# Interim IIA Report – Relocation of Residents from Eskgreen Care Home

Each of the numbered sections below must be completed

Please state if the IIA is interim or final

This is an Interim IIA

## Title of proposal

Relocation of Residents from Eskgreen Care Home

## What will change as a result of this proposal?

* Service-users at Eskgreen Care Home are being relocated to Crookston and the Abbey Care Homes, and independent providers
* Closure of Eskgreen has released recurring funding, half of which has been invested in opening beds within Crookston.

## Briefly describe public involvement in this proposal to date and planned

Service-users, relatives and staff have been consulted with on an individual basis.

## 4. Is the proposal considered strategic under the Fairer Scotland Duty?

Yes.

## 5. Date of IIA

Tuesday 9th May 2023 from 10.30am to 12 noon.

## 6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

| **Name** | **Job Title** | **Date of IIA training** |
| --- | --- | --- |
| Laura Kerr | General Manager, Planning and Performance, ELHSCP | March 2023 |
| Lorraine Cowan | Chief Nurse, ELHSCP | 2017 |
| Iain Gorman | Operations Manager, ELHSCP |  |
| Margaret Drew | Service Manager, Ongoing Care, ELHSCP |  |
| Jane Ogden-Smith | Equalities and Engagement Officer, ELHSCP | Sept 2009  Dec 2022 |

## 7. Evidence available at the time of the IIA

| **Evidence** | **Available – detail source** | **Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal** |
| --- | --- | --- |
| Data on populations in need | Residents at Eskgreen Care Home, their carers and families, and staff – from one-to-one meetings and group meetings | All groups had shared concerns – for example, the impact of relocation, For residents there may be concerns around upheaval and getting acquainted with new surroundings.  For two residents, it was about their ability to continue smoking within their home area or surroundings.  For relatives, there were additional concerns to do with travel.  For staff, there were some concerns over additional travel to work, being ready to retire or not wanting to move to a new work setting. |
| Data on service uptake/access | Eskgreen residency and staffing data | Eskgreen was not at full capacity for residents and had the appropriate staff complement in place to deliver effective care. |
| Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation. | Information held by ELHSCP in relation to funding of care home places (data protected).  ELC HR/payroll records for Eskgreen staff (data protected) | Residents come from a range of income groups. However, the way that ELHSCP care homes operate ensures equal access to services, support and activities for all residents in our care homes.  Salaries for ELHSCP care home staff are higher than in the commercial sector. However, social care wages are not high, no matter who the employer may be. |
| Data on equality outcomes | Person information held by Eskgreen on personal files and care plans for individual residents (data protected).  ELC Equalities Monitoring. This is anonymised and not broken down by establishment. | All residents have the protected characteristics of age, sex and, in most cases, some degree of disability (including physical disability, mental health, sight and hearing impairment, and dementia). There are currently no residents at Eskgreen from minority ethnic backgrounds, or who have gone through gender-reassignment, or who are LGBT+.  We have less equalities information about relatives and staff, although we do have staff from minority ethnic and ethnic minority backgrounds on the Eskgreen staff complement. |
| Research/literature evidence | National Care Standards | There is little national guidance on moving older people from one care home to another. We adhered to the guiding principles of the National Care Standards. |
| Public/patient/client experience information | Feedback from service-users, relatives and staff (emails and verbal) included in service-users’ personal files. | Feedback was overwhelmingly positive from residents and relatives. |
| Evidence of inclusive engagement of people who use the service and involvement findings | One-to-one meetings with service-users and relatives, with ongoing support and follow-up – Service-user records.  One-to-one meetings with staff, with follow-up where necessary – detailed in personnel files.  Overview of all meetings is contained in project minutes and feedback newsletter for relatives and staff | The relocation team worked closely with service-users and relatives to ensure the best outcomes for both.  Almost all staff and relatives accepted the need for the move to Crookston and The Abbey.  The team also found a placement out of county for one service-user and relatives who requested this. The service-user did not enjoy the new placement so her was relocated again in line with their wishes and those of their relatives and is now quite settled in The Abbey.  They also built a smoking shelter at one site for residents who wished to smoke.  EARS Advocacy was involved throughout the process to provide independent advocacy whenever needed.  Residents and relatives were able to go on site visits before their move, accompanied by members of staff who worked with them regularly.  Some staff had concerns including:   * The expense of additional travel to Tranent and North Berwick * Wanting to retire instead of being matched into new posts * The sort posts they were being matched into.   The concerns around travel to other sites was offset by ELC’s commitment to reimburse the difference in travel costs to Eskgreen and the new place of employment for a period of three years.  There was general satisfaction with the matching process as staff were also able to say that they wanted to work more or fewer hours and suitable arrangements were made.  Only one person couldn’t be matched and they took redundancy instead.  It also enabled some staff to bring forward the date of their retirement, if they so wished. |
| Evidence of unmet need |  | N/A |
| Good practice guidelines |  | As in ‘Research literature’ above  Stress and distress care plans were developed for residents.  The staff who worked with residents at Eskgreen transferred with them to Crookston and The Abbey, in line with good practice for frail elderly people and for people living with dementia. |
| Carbon emissions generated/reduced data |  | Some relatives opted to car pool for the first time, so a very small carbon emissions reduction.  Eskgreen is old and energy inefficient. Crookston is built to a greater environmentally sustainable standard, so much less heat loss and smaller carbon footprint. The majority of residents moved to Crookston. |
| Environmental data |  | Eskgreen is built in the flood plain of the River Esk and subject to flooding; more so with climate change. |
| Risk from cumulative impacts |  | N/A |
| Other (please specify) |  | N/A |
| Additional evidence required |  | N/A |

## 8. In summary, what impacts were identified and which groups will they affect?

| **Equality, Health and Wellbeing and Human Rights** | **Affected populations** |
| --- | --- |
| **Positive**  While the decision close Eskgreen was taken by East Lothian Council because they were unable to continue to fund the level of repairs and maintenance required, residents, relatives and staff understood and accepted the thinking behind the decision. They appreciated that the building’s age, non-compliance with Care Inspectorate standards (for example, corridor size) and ongoing issues with maintenance (for example, major problems with weather-proofing the roof) made it impossible to keep Eskgreen open. Several residents wanted to move out of Eskgreen earlier than the relocation date and this was facilitated by ELHSCP staff.  Crookston, in particular, has many inbuilt dementia and disability friendly features.  Kitchen staff were enthusiastic about moving to kitchens that were substantially better than the ones at Eskgreen. The move will enable them to use the full range of their skills for the benefit of residents.  Reducing the number of ELC-provided care homes from three sites to two opens up much greater opportunity for more flexible working and reducing overall pressure on the care home staff group.  The new working arrangements also enables managers and staff to look at skill mix and has offered staff new opportunities. For example, the introduction of new housekeeping roles enables care staff to focus just on care, which is in line with Care Inspectorate standards, and affords greater job satisfaction and better outcomes for residents.  The move has also enabled the appointment of additional activities co-ordinators to support residents in their interests and general health and wellbeing.  Crookston and The Abbey are much better equipped than Eskgreen, for example, at Crookston there is a fully-equipped hair salon, Rempods etc.  Eskgreen was not very accessible in terms of parking for visiting relatives – both Crookston and The Abbey have accessible and dedicated parking for relatives. | Older people, people with disabilities, people on a low income. |
| **Negative**  The move is relatively recent so there is insufficient data at present to gauge the longer term impact of the move on residents, relatives and staff. It is proposed to undertake an IIA in six months’ time to evaluate the impact on each group. | Older people, people with disabilities, people on a low income. |

| **Environment and Sustainability including climate change emissions and impacts** | **Affected populations** |
| --- | --- |
| **Positive** | **N/A** |
| **Negative** | **N/A** |

| **Economic** | **Affected populations** |
| --- | --- |
| **Positive** | N/A |
| **Negative** | N/A |

## 9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

No.

## 10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

A communications plan was drafted at the outset of the planned move, and updates will continue to be circulated to residents, relatives and staff over the next few months.

## 11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a [Strategic Environmental Assessment](https://www.gov.scot/policies/environmental-assessment/strategic-environmental-assessment-sea/) (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.

No – it should result in a small improvement.

## 12. Additional Information and Evidence Required

None

## 13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:

| **Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)** | **Who will take them forward (name and job title** | **Deadline for progressing** | **Review date** |
| --- | --- | --- | --- |
| Conduct a further IIA in six months’ time | Equalities and Engagement Officer | October 2023 | October 2023 |

## 14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

No.

## 15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

Through residents’, relatives’ and staff feedback and through the evaluation IIA scheduled for October 2023.

## 16. Sign off by Head of Service

**Name: Lorraine Cowan, East Lothian Chief Nurse**

**Date: 10 July 2023**

## 17. Publication

Completed and signed IIAs should be sent to:

[jogden-smith@eastlothian.gov.uk](mailto:jogden-smith@eastlothian.gov.uk) for publication on the ELHSCP [IIA Database](https://www.eastlothian.gov.uk/info/210558/social_care_and_health/12776/east_lothian_health_and_social_care_partnership_integrated_impact_assessments) on [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)