



The Great Hospital, Norwich

*Summary of consultation
February to May 2024*



The Great Hospital consultation – looking to the future

At the beginning of 2024 we announced our Vision for the Great Hospital:

To provide the best quality of independent living accommodation for older people in need while preserving the priceless heritage of the Great Hospital.

The Great Hospital has faced increasing cost challenges in recent years and the Trustees, with the leadership team, therefore developed a transformation plan involving a major restructure and service redesign to secure financial viability and a positive future.

In February 2024 we launched a Consultation focusing on four key areas of transformation:

1. Care provision and the introduction of the new Resident Engagement Team
2. Catering and retail provision
3. Resident alarm call system and out-of-hours support
4. Resident documentation

Over a three-month period, we met with staff, residents and their families to explain and discuss our proposed changes, and we welcomed comments from the local community too.

Throughout each stage of the consultation we have listened to residents, their families and our local community, and we are grateful to everyone for participating and sharing their views with us. We received a total of 290 feedback questionnaires. We held 4 consultation discussions which were attended by between 40-60 residents per session. We met individually with every resident in Prior Court and their families to discuss their specific needs. We also held meetings with individual residents and loved ones who requested

more information. We have considered all the feedback and we have adjusted some of our proposed changes to better suit residents' needs and wishes.

Thank you

We would like to thank everyone for sharing their feedback and for actively participating throughout our consultation. Your feedback has been instrumental in helping us to shape the future of the Great Hospital. Your support to each other, staff and Trustees, and your understanding during this period of change, has been very much appreciated.

We have faced some difficult decisions but we now have a positive outlook for the Great Hospital and we are in a stronger, sustainable position where we can fairly support all residents across our seven-acre site. We have taken huge steps towards achieving our vision – to offer residents the best quality independent living accommodation while maintaining our significant heritage for future generations.

Summary

This document gives a summary of the outcomes, and our next steps.

By working together, we are confident that our vision for a sustainable future for the Great Hospital is achievable.

Gina Dormer
Master and CEO
The Great Hospital, Norwich

Care provision and the new Resident Engagement Team

Our first consultation subject was on the provision of Personal Care (also known as 'Regulated Care', 'Extra Care' and 'Domiciliary Care'). We are aware that our care provision to a relatively small number of residents has been subsidised by the charity and this cannot continue.

Progress

- We have successfully engaged Norfolk County Council to conduct care needs and financial assessments for all our residents who have required them.
- We have invited home care providers to visit the site and meet with residents. As a result, all those residents who have expressed a wish to receive care have signed up with a new provider.
- All residents who were paying the Great Hospital's weekly care charge will be financially better off under the new arrangements.
- We have overlapped our care provision with the new provider to enable a seamless handover.
- We will signpost other residents and refer them to Norfolk County Council and / or a care provider should the need arise.
- All staff affected by the changes have been supported and almost all have found alternative employment. We have arranged for a phased departure of staff during May.
- Our new Resident Engagement Team has already begun offering on-site support to all residents.
- We have deregistered our care provision with CQC and have notified the Charity Commission.

Catering and retail provision

Our second consultation was about our catering and retail provision, reviewing the use of our Mackintosh Café for residents and visitors, and use of our on-site convenience shop.

Progress

- Since the consultation, we have seen considerably lower usage of the café and we are adjusting our opening times and meal offering to suit demand.
- We will continue to consider takeaway options, offering residents flexibility.
- Home delivery for meals will be available with discounted prices for regular users.
- We will continue to provide the catering and shop offerings based on demand.



Resident alarm call system and out-of-hours support

Our third consultation was around the alarm call system and the different options for out of hours access. The existing pull cord system is starting to fail and is expensive to repair. We would like to continue to offer residents access to a 24-hour emergency response service.

Progress

- Careium, a market leader in technology enabled care, have been contracted as our expert regulated provider of the combined alarm call, fire detection and buildings access systems.
- Careium will provide offsite emergency support and will monitor onsite access with effect from 1st June.
- We will be issuing personal pendants / wristbands to all residents who would like one. Add-on assistive technology, for example falls detection equipment, is also available at extra cost.
- The Great Hospital is in the process of arranging the installation of alarm and fire detection equipment to all residential accommodation.
- We are upgrading our alarm call system for all those who want it at no cost to residents.
- We are upgrading our fire detection systems at no cost to residents, which should have the added advantage of reducing false alarms.
- We are making the external gate and all communal external doors electronic and accessible so that remote access can be given when needed 24 hours a day.

Resident documentation

Our final consultation subject was on the proposed changes to our resident documentation. This needs to be updated in line with our Scheme of Charity and as a result of the consultation and changes in provision of care.

Progress

- Our documentation has been updated to reflect the changes.
- We will be seeking Charity Commission permission to equalise the admission age for men and women to 60.
- We have lengthened the minimum notice period that the Great Hospital has to give residents from 4 to 12 weeks.
- We have made Clause 43 of our Scheme of Charity explicit and we have introduced an Independent Living policy.
- As the new terms and conditions come into effect from the 1st June, we will be issuing residents with a new letter of appointment reflecting this.



Frequently asked questions

These were the questions asked most often during the consultation:

? If I need domiciliary care in the future, do I need to move into Prior Court?

A No, you can arrange to receive care in your own home without having to move, provided it is safe for you to do so.

? Do I need to move away from the Great Hospital if I need care?

A No, you can continue to live at home provided it is safe for you to do so.

? How can I access care going forwards?

A The Norfolk Adult Care and Support Guide is available online and provides information on all the options available to you. Alternatively, you can speak to one of our team who can make a referral on your behalf and provide you with further information.

? Do I need to move if I've got dementia?

A If you are given a dementia diagnosis, this does not necessarily mean you need to move. We will look at each case on an individual basis, and if it is safe for you to continue to live independently at the Great Hospital then you can do so.

? Why has Clause 43 been included in the new documentation?

A Clause 43 has always existed in the Scheme of Charity, we have simply aligned our documentation accordingly.

? Do I have to have a pendant/wristband?

A No, this is entirely up to you.

? Do I have to pay for the pendant?

No, the charity is covering the cost of one pendant/wristband per resident. There will be a charge for replacement pendants/wristbands.

? What if I want GPS and fall alerts?

A This can be arranged but you will be required to pay for any enhancements. Please speak with one of our team.

? Who will answer my alarm call?

A The trained team at Careium will answer all alarm calls and will support you in an emergency.

? Will my family and friends be able to access my accommodation in an emergency?

A Yes, if you have a key safe installed and have provided them with the code.

? Who can I talk to if I have further questions or concerns?

A Please speak with a member of the team in the Office.





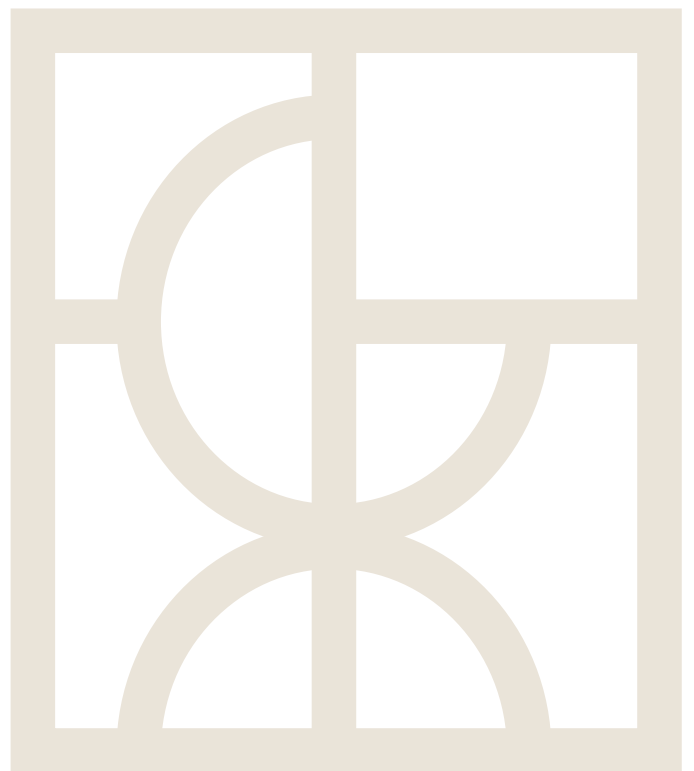
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Charity Registration Number 211953



the
**Great
Hospital** 

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