an anonymised summary of the responses received to our consultation process. However, under the Freedom of Information Act (FOIA) 2000, particular responses may be disclosed on request, unless an exemption(s) under the legislation applies. Under the FOIA anyone has right to request access to information held by public authorities; the Northern Trust is such a public body. Trust decisions in relation to the release of information that the Trust holds are governed by various pieces of legislation, and as such the Trust cannot automatically consider responses received as part of any consultation process as exempt. However, confidentiality issues will be carefully considered before any disclosures are made.

**Thank you for taking the time to complete this comments form.**